



Cruise Whitsundays Member Guide

Reservations Team

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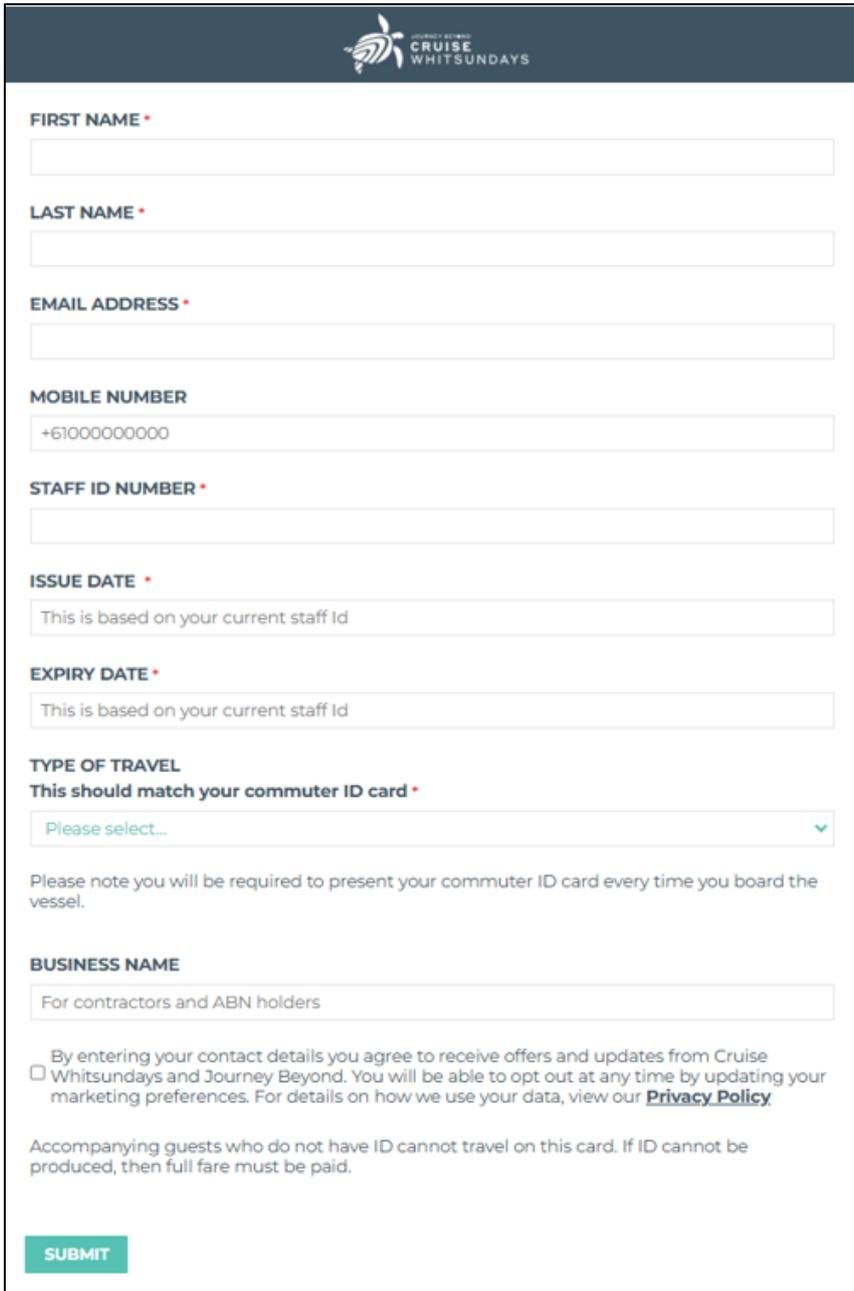
Welcome to the Cruise Whitsundays user guide for members. This guide will help you register for a Membership to purchase your travel passes and navigate around our Member Portal.

REGISTRATION FORM

To register for your membership, go to the [Registration Form](#)

Complete the fields ensuring name, email address, staff ID number, issue date & expiry date are completed then select the type of travel from the drop-down list before clicking submit.

