



## “GLOBAL VOLUNTARY SUSPENSION OF CRUISING”

As of 9.17.20

### TRADE – FREQUENTLY ASKED QUESTIONS:

#### 1. What sailings are currently suspended for Azamara?

In accordance with guidance provided by the Center for Disease Control & Prevention’s “No Sail Order”, Azamara has announced the suspension of all cruise operations through October 31, 2020, as well as the Azamara Quest sailings on November 4 and 14, 2020. In addition, the Australian Government has announced an extension to their current suspension of cruise tourism in the region. In response to this decision, Azamara will be extending the suspension of global operations for all sailings aboard Azamara Pursuit, departing between November 1<sup>st</sup> and December 31<sup>st</sup>, 2020. As the world continues to confront the many challenges resulting from COVID-19, our primary goal continues to be a healthy return to service for our guests, crew and the communities we visit.

#### 2. What options can I present to my client who is now impacted?

Impacted guests can elect to 1) move to a future sailing with the new Lift & Shift option, 2) accept a Future Cruise Credit, or 3) request a refund:

**Lift & Shift:** Your client can opt to move their existing booking to next year, protecting their original cruise fare & promotion, simply by electing to remain on the same itinerary type, sailing length, stateroom category, and within the same 4-week period of their original cruise date same-time next-year. Opt-in deadlines are as follows:

- Sailings departing June 12-July 31, 2020: On-or-before June 10, 2020
- Sailings departing August 1- September 30, 2020: On or before August 5, 2020
- Sailings departing October 1- October 31<sup>st</sup>, 2020 as well as the Azamara Quest sailings on November 4 and November 14, 2020: On or before August 20, 2020
- Azamara Pursuit sailings departing November 10 – December 31, 2020: On or before September 28, 2020

**Future Cruise Credit:** Your client will receive a Future Cruise Credit for 125% of the amount paid, to be redeemed on-or-before December 31, 2021 on sailings through April 2023. This option is automatic and will default as your client’s selection if neither of the other options are selected.

**Refund:** If a refund is preferred, we’re happy to process this request for your client. Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, please complete the “Cruise Suspension” form on CruisingPower.com under “Brand Programs & News/Cruise with Confidence”. No need to decide now – refund requests are available through December 31, 2020.

#### 3. I recently cancelled my client’s cruise under Cruise with Confidence and received a 100% Future Cruise Credit. Can I now switch my client to the higher value Future Cruise Credit?

Our Cruise with Confidence policy originally launched on March 6, 2020 and granted your client the flexibility to wait until 48-hours prior to the sail date to cancel. With this policy, the option to sail was still available, which is why a 100% Future Cruise Credit value was offered to those guests who preferred to cancel. Given the recent sailing suspension announcements, guests that previously decided to wait it-out now have no option to sail, which is why a higher FCC

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value of 125% was provided. As a result, we will be upholding the FCC offer that was available at the time of the cancellation. Additionally, the Cruise with Confidence Future Cruise Credit is ineligible to swap for a refund.

**4. What if my client has incurred extra expenses such as air change fees or hotel fees as a result of these cancellations?**

If your client booked refundable air or hotel accommodations through Azamara, we have it covered. If your client booked non-refundable air through Azamara or reserved hotel or air accommodations on their own, please reach out to the airline carrier, tour operator, or hotel supplier/chain directly to discuss options.

**5. Can guests within the same stateroom select different compensation options?**

All guests sharing a stateroom must agree to the same compensation offer.

**6. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?**

Future Cruise Credits are being created as quickly as possible; however, due to the influx in volume, we are experiencing delays in the normal production timeline. The delivery of FCC can be expected as follows:

- Sailings between August 1- September 15, 2020: FCCs can be expected via email no later than July 31, 2020
- Sailings between September 16 – September 30, 2020: FCCs can be expected via email no later than August 26, 2020
- Sailings between October 1 – October 31, 2020: FCCs can be expected via email no later than September 14, 2020
- Azamara Quest sailings on November 4, 2020 and November 14, 2020: FCCs can be expected via email no later than September 14, 2020
- Azamara Pursuit sailings departing November 10 – December 31, 2020: FCCs can be expected via email no later than October 16, 2020

**7. Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?**

All Future Cruise Credits will be sent directly to the impacted guest, with the associated travel partner in copy.

