RezA FAQ'S

RezA Frequently Asked Questions:

Q – How many Staterooms can be selected for a FIT booking?
A – You can only select One Stateroom per FIT booking.

Q – What web browser should I use for Seaware Touch?
A – Google Chrome

Q – What Reset Key should you click on before starting your work with Seaware Touch?
A – F5 Key

Q – Will the system auto-send confirmations?
A – Yes, the system will send out confirmations. The Agents information should be in the system to complete this process.

Q – Can we email a confirmation to our emails, agent, and client copy?
A – Clients are required to accept terms and conditions for their sailing when completing their cruise documents. The terms and conditions travel partners accept during the payment process is separate. and has nothing to do with the client(s).

Q – Are you still able to hold a reservation without Payment?
A – Yes, you can still hold an option.

Q – Will we be able to see all promotions when we view cabin categories?
A – Yes, whatever promotions are available for a stateroom category and/or sailing date will be visible.

Q – Will we be able to see any discounts/OBCs for past guests?
A – Yes, FCC's and other related items will be linked to the guest in the system and can be seen by the Travel Partner.

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Q – Will hotel/transfer packages for pre and post time be offered through Azamara?
A – Yes, we will still offer pre- and post- packages.

Q – Will we be able to call to book these cruises as well? Will we have to go through our admin?
A – Yes, our call centers will be available to assist with making bookings.

Q – Can we search for accessible staterooms specifically?
A – Yes, you can search for accessible staterooms via the deck plan and using the filters on the right side of the screen.

Q – What is the difference between client ID and club account?
A – The ID is an internal number used by Azamara for guests. The Club Account is the guest's reward number.

Q – Can we email a confirmation to our emails, agent, and client copy?
A – Yes, you can email any of the confirmations to yourself or your clients.

Q – Can we go to a pricing summary screen before we enter the guest's information?
A – Yes, you can get a summary of pricing before entering client information or holding an option.

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Q – How are infants handled? Do we need to add them as a third person?
A – Infants must be added as a guest to the stateroom.

Q – Is client number different than loyalty number?
A – The Client Number is an internal number used by Azamara for guests. The Club Account is the guest's reward number.

Q – Is guest information as per passport?
A – Yes, all information about a guest, such as legal name, should be exactly as it is on their passport.

Q – Will the person paying need to be a guest?
A – The person paying does not need to be a guest.

Q – Can payments be made via bank account transfer instead of credit card? Is there a discount for the transfer?
A – Your agency will be able to accept or make payments using any form of payment you currently use.

Q – Are the customers able to make payments on their own through a confirmation?
A – No, guests cannot make payments on a reservation created and managed by a travel partner.

Q – How can I know if the outside cabin/balcony has an obstructed view?
A – Details about the stateroom will be provided by the deck plan in the system. It will specifically state if there is an obstructed view.

Q – Can you compare one or more promotion pricing at the same time?
A – Yes, the pricing comparisons will be available in the system under promotions.

Q – FCCS? How to apply?
A – FCCs will be linked to each guest and can be applied at the payment screen.

Q – Can we make changes after deposit is made?
A – Yes, you can make changes to a reservation after a deposit is made. Please note that some changes may incur additional fees or penalties.

Q – For account creation, is there an option for an Admin/Owner profile so we can add/register/remove agents from agency?
A – Yes, admins will have these options.

Q – Will agents under same agency be able to access bookings made by other agents for helping service registrations?
A – Yes, Agents should be able to access booking within their Agency.

Q – Will I be able to book the excursions for client? Or can the clients reserve it, and I can view/modify?
A – Travel Partners will be able to book excursions for clients using RezA.

Q – If I make a reservation over the phone, will I be able to find it on the new system and work on it?
A – Yes, all reservations will be available via RezA.

Q – Can you pay with multiple credit cards?
A – Yes, multiple credit cards and/or payment options can be used on a reservation.

Q – Do guests need to fill a form to 'qualify' for an accessible cabin?
A – Yes, the policy of guests completing documentation for an accessible stateroom remains the same.

Q – How is shipboard credit applied?
A – The credits should automatically be applied once the booking is Stored.

Q – Can we link staterooms in other reservations?
A – Yes, staterooms can be liked to other reservations within a travel agency's bookings.

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Q –Is the price listed in shopping cart gross or net? Where does the commission for the cabin show up?
A – The commission can be viewed on the Invoice Total tab and via the agency confirmations.

Q – Is the client required to accept the terms/conditions?
A – Clients are required to accept terms and conditions for their sailing when completing their cruise documents. The terms and conditions travel partners accept during the payment process is separate and has nothing to do with the client(s).

Q – Are agents able to work in the reservation at the same time the client is working on excursions?
A – No, only one at a time can work on the reservation.

Q – Are we going to be able to add triplets and quads for groups? Or are we going to be able to only book double occupancy?
A – Yes, you can still book triples and quads in groups.

Q – Is Azamara allowing us to create a group using the current best promotion?
A – Yes, groups can be booked with promotions when available.

Q – Do you have to designate a ship and sail date to start a group?
A – At the very least, the group will need to be named and a point of contact should be selected as the Group Coordinator. This information can hold the group shell. However, to see pricing and available promotions, a ship and sail date will need to be selected.

Q – Do all groups have to be deposited?
A – All groups do not need to be deposited initially. A deposit/payment schedule will be provided for each group. This can used as a guide on when payments need to be made to fully secure the group space.

Q – How can we see if our agency already has a group on a certain voyage?
A – On the main screen of Seaware Touch, there will be a section that will show current reservations. Selecting "Show Recent History" will also allow reservations that have been worked on recently.

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Q – Will there be the ability to send quotes or create flyers from the site directly to the group?
A – Quotes can be generated from within the Rez system. This can be done by printing or emailing a confirmation from within a reservation. RezA is not a marketing tool; therefore, you can only send quotes not flyers.

Q – Does the group work the same whether it is a corporate group or agency group?
A – Yes, both corporate group and agency group will work the same.

Q – When you cancel, does the room go back into group inventory?
A – Yes, the stateroom will go back into group inventory.

Q – If you save the information, can you come back and edit the passenger?
A – Yes, passenger information can be updated after saving updates.

Q – Are you able to turn your reservations into a group if you have multiple reservations on the same cruise?
A – Yes, multiple reservations on the same sailing can be combined to create a group.

Q – If we have a group booked now through CruisingPower, will we be able to manage it on the new platform?
A – Yes, all reservations will be migrated over to RezA.

Q – Who do we contact/email if we require assistance with booking changes/amendments for FIT and Group?
A – Please contact the call center for your agency's region.