



## Update: About Our Reservations System

Dear Travel Partners,

We wanted to provide you with some important updates. At this time, our primary objective is to prioritize the protection of your clients' reservations during our ongoing transition. We understand that transferring a high volume of reservations can be time-consuming, but we are taking the necessary measures to ensure the integrity of all aspects of a cruise booking.

As part of our commitment to you and your clients, please note that we will not auto-cancel any bookings while we undergo this transition. **The best way to protect your clients' bookings is to suspend amendment of existing bookings until Tuesday 28 March, 2023.** Our new booking tool on [connect.azamara.com](https://connect.azamara.com), as well as our Contact Centre, remain open for all new bookings.

**Please note that our online check-in tool is currently offline for sailings on or departing before 14 May, 2023.**

**For sailings from 1 April, 2023 – 24 April, 2023:** If your clients checked in prior to 15<sup>th</sup> of March, they'll just need to follow the arrival time that they selected at check in. For those who were not able to check-in by the 15<sup>th</sup>, we kindly advise that they will now be required to check-in at the pier on the day of embarkation.

To ensure a smooth and seamless embarkation experience, we ask that you share the following arrival times at the pier with your clients.

- **1:30pm-4:00pm:** Suite Guests
- **2:00pm-2:30pm:** Azamara Circle members in the Discoverer Platinum, or Discoverer Plus tier levels

- **2:30pm-3:30pm:** Azamara Circle members in the Discoverer tier level
- **3:30pm-4:00pm:** Azamara Circle members in the Explorer tier level and all remaining guests

Please remind them to bring their passport, and any other necessary travel documents with them to the pier. Our crew and terminal representatives will be available to guide them through the check-in process and answer any questions they may have.

Should you have any questions for 1 April, 2023 – 24 April, 2023, sailings, please call us at your convenience.

**For AUS Reservations:** +61 (1800) 960810

**For New Zealand Reservations:** +64 (80) 043305

We look forward to welcoming them onboard and will do everything we can to provide them with a wonderful experience.