



## Guarantee FAQs

**1. Q: What is a Guarantee (GTY) stateroom?**

- a. A: A Guarantee stateroom is a booking where you select a category (e.g., Continental Suite, Balcony, Oceanview, Inside) rather than a specific room number. The exact stateroom will be assigned by Azamara before sailing. Azamara guarantees the type of category stateroom booked. Features such as exact location on the ship, proximity to elevators or amenities, and specific views can not be guaranteed. The stateroom will be assigned based on availability within the category or higher, always guaranteeing you the category booked.

**2. Q: Why is Azamara expanding the use of this price point?**

- a. A: For the guest who wants to prioritize saving over a cabin selection.

**3. Q: Can I book a GTY on a Back-to-Back Sailing?**

- a. A: Yes. For back-to-back cruises, please note: If booking 2 or more cruises to be taken consecutively and either one or all cruises are booked under a GTY basis, you may be allocated different staterooms on each cruise, therefore necessitating the need to move between staterooms on the changeover day between your consecutive cruises.

**4. Q: What Category Codes are defined as Guarantees?**

- a. A: W = Suite, XP = Veranda Plus, X = Veranda, Y = Oceanview, Z = Interior

**5. Q: When will I receive my cabin assignment for a guarantee booking?**

- a. A: Cabin assignments for guarantee bookings can be made anytime up until 24 hours prior to departure

**6. Q: Can I request a specific location or feature?**

- a. A: *Guarantee GTY bookings do not allow for specific cabin requests. While we do guarantee the type of category stateroom booked, features such as exact location on the ship, proximity to elevators or amenities, and specific views are not guaranteed. The stateroom will be assigned based on availability within the category or higher. Staterooms allocated may be subject to an obstructed view.*

**7. Q: What happens if I want to change my stateroom after it's been assigned?**

- a. A: *Stateroom changes are not permitted once a Guarantee (GTY) booking has been assigned. By booking a GTY, you agree to accept the stateroom number and type allocated, which may be in the purchased category or higher.*

**8. Q: If I book a GTY and later want to switch to another category stateroom, is the cancellation or change fee waived?**

- a. A: *In most cases, if the guest is rebooking into a higher-priced category, the change fee is waived as a courtesy. Standard cancellation or change fees may still apply depending on the fare rules.*

**9. Q: What is the difference between Lead GTY pricing and Last Minute Values Savings (LMV) if the categories are the same?**

- a. A: *Both Lead GTY and LMV use the same guarantee categories (W, X, XP, Y, Z). The key difference is in **timing and combinability**:*
- **Lead GTY** is available on all open deployment and is **combinable** with Brand and Flash promotions, unless otherwise noted on an offer's terms and conditions.
  - **LMV** is a reduced rate available on voyages sailing closer-in, if space is available, and it is **not combinable** with Brand or Flash promotions, unless otherwise noted on an offer's terms and conditions.

*Note: Lead GTY rates will not be available when LMV pricing is in effect.*

**10. Q: I need an accessible stateroom. Can I still book a GTY?**

- a. A: *Due to the nature of Guarantee, Azamara cannot confirm an accessible cabin. If an accessible cabin is required a cabin must be selected at the time of booking.*

**11. Q: I am booked in a GTY but travelling with another party not in a GTY cabin, can I be berthed with the other traveling party?**

- a. *A: Guests booked in GTY cabins may not be berthed with other travelling parties due to availability.*

**12. Q: Can guests booking a guarantee still participate in the Azamara Upgrade program?**

- a. *A: Yes. Guests with guarantee bookings will remain eligible to participate in the Azamara Upgrade program if available on their sailing.*

**13. Q: Will groups have access to Lead Guarantees, and which group types are eligible?**

- a. *A: W = Suite, XP = Veranda Plus, X = Veranda, Y= Oceanview, Z=Interior are not eligible for groups under standard or group enhanced pricing and GG rates.*