When selecting type of travel, ensure this matches your commuter ID card as you will be required to continue presenting your valid commuter ID card each time you board the vessel.



The image shows a registration form for Cruise Whitsundays. At the top, there is a dark blue header with the Cruise Whitsundays logo and the text "JOURNEY BEYOND CRUISE WHITSUNDAYS". The form fields are as follows:

- FIRST NAME ***: A text input field.
- LAST NAME ***: A text input field.
- EMAIL ADDRESS ***: A text input field.
- MOBILE NUMBER**: A text input field with a pre-filled value of "+61000000000".
- STAFF ID NUMBER ***: A text input field.
- ISSUE DATE ***: A text input field with the placeholder text "This is based on your current staff id".
- EXPIRY DATE ***: A text input field with the placeholder text "This is based on your current staff id".
- TYPE OF TRAVEL**: A dropdown menu with the text "This should match your commuter ID card *". The dropdown is currently set to "Please select...".
- BUSINESS NAME**: A text input field with the placeholder text "For contractors and ABN holders".

Below the form fields, there is a checkbox for "By entering your contact details you agree to receive offers and updates from Cruise Whitsundays and Journey Beyond. You will be able to opt out at any time by updating your marketing preferences. For details on how we use your data, view our [Privacy Policy](#)". The checkbox is currently unchecked.

At the bottom of the form, there is a note: "Accompanying guests who do not have ID cannot travel on this card. If ID cannot be produced, then full fare must be paid." and a green "SUBMIT" button.

Once the registration form has been submitted, your membership will be created and you will receive a registration email within 24 hours including your password to allow you to log in to the Member Portal.

MEMBER LOGIN

- 1) Go to the member portal at secure.cruisewhitsundays.com//MemberPortal/Logon/
- 2) Enter your **Email** and **Password**.

The screenshot shows the 'SIGN IN' page of the Cruise Whitsundays member portal. At the top, there is a dark blue header with the logo 'JOURNEY BEYOND CRUISE WHITSUNDAYS' and a 'RETURN TO HOME PAGE' link. The main content area is white and contains a sign-in form on the left and a list of member portal benefits on the right. The form has fields for 'Email' (containing 'joe@example.com') and 'Password' (masked with dots), a 'SIGN IN' button, and a 'Forgot password?' link. The benefits list includes: 'Manage your online profile', 'Pay any balance owing on your bookings', 'Cancel your booking', and 'Resend the confirmation email and credit card receipt'. Below the form, there are social media icons for Facebook (@CRUISE.WHITSUNDAY), Instagram (@CRUISEWHITSUNDAYS), YouTube (@CRUISEWHITSUNDAYS), and Twitter (@CRUISEWHIT).

Email – the email address associated with your account.

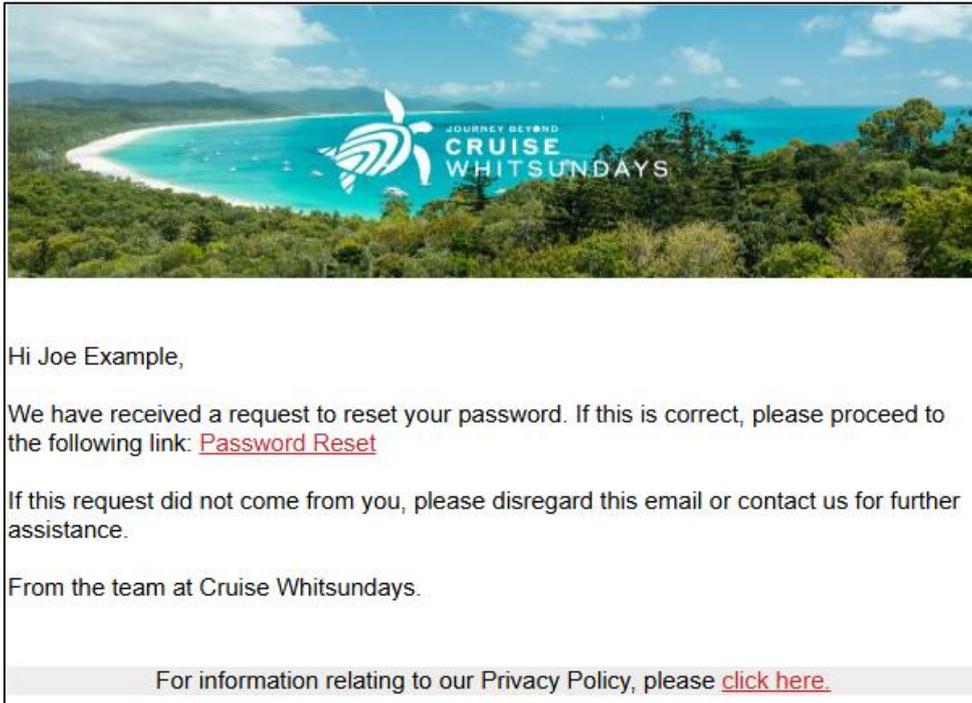
Password – the password associated with your account.

