



PAYIN FULL PROGRAM

FAQs

What is the Pay in Full program?

Azamara is offering an incentive for guests who decide to pay their reservation in full ahead of their final payment date. For those guests who pay in full 180 days or more prior to sailing, they will receive a 5% Onboard Credit.

How can my clients participate in this program?

The Pay in Full promotion must be applied to the booking in Seaware Touch and then final payment collected. Once the incentive is selected, the OBC will show on the booking immediately.

What incentive will the eligible guests receive?

Guests will receive an OBC of 5% of the cruise fare

- *EXAMPLE: A guest pays \$5,000 for their Cruise Fare; they will receive an OBC for \$250 (at 5%)*

When will the Trade receive their commission for guests that pay in full?

Another perk of this program for our trade partners is they will receive their commission faster for bookings that participate in this program. Once the guest pays in full, the trade partner will receive their commission.

Who are the “eligible guests”?

Only guests with balances due 180 days out or more will be notified of this special program.

Do all guests in the booking need to pay in full to take advantage of the Pay-In-Full program?

Yes, all guests will have to pay in full.

Can these OBCs be redeemed pre-cruise?

Yes.

How are eligible guests informed?

Eligible guests will receive an email informing them of the program starting on May 1st, 2024 and they will be reminded about the program on a regular cadence.

Can agents (Azamara or Trade) use this as a selling tool?

Yes, this is both for existing bookings and new bookings.

How does a Travel Advisor apply the program in Seaware?

Please review the step-by-step guide on how to apply the program.

How long will the Pay-In-Full program run?

Azamara reserves the right to pause/disable this program at any point. For now, there is no “end-date” to the Pay-In-Full program. We encourage guests to take advantage of the program as soon as possible, to ensure they receive their OBC.

How does the guest pay in full to receive the offer?

Guests must call our Contact Center or their Travel Advisor to pay in full and receive an incentive. Payments can be made through Seaware Touch or through Trade GDS systems.

How will we know if the guest is eligible for the program?

The program will show up as an additional promotion in the Seaware Touch booking screens. It must be manually added to apply.

When will the promotion reflect on a guest's invoice/account?

Once the promotion is selected, the promotion will reflect on the guest's invoice immediately.

The OBC will show on the booking immediately, once the booking moves to BK status; meaning the guest can choose to add it to any Shorex or add-on on that same call without having to wait the usual 24 hours.

When do guests have to make the payment for the Pay-In-Full program to be valid?

For those guests participating in this program, Seaware will require payment of the full Cruise Fare balance at the time of adding the program. If a guest adds the Pay-In-Full program, and Seaware does not receive payment, Azamara reserves the right to remove the OBC.

NOTE: Pay in full is ONLY for Cruise Fare. Guests who add flexible air, add-ons, hotels, etc. will still be able to pay for those additional components 120 days prior to sailing.

What are the cancellation policies for guests who pay in full?

Guests who participate in this program will still follow the usual cancellation windows. The fare is refundable (to the extent their cancellation schedule allows it).

What happens if a guest changes their mind about participating in this program?

If a guest changes their mind about participating in the promotion before taking payment, you simply need to remove the promotion code from the booking. Guests can still call back after and add the program if they are eligible.

What happens if there is a fare change and the guest has already added the Pay-In-Full program?

If there is a fare change, the OBC will recalculate to reflect the new Cruise Fare, but guests will need to pay any additional balances due.

- EXAMPLE: A guest who adds the Pay-in-Full program chooses a different cruise and it goes up from \$3,000 to \$4,000, Seaware Touch will recalculate the OBC.

Is the Pay-In-Full program combinable with other offers?

This promotion is combinable with all other promotions, except for:

- Groups
- Reduced Travel Agent Rates
- Net Rates
- Employee cruises
- Statement Agencies where the agency has Terms on a "SAIL" basis.