



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 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](#) [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.

- 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 Centre.
 - 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://www.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 Centre and provide them with the booking number and the details of the error.

Access to Azamara Contact Centre

- What is the Contact Centre/Reservations Center phone #
- United Kingdom: 0344 4934016 & 1800816553 (ROI)
- Australia: +61 (1800) 960810 New Zealand: +64 (80) 043305
- EMEA:
 - France: +33 (0)971079362
 - Spain: +34 900990236
 - IR: +33 (0)971079362
 - Austria: +43 (0)720883718
 - Denmark: +45 80820997
 - Finland: +358 800416315
 - Germany: +49 (0800)1817773
 - Norway: +45 80820997 (Danish number)
 - Sweden: +46 20881360
- LACAR:
 - IRs (305) 390-4614
 - Mexico +52 (5) 568278008
- 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 and when logged in, it is under the Quick Links > Training Hub > Tips & Tricks.> We Have Answers > Seaware FAQ's > Quick Reference Guide.