

## **Azamara Suite Enhancements – FAQ**

**Effective for cruises departing April 1, 2026 and beyond**

### **Q: Why is Azamara changing suite inclusions?**

A: Based on direct feedback from our guests, we are enhancing our suite experience to offer greater value, convenience, and personalization. These changes reflect what travelers told us they want most, including better connectivity, more inclusive benefits, and elevated onboard experiences.

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### **Q: When do the new inclusions take effect?**

A: All enhancements will apply to cruise departing on or after **April 1, 2026**, regardless of when the booking was made.

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### **Q: What are the changes for Continent Suites (formerly Club Continent Suites)?**

#### **New inclusions:**

- Unlimited Basic Wi-Fi powered by Starlink (1 device per guest)
  - Updated laundry benefit: 2 Wash & Fold bags per stateroom (3 bags for voyages 15+ days)
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### **Q: What's new for Top Suites (Club World Owner's, Club Ocean, and Spa Suites)?**

#### **New inclusions:**

- Ultimate Beverage Package now included
  - Unlimited Basic Wi-Fi powered by Starlink (2 devices per guest, used simultaneously)
  - Unlimited Wash & Fold laundry
  - All Top Suite guests are now invited to the newly renamed Acamar Experience dinner (formerly Best of the Best)
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### **Will the Top Suites still receive the \$300 Onboard Credit?**

A: No, the \$300 onboard credit per guest will no longer be included for Top Suite bookings

on sailings departing April 1, 2026 and beyond. However, we've added new inclusions valued at \$480.

**Q: What if my guest wants to keep their onboard credit or has already used their onboard credit?**

A: We understand some guests may have questions about the removal of the \$300 onboard credit for Top Suites. If a guest wishes to retain their onboard credit or has already used it, please contact our Global Contact Center. We will work with you and the guest to find a personalized solution.

**Q: What is the Acamar Experience?**

A: The Acamar Experience is the new name of the Best of the Best dinner. It will continue to offer an elevated, invitation-only dining experience and will now include all 12 Top Suite guests per cruise.

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**Q: What existing inclusions are still part of the suite experience?**

**Continent Suites still include:**

- Butler service, concierge access, and unpacking/packing assistance
- Full in-suite breakfast, lunch, dinner, and evening hors d'oeuvres
- Complimentary daily Specialty Dining for all guests
- Exclusive Suite Breakfast at Aqualina
- Expanded Lalique bath amenities, plush robes & slippers
- Mini bar with beer and soft drinks
- One bottle of sparkling wine and two bottles of premium spirits
- Complimentary Thalassotherapy Pool passes
- Shore excursion and spa planning assistance
- Priority check-in, shoeshine, and news bulletin delivery

**Top Suites still include all of the above, plus:**

- One bottle of champagne (instead of sparkling wine)
- Complimentary pressing of two garments per voyage

- Priority embarkation escort and exclusive escort to AzAmazing Evenings
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**Q: Will these changes impact current bookings?**

A: Only NEW bookings on cruises after April 1, 2026- they will receive the new inclusions. Earlier sailings or sailings booked before August 1, 2025, will continue with the current suite benefits.

**Q: Who can I contact for more information?**

A: Travel advisors should contact Azamara's Contact Center or their Azamara Sales Representative. Guests can reach out to our Global Contact Center and/or their Travel Advisor for assistance.