



## **A Few Clarifications for Your Clients with Future Booked Cruises**

Dear Travel Partner,

I'm reaching out to you and your guests today to share what we have been focused on to ensure we get back to serving you pre-cruise the Azamara way. I understand your clients' frustration and appreciate your patience as we have been focused on stabilizing a full commercial system transition.

There have been four primary areas of focus as we integrate our new systems:

### **Contact Center Hold Times**

We are committed to providing the best service possible to both our guests and our travel agent partners. We recognize that our hold times have been extremely long following our transition. Our immediate focus is to prioritize guests with upcoming sailings in the next 45 days so that their questions and concerns are answered prior to boarding.

We started recruiting new contact center team members in preparation for our transition and will continue to add additional resources in the upcoming weeks to manage volume.

### **Shore Excursions**

We are also aware that there have been challenges viewing accurate information for previously purchased shore excursions. We have resolved the majority of these

issues within the tour-level shore excursions detail on each booking and pricing has been adjusted to reflect the original purchase price.

### **Onboard Credits**

Currently, all guests can book shore excursions directly on Azamara.com and pay with credit card, however, the functionality for guests to apply an OBC coupon as payment through Azamara.com is not yet available.

Guests who booked **before March 15th, 2023**, can contact you directly or our contact center to apply their OBC coupons.

Guests who booked **after March 15th, 2023**, can contact you directly or our contact center to apply their OBC coupons starting next week.

We understand the importance of these credits to our guests and we want to ensure that you have the necessary knowledge to assist them effectively. The comprehensive [How-To Guide](#) on how to identify and apply your clients' OBC coupons can be found [here](#).

- Please note that there may be OBC inconsistencies between the amount presented on the invoice and the amount available to spend in the coupons. The correct amount, which can be applied to shore excursion purchases, is the coupon amount.

### **Loyalty & Future Bookings**

In the event that you have been unable to access your clients' loyalty account on Azamara.com, we have taken steps to resolve these access problems caused by the creation of multiple profiles over the years or omitted information on their profile (specifically e-mail addresses).

If your clients are unable to view future bookings or their loyalty status/point total is incorrect on their account, please complete the [Future Bookings and Loyalty Support](#) form.

## **Air**

For those clients who booked air travel through Azamara the airline tickets are processed thirty days before departure (consistent to historical practices). While we do not anticipate any issues, if their departure date is within thirty days and there is no record of the ticket with the airline, please contact us for resolution.

While we continue to successfully book new reservations, we know that there are a handful of data issues still requiring resolution over the next few weeks. We are confident that these issues are impacting only a small percentage of bookings made in our former reservation system. Please rest assured that your client's complete reservation details remain intact.

Azamara has always stood by its product and made things right. We are as committed to that spirit as we ever have been. Thank you for your continued patience, understanding, and partnership with us. I will share another update in the next couple of weeks.