



Our latest Azamara Transition Update: Week of April 24

Dear Travel Advisor,

We are pleased to continue to share our progress and the following latest developments:

1. As promised, air booked pre- transition has now been loaded in Seaware Touch for sailings through the end of May. We will continue to load more sailings and will update you on the progress. Please note that air will not be ticketed until 30 days prior to your client's flight departure.
Visit [Connect.Azamara.com](https://connect.azamara.com) to book new airline flights for your clients.
2. The Seaware Touch Auto-cancel feature is turned on only for new bookings created on or after April 24, 2023. This means that normal cancellation penalties and final payment deadlines will apply to those bookings made on/after April 24, 2023. For bookings created prior to April 24, 2023, and a payment is still due, callouts are being made to collect those balance dues.
3. All your FIT (Individual) bookings can NOW be serviced on [Connect.Azamara.com](https://connect.azamara.com) (*Make Payments/Add Shore Excursions/Add Transfers/Add Air/Add Hotels/Email Invoices/Print E-tickets and Documents*).

Our focus continues to be finalizing data in converted bookings that still need attention and to respond to your support requests already submitted for sailings within 120 days. If your client's reservation is for a sailing beyond 120 days or you encounter an issue with a new booking, please submit a [support ticket here](#). Be sure to review our [FAQs](#) to help provide clarity for your needs or check out

the comprehensive "[How to Guide](#)", a quick reference guide for each function required to make or service a booking using Azamara Connect.

We remain committed to keeping you informed and up to date with the latest developments on the transition from CruisingPower.com to Seaware Touch.

Thank you again for your business and continued support.