



## Infinity Holidays Onboard Manual

This user manual provides a comprehensive overview of the cruise system Onboard, and the functionality on offer that will revolutionise your cruise consulting experience!

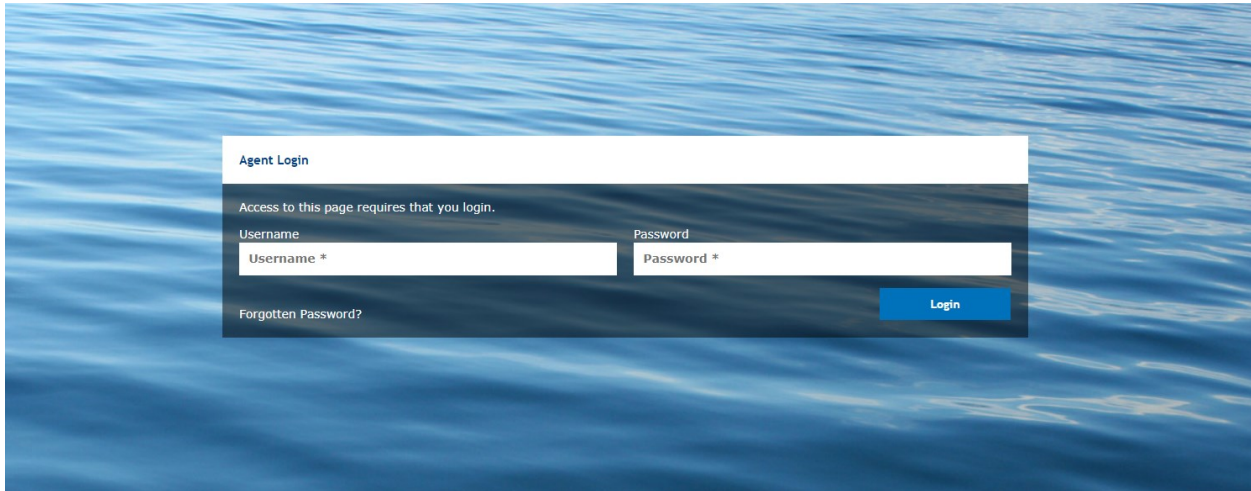
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## LOGIN & PAGE NAVIGATION

1.1 Click here to access [Onboard](#)

1.2 The login screen will appear as follows:

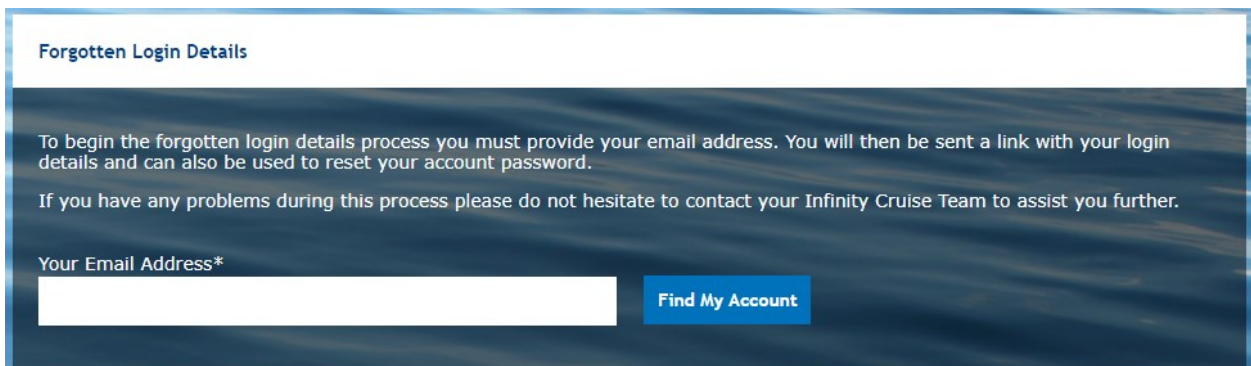


The image shows a login form titled "Agent Login" overlaid on a background of blue water. The form contains the following elements:

- Title: Agent Login
- Message: Access to this page requires that you login.
- Username field: Labeled "Username" with "Username \*" below it.
- Password field: Labeled "Password" with "Password \*" below it.
- Forgotten Password? link: Located at the bottom left of the form.
- Login button: A blue button labeled "Login" at the bottom right of the form.