**8. How is my client's Future Cruise Credit calculated?**

The FCC compensation amount for impacted sailings is based on the total cruise fare paid at the guest- level and is exclusive of taxes & fees, transfers, and prepaid gratuities, which will be refunded to the original form of payment.

**9. My client isn't interested in cancelling and simply wishes to change the ship and sail date. Is this an option?**

For suspended sailings departing on-or-before June 11, 2020, the option to move to an alternate sailing, unfortunately, was not available. Since recently introducing "Lift & Shift", guests now have an option to move to a similar sailing next year, as long as the itinerary type, sailing length, stateroom category, and departure window align with the original reservation. Next year's departure window must fall within a 4-week period of the original sail date, either before or after.



**10. When can my client expect to be refunded for all pre-cruise purchases, such as shore excursions, specialty dining, beverage package, and other add-ons?**

Once the reservation is cancelled, refunds can be expected within 45 days and will be returned to the original form of payment. As an alternative, impacted guests choosing the FCC option can elect to convert their purchases into an onboard credit (OBC) valued at 125% of the amount paid via the Cruise Planner tool. Guests and/or travel partners must opt-in to take advantage of this option on-or-before the deadlines below – at which time the offer will expire. Thereafter, all guests who did not opt-in for the elevated OBC will automatically receive a refund to the original form of payment. Please allow 45 days for processing. This offer is applicable to individual reservations, as well as individuals within a Group.

- Sailings departing September 16 – September 30, 2020: Opt-in by August 5, 2020
- Sailings departing October 1 – October 31, 2020: Opt-in by August 20, 2020
- Azamara Quest sailings on November 4, 2020 and November 14, 2020: Opt-in by August 20, 2020
- Azamara Pursuit sailings departing November 10 – December 31, 2020: Opt-In by September 28, 2020

**11. Will travel partner commission be protected?**

**FUTURE CRUISE CREDIT:**

We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commissions will be protected on cancelled reservations paid- in full, as well as the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations. *Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.*

**LIFT & SHIFT:**

Commission will be paid on the sailed booking. If already disbursed on the current reservation, the commission payout will follow through to the future booking.

**REFUND:**

Commission is protected on all reservations paid in full.

**12. During a recent announcement of suspended sailings, the applicable sailing window for Future Cruise Credit usage was stretched to April 2023. Does this apply to earlier sailings that were suspended?**

Yes, all FCCs generated as a result of the pause in operation are applicable on sailings departing through April 2023, regardless of when the sailing suspension occurred.

**13. The final payment date for my client's cruise is during the period when operations have been suspended. Will the final payment date be adjusted?**

Shoreside operations will continue and, therefore, payment deadlines will not change.

**14. My client purchased travel protection through Royal Caribbean Cruises Ltd. Will the cost of it be refunded?**

If opting for the Future Cruise Credit or a refund, the full cost of the travel protection purchase will be refunded back to the original form of payment. Under Lift & Shift, Royal Caribbean Travel Protection purchases will follow to the future reservation.

**15. Are group bookings, including incentive and contracted business, eligible for this compensation offer?**

Yes, group bookings are eligible and follow the same guidance.



**16. Will my group's earned Tour Conductors be protected?**

Tour conductor credits are protected inside 100% penalty.

