

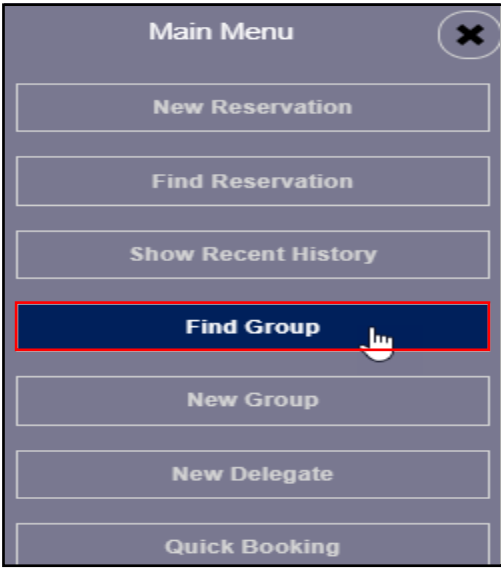
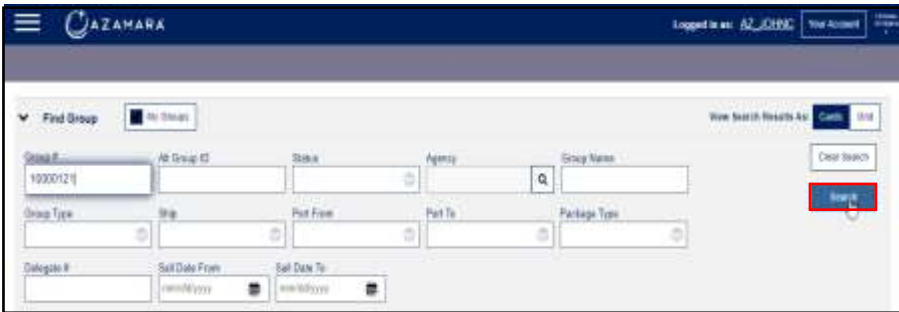



Travel Agent - Groups – How to Cancel a Booking

<p>Step 1</p> <p>Once we have logged in, go to the top left-hand side of the screen. Click the Three Bar  symbol.</p>	
<p>Step 2</p> <p>This will open a drop-down screen. Click on Find Group.</p>	
<p>Step 3</p> <p>The Find Group screen will appear. In the Group # field enter your Group Reservation Number. Then click the Search tab.</p>	

Step 4

This will bring up the Group Reservation we have entered. Under the Group Results we will see our Group Reservation. Click on the Group Reservation and it will become highlighted. Then click the **Edit** tab inside the Group Reservation.

Step 5

We will arrive on the Group Reservation screen. Click on the **Tools**  symbol. This will open the Tools menu. Click the **Cancel** button.

Step 6

This will give us a Confirm message asking if we want to Cancel the Group Reservation #. Click the **Yes** tab.

Step 7

We will receive an **Information** message telling us the Group Reservation has been successfully canceled. Click the **Close** tab.

Step 8

This will bring us back to the **Find Group** Screen. Here we will see our Group Reservation has been **Cancelled**.

The screenshot shows the Azamara 'Find Group' interface. At the top, the user is logged in as 'AZ JONES'. The 'Find Group' section includes search filters for Group #, Alt Group ID, Status, Agency, Group Name, Group Type, Ship, Port From, Port To, Package Type, Delegate #, Sail Date From, and Sail Date To. Below the filters, the 'Group Results' section displays a single result for 'TEST GROUP 1' with status 'CANCELLED'. A red box highlights the 'Status: CANCELLED' text. The result details include: Cruise # J0240265-014, Ship: JOURNEY, Package Name: 14-NIGHT AUSTRALIA-NEW ZEALAND VOYAGE, Departure: Tue, Feb 06, 2024 5:00 PM SYDNEY, Arrival: Tue, Feb 28, 2024 10:00 AM PERTH (PREMANTLE), # of Guests: 204, # of Cabins: 112, and a note 'Uncompleted'.