1.3 Enter your Username and Password and click the Login button. (This will be emailed separately to you)

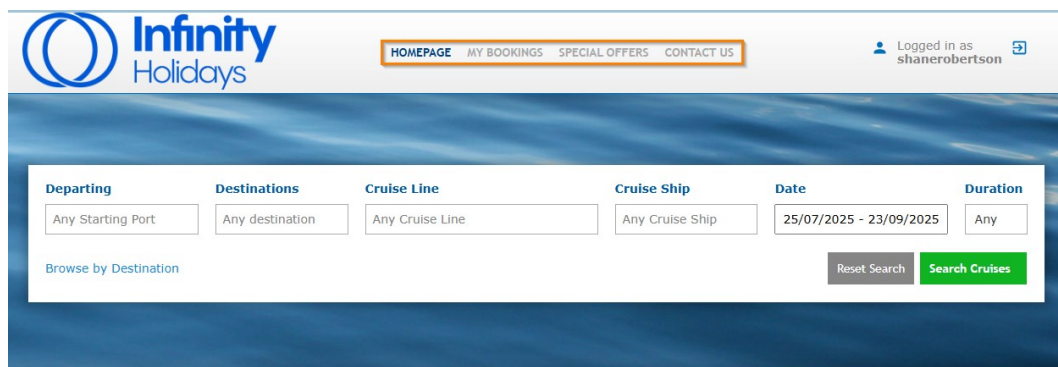
Note: If you have forgotten your password, select the "Forgotten Password" link and you will be taken to the following screen where you can enter your email address and click the "Find My Account" button.



The image shows a screen titled "Forgotten Login Details" with a blue background. It contains the following elements:

- Title: Forgotten Login Details
- Message: To begin the forgotten login details process you must provide your email address. You will then be sent a link with your login details and can also be used to reset your account password.
- Message: If you have any problems during this process please do not hesitate to contact your Infinity Cruise Team to assist you further.
- Your Email Address\* field: A white input field.
- Find My Account button: A blue button labeled "Find My Account" to the right of the input field.

1.4 The Onboard Homepage will appear as follows:



Welcome to Infinity Cruise, and our exciting online system "Onboard".

Onboard is an intuitive and informative cruise booking system that will revolutionise your cruise consulting experience!

#### About Us

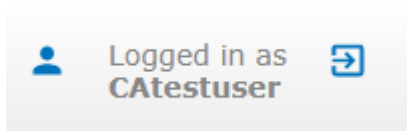
Infinity Cruise was formed in 2010. From humble beginnings, we have established ourselves as the flagship Cruise Wholesaler in New Zealand, providing the largest supply of cruise holiday products to retail outlets. Infinity Cruise is renowned for our ease of service and depth of knowledge. We are committed to working with our Retail Partners to deliver an amazing travel experience for our customers.

Onboard offers our loyal Retail Partners another avenue for carrying out seamless cruise booking transactions. With rapid search functionality, plus broad or narrow filter options, Onboard offers all the major Cruiselines, and their best deals, ready for booking with just a few clicks. From short haul Pacific escapes to luxury Round-the-World journeys or incredible Antarctic expeditions, Onboard has it all! In addition to all this, you can be comfortable in the knowledge you have the full support of our dedicated service team!

1.5 Listed at the top of the screen are the navigation pages you can access:-

- **Homepage** – for searching and comparing cruise itineraries
- **My Bookings** – displays all cruise itineraries your shop has booked on Onboard
- **Special Offers** – lists current cruise specials

1.6 To log-out simply click on the arrow beside the "Logged in as..." located in the right hand corner



## HOMEPAGE - SEARCH & COMPARE

2.1 From the Homepage you are able to search for cruise itineraries. You have the ability to filter your search using the following options:

- Departure point
- Visiting Ports
- Cruise Line
- Cruise Ship
- Browse by destination (view cruises departing from selected ports)
- Dates (specific, or a date over a maximum 3 month range)
- Duration (no. of nights onboard ship – select from several ranges)



**HOT TIP!** *(For the best results we highly recommend using this filter functionality to narrow down the search results.)*

2.2 Once you have entered applicable filter parameters, the number of results will appear i.e. *33 Cruises Found*. To view these cruise itineraries, click on Search Cruises.

