



Important Transition Updates From Azamara UK

Dear Travel Advisors,

It has been a very busy few weeks at Azamara as we navigate the significant undertaking that is migrating to a new reservation platform as the final step in our transition to be a fully independent company. I wanted to reach out to you on behalf of everyone at Azamara for your continued support through this process.

As expected with a project of this nature, there have been bumps and challenges, however I'm pleased to update that we're making steady progress on addressing these and below are some key developments:

1. First as a recap our new reservation platform is now available for shopping, booking and making payments on Azamara Connect
2. **All current bookings** have been migrated onto our new system. It has been a key priority to ensure the integrity of these bookings. This work is almost complete now with all bookings available in the reservations system and only a small minority of more complex bookings still being worked on.

Understandably though questions and concerns about booking have arisen, please be assured that:

- All future reservations will be honoured at the rate originally booked, including applied promotions and discounts.
- We will not auto-cancel any bookings during this time to protect your clients' trip based on balances due.
- **Important Note: Bookings made prior to 16th March 2023, may not show full details of private transfers, hotel stays and some low-cost air in our new system.**

These elements are safe and still included in your booking. Please refer guests to previous confirmations. 7 days before travel, our team will send across the updated documentation.

In addition to work on completing the booking migration work we have also addressed some areas to assist with either servicing existing bookings or facilitating new bookings

3. **Confirming bookings:** To transfer your offer/option to a booking on Seaware, please [click here](#).
7. **Booking flights on Seaware:** Work continues to improve our flight options. We are working on a solution to self-serve booking air in your local market. More details to follow.
8. **Balance Due:** We are aware of some instances of incorrect balance due requests that are visible on external systems. We are working on a solution for this.
9. **Shore excursions:** As a reminder, guests can still book their excursions via their online account or through the contact centre.
On Seaware, excursions with availability have an “Add” button. If this button is absent then the excursion is sold out.
10. **Interactive Seaware How to guides** — Please [click here](#) for helpful guides on how to use Seaware. Please click on each item to view individual guide.
11. **FAQs:** We have put together an FAQs page, providing more clarity on the issues we have heard from you, including online check-in instructions.
Please [click here to view](#).

Our work remains ongoing as we work through the final steps. We are very grateful for the support our trade partners have given and will seek to provide ongoing updates on our shared journey to complete this transition. You may also find updates on Azamara Connect, under our transition portal.

Thank you for your business and continued support.

