



## “CRUISE WITH CONFIDENCE”

### TRADE: FREQUENTLY ASKED QUESTIONS:

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

All terminal and ship access points are being thoroughly sanitized before and after all sailings. In addition, high traffic areas onboard, including restrooms and public areas, are undergoing extensive cleaning each evening, over and above the normal procedures. Daily announcements are being made to remind guests to wash their hands often, use recommended coughing etiquette, and report any illness symptoms immediately. Likewise, additional medical staff has been added and are providing complimentary medical consultations during each sailing. More recently, a temperature screening will be administered to all guests prior to boarding on embarkation day.

**2. Do all sailings qualify for “Cruise with Confidence”?**

Effective March 6, 2020, the new Cruise with Confidence policy includes sailings departing on-or-before September 1<sup>st</sup>, 2020.

**3. How long will my client have to redeem his/her Future Cruise Credit?**

All Cruise with Confidence Future Cruise Credits must be redeemed on sailings departing on-or-before December 31, 2021.

**4. What is the process for cancelling or re-accommodating my clients?**

Should your guests be interested in cancelling and opting for a Future Cruise Certificate, it's as simple as accessing Espresso or your preferred GDS system to cancel the reservation. The applicable FCC will be automatically processed and sent to the agency of record. Or, if you would prefer to contact our Trade Support & Service teams for assistance, please do so at:

Azamara: 1-877-222-2526

We appreciate your patience as call volume may be higher than normal.



## TRADE: FREQUENTLY ASKED QUESTIONS, CONT:

### **5. Will Travel Partner commissions be protected for guests who choose to cancel their existing reservation?**

Should your client prefer to cancel their existing reservation at the 100% penalty phase commission protection will occur.

### **6. What happens if there's a difference in cruise fare between the Future Cruise Credit issued for my client's cancellation and what they would like to book next?**

If the cruise fare on their new booking exceeds the Future Cruise Credit's value, your client will be responsible for the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit will be issued for the balance, opening yet another great opportunity to cruise with us again!

### **7. Are Future Cruise Credits interchangeable between brands?**

Future Cruise Credits acquired through our "Cruise with Confidence" policy are brand-specific and must be redeemed on the brand where the cancellation occurred.

### **8. Do the same parameters apply to both Group and Individual reservations?**

At this time, named Individual and Group reservations qualify for the same "Cruise with Confidence" guidelines. Contracted group eligibility may vary.

### **9. Will my client's air change fees be protected?**

Any guest who has secured air accommodations through each brand's internal air program and now wishes to alter their plans can do so with confidence as we will handle all accommodations and fee protection. For flight arrangements confirmed through independent carriers, it's recommended that you and/or your clients contact the travel provider directly for further guidance.



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### TRADE: FREQUENTLY ASKED QUESTIONS, CONT:

#### 10. Do standard Final Payment timelines still apply?

Yes, full payment is still required at 120 days-to-sailing.

#### 11. Upon cancellation, will my clients be credited for any pre-cruise purchases for onboard products, such as shore excursions, etc.?

Yes, pre-cruise purchases for onboard products with the cruise line will be refunded to the original form of payment.

#### 12. Can my clients 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.

**Terms & Conditions:** “Cruise with Confidence” policy allows Individual and Group guests booked on Azamara to cancel up to 2 days (48 hours) up to the departure of the cruise. “Cruise with Confidence” policy applies to guests sailing on or before September 1, 2020 sailings across all products. If the guest chooses to partake in the “Cruise with Confidence” policy change, the current penalty schedule will apply to the booking. After cancellation a Future Cruise Credit (FCC) will be issued on the penalized cruise fare amount. The FCC is non transferrable and may not be redeemed for cash. The certificate’s value may be applied toward the cruise fare due on a new booking, however, the FCC may not be used on: (i) holiday sailings; (ii) inaugural sailings; or (iii) new vessels within the vessel’s designated inaugural sailing period. All bookings are subject to availability at the time of the request. Any booking made using the FCC must be made no later than December 31, 2021 and used for a sailing that commences on or before December 31, 2021. If not used on or before December 31, 2021, the certificate will automatically expire and have no value. It may be used for all stateroom categories and pricing promotions other than: contracted groups or chartered sailings. Guest will remain responsible for paying the applicable deposit amounts, taxes/fees, port expenses and gratuities for the new booking.

Azamara® is a proud member of the Royal Caribbean Cruises Ltd. family of cruise lines. ©2020 Azamara. Ships registered in Malta.

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