



An Update About Our Transition: On-Hold Times, Payments and More.

Dear Travel Advisor,

Thank you for your continued support and patience as we continue to convert bookings transferred to our new system.

We recognize that our Contact Center hold times are extensive while we work on your clients' reservations travelling within the next 120 days; there has been a great deal of pent-up demand for service. If your call is not urgent, please call back or visit [Connect.Azamara.com](https://connect.azamara.com) to utilize the self-service features including making payments (*click on the orange Reservations button at the top right-hand corner of the home screen*).



This will allow us time to handle urgent issues.

We would like to update you on the current status including some enhancements per your feedback:

- All functionality for the creation of new reservations is working as expected across all channels (Azamara Connect, GDS, Contact Center). If you have a new booking and come across an unexpected problem, [please enter a support ticket here](#).
- We have a new, easy automated payment option via Azamara Connect. For bookings with balances due now we are sending a payment link directly to the travel advisor. You can even send a link directly to your

client. These links are valid for 48 hours, but you can access directly via Azamara Connect as well.

- Many of you have called about difficulty adding shore excursions. In most cases, we have found, particularly if the sailing is soon, the excursions are sold out. Excursions with availability have an “Add” button. If there is not a button, it is sold out; we are working to label this better.
- Some of your clients are looking for their reservations on Azamara.com as part of their loyalty status. If their email address is not on the reservation, it will not be visible. We are enhancing the process to identify their reservation and pull it into their loyalty profile.
- We have added port addresses for all sailings through June and will continue to add them. You can find those details on Connect.Azamara.com under Quick Links > Itinerary Updates > Port Information or on Azamara.com under Booked Guests > Before You Board > Port Information.
- We are sending an FAQ to booked guests tomorrow providing more clarity on the issues we have heard from you, including online check-in instructions. This FAQ will be posted on Azamara Connect.

Rest assured, we are diligently working to respond to all requests and your reservations will not be cancelled due to balance dues. We appreciate your feedback and support; our team is fully focused on a successful transition.