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We're thrilled to bring you a new travel partner program featuring our new booking platform and all-new trade portal launching February 2023. In addition, we are expanding our Contact Center. These investments are designed to make your job easier, faster and more rewarding. Please see below Frequently Asked Questions detailing what's changing and how you can start preparing.

Question:	Answer:
GENERAL	
Which existing platforms will be replaced, and how?	<i>Cruising Power, Azamara Connect, Club Azamara > Trade Portal Espresso, AirWaves > Seaware booking platform Old Azamara.com > New Azamara.com</i>
Why is Azamara launching a new booking solution?	<i>Improved functionality for travel partners & guests More flexibility for enhancements over time Separating from Royal Caribbean technology</i>
How will the Azamara Versonix booking solution differ from other Versonix implementations?	<i>We are using the Seaware Touch and TouchX out of the box solutions, which include more and better features than most customized interfaces. Also, we will have the advantage of utilizing new releases to Email the software immediately.</i>
When is Azamara rolling out the new booking solution to Travel Partners?	<i>February 2023.</i>
ACCESS	
Will there be a new Travel Trade portal?	<i>Yes – It's a brand-new portal. However, we are keeping the name Azamara Connect, which will be your one stop shop for everything Azamara.</i>
Will I need to create a new login and register to trade portal again?	<i>All your information will be transferred except your password.</i>
Will my password or access to applications change?	<i>Yes – new passwords will be required, but you will only need one password for all our tools!</i>
How do I select myself or a team member to be the Agency Administrator and what privileges do they have?	<i>We will migrate over all the current admins and make updates as needed. Directions will be sent out.</i>
BOOKING	

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What will happen to existing bookings after the new booking solution is launched?	Bookings will be transferred to our new booking solution automatically. There will be a small, select group of sailings where updates to previously made bookings can be performed only over the phone. See below for the bookings that will be performed through our call center: Quest - 2/20, 3/7; Journey 2/20, 3/4; Onward 2/28; Pursuit 2/25; 3/7
How do I modify bookings made on Royal Caribbean's platform prior to the launch of Azamara's new booking solution?	The same way you do today! Nothing is changing until we cutover to our new system.
Will there be any changes in Azamara's policies and procedures?	Some minor changes will occur and will be communicated through our training opportunities.
Will there be any changes in Travel Partner Commissions?	No changes for International. For North America, commissions are protected through 2024.
Will Espresso still be available to make bookings?	Yes, there will be no limitations in terms of using Espresso prior to the change.
What will happen to my client's onboard credit?	OBCs will be transferred over to our new system and will be easily identified.
What will happen to my client's Future Cruise Credit?	FCCs will be transferred over to our new system and will be easily identified and applied.
What will happen to air bookings? (Air integration)	Air bookings and PNRs will be transferred over to our new system and can be modified and maintained depending on the changes in policies with the airlines.
What if there are changes to my client's flight tickets? During your cutover period vs after you switch to the new platform?	Our 3rd party air provider will handle these changes.
Will there be any changes in Azamara's Travel Insurance program? (Trip insurance integration)	Yes, more details to follow.
Will there be any changes in Azamara's Group programs?	We will still have our Groups program. Updating and adding reservations will be an easier process for the call center and travel agents.
Will there be any changes in Azamara products? (Itinerary, insurance, excursions, air and land transfers)	Azamara products will remain the same you know and love. As always, we continue to enhance our experiences and products to best connect with our travel partners and guests. Updates will be shared as these enhancements are rolled out during normal business partnerships.

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BOOKING FEATURES	
Will I be able to package my bookings?	Yes! You can add on products to an existing booking or purchase a pre-made package.
Will I be able to add add-ons after cruise purchase?	Yes.
What about our Connectivity solutions?	Azamara's new reservation platform will be connected to the same GDSs as Royal Caribbean. The only exception is Sabre, who will no longer be connected to Cruise lines soon.
Will I be able to quickly access Cabin availability/deck plan?	Yes.
Will I be able to make changes in Cabins directly through the new system?	Yes.
Will I be able to have promos for Shore Excursions? (Booking Shorex)	Yes, you can also book Shorex online.
Will the new system provide automated payment reminders?	Yes – with a link to pay directly.
Will I be able to see all existing bookings besides my own? (All User Permissions: Agency VS Admin Roles)	It depends on the agency set up.
Will I be able to make searches based on Loyalty program numbers? (Loyalty Integration)	Yes.
Will I be able to make requests and send confirmations? (Requesting Confirmation feature)	Yes.
TRAINING	
What kind of training will be available?	Pre-recorded sessions will be made available for self-paced training starting in January. We will also offer quick reference guides and virtual instructor-led training. All training materials will be posted in our new trade portal, azamaracommunity.com .
Will training be in English only?	Yes.