

Azamara’s Updated Payment Policy – Australia & New Zealand

Azamara Cruises is updating its current payment & cancellation policy to align more closely with industry standards, providing clearer guidelines for guests and offering earlier commission opportunities for travel advisors. The new policy, effective for bookings created on or after 18 December 2024, includes structured cancellation intervals and new payment policy as noted below. These changes underscore Azamara’s commitment to transparency and support for travellers and travel partners.

Current Policy BKs Made Before 18/12/24	
Days to Sailing	Fee
120+	\$100 AUD/NZD
91- 120	25%
61 - 90	50%
31 - 60	75%
0 - 30	100%

New Policy BKs Made On or After 18/12/24	
Days to Sailing	Fee
150+	\$200 AUD/NZD
150 - 121	25%
120 - 91	50%
90 - 61	75%
60 - 0	100%

Key Policy Updates

1. Updated Cancellation Policy:

- **150+ days before sailing:** \$200 AUS/NZD per person non-refundable Administration Fee.
- **150–121 days before sailing:** 25% of the cruise fare is non-refundable.
- **120–91 days before sailing:** 50% of the cruise fare is non-refundable.
- **90–61 days before sailing:** 75% of the cruise fare is non-refundable.
- **60 days or less before sailing:** 100% of the cruise fare is non-refundable.

2. Changes in Payment Schedule:

- **Final payment** is now due **150 days prior to sailing**.
- **Administration Fee:** A non-refundable \$200 AUS/NZD per person fee applies if the booking is canceled 150+ days before sailing.

3. Commission Benefits for Travel Advisors:

- **Earlier Commission Protection:** 100% of the commission is protected 60 days before sailing (previously 30 days).
- **Full Commission Paid at 150 Days:** Full commission is payable as early as 150 days prior to sailing or upon final payment, an improvement from the previous 120-day standard.

Frequently Asked Questions

1. When does the new policy take effect?

The updated policy applies to all new bookings made on or after 18 December 2024.

2. Are bookings made before 18 December 2024, subject to the new policy?

No. bookings made before 18 December 2024, will follow Azamara's previous cancellation policy.

3. What is the administration fee if I cancel 150 or more days before sailing?

There is a **\$200 AUD/NZD non-refundable fee per person** for cancellations made 150 or more days before sailing.

4. Will Government Taxes remain refundable regardless of when cruise is cancelled?

Yes, we will continue to refund Government Taxes paid regardless of when the cruise was cancelled.

5. Does the cancellation fee apply to all guests?

Yes, the cancellation fee applies per person based on each guest's cruise fare.

6. What are the fees if I cancel closer to the departure date?

- **150+ days before sailing:** \$200 AUS/NZD per person non-refundable Administration Fee.
- **150–121 days before sailing:** 25% of the cruise fare is non-refundable.
- **120–91 days before sailing:** 50% of the cruise fare is non-refundable.
- **90–61 days before sailing:** 75% of the cruise fare is non-refundable.
- **60 days or less before sailing:** 100% of the cruise fare is non-refundable.

7. Are there exceptions to the cancellation policy?

Exceptions may apply if travel insurance covers cancellations. Guests should consult with their travel advisor or Azamara's customer service for details.

8. How will this new policy impact travel advisor commissions?

The updated policy strengthens commission benefits for our valued travel partners. With 100% penalties now applying at 60 days (instead of 30 days) before sailing, advisors will have 100% of their commission protected earlier. Additionally, Azamara will continue to pay full commission as early as **150 days prior to sailing** (compared to 120 days previously), or whenever final payment is made.

9. Can I transfer my cruise reservation to another sailing date to avoid cancellation fees?

While transferring a reservation may not waive cancellation fees, our team is here to help find the best option for your situation. Please contact your travel advisor or Azamara's customer service team for more information.

10. When is the full cruise fare due?

The full cruise fare is due 150 days before sailing

11. Can the full fare be paid before 150 days?

Yes, guests are welcome to complete their payment anytime before 150 days prior to sailing.

12. How does this impact Groups?

Group policies will also be adjusted to be in line with FIT policies.

Named Group space will have:

- **150+ days before sailing:** \$200 AUS/NZD per person non-refundable Administration Fee.
- **150-121 days before sailing:** 25% of the cruise fare is non-refundable.
- **120-91 days before sailing:** 50% of the cruise fare is non-refundable.
- **90-61 days before sailing:** 75% of the cruise fare is non-refundable.
- **60 days or less before sailing:** 100% of the cruise fare is non-refundable.
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Unnamed Group space will have:

- 220 Days to Sailing: checkpoint for unsold space
- 180 Days to Sailing: Reduce remaining unnamed space
- 150 Days to Sailing: Final Payment due for all remaining space

13. I am looking to book a Pre/Post, Cruise Stay and Hotel with Azamara, what will be the payment policy for these add-ons for my vacation?

Pre/Post Land programs and Hotels will follow the same Final Payment & Cancellation policies as the cruise.

14. What if we change an effective date to make a booking eligible for a promo? Does Effective Date come into play at all or does the system just look at Init Date?

The new policy will use the effective date to determine payment and any potential cancellation fees.

- An existing booking may adopt the new cancellation policy if it picks up a price/promotion introduced after the policy change date. For example, switching to a new price or promotion—whether through a requested re-fare or a cabin category change—adds a new effective date to the booking, making it subject to the new policy.
- If an existing booking changes cabin categories but retains its original effective date and pricing, it will keep the prior cancellation policy.