Once logged in, you will immediately be directed to your profile dashboard.

If you forget your password, you can click **forgot password?** On the login screen which will prompt you to enter your email address to send a link.

The screenshot shows the 'RESET PASSWORD' page of the Cruise Whitsundays member portal. It features a dark blue header with the logo and a white main content area. The form on the left has an 'Email' field containing 'joe@example.com', a 'RESET PASSWORD' button, and a 'Back to login' link. The right side of the page lists the same member portal benefits as the sign-in page: 'Manage your online profile', 'Pay any balance owing on your bookings', 'Cancel your booking', and 'Resend the confirmation email and credit card receipt'. At the bottom, there are social media icons for Facebook (@CRUISE.WHITSUNDAY), Instagram (@CRUISEWHITSUNDAYS), and YouTube (@CRUISEWHITSUNDAYS).

The system will send an email to the email address supplied as below.

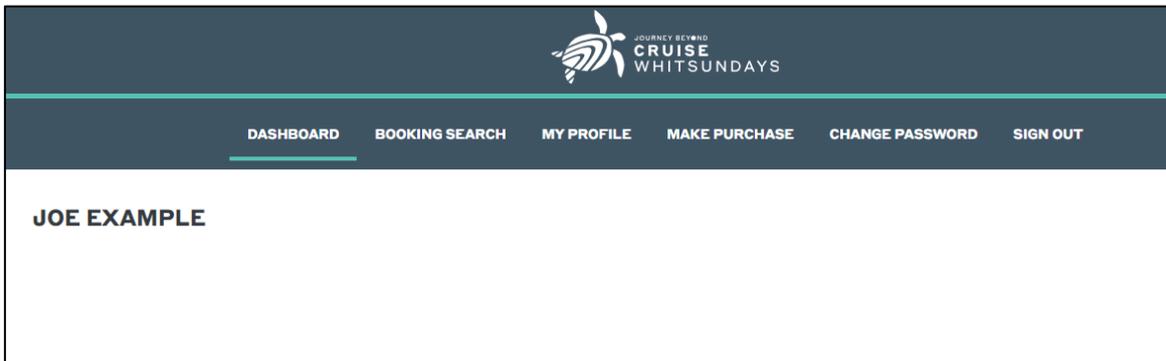


By clicking on the Password Reset link sent via email, you will be able to set a password of your choice.

