



Our Latest Azamara Transition Update: Week Of May 15th

Dear Azamara Travel Partner,

We have been actively gathering your feedback and making adjustments to improve our services. To keep you informed and enable you to better serve your customers, we are providing weekly updates on important developments we've implemented based on your input.

Our Contact Center has added more service representatives to answer calls, emails, and other requests received with another training class on-line by end of the month. To further streamline the process, we have introduced a specific prompt to prioritize calls with reservations in the next 30 days. It is important that you only select this prompt for sailings within the next 30 days so we can resolve those needs first.

Additionally, air booked for travel through mid-July 2023 is now viewable in Seaware Touch. Airline tickets booked through Azamara will continue to be processed 30 days before the departure date, which is industry standard. This means that although we have a record of your clients' flights, airfare will not be ticketed by the airline until 30 days before departure. We will continue to load air for further out dates.

Here are the latest updates on the top inquiries from our travel advisors:

Client Booking Confirmations

We want to again assure you that your client's booking information remains secure, and they'll be able to sail with us as planned at the same rates they reserved as noted before our transition date. We've enhanced our system, giving you control to

send invoices directly to clients as you prefer or choose to do so. Please refer to this step-by-step [How To Guide](#) on how to send your clients their booking confirmation.

Online Check-In

Online Check-in is currently unavailable. Instead, your clients will check in at the pier on the day of embarkation based on their scheduled time, which is stated on their e-docs and in their Booking Confirmation. Information can also be found on the consumer site Azamara.com/onlinecheckin.

Seaware Touch Training

We are committed to providing tools and resources to assist you. If you were unable to attend one of our training sessions last week, please find a recording [here](#). A comprehensive [How-To Guide](#) with quick tutorials for many functions within Seaware Touch, as well as our [FAQ's](#), are available on Connect.Azamara.com. We will also be conducting Seaware Touch training sessions targeted to your needs. To continue to better understand your needs, please take this 1-minute [survey](#) by May 24th.

As a thank you for your patience and continued support, you can earn a **5% Bonus Commission** on all new bookings created May 8th - June 4th for sailings through 2023.

We remain committed to providing the exceptional service and experiences that have made Azamara one of the most respected and beloved brands in the travel industry.