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Fred. Olsen Cruise Lines moves to e-ticketing

Following a successful trial of e-ticket production on late bookings, Fred. Olsen Cruise Lines will be introducing e-ticketing as standard on all tickets issued from Monday 25th July 2011.

Agents are advised that, initially, baggage tags will be despatched separately by post; however, with effect from mid-September 2011, tags will be included in the new-look A4 'Cruise Book', which contains confirmation of all shore excursion choices, and will be sent directly to guests approximately eight weeks prior to departure, so that agents will not have to handle baggage labelling.

On receipt of e-tickets, agents can choose whether to e-mail them onto guests directly, or to print and post them out, depending on preference. E-tickets will be issued approximately seven weeks prior to departure, providing that all the necessary information and payments have been supplied. E-tickets are issued automatically on a daily basis from Monday to Friday although, in the case of fly-cruises, tickets may be issued nearer to the departure date.

Lol Nichols, General Sales Manager for Fred. Olsen Cruise Lines, said:
"We are delighted with the success of the e-ticketing trial, and are now confident in moving to the next stage of the roll-out process. More and more of our business is conducted electronically these days, and e-ticketing provides agents and customers with a quicker, more streamlined system, helping to save time and money, as well as reducing the over-use of paper."

For any queries regarding Fred. Olsen Cruise Lines' e-ticketing system, or to advise of a change of e-mail address, agents should contact Fred. Olsen at admin.enquiries@fredolsen.co.uk

Fred. Olsen Cruise Line operates in the UK with four intimately sized ships for a more personal cruising experience.

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