



An Update About Our Transition: What's been completed and what's next

Dear Travel Advisor,

Thank you again for your continued support through the transition to our new system. Our new reservation platform is available for booking and making payments on your clients' cruises through a GDS or on Azamara Connect.

As we migrated bookings from our legacy system into our new system, we discovered discrepancies on a portion of the bookings. We've successfully migrated the majority of our bookings which are now accurate and available in our reservations system. While the remaining errors are understandably creating questions from your customers, please rest assured that:

1. **All future reservations will be honored at the rate originally booked, including applied promotions and discounts.**
2. Your clients' loyalty status, tier, and points are in our reservations system. We are still working on connecting loyalty information and future cruise information in the guest online account. Please use the [Account Login Help Form](#) if you need immediate assistance connecting a future reservation.
3. We will not auto-cancel any bookings during this time to protect your clients' trip based on balances due.
4. We have prioritized upcoming voyages and as such not loaded historical cruise information. This information will be loaded between now and June; we will provide future updates on progress.

In addition to completing the migration, we're also taking the following actions based on your feedback:

1. Contact Center – We have added 15 people in our Wichita Contact Center to support incoming tickets. By the end of this month, we will have an additional 21 team members to support sales and service calls.

2. Air - We will launch automated air booking capability through our reservations system Monday.

We are still loading existing air reservations in batches. Converted air bookings sailing through end of May will be available in our reservations system by April 24th.

We will provide another update on the remaining bookings in the coming weeks.

3. Balance Due - Any balance due discrepancies related to commission will be resolved by Monday, April 17.

We kindly ask for your patience and are diligently working to respond to all requests. Protecting your clients' reservations is our top priority. To most effectively and efficiently serve our guests, we are currently assisting those with sailings within 120 days.

If your client's reservation is beyond 120 days out or you encounter an issue with a new booking, please enter a [support ticket here](#). We've also recently [updated our FAQs](#) to provide more clarity on issues we've heard from you.

We will send regular updates as our transition develops and you may also find updates on Azamara Connect, under our transition portal. Thank you for your business and continued support.