

AZAMARA CIRCLE[™]

LOYALTY PROGRAM

FAQS

1. Why did Azamara change the name of their loyalty program?

- Our goal at Azamara is to grow as a brand and continue to provide unmatched guest experiences. In the last few months, we've taken steps to deepen our commitment to Destination Immersion[®] experiences. Azamara Club Cruises transformed to Azamara, signifying a bold expansion beyond the sea with the launch of over 1700 land programs. As we continue to grow, we have simultaneously evolved our loyalty program with a new name and a few enhancements to our benefits. Led by our outstanding crew, our loyalty program is the same program our members are familiar with, plus a couple of small adjustments on benefits based on our guests' valuable feedback.

2. Which are the enhanced benefits that are offered on voyages departing after February 26, 2020?

- Loyalty members that stay in Veranda Plus or Suite categories can combine both internet and laundry benefits.
- Discoverer Platinum members will now be able to receive complimentary internet with 100% towards The Unlimited Full Voyage package, regardless of stateroom category or length of voyage
- Guests will now have the chance to fill out the referral form within 30 days of new friend making their reservation
- Non-loyalty members and adventurer will earn 5% savings on onboard bookings. Discoverer will receive 6%, Discoverer Plus 7% and Discoverer Platinum 10%.
- The onboard top cruiser recognition award, will be based on the member who has completed the most number of nights with Azamara

3. Where can guests join the Azamara Circle Program?

- Guests can sign up online at Azamara Circle's [enrollment](#) page, or can call our loyalty desk at 1.888.532.5828 for US and Canada guests. International guests should click here for contact details. The desk can also be reached at loyalty@Azamara.com. If guests are onboard, they may enroll by contacting the onboard Cruise Sales Manager.

4. Where can guests find out more about the Azamara Circle Program?

- To learn more about the enhanced benefits of the Azamara Circle Loyalty Program, [click here](#). If guests have specific questions regarding their membership they can e-mail at loyalty@Azamara.com, or call us at 1.888.532.5828 for US and Canada guests and 1.305.982.2470 anyone else outside of U.S & Canada. For UK contact details [click here](#). For Australia contact details [click here](#). And, for US, Canada and any outside else outside these countries, [click here](#).

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5. How does the Suite and Loyalty benefit combinability work?

- When loyalty members stay in Veranda Plus or Suite categories they have the option to combine both their internet and laundry benefits with those that the Veranda Plus and Suite categories offer, depending on their loyalty tier. For example, if an explorer member that earns 60 minutes or 35% savings towards the Full Voyage Unlimited Package, stays in a Veranda Plus category that offers 120 free internet minutes or 25% savings towards the Full Voyage Unlimited Package can combine either the free internet minutes or package redemption, to make a total of either 180 free minutes or 60% savings towards a Full Voyage Unlimited Package.
- Laundry: If a member is at an Explorer tier or higher, if they choose to stay in a Veranda Plus or higher, they can combine the laundry benefits to receive two bags of laundry bags, per 7 days.

6. Do Discoverer Platinum Members get free internet?

- As of February 26, 2020, any member in the Discoverer Platinum tier are eligible to receive 100% savings towards a Full Voyage Internet Package, regardless of the stateroom category or length of voyage.

7. If a loyalty member qualifies for 100% savings towards a Full Voyage Unlimited Package, would they automatically receive it without taking any action?

- No, when a guest arrives onboard, into their stateroom, they will need to sign into Azamara's internet portal where they will be given the choice to either choose their free internet minutes or package redemption savings. Even if the guest is entitled to 100% savings, they are responsible to choose this option when redeeming their internet offerings.

8. What's the new Onboard Booking Offer?

- As of February 26, 2020, the Onboard Booking Offer offers 5% savings to all guests onboard. As part of the Azamara Circle membership, Discoverer members will receive 6%, Discoverer Plus 7% and Discoverer Platinum 10%.

9. Who is ineligible to be an Azamara Circle member?

- Guests who sail on complimentary voyages, book using certificates (excluding charity certificates), Seminar at Sea voyages, Travel Agent rates, interline guests, and Employee rates do not earn points in the program and are not eligible for benefits or membership with Azamara Circle.

10. How does a guest know if they are an Azamara Circle member?

- If the guest has received loyalty referenced communications, they are an Azamara Circle member. If the guest is still not sure they can e-mail us at loyalty@Azamara.com or call us at 1.888.532.5828 for US and Canada guests. For UK contact details [click here](#). For Australia contact details [click here](#). And, for US, Canada and any outside else outside these countries, [click here](#).