**17. What if my client used a Future Cruise Credit to pay for their cancelled cruise?**

If a Future Cruise Credit was leveraged to pay for a reservation now impacted by the suspension of cruising, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amount paid by the guest on the cancelled sailing. Regardless of the original FCC's expiration date, the new FCC is valid through December 31, 2021, at which time all unused funds will expire. Should your client prefer a refund, we are happy to process this request for any funds paid over-and-above the original FCC value, plus reissuance of the original FCC. In a unique scenario where your client may have been impacted by multiple phases of suspended sailings where his/her original Sailing Suspension FCC was redeemed on a newly impacted reservation, a full refund is feasible. Assuming the terms of the original FCC are met, the refund amount will equate to the value of the cruise fare at 100% and will not include the incremental 25% earned through the original selection of a Future Cruise Certificate.

**18. Are Future Cruise Credits applicable to existing bookings or do only new reservations qualify?**

Future Cruise Credits should be used on new bookings; however, we understand that your client may have an existing booking with the deposit paid in anticipation of the certificate. Your client can opt to apply the FCC to cover any amount due towards the cruise fare on the booking. Please note that FCCs do not cover taxes & fees or other booking components - such as prepaid gratuities or transfers. Should the value of the FCC be greater than the balance owed, the variance will be reissued in the form of a Future Cruise Credit.

**19. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?**

At this time, only one FCC can be applied to each guest in a reservation. Future Cruise Credits are not stackable.

**20. Is my client able to redeem his/her Future Cruise Credit on a holiday sailing?**

Absolutely! FCCs administered due to the global sailing suspension are applicable to holiday departures.

**21. Are Future Cruise Credits interchangeable between brands?**

Future Cruise Credits acquired as a result of our suspended sailings are brand-specific and can only be redeemed on the brand where the cancellation occurred.

**22. After my client receives the 125% Future Cruise Credit, can they change their mind and opt for a 100% refund instead?**

Yes, refunds can be requested in exchange for **unredeemed** FCCs as follows:

- Sailings departing on-or-before May 11, 2020: Refunds must be requested on-or- before December 31, 2021 and will be processed approximately 30 days after the request is submitted. ***\*High volume has impacted our refund timeline, which has now pushed the estimate from 30-days to 45-days after the refund request is submitted.***
- Sailings departing between May 12 – December 31, 2020: Refunds must be requested on- or before December 31, 2020 and will be processed approximately 45 days from the cancellation date.

**23. If my client chooses a refund and then wishes to take advantage of the 125% Future Cruise Credit instead, is this feasible?**

Yes, if the refund has not yet been processed, the compensation offer can revert back to a Future Cruise Credit.



**24. Can Future Cruise Credits be used to pay for the deposit owed on my client's reservation?**

Yes - as long as the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until Final Payment, at which time any cruise fare balance and taxes/fees will be required. If the value of the FCC does not cover the full deposit amount, additional funds will be required to meet the total deposit needs and, thereafter, the remaining balance due at Final Payment.

**25. Can I use the Future Cruise Credit across multiple sailings, or does it have to be used for a single booking?**

Your Future Cruise Credit may be used across multiple sailings if there is a remaining balance after its initial use. Any remaining funds on the FCC will continue to be available until you have used the entire value of the FCC or it expires, whichever occurs first. Please note only one Future Cruise Credit may be used by each person on the reservation.

**26. Can I use the Future Cruise Credit (FCC) on an existing booking?**

Yes, These Future Cruise Credits (FCCs) can be applied to an existing booking. Please note only one Future Cruise Credit may be used by each person on the reservation.

**27. Can I transfer my FCC to another guest?**

Yes, we will allow a one-time transfer of an FCC from any sailing Azamara cancelled due to global suspension of sailing. The deadline to request a transfer is September 30, 2020. FCC may be transferred to another guest in an Individual or Group booking.

**28. Can my client choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?**

At time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. The only exception to this is Lift & Shift, where the cruise fare and promotional offering from the original reservation will be protected on qualifying, future sailings.

**29. What will happen to my client's onboard credit, now that their sailing is cancelled?**

Any Cruise Again onboard credits will be re-applied to your client's future reservation. Additionally, if your client has an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it can carry over to their future reservation; however, if your client cancels, the onboard credit will be forfeited. Any promotional onboard credit will not be protected (unless part of Lift & Shift) and, upon rebooking, your clients can take advantage of the promotional offer available in market at that time.

