



## **An Update On Our Transition and Latest Developments**

Dear Travel Advisors,

We again thank you for your support and patience as we transition to our new systems. We are pleased to share our continued progress and the following latest developments:

1. You can now book your client's airline flights on Azamara Connect in addition to booking their cruise travel.
2. The Auto-cancel feature will be turned on only for new bookings created on or after April 24, 2023. This means that the system will cancel reservations beginning May 1<sup>st</sup> if a deposit has not been received by May 1<sup>st</sup>, 2023 for these new bookings only. Normal cancellation penalties and final payment deadlines will apply.
3. We have recently introduced partial payments for your client's reservations, which allows you to make smaller payments leading up to the final payment.
4. The new Contact Center team members we hired have successfully resolved many submitted Help Forms and will continue to work through the remaining forms through the end of the week.
5. We know many migrated reservations reflect a balance due. It is usually a result of payment being made for an amount less than the full gross cruise fare. Our new system was configured to collect full cruise fare, resulting in a discrepancy on those migrated reservations. We have reconfigured our system to consider the bookings as fully paid and are finalizing a way to eliminate the balance due in the invoice. This is on our priority list.

Please note that our focus this week is finalizing data in any converted bookings that still need attention. 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. In addition, we have also created a comprehensive "[How to Guide](#)". This guide serves as a single source of information that provides quick reference guides for each function required to make or service a booking using Azamara Connect.

We are committed to keeping you informed and up to date with the latest developments as we continue to improve our offerings and services. We value your partnership and look forward to continuing our journey together. Thank you for your business and continued support.