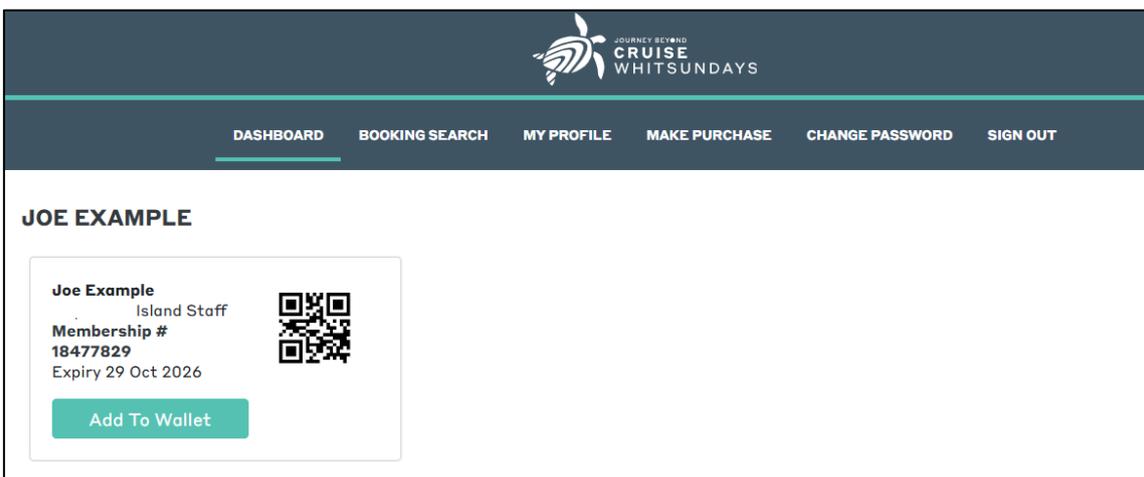
DASHBOARD

The member dashboard is where any trip passes that have been purchased will be displayed.

The dashboard will appear blank on first login.



After purchasing trip passes, they will appear in the member dashboard



BOOKING SEARCH

Clicking Booking Search will show all previous bookings that have been made under your profile.

The screenshot shows the 'BOOKING SEARCH' page. At the top, there is a navigation bar with the following links: DASHBOARD, BOOKING SEARCH (highlighted), MY PROFILE, MAKE PURCHASE, CHANGE PASSWORD, and SIGN OUT. The main content area is titled 'BOOKING SEARCH' and contains a search form with 'From' and 'To' date pickers, both set to 29/10/2024 and 29/11/2024 respectively, and a 'SEARCH' button. Below the search form is a table of bookings:

Reference	Status	Date	Product	Party	Qty	Amount	
2790751 / 4874369	ACTIVE	31 Oct 2024	Port of Airlie to Island	JOE EXAMPLE	1	\$15.00	...
2790771 / 4874484	ACTIVE	01 Nov 2024	Island to Port of Airlie	JOE EXAMPLE	1	\$15.00	...

MY PROFILE

Clicking My Profile is where you can update your email or mobile contact details. You cannot change your name in My Profile. If the email address is changed, then this will update the user ID when next logging in to the member portal.

The screenshot shows the 'MY PROFILE' page. At the top, there is a navigation bar with the following links: DASHBOARD, BOOKING SEARCH, MY PROFILE (highlighted), MAKE PURCHASE, CHANGE PASSWORD, and SIGN OUT. The main content area is titled 'Confirm Your Details' and contains a form with the following fields:

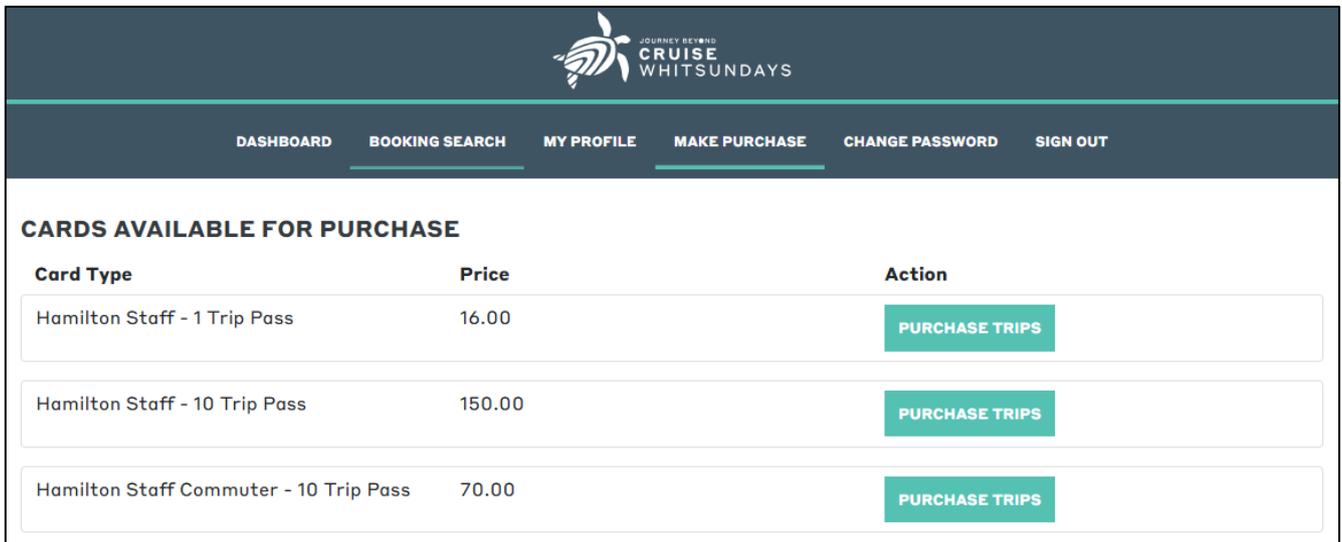
- First Name: Adam
- Surname: Example
- Email: adam@example.com
- Mobile Phone Number: +61 412345678

