

FOR TRAVEL ADVISOR USE

EXMO Packages FAQs

On sailings embarking on or after **September 24, 2026**, new Experience More Package pricing is in effect from September 15.

✦ When is this change taking place?

On sailings that embark on or after September 24, 2026, the new Experience More Package pricing will be in effect from September 15.

✦ What are the Experience More Packages?

The Experience More Packages are optional bundles designed to enhance your cruise experience with upgraded benefits such as beverages, Wi-Fi, shore excursion credits, specialty dining, laundry service, and more. The packages are available in three tiers: Essentials, Enjoyment, and Indulgence.

✦ What are the three package tiers and their prices?

- ✦ Essentials \$59 pp/day
- ✦ Enjoyment \$79 pp/day
- ✦ Indulgence \$99 pp/day

Each tier includes progressively more premium benefits and amenities.

✦ Will Experience More Package pricing be shown in my local currency?

Yes. Experience More Package pricing may be displayed in the currency applicable to your booking market. The price shown at the time of purchase is the price you will pay.

Please note that included Shore Excursion Credits, Spa Credits, and other onboard credit benefits are issued in USD and applied to your onboard account in USD.

✦ If I am a solo traveler, do I need to buy two packages?

No. You will only need to purchase one package.

✦ Can guests pay their ExMo package with Onboard Credits?

Guests can apply promotional OBCs, not restricted OBCs, toward the purchase of ExMo packages. This includes all tiers. Important consideration: OBCs typically become available only after final payment. Guests may need to wait until it is visible in the system to apply to the OBC. Guests can use OBCs to cover part of the package cost and pay the remaining balance with a credit card.

Note: OBC generated by the ExMo package itself is restricted to Shorex and Spa purchases and cannot be applied toward the ExMo package cost, or any other product. Only other OBC types (e.g., promotional, pay-in-full, travel agent-purchased) can be used to pay for ExMo.

✦ What's included in each package?

ESSENTIALS

- ✦ Unlimited Starlink Plus (1 device per person)
- ✦ Premium Beverage Package
- ✦ \$25 daily credit, per person, for shore excursions

ENJOYMENT

- ✦ Unlimited Starlink Plus (1 device per person)

- ✦ Ultimate Beverage Package
- ✦ 1 specialty dining every 4 nights (Prime C & Aqualina)
- ✦ \$30 daily credit, per person, for shore excursions
- ✦ 1 laundry bag (wash & press) per person, per 7 nights

INDULGENCE

- ✦ Unlimited Starlink Plus (2 devices per person)
- ✦ Ultimate Beverage Package
- ✦ Unlimited specialty dining (Prime C & Aqualina)
- ✦ \$35 daily credit, per person for shore excursions
- ✦ \$20 daily credit, per person for spa
- ✦ 2 laundry bags (wash & press) per person, per 7 nights

✦ What if I am a Suite guest and I already have most of these inclusions?

Suite guests, who already receive complimentary unlimited specialty dining at Prime C and Aqualina as part of their stateroom inclusions, will receive in lieu thereof two (2) Chef's Table experiences.

Chef's Table access will be based on cruise length, for example:

- ✦ 2 visits on cruises 12 nights or less
- ✦ 3 visits on cruises 13 nights or more

✦ Can Experience More benefits stack with Suite or Loyalty benefits?

Yes. Where applicable, Experience More inclusions can be combined with eligible Loyalty, Veranda Plus, and suite benefits.

✦ I booked under the previous Early Booking Bonus (EBB) program that included Complimentary Essentials. What happens to my package?

Guests booked under EBB program will retain the package that was included at the time of booking and will not be automatically transitioned to an Experience More Package.

✦ Can I upgrade from my Complimentary Essentials package to an Experience More Package?

The Complimentary Essentials package cannot be upgraded to an Experience More Package, as the package structures and inclusions are not directly comparable.

✦ Is package eligibility determined by booking date or sailing date?

Package eligibility is determined by the cruise sailing date, not the booking date.

✦ When can I enjoy my benefits?

All benefits can be enjoyed at any time during the cruise.