**30. Will my client earn Azamara Circle points on the cancelled sailing?**

Azamara Circle points will be earned on the sailed reservation(s), not on the cancelled booking.

**LIFT & SHIFT:**

**31. My client was impacted by a prior round of suspended sailings. Are they now eligible to Lift & Shift?**

Lift & Shift is applicable to guests impacted by sailing suspensions departing June 12 – October 31, 2020 as well as the Azamara Quest sailing on November 4, 2020 and November 14, 2020 and Azamara Pursuit sailings from November 10-December 31, 2020. Those sailings previously impacted by our pause in operation (prior to June 12, 2020), unfortunately, are ineligible.



**32. Understanding that the same itinerary, stateroom category, sailing length, and timeframe are a requirement, is it essential that my client rebook on the same ship as well?**

No, it is not required that your client rebook on the same ship or ship class.

**33. To Lift & Shift, is it required that my client's reservation be paid in full?**

In order to take advantage of Lift & Shift, names and full deposit are necessary.

**34. If my client opted for Lift & Shift, is he/she eligible to move to a future cruise at any point prior to sailing?**

Guests were eligible to rebook under the Lift & Shift guidelines until June 10, 2020 for impacted sailings departing June 12-July 31, 2020. Suspended sailings between August 1- September 15, 2020, will have until July 10, 2020. Suspended sailings between September 16 – September 30, 2020 have the ability to Lift & Shift on-or-before August 5, 2020. Lastly, suspended voyages between October 1 – 31, 2020 as well as the Azamara Quest voyages on November 4, 2020 and November 14, 2020 have the ability to Lift & Shift on-or-before August 20, 2020. Azamara Pursuit sailings from November 10-December 31, 2020 can Lift & Shift until September 28, 2020. Thereafter, Lift & Shift expires and is no longer eligible.

**35. Can I leverage automated tools to Lift & Shift my clients?**

Recent enhancements to CruisingPower now support the ability to Lift & Shift your client's reservation to next year! Simply sign-in to CruisingPower.com, click on "Brand Programs & News / Cruise with Confidence" and follow the simple steps to Lift & Shift. Please allow up to 72-hours for the requested changes to reflect accordingly. As always, if you'd prefer to give us a call for assistance, our Trade Support & Service team is available to help.

**36. Will my client's add-ons (such as air, transfers, and hotel) and pre-cruise purchases (such as beverage packages, shore excursions, etc.), follow to the future ship/sailing?**

All add-ons and pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

**37. Is there a limit to the number of times my client can Lift & Shift their reservation?**

Yes, throughout the life of your client's booking, they can opt to Lift & Shift only one time during the designated opt-in period.

**38. Are taxes & fees protected under Lift & Shift?**

When leveraging Lift & Shift to move your client's booking to a future sail date, taxes & fees will be adjusted to reflect the charges associated with the new sailing. Taxes & fees from the original sail date will not be protected.

**39. Do all rate codes qualify for Lift & Shift?**

Select restricted rates are ineligible for Lift & Shift - including but not limited to Net rates, Travel Advisor Friends & Family rates, Travel Advisor Reduced rates, and complimentary staterooms.

**40. If my client elects to Lift & Shift their reservation to a qualifying sailing in 2021, is he/she able to change their mind for a refund or Future Cruise Credit at a later date?**

Once Lift & Shift is accepted, unfortunately, reverting to a Future Cruise Credit or requesting a refund at a late time is not an option.



**41. My client's existing reservation has reached Final Payment and currently resides within the cancellation penalty period. Is my client still able to Lift & Shift?**

Absolutely! If all required criteria are met, your client can opt to Lift & Shift to a qualifying future sail date. Since your client's current reservation falls within the cancellation penalty period, the applicable penalty amount (as indicated on the day the booking is re-accommodated) will follow your client's reservation to the new ship and sail date. Assuming that your client sails as planned, there is no impact. Should your client wish to cancel in the future, the assessed penalty amount from the original reservation will be withheld, as well as any additional cancellation fees as indicated by the payment schedule on the new ship and sailing.