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11. What is the Top Cruiser Recognition?

- This recognition only happens onboard. Since 2014, on every sailing, the member with the highest number of Azamara nights sailed will be chosen as the "Top Cruiser". This member(s) will be recognized during the Azamara Circle Cocktail Party, which is an exclusive loyalty only event.

12. How do I find the guests loyalty number and tier level?

- For guest's loyalty number and tier level status, please inquire via e-mail at loyalty@Azamara.com, or call us at 1.888.532.5828 for US and Canada guests. For UK contact details [click here](#). For Australia contact details [click here](#). And, for US, Canada and any outside else outside these countries, [click here](#).

13. If guest's loyalty tier level is wrong or they are missing a voyage, how can they update their information?

- To update any of guests' loyalty information, please e-mail the loyalty desk at loyalty@Azamara.com, or call 1.888.532.5828 for US and Canada guests. International guests should click here for contact details. For UK contact details Click here. For US, Canada and anyone outside of those countries, Click here.

14. Is the Azamara Circle Program still reciprocal with Celebrity Cruises' Captain's Club Program?

- Yes. Until further notice, guests who sail with Azamara and Celebrity Cruises will earn points towards membership in both Azamara Circle and Captain's Club, regardless of which brand they sail. Azamara Circle and Captain's Club members will enjoy select benefits of their tier levels on both lines. Select tiers in Royal Caribbean's Crown & Anchor Program also will receive reciprocal benefits when sailing with Azamara.

15. Where can guests sign up to receive Azamara Circle marketing e-mails?

- If guests would like to receive Azamara Circle e-mail communication, they can opt-in by login into their Guest Account profile on our website or sign up at <https://www.azamara.com/callcenter>.

16. What is the difference between how points were previously earned and how they'll be earned beginning with voyages on or after January 1, 2015?

- Until November 23, 2013 guests earned credits based on sailing with Azamara, the length of voyage, and the type of stateroom category. On November 23, 2013, in order to create a more balanced structure, our program changed to points per night earned based on stateroom category. Beginning January 1, 2015, guests will continue to be rewarded based on their stateroom, and points earned per night will increase for Club Oceanview and Club Veranda

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staterooms. The revised point structure will not be retroactive. The updated points system will begin on voyages departing on or after January 1, 2015.

17. How will complimentary nights be redeemed? Can complimentary nights be combined? Can they be divided and used on different bookings?

- When members reach the next loyalty level, they will earn a complimentary night's reward based on their new tier. Members can earn up to 10 complimentary nights at the top level. Complimentary nights must be used on a new booking made within 12 months following the sailing when the new level was reached. Bookings can be made on most voyages open for sale at time of booking. Blackout dates will apply.
- Complimentary nights will not be retroactive, cannot be combined or divided for use on different bookings and cannot be allocated to multiple reservations (with one exception -- see note regarding Discover Platinum member who do not use all their points on one voyage).
- Complimentary nights may only be redeemed on voyages of seven nights or more. Travel Partners will receive commission for the nights their clients purchase, but not for free nights. Discoverer Platinum members who receive 10 complimentary nights will be able to use their remaining complimentary nights if they book a 7-night voyage.
 - **Examples:**
- A new Discoverer member receives 4 complimentary nights when moving from the Explorer tier to the Discoverer tier. Once they redeem their 4 complimentary nights, they'll pay for 3 nights if they book a 7-night voyage, or pay for 6-nights if they book a 10-night voyage,
- A new Discoverer Platinum member receives 10 complimentary nights when moving from the Discoverer Plus tier to the Discoverer Platinum tier level. This member books a 7-night voyage and has 3 complimentary nights remaining. The remaining 3 complimentary nights may be used on a new booking, made within 12 months following the sailing when they reached the Discoverer Platinum level.

18. Will Travel Partners be able to book guests using the guest's Azamara Circle benefits, such as the quarterly savings?

- Travel Partners will have booking system access to all savings and benefits of the Azamara Circle program. Azamara will provide appropriate promotion codes to guests and Travel Partners for each benefit. Benefits will be redeemed the same way promotions are currently booked today. The only difference is the Travel Partner will need to add their client's loyalty number to the booking to receive appropriate tier savings. This applies to the following benefits: Quarterly 10% savings and Earned Complimentary Nights. The Onboard Passages Savings benefit will be booked onboard by the Cruise Sales Manager. Guests must let the onboard Cruise Sales Manager know that they'd like their Travel Partner to receive credit for the new booking. Travel Partners will receive commission on all the above offers.