For example, guests that have purchased an Enjoyment package for an 8N cruise can choose to use the 2 included specialty dinners on the first two nights of the cruise, if that is their preference.

✦ What are the Shore Excursions and Spa Credits and how can they be used?

The Shore Excursion and Spa Credits are a daily onboard credit that may only be applied toward shore excursion and spa purchases, both pre-cruise and onboard.

✦ When do I receive Shore Excursion and Spa Credits?

Credits are issued in full amount of the cruise sailing nights upon the package purchase. For example, if you receive US\$25 daily credit, for a 10-night cruise, you would receive US\$250.

✦ **What happens with my unused credits from Shore Excursions and Spa?**

Unused credit has no cash value and is non-refundable at the end of the sailing.

✦ **What is included with Starlink Plus internet?**

Starlink Plus includes:

- ✦ Web browsing and email
- ✦ Messaging apps
- ✦ Social media access
- ✦ Video and voice calls
- ✦ Streaming services
- ✦ Cloud storage and VPN access
- ✦ App downloads and updates
- ✦ Access to the full PressReader catalogue

Availability and connection speeds depend on satellite coverage and regional service availability.

✦ **Are all beverages available on every sailing?**

Not always. Beverage selections may vary by sailing and destination. Alternate selections of equal value may be substituted at management's discretion.

✦ **How do I reserve the Chef's Table and Specialty Dining?**

Reservations may be made pre-cruise, onboard at the restaurant reservation desk, or by phone. Reservations are available on a first-come, first-served basis and are subject to availability.

✦ **Can spa credits be combined or redeemed for cash?**

Spa credits are non-transferable, non-refundable, and have no cash value.

✦ **Can Spa and Shore Excursion credits be transferred or shared between guests in the same stateroom?**

Yes. For example, if one guest does not plan to use their credit, they may be permitted to share it with their stateroom companion.

✦ **Is the package available on charter cruises?**

No. The Experience More Package is not available on charter sailings.

✦ **How does the package work on combination sailings?**

For combination sailings booked as one continuous cruise, package inclusions are treated as one continuous sailing.

✦ **How does the package work on back-to-back cruises?**

Guests sailing back-to-back cruises may purchase the package for one or multiple segments. Inclusions apply only to the purchased segment(s) and are calculated separately for each segment. Benefits do not carry over between segments.

✦ Are Always Azamara inclusions changing?

No. Everything included in Always Azamara remains unchanged. ExMo packages are purely additive, not replacements.

✦ Do both guests in the cabin need to purchase ExMo?

Yes. ExMo packages are required to be purchased for all guests in the stateroom.

✦ Are both guests required to purchase the same Experience More Package?

Yes.

✦ What if I booked my cruise prior to Experience More package updates?

You will be able to enjoy our previous package, or you will have the option to change it to our new Experience More packages. If you have not used your benefits, you can change it up to 7 days before sailing or 48 hours after embarkation through Guest Relations on Deck 4. If you would like to update your Experience More Package before boarding, please call Azamara Contact Center.

✦ When can I purchase my Experience More package?

Packages can be purchased:

- ✦ Pre-Cruise: Up to 7 days before your cruise
- ✦ Onboard: Up to 48 hours after embarkation.

✦ What happens if I purchase the ExMo on the second day of the cruise, will I be charged for the day I haven't used it?

No, you will only pay for the number of days remaining in your cruise.

✦ Are Experience More packages commissionable?

Yes; Travel Advisors receive 10% commission if the Travel Advisor adds an Experience More package to the booking.

✦ Are Experience More packages available for World Cruise or Grand Voyage guests?

No. Grand Voyage and World Cruise guests have separate package offerings and are not eligible for these Experience More Packages.

✦ Do the packages offer savings?

Yes. The packages are designed to provide bundled savings compared to purchasing these amenities individually onboard, while also offering greater convenience and flexibility throughout the cruise.

Savings per tier:

- ✦ Essentials — 37%
- ✦ Enjoyment — 38%
- ✦ Indulgence — 51%

✦ Up to when can guests cancel and rebook the EXMO package without penalty?

Azamara allows guests to book up to 7 days before sailing. Guests can cancel and rebook until that time with no penalty.