

SILVERSEA AGENT REWARDS FAQ'S

What is Silversea Agent Rewards?

Silversea Agent Rewards is our agent loyalty programme that has been specifically designed to reward and thank you for your Silversea bookings.

With Silversea Agent Rewards you can claim points when you book an eligible cruise and redeem these points for either Amazon or Love2Shop voucher codes

Each point is equal to one Pound or Euro of vouchers. Each month we will let you know via the Weekly Word (our Travel Agent newsletter) and on the homepage of Silversea Agent Rewards, what the current incentive is and which voyages are eligible.

How do I Register?

Visit www.SilverseaAgentRewards.com and click on 'Register'.

You will be required to complete a brief form which is then automatically submitted to Silversea for verification. You will receive a notification that your registration is approved along with your account number via email

Your online profile is then all ready for you to log in, submit claims and manage your points once earned.

What if my agency is not yet set up with Silversea?

If you are a brand new to Silversea and have never made a booking with us before then first of all let us extend a warm welcome! You are still able to register for Silversea Agent Rewards but first we need to create you an account with Silversea. Please email salesuk@silversea.com and we would be very happy to assist you.

How do I submit a claim for my bookings?

Ensure you are logged into Silversea Agent Rewards. Click on the 'Claim' tab and complete the brief form. You will need to have your booking reference, voyage number and guests name at hand. The claim form is automatically submitted to Silversea for verification. You may only claim for confirmed status bookings where deposit and /or full payment has been received by Silversea.

How long does it take for my claimed points to be added to my account?

Following the verification process, points for claimed bookings will be added to your account within 30 days.

When do I have to claim my points by?

You must claim your points within 60 days of making the booking. Claims made outside this parameter will not be eligible.

What happens if a booking I have earned rewards for later cancels?

If you have claimed points for a booking which subsequently cancels, Silversea reserve the right to reverse point values or not apply pending points. This may take your account points value into a minus figure until future points are added.

How can I turn my points into vouchers?

Make sure you are logged into Silversea Agent Rewards and click on the 'redeem' tab.

Here you will see a selection of different vouchers in different denominations that you can redeem your points for. When you have chosen your voucher and are happy with details click 'Buy this Gift Code'. You will be presented with a reference number and your gift voucher will be emailed directly to your inbox. It couldn't be easier!

We are unable to change / refund your choice once you have gone through this process.

Do my points expire?

Points do not expire unless your account becomes inactive for any period of 12 months or longer. To maintain points in your account you must have at least one verified claim transaction or redeem transaction posted to your account every 12 months. If no points have been earned or reward redeemed for a period of 12 consecutive months, the account will be deemed to have lapsed. Once an account has lapsed all points accrued against your Membership shall be forfeited and shall be closed. Points are not redeemable for cash and have no value unless presented for redemption in accordance with our Terms and Conditions.

How do I track my point's value?

There are three easy ways to check your point's value

1. Look for 'Inspire Loyalty' in Apple App Store or Google Play.
2. Use the Quick Balance check feature on the home page of Silversea Agent Rewards (no need to log in)
3. Visit 'My Account' when you are logged into My Silversea Rewards

What if I leave my current travel agency and move to a new employer

If you change companies that's no problem and your account is fully transferable. The points you have earned belong to you and you can continue to build on your points and claims if you start a new job. You can update your details on the Profile page once you are logged in to let us know your new details.

Do Silversea cover the PAYE and National Insurance Contributions?

Silversea will cover the PAYE and NI contributions for vouchers paid for all participants unless they are self-employed. Self-employed participants will have to include any amounts received in your own tax returns. Silversea will provide annual statements of amounts received and the tax and NI paid on your behalf.

Silversea will assume that all participants are basic rate tax payers. It is your responsibility to inform Silversea if you are a higher rate or additional rate tax payer. If not, the participant will be responsible for any additional tax and NI liabilities.

Who do I contact if I have a question about my points or a question relating to Silversea Agent Rewards?

You can use the 'Contact' tab on Silversea Agent Rewards and submit the online form and we will get back to you.