Below the form is a 'SAVE DETAILS' button.

MAKE PURCHASE

Clicking on Make Purchase allows you to purchase Trip Passes.

Hamilton Island Staff Commuter - 10 Trip pass is specifically for Hamilton Island Enterprises commuters. As commuters are entitled to purchase one commuter pass per week, any additional trip passes are purchased at the regular Hamilton Island Staff rates.



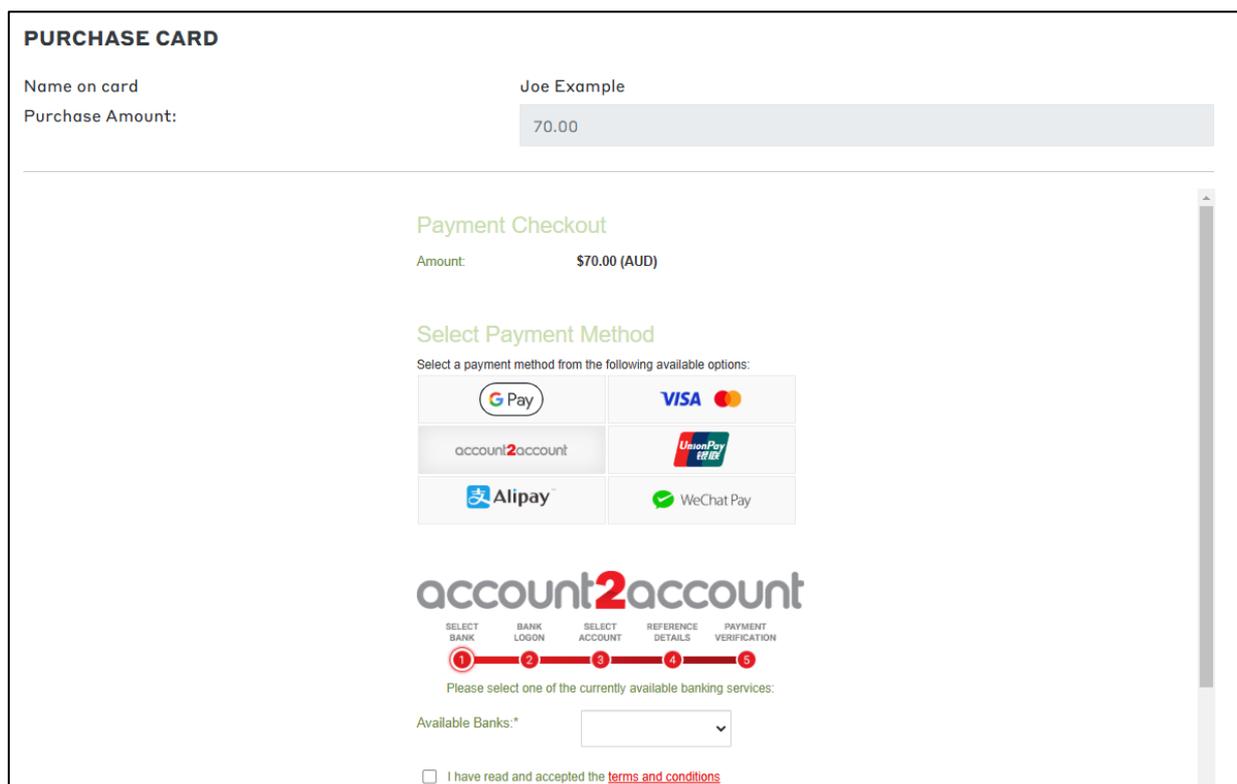
The screenshot shows the 'MAKE PURCHASE' page with a navigation bar at the top containing: DASHBOARD, BOOKING SEARCH, MY PROFILE, MAKE PURCHASE (highlighted), CHANGE PASSWORD, and SIGN OUT. Below the navigation bar is the 'CARDS AVAILABLE FOR PURCHASE' section, which is a table with three rows. Each row has a 'Card Type', a 'Price', and an 'Action' button labeled 'PURCHASE TRIPS'.