**Departing** 
**Destinations** 
**Cruise Line** 
**Cruise Ship** 
**Date** 
**Duration**

[Browse by Destination](#)
33 Cruises Found

2.3 Filtered cruise itineraries will appear on the below screen. Each cruise itinerary displays a brief summary including; cruise itinerary name, Cruise Line, cruise ship name, departure date, departure port and arrival port, number of nights and total price from.



**IMPORTANT NOTE:** Pricing displayed on this screen is a guide only - please do not quote these prices as a guarantee!

**Infinity Holidays** | HOME PAGE | MY BOOKINGS | SPECIAL OFFERS | CONTACT US | Logged in as shanerobertson

Home > Search Results > Cabins & Passengers > Extras > Booking

**Your cruise results** 25th July 2025 - 23rd September 2025 33 Results

Matching 33

Cruise Line	Itinerary Name	Nights	Total From
ROYAL CARIBBEAN Bahamas	Bahamas & Perfect Day Royal Caribbean - Freedom Of The Seas Departs 25th July 2025 Miami, Florida > Miami, Florida	3	NZ\$2,580
ROYAL CARIBBEAN Caribbean	Western Caribbean & Perfect Day Royal Caribbean - Icon Of The Seas Departs 26th July 2025 Miami, Florida > Miami, Florida	7	NZ\$6,328
ROYAL CARIBBEAN Bahamas	Bahamas & Perfect Day Royal Caribbean - Freedom Of The Seas Departs 28th July 2025 Miami, Florida > Miami, Florida	4	NZ\$2,510
ROYAL CARIBBEAN Bahamas	Bahamas & Perfect Day Royal Caribbean - Freedom Of The Seas Departs 1st August 2025 Miami, Florida > Miami, Florida	3	NZ\$1,918
ROYAL CARIBBEAN Caribbean	Eastern Caribbean & Perfect Day Royal Caribbean - Icon Of The Seas Departs 3rd August 2025	7	NZ\$5,938

- Price Range
- Cruise Name
- Depart Date
- Duration
- Cruise Line
- Cruise Ship
- Start Port
- Visiting Port
- Tailormade Special
- Sail Fare

2.4 From the Search Result screen you have the option to sort the listed cruise itineraries by:

- Price (High-Low or Low-High)
- Alphabetical order (A-Z or Z-A)
- Departure date (Earliest-Latest or Latest-Earliest)

2.5 To view more information on a specific cruise itinerary, click on the 'Details' button. This will display the following screen, which will provide more information on ports visited and cabin options/pricing.

### Western Caribbean & Perfect Day

Royal Caribbean - Icon Of The Seas  
 Departs 26th July 2025  
 Miami, Florida > Miami, Florida

7 Nights

**Total from NZ\$6,328**

[Details ^](#)

- 1 Miami, Florida >
- 2 Cruising >
- 3 Puerto Costa Maya, Mexico >
- 4 Roatan, Honduras >
- 5 Cozumel, Mexico >
- 6 Cruising >
- 7 Perfect Day Cococay, Bahamas >

**Royal Caribbean**  
Icon of the Seas

★★★★★

\$ Inside from: Total from **NZ\$6,328**

Balcony from: Total from **NZ\$7,180**

Outside from: Total from **NZ\$6,713**

Suite from: Total from **NZ\$14,770**

This map displays departure and arrival ports, plus port stops during the cruise itinerary.

[Select Cruise](#)

2.6 If you are happy with the cruise itinerary (or wish to see more detailed pricing/information), click on Select Cruise.

## PRICING, CABINS & RATE CODES

3.1 You will then be taken to the Cabins & Passengers screen (see below screenshot) where you can toggle through the tabs located at the top of the screen to view *Cruise Overview*, *Cruise Line* (including a general description of Accommodation, Activities, For Kids and onboard Experience on offer) and details on the specific *Cruise Ship*.

