



“GLOBAL VOLUNTARY SUSPENSION OF CRUISING”

FREQUENTLY ASKED QUESTIONS:

1. Originally, Azamara made the decision to suspend sailings through April 10th, 2020. Why are sailings now suspended through May 11th, 2020?

The health and safety of our guests and crew remain our utmost priority. As the spread of Coronavirus (COVID-19) continues to pose growing concerns and travel restrictions persist, Azamara has now decided to voluntarily suspend ship operations through May 11th, 2020, in an abundance of caution.

2. Can I use my client’s Global Suspension FCC on an existing reservation? Or does it need to be a brand-new booking?

Global Suspension FCCs should not be used on existing sailings that have been paid in full.

3. If I canceled my client’s voyage prior to the US/Global suspension, can I now get the 125% FCC or the 100% refund?

Unfortunately, no. We understand and appreciate your decision to take advantage of our Cruise with Confidence program to receive compensation valued at 100% Future Cruise Credit. Guests who continued sailing now have no choice, since their sailings have been canceled as a result of our recent voluntary ship suspension, and therefore, those guests are receiving a different compensation

4. What should cruise passengers currently sailing expect?

We’re currently working closely with shipboard leadership as well as local authorities to provide guests with alternative options to fly home safely. We will continue to provide updates directly to impacted guests and travel advisors when we have more information. As far as the guests and crew still currently onboard our ships, all preventative measures and CDC requirements are in place to ensure their health and safety. We thank our crew and staff for going above and beyond in a very fluid situation to prepare and make all our onboard guests feel safe and comfortable.

- Azamara Pursuit has departed from Chile and is expected to arrive in Miami, Florida between March 30 –April 2nd to help passengers return home safely.
- Both Azamara Journey and Azamara Quest have disembarked all guests and successfully ended their sailings.



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FREQUENTLY ASKED QUESTIONS, CONT:

5. If my client’s cruise was canceled due to the suspension, and they purchased air or hotel with Azamara – are they refunded also?

If your sailing was suspended between March 14 – May 11, and your hotel or flights are booked through Azamara ChoiceAir, you will be refunded automatically. Guests with independent air arrangements need to contact their air carriers directly to make all required cancellations. For any airline fees incurred, you may receive up to \$500 per person reimbursement. In order to receive reimbursement, please email us a copy of the air change fees assessed to AzamaraCustomerService@azamara.com

6. If my client’s cruise was cancelled due to the suspension, how will I 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.

7. Will my client(s) still get the same promotional offers when they re-book a new cruise?

Unfortunately, at the time of cancelation, 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. If you have booked any shore excursions, beverage packages, or other pre-cruise purchases, you will receive a refund to the original form of payment.

8. Can I rebook for my client now on the sailing that they know they would like to take?

You can make a deposit and book a future sailing; however, we recommend waiting until you receive your Future Cruise Credit. It will be issued on or before Monday, April 30th, 2020. You can then apply it to your new reservation.

9. 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.



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FREQUENTLY ASKED QUESTIONS, CONT:

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

The original Future Cruise Credit will be reinstated with the prior FCC amount and expiration date. If expired or due to-expire before October 31st, 2020, your client will be granted an extension to redeem on a sailing departing on or before October 31st, 2020. Your client will also receive a new Future Cruise Credit based on the remaining amount paid and can be redeemed on any sailing departing on-or-before December 31st, 2021.

If your client was impacted by the first global suspension (sailings through April 10th, 2020) and paid additional monetary funds on a new booking within this extended suspension period, your clients are eligible for two 125% FCCs: one for the original booking and another equal to 125% of any monies paid towards the cruise fare on the new booking. In this example, your client can opt-in to refund one or both via the “Request Refund” link.

11. After my client receives the 125% Future Cruise Credit (FCC), can they choose to change to the 100% refund?

Yes. All guests have until December 31, 2021 to decide to change their FCC to a refund.

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Yes. All guests have until December 31, 2021 to decide to change their FCC to a refund.

13. If my client chooses to be refunded, but then change their mind and decide they want a Future Cruise Credit instead, can they do this?

Yes, as long as the refund hasn't been processed already, we can change the compensation offer back to a Future Cruise Credit.

14. 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.



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FREQUENTLY ASKED QUESTIONS, CONT:

15. Will travel partner commission be protected?

We know how hard you work for your clients and we want to make sure you are appropriately compensated; therefore, we will be protecting your base commission, not only on the cancelled sailing, but also on the future reservation where the Future Cruise Credit is applied.

16. If Azamara should change the embarkation/disembarkation ports, will guests who have booked their air travel through Azamara be rerouted at no additional cost?

Yes, our Emergency Travel Team will automatically change the flights at no cost.

17. Is CruiseCare® refundable?

For canceled or suspended sailings, CruiseCare will be refunded.

18. What items are refundable on the canceled or suspended sailings?

Full refunds on any canceled or suspended voyages will be provided to guests who booked items directly through Azamara. This includes, Azamara Choice Air, prepaid gratuities, CruiseCare®, pre- and post-hotels and land packages, transfers and any pre-cruise purchases made through Cruise Planner. Alternatively, guests who purchased shore excursions through Azamara, can also elect to receive an Onboard credit in the value of 125% of their total shore excursion purchases in place of a refund. This must be requested before April 8th using our [online form](#). If a guest decides to cancel their voyage voluntarily under our Cruise with Confidence policy and have booked air travel through Azamara ChoiceAir; they must contact Azamara ChoiceAir for more information on refund policy on a nonrefundable ticket. Guests with independent air arrangements need to contact their air carriers directly to make all required cancellations.

19. If guests have a Future Cruise Certificate (FCC) that was applied to a sailing we canceled; will the same Cruise with Confidence guidelines apply when booking their new cruise?

The previous Future Cruise Credit will be reinstated with the previous amount used with the original expiration date or extend the expiration date to October 31, 2020, whichever is further out. If the FCC would now be expired, it will be extended to October 31, 2020. This FCC must be used, and guests must sail by, October 31, 2020. Once re-activated, it can be combined with the Cruise with Confidence certificate on the new booking.

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FREQUENTLY ASKED QUESTIONS, CONT:

20. What if my FCC is more than my cruise fare?

If the cruise fare is less than the FCC amount, we will issue a new certificate for the remaining balance after you or your client completed the sailing the original certificate was applied to.

Agent note: This applies to all markets.

21. Can Cruise with Confidence or Global Suspension FCCs be used on holiday sailings?

Yes! These FCCs can be used for any holiday sailing (Easter, Christmas, New Year's), through December 31, 2021.

22. For Global Suspension Sailings, can one guest keep the FCC and another guest in the same booking elect for a refund?

No, all guests in the stateroom must remain with the FCC or elect for the refund — we cannot split these by guest.

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

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

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

You will not lose your complimentary nights. Loyalty members that had complimentary nights applied to a canceled or suspended voyage will receive the value of those complimentary nights back in the FCC so they can redeem on a future voyage with Azamara by (December 31st, 2021). If you prefer a full refund, your complimentary nights will be added to your profile so you can redeem on a future voyage.

25. Will Azamara Circle members receive full loyalty points for voyages that were shortened while onboard?

Yes, Azamara Circle members will automatically receive full loyalty points for their scheduled itinerary if their itinerary was shortened while they were onboard.

26. Will Azamara Circle members receive additional loyalty points for voyages that were mandatorily extended while onboard?

No, Azamara Circle members will only receive loyalty points up until the original end date of their voyage.

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