Card Type	Price	Action
Hamilton Staff - 1 Trip Pass	16.00	PURCHASE TRIPS
Hamilton Staff - 10 Trip Pass	150.00	PURCHASE TRIPS
Hamilton Staff Commuter - 10 Trip Pass	70.00	PURCHASE TRIPS

To purchase the trip pass, click on the Purchase Trips button on the right-hand side.

You can then select the desired payment method by clicking on the image in the select payment method then enter your details through the secure Windcave payment gateway and click Continue to process payment.

Account2account can be used for a surcharge free payment method, allowing direct deposit from most major banks.



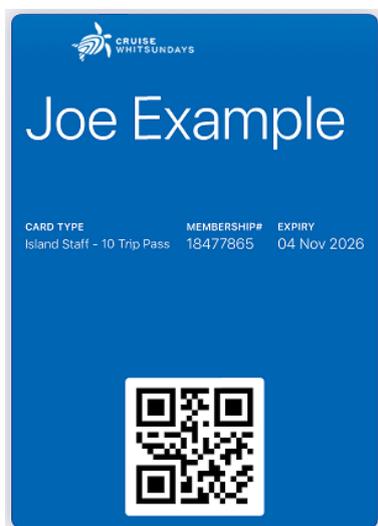
The screenshot shows the 'PURCHASE CARD' payment checkout page. At the top, it displays 'Name on card: Joe Example' and 'Purchase Amount: 70.00'. Below this is a 'Payment Checkout' section showing 'Amount: \$70.00 (AUD)'. The 'Select Payment Method' section offers several options: G Pay, VISA, account2account, UnionPay, Alipay, and WeChat Pay. The 'account2account' logo is prominently displayed, followed by a progress bar with five steps: 1. SELECT BANK, 2. BANK LOGON, 3. SELECT ACCOUNT, 4. REFERENCE DETAILS, and 5. PAYMENT VERIFICATION. Below the progress bar, there is a dropdown menu for 'Available Banks:*' and a checkbox for 'I have read and accepted the terms and conditions'.

Once payment has been completed, the Trip Pass will be available immediately on the Dashboard.

The QR code on the Trip Pass can be used to scan on to services between Port of Airlie and Hamilton Island, with each journey being deducted from your purchased Trip Pass.

Valid commuter ID must be shown when travelling as proof of eligibility for the commuter fares.

If on a mobile device, you can use the 'Add to Wallet' button from the Dashboard for ease of use when boarding.



Apple Wallet



Google Wallet

If you would prefer a printed physical card to allow you to scan the QR code and redeem your purchased trips at boarding, you can have the card printed at the Cruise Whitsundays Port of Airlie office. As your valid commuter ID must be shown at the time of boarding, if your card is lost visit the Port of Airlie office with your ID to have the card reprinted.

CHANGE PASSWORD

Clicking Change Password will allow you to change your password to one of your choice.

SIGN OUT

Clicking Sign Out will sign the member out of the member portal.