Western Caribbean & Perfect Day

26th July 2025 - 2nd August 2025

Change

Basket 0

**Cruise Overview** | **Cruise Line** | Cruise Ship

- 1 Miami, Florida >
- 2 Cruising >
- 3 Puerto Costa Maya, Mexico >
- 4 Roatan, Honduras >
- 5 Cozumel, Mexico >
- 6 Cruising >
- 7 Perfect Day Cococay, Bahamas >

**Royal Caribbean**  
Icon of the Seas

★★★★★

26th July 2025 - 2nd August 2025  
Duration: 7  
Sea Days: 2

\$ Inside from: **NZ\$6,328** Outside from: **NZ\$6,713**

Balcony from: **NZ\$7,180** Suite from: **NZ\$14,770**

Toggle through these tabs for Handy sales information

**1 Passengers**

Please tell us about the passengers travelling on your cruise. All passenger details fields are optional, and are used to find you the most accurate prices at the next stage.

Adults (18+) 2 Children (2-17) 0 Infants (0-1) 0

Enter Passenger details

[Update Cabins and Prices](#)

**2 Cabin Grades**

Select a cabin grade and code from the list. From here you will be able to choose a cabin.

	EG430051 SAVINGS NRD	CES47078 BOG60 NRD	EG420067 SAVINGS REF	EG43004 SAVINGS NF
Guarantee Interior	NZ\$6054.00	NZ\$6054.00	-	-
Guarantee Ocean View	NZ\$6419.00	NZ\$6419.00	-	-

Pricing on this screen is default to 2 adult passengers. To update this, move to the Passengers field and manually increase the number of Adults, Children (2-15yr) and Infants (0-1yr). If you do have Children or Infants travelling, the system will require that you enter passenger details for all passengers travelling (this is so that DOB are captured).

### 3.2 Once you have entered the correct passenger numbers (and passenger details, if required), select Update Cabins and Prices.

**1 Passengers**

Please tell us about the passengers travelling on your cruise. All passenger details fields are optional, and are used to find you the most accurate prices at the next stage.

Adults (18+)  Children (2-17)  Infants (0-1)

Enter Passenger details

**Passenger1(Adult)**

Title \*  First Name

Last Name  Date of Birth

Past Passenger Number

**Passenger2(Adult)**

Title \*  First Name

Last Name  Date of Birth

Past Passenger Number

**Passenger3(Child)**

Title \*  First Name

Last Name  Date of Birth

Past Passenger Number

Some cruises will allow you to search for Past Passenger Numbers with the clients' name and DOB. This will update pricing should specials be available for their loyalty status

### 3.3 Select preferred Cabin Grade and Rate Code from the table.

#### 2 Cabin Grades

Select a cabin grade and code from the list. From here you will be able to choose a cabin.

	EG429355 SAVINGS NRD <span style="color: orange;">2</span>	FG843290 STANDARD <span style="color: blue;">⓪</span>	EG428960 SAVINGS REF <span style="color: blue;">⓪</span>
Ocean View	-	NZ\$6194.00	-
Sunset Balcony	NZ\$4937.00	NZ\$6806.00	NZ\$6475.00
Spacious Ocean View Balcony <span style="color: orange;">1</span>	NZ\$4982.00	NZ\$6872.00	NZ\$6541.00
Immerse yourself in a gorgeous view for a memorable vacation. Beds Two twin beds that convert to a Royal King bed. One double sofa bed in staterooms. Size Stateroom: 214 sq. ft. Balcony: 42 sq. ft.	3B NZ\$4982.00 <span style="color: orange;">3</span>	NZ\$6872.00 <span style="color: blue;">⓪</span>	NZ\$6541.00 <span style="color: blue;">⓪</span>
	1B NZ\$5173.00 <span style="color: blue;">⓪</span>	NZ\$7148.00 <span style="color: blue;">⓪</span>	NZ\$6817.00 <span style="color: blue;">⓪</span>
Spacious Sunset Balcony	NZ\$5105.00	NZ\$7050.00	NZ\$6719.00

1 – Click on the cabin name to select your preferred cabin grade

2 - Click on “\*” to see promotion details

3 – Click on the “i” to view onboard credit included

3.4 Find and select a specific Cabin using the listed options or filters (Cabin Number, Cabin Position, Accessibility). The Deck Plan image will flash red with Cabin number options – see screenshot below. You are also able to click on different Deck numbers and scroll through listed Cabin numbers.