**42. My client has applied payment in the amount of the full deposit to their existing reservation but has not yet reached Final Payment. Is my client able to Lift & Shift?**

Of course! Your client can easily Lift & Shift to a qualifying future sail date. The funds paid to-date will follow, and the revised payment schedule will adjust to reflect that of the new ship and sailing.

**43. Upon re-accommodating my client, will his/her payment schedule automatically update to now reflect that of the future sail date?**

Yes, upon moving your client from the original sailing to a qualifying future sail date, an updated payment schedule will automatically reflect on your client's reservation, as well as on associated invoices.

**125% ONBOARD CREDIT:**

- SAILINGS DEPARTING SEPTEMBER 16-30, 2020: OPT-IN BY AUGUST 5, 2020
- SAILINGS DEPARTING OCTOBER 1 – 31, 2020 AS WELL AS THE AZAMARA QUEST VOYAGES ON NOVEMBER 4, 2020 AND NOVEMBER 14, 2020: OPT-IN BY SEPTEMBER 14, 2020
- AZAMARA PURSUIT SAILINGS DEPARTING NOVEMBER 10 – DECEMBER 31, 2020: OPT-IN BY SEPTEMBER 28, 2020

**44. What if my client used an Onboard Credit to pay for Pre-Cruise purchases and wants to opt-in for the 125% OBC offer?**

Your clients will receive the offer only for the amount paid, not for the portion paid via an onboard credit.

**45. Once the 125% Onboard Credit offer is applied to a new booking, is it refundable?**

Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Once onboard, any amount unused during the voyage will not be refunded at the end of the voyage

**46. Once the 125% Onboard Credit offer is applied to a new booking, will it be available for use prior to sailing or only once onboard?**

The onboard credit will be available for both pre-cruise purchases and onboard purchases.

**47. Can my client change his/her mind later and opt-in for the 125% OBC Offer?**

Guests have until the opt-in deadline to make a decision, thereafter, no adjustments can be made, and an automatic refund of the pre-cruise purchases will be issued.

**48. How is the value being calculated for my client's 125% Onboard Credit?**

The new Onboard Credit is based on the amount paid, excluding any previously applied Onboard Credits, and will be based on a per person value.





**49. When does the new Onboard Credit expire?**

Guests have until the opt-in deadline to elect for the elevated Onboard Credit. Once issued, the credit will be valid for use on sailings through April 2023.

**50. Does the Onboard Credit have to be used on the same future sailing as the Future Cruise Certificate?**

No, your client can use their Future Cruise Credit on one sailing and their Onboard Credit on another.

**51. Is my client eligible for the 125% Onboard Credit, regardless of the compensation option selected?**

At this time, the elevated onboard credit offer is only applicable to those guests who opt for the Future Cruise Credit. Unfortunately, Lift & Shift bookings do not qualify, nor those requesting a refund.

**52. If my client's cruise was canceled due to the suspension, how will they be compensated for pre- or post land packages purchased through Azamara?**

Guests who have purchased pre- or post-land packages through Azamara will also receive compensation in the same form as their cruise fare

**53. Is CruiseCare® refundable?**

For canceled or suspended sailings, CruiseCare will be refunded. If guests choose our Cruise with Confidence policy, CruiseCare will not be refunded.

**54. What will happen to canceled or suspended bookings that had Azamara Circle Complimentary nights applied?**

If you redeemed your complimentary nights on an affected voyage, you will not lose your complimentary nights. On the contrary, we will move them back to your member profile, and extend the expiration of your complimentary nights for use on a future Azamara voyage that departs on or before December 31, 2021. If your voyage wasn't affected by the current situation, but you have active complimentary nights expiring on or before October 31, 2020, we will be extending the expiration date of those complimentary nights to be redeemed on a voyage on or before December 31, 2021.