



## TRAVEL ADVISOR TRANSITION FAQ

### Access to My Azamara Connect Account

- What steps should I take if I am unable to login to my Azamara Connect account?
  - For the fastest resolution, please fill out the [Request Support Form](#) and be on the lookout for an email with further instructions. You can find the Request Support form by clicking the “[Request Support](#)” on the home page of [Connect.Azamara.com](#) (or click on the Azamara Cruises logo on the top left which will take you to the home page).
  - Other trouble shooting steps:
    - Use the same email that you used for [CruisingPower.com](#).
    - If you receive a message showing your email was not found, please speak with your Agency Owner/Manager to have them verify that you have been added under the Agencies registration.

### Access to My Clients Bookings

- How can I view my clients’ bookings in my Azamara Connect account?
  - Sign in to [Connect.Azamara.com](#) and you will see the orange **Reservations** button on the top right-hand corner.
  - To view your future bookings, click on **Your Account** and then **My Reservations**.
  - If you are looking for past reservations, these will not be viewable until we have verified that all transferred bookings are correct.
- If I see pricing discrepancies, what do I do?
  - We continue to audit all bookings for any inaccuracies. If you continue to see inaccurate information, please provide as much information as possible and create a ticket via the “[Request Support](#)” button on the home page of [Connect.Azamara.com](#).
  - In most cases, this is because the balance was paid NET and not Gross in the previous reservation system.
- How do I make a payment on my clients’ reservation?
  - Visit this training guide to help you make payments in [Connect.Azamara.com](#) - [Make a Payment](#).
  - Auto-cancel is turned **ON** only for new bookings created on or after April 24, 2023.
  - Auto-cancel is turned **OFF** currently for reservations created prior to April 24, 2023.
- Do I need to worry about my booking cancelling if I am struggling to make a payment?
  - No, you do not need to worry. We currently have the Auto-Cancel turned off. We will provide you an advance notice once we determine that we will turn it back on.
- How do I book shore excursions?
  - Visit this training guide to help you book shore excursions in [Connect.Azamara.com](#) - [Book Shore Excursions](#).
  - *Please note that a payment must be made on your cruise before you can book shore excursions.*

- How do I book Onboard Packages, Shore excursions, Transfers, Hotels or Pre/Post Cruise Land Programs?
  - Visit the Training Center in [Connect.Azamara.com](https://connect.azamara.com) **for Training Guides and Videos on these add-ons and more.**
  - If you do not see your add-ons, please put in a “**Request Submit**” form. The majority of these are viewable to Azamara.
  
- How do I book Private Tours/Private Dinners?
  - Please work with your Azamara Sales Representative who can work with Azamara Land Specialists to help create the private experiences.
  
- How do I book Air through Azamara?
  - Air can now be booked on [Connect.Azamara.com](https://connect.azamara.com).
  - Be sure you are in Edit mode to add air in the reservation.
  
- What if discounts or promotions were removed from my client's booking during the migration process? Should I wait to make final payment until this is resolved?
  - Please be patient as we audit all bookings migrated to ensure the original integrity of the bookings in terms of pricing, amenities, etc. are correct.
    - For departures in the next 60 days with misinformation about discounts and/or promotions, please reach out to our Contact Center.
    - If the sailing is further out, please be patient in allowing the auditing process to occur.

## Access to Online Check-in/Documents

- With Online Check-In disabled, how and where my clients' check-in?
  - Online check-in is unavailable. Instead, your clients will check in at the pier on the day of embarkation based on the scheduled time which is stated on their e-docs and in their booking confirmation. Information can also be found at [Azamara.com/onlinecheckin](https://azamara.com/onlinecheckin).
    - In the downloaded documents from Seaware, the guests' boarding pass(es) are on the last page and can be used along with passport to check in at the pier.
  
- Where can I find the address of my embarkation pier?
  - Embarkation pier address can be found on the [Port Information](#) page.
  
- How will I know what time to arrive at the pier?
  - You will receive an email with assigned boarding time, or you can reference the below:
    - 1:30pm-4:00pm: Suite Guests and Azamara Circle members in the Discoverer Platinum and Discoverer Plus tier levels
    - 2:00pm-2:45pm: Azamara Circle members in the Discoverer and Explorer tier levels
    - 2:45pm-3:30pm: Guests staying in staterooms on Deck 7
    - 3:30pm-4:00pm: Guests staying in staterooms on Deck 4 & 6, and all other remaining guests

- How do I get assistance if my clients have issues with the boarding process due to lost booking information?
  - Guests will need to remember to bring their passport and proper documents provided by Seaware with their booking number to the pier for check-in.
  - Should they have any travel emergencies, the day of travel call 954-687-1074. This is only for day-of travel emergencies.
- How do my clients get their documents?
  - If you have access to Seaware Touch, you can download their documents from the reservation.
  - If you are having difficulty with this, you can review a [How To Guide](#) or reach out to your local Azamara representative or support person to download the documents for you.
- My clients' documents have errors. What do I do to get things fixed?
  - If you see errors in documents, please reach out to our Contact Center and provide them with the booking number and the details of the error.

## Access to Azamara Contact Center

- What is the Contact Center/Reservations Center phone #
  - 855-292-6272 (855-AZAMARA)
- Why do I see other phone numbers for the Contact Center?
  - Please use 855-292-6272 (855-Azamara).
- What if I filled out the Request Support help form and have not heard back
  - This is issue dependent on the following:
    - If the request is for login issues, we can address quickly in the order of received.
    - If the request needs more attention, the time to resolve may take longer. You can always reach out to your Azamara Sales Representative to follow up.

## Access to How To Guides

- Where do I find access to the How To Guides
  - You can visit [connect.azamara.com](https://connect.azamara.com) and when logged in, it is under the Quick Links > Training Hub > Tips & Tricks.> We Have Answers > Seaware FAQ's > Quick Reference Guide.