**3 Cabins** Select a specific cabin

Select a cabin grade and code from the list below. From here you will be able to choose a cabin. To add a specific cabin to your basket, please enter the cabin no. in this box:  **Add**

**Expand All Filters** ☰

- > Cabin Number
- > Cabin Position
- > Accessibility

Cabin #	Deck	Location	Select
3602	Deck 03	Midship	Select
2292	Deck 02	Midship	Select
2338	Deck 02	Midship	Select
2548	Deck 02	Midship	Select
2304	Deck 02	Midship	Select
3550	Deck 03	Midship	Select
2288	Deck 02	Midship	Select

Please select a cabin

Click on listed Deck Numbers

Scroll through listed available Cabin Numbers

Deck 02

**Deck 03**

Deck 04

Deck 05

Deck 06

Deck 07

Deck 08

Deck 09

Deck 10

Deck 11

Deck 12

Deck 13

Deck 14

Deck 15

3.5 Click on the Select button next to required cabin and either Add to Basket (use this function if you are still browsing cabins/rates) or Book Now.

**3 Cabins** Select a specific cabin

Select a cabin grade and code from the list below. From here you will be able to choose a cabin. To add a specific cabin to your basket, please enter the cabin no. in this box:  **Add**

**Expand All Filters** ☰

- > Cabin Number
- > Cabin Position
- > Accessibility

Cabin #	Deck	Location	Select
3550	Deck 03	Midship	Select
2288	Deck 02	Midship	Select
3546	Deck 03	Midship	<b>Selected ✓</b>
2264	Deck 02	Midship	Select
2546	Deck 02	Midship	Select
3564	Deck 03	Midship	Select

**Ocean View**

**NZ\$4572.00**

NZ\$1,524.00 per person

Category 1N

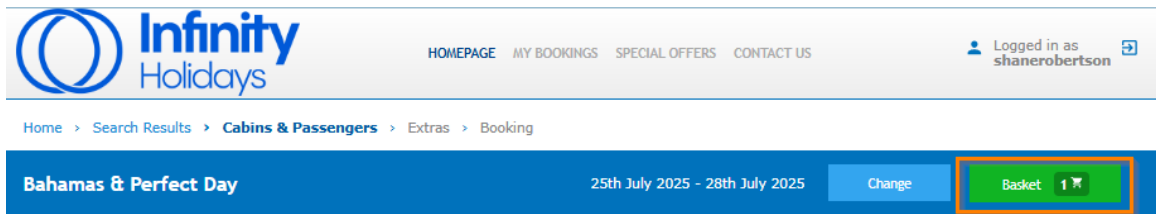
Cabin # 3546

Deck Deck 03

Position Midship

**Add To Basket** **Book or Enquire**

3.6 Add to Basket – once you have added all necessary cabins, click on the Basket to review and Change (cabin or rate code) or Delete any unwanted cabins. Use the Add Cabin to add any additional required cabins to the basket.



**HOT TIP!** Cabins will hold for a short period of time (average 15 minutes) – this timeframe is variable, depending on the Cruise Line. From the basket you are able to Refresh and the system will check cabin availability and, if available, hold for a further 15 minutes.

## BOOK NOW

5.1 Once you have *all* required cruise itineraries in your basket, click on Continue to Booking.

The screenshot displays the 'Your Cabin Selections - REF W64LGJ' page. It features a cabin selection card for 'Bahamas & Perfect Day' on the 'Royal Caribbean - Freedom of the Seas' cruise. The card includes a ship image, a 'Cabin 1' indicator, and buttons for 'DELETE', 'CHANGE', and 'ADD CABIN'. A price breakdown table is shown, and a 'Total: NZ\$4572.00' is displayed. A 'Continue to Booking' button is highlighted in green. A message at the bottom states 'Cabin hold has expired'.

