

# POLAR Online: Reviewing Commission Information For Both Active and Cancelled

You may cancel bookings on POLAR Online per guest request. For cancellations due to the COVID-19 situation, Future Cruise Credits will be created per NEW Temporary Cancellation Policy, for applicable voyages and there is no need to call into Princess Cruises Contact Center to process these requests.

1

Begin on the Booking Confirmation screen.

2

Scroll to the bottom of the Booking Confirmation screen and view the commission for the booking listed under the 'Commission Information' section.

3

You are also able to view the commission information for the booking by navigating to the 'Pricing Summary' screen using the tab menu at the bottom of the screen.

4

Once on the Pricing Summary screen scroll to the bottom and view the current commission for the booking under the 'Commissions and Payments Due' section.

To review more information on commission for a booking, make sure to log into the OneSource Portal and check OneSource Answers keyword: Commission.

Be sure to check out these articles in OneSource Answers for all your commission questions. Temporary Cancellation Policy and for bookings outside the temporary cancellation policy guidelines: Commission on Cancellation Fees.



Located at the top of the POLAR Online screen you can utilize the 'Click to Chat' for additional immediate assistance.

Click here to watch a quick How To View Commission Tutorial in POLAR Online