



Latest Developments week of 24 April

Dear Travel Advisors,

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

1. As promised, air that was 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, up until the end of May, will only be ticketed 30 days prior to your client's flight departure.
2. The Auto-cancel feature has been turned on only for new offer/options created on or after 24 April, 2023, where when you click 'store' in seaware the option/offer will hold for 7 days. Once an offer/option has been converted to a booking, by clicking 'switch to BK' or making payment via credit card normal cancellation penalties and final payment deadlines will apply to those bookings converted on/after 24 April, 2023. For offer/options created prior to 24 April, 2023 and a payment is still due, callouts are being made to collect those balance dues. If you are on payment terms, you can change your offer to a booking. Please [click here](#) to watch this step by step guide on this process.
3. All your FIT (Individual) bookings can NOW be serviced on Connect.Azamara.com.

Our focus continues to be finalising 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 out or you encounter an issue with a new booking, please enter 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.