Cruise Fare	NZ\$1648.67
Discount	NZ\$-540.67
Non-Commissionable Fare	NZ\$200.00
Taxes & Fees	NZ\$216.00

5.2 **Cabin Details** – enter mandatory details (marked with an **\***)

- Cruise Dining Allocation – Table Size (total number of diners on table) & Seating Option (allocated dinner service time)
- Cruise Bedding Configuration (select preferred bedding configuration)

**Your Cabin Selections - REF W64LGJ**  
25th Jul 2025 - 28th Jul 2025

Cabin Details

**1** **Bahamas & Perfect Day** **NZ\$4572.00**  
Miami - Miami  
Royal Caribbean - Freedom of the Seas, Cabin 1N  
25th Jul 2025 - 28th Jul 2025

**Cruise Dining Allocation**  
Please use the form below to choose your dining options.

**Table Size \***  
Any 2 4 6 8 10

**Seating Option \***  
Main (1st) Seating 05:30 PM **Second Seating 08:15 PM** Traditional 3 08:30 PM

**Cruise Bedding Configuration**  
Please use the form below to choose your bedding options.

**Bedding Preferences \***  
Either Apart **Together**

Cabin hold has expired

### 5.3 Branch Details - enter mandatory details (marked with an \*)

- Enter Lead Passenger Name
- Branch (Agency) Details will default based on user login

Lead Passenger & Branch Details

**Lead Passenger Name**

Title \* Mr First Name \* SHANE Surname \* ROBERTSON

**Agent Details**

Telephone \* + 64 (09) 532 8066 Email Address \* suttonandturner@travellassociat Confirm Email \* suttonandturner@travellassociat Postcode \* 2014

Address Line 1 \* 16 Moore Street, Address Line 2 \* Howick City \* Auckland Country \* New Zealand

### 5.4 Passenger Details - enter all mandatory details (marked with an \* ). Use this screen to enter any special requests for individual passengers i.e. Dietary, Medical, Occasions (please note – special request fields populate based on cruiseline system capabilities, therefore may not always be the same)

Passenger Details

**Passenger Information**

Title \* Mr First Name \* Shane Surname \* Robertson

Date Of Birth \* 22 Jan 1982 Address \* Level 5, 124 Vincent Street City \* Auckland

Postcode \* 1010 Country \* New Zealand Telephone \* +64 9 3019124

Passport Number \* Passport Start Date \* Passport Expiry Date \*

Nationality \* New Zealand

**Emergency Contact Details**

Name \* Telephone \* Email \*

Contact Name \* Contact Tel. \* Contact Email \*

Royal Caribbean No (Passenger 1) \* 378237360

**Cruise - Bahamas & Perfect Day on Freedom of the Seas staying in 1N grade cabin 3546**

Dietary  
 High Chair  
 Special Meals

Medical  
 Disabled

Occasion  
 Anniversary 25th Jul 2025 1  
 Birthday 25th Jul 2025 1  
 Honeymoon

**Add Passenger**


**Active Passenger(s)**  
Mr Shane Robertson 22/01/1982  
Mr Shannon Willoughby 15/02/1982  
Mr Morgan Robertson 13/04/2015  
Passenger(s) Element Assignment

**Adults:** 2/2  
**Children:** 1/1(10yrs)  
**Infants:** /0



**Important Note:** if you have already entered Passenger Details on the Cabins & Passengers screen you will already have Active Passengers.

Active Passenger(s)  
 Mr Shane Robertson 22/01/1982  
 Ms Shannon Willoughby  
 15/02/1982  
 Mr Morgan Robertson  
 13/04/2015  
 Passenger(s) Element Assignment

 Cruise - Bahamas & Perfect Day on Freedom of the Seas staying in 1N grade cabin 3546

Adults: 2/2  
 Children: 1/1(10yrs)  
 Infants: /0

To complete all mandatory fields, click on each passenger name and enter information as required (generally speaking, the missing mandatory information is Title and Telephone for each passenger). Select Add Passenger to save information. You will then see each passenger has been updated.

- 5.5 **Other Details** – the Exit New Zealand Date will default based on cruise departure date. *If the passengers actual departure date is significantly earlier than the default, please update this field.*
- Payment Schedule** – this defaults based on the Cruise Line parameters, therefore are strict deadlines!
- Booking Details** – read Booking Conditions and accept by ticking the checkbox.

#### 5.6 Select Complete Booking Now.

Other Details

**Exit New Zealand Date**

Please enter the date this booking leaves New Zealand. If this booking doesn't leave New Zealand you can set the date to blank.

Exit Date

25	Jul	2025
----	-----	------

Payment Schedule

**Payment Schedule**

Item	Amount	Due Date
Cruise Final (Bahamas & Perfect Day )	NZ\$ 4572.00	25 Jun 2025

**Important Information**

Please double check all dates on this page prior to clicking on **Complete Booking Now**.  
 By clicking on Complete Booking Now you acknowledge these dates are correct.

Booking Details

I have read and accept [the booking conditions](#) (opens in a new window).

All your booking information is now complete, click on the 'Complete Booking Now' button to finalise your booking.  
 Be sure and click only once, this may take up to 30 seconds to confirm.

**Complete Booking Now**



**HOT TIP!** The Complete Booking Now button will remain 'greyed out' until all required mandatory fields are complete – upon which it will turn green!

5.7 Upon confirmation the following Cruise Booking Summary page will appear, including the Infinity Cruise Booking Reference and the Cruise Line Reservation number.

## PAYMENT

6.1 If your agency is set up with a Direct Payment Gate Link please use the “**Authorise Automatic Payment**” link in Onboard, alternatively pay by direct deposit, please contact the team for further details.

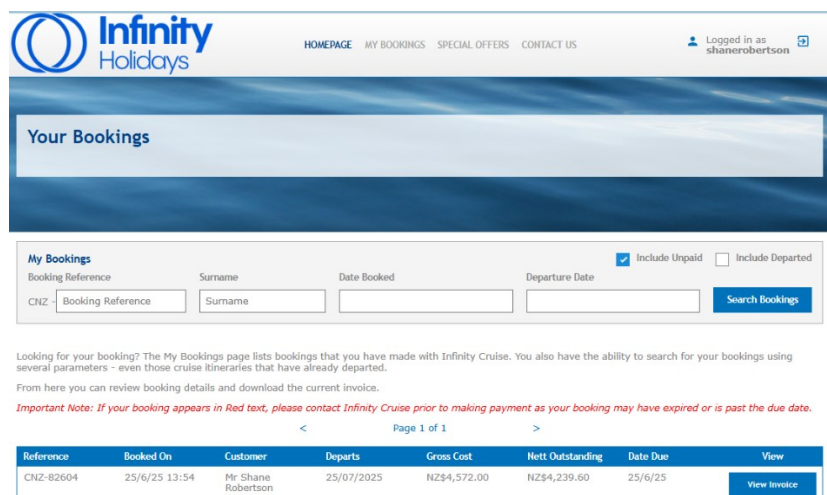
## MY BOOKINGS

7.1 From the My Bookings page you are able to search for any cruise itineraries booked by your shop.

Search filters include:

- FCL reference number
- Surname
- Date Booked
- Departure Date

By ticking the checkboxes above the search filters, you can include or exclude Unpaid bookings or Departed bookings.



**My Bookings**

Booking Reference: CHZ-82604 | Surname: Mr Shane Robertson | Date Booked: 25/07/2025 | Departure Date: 25/6/25

Include Unpaid  Include Departed

Search Bookings

Looking for your booking? The My Bookings page lists bookings that you have made with Infinity Cruise. You also have the ability to search for your bookings using several parameters - even those cruise itineraries that have already departed. From here you can review booking details and download the current invoice.

*Important Note: If your booking appears in Red text, please contact Infinity Cruise prior to making payment as your booking may have expired or is past the due date.*

Reference	Booked On	Customer	Departs	Gross Cost	Nett Outstanding	Date Due	View
CHZ-82604	25/6/25 13:54	Mr Shane Robertson	25/07/2025	NZ\$4,572.00	NZ\$4,239.60	25/6/25	<a href="#">View Invoice</a>



**IMPORTANT NOTE:** If a booking appears in **red text** it has most likely expired due to payment requirements not being met. Please contact Infinity Cruise for assistance with these bookings

FCL-451959	05/1/18 09:04	Mr Andrew Appleby	01/08/2018	A\$3,395.38	A\$3,134.58	08/1/18	<a href="#">Authorise Automatic Payment</a>
							<a href="#">View Invoice</a>

7.2 When you find your required booking, actions that can be undertaken are:

- View Invoice