



April 28, 2020

Dear Travel Advisor,

First, we want to say thank you for your patience as our teams navigate the uncertainty of COVID-19.

The last few days, weeks, and months have been unprecedented. The global COVID-19 pandemic has been the biggest and most significant challenge we have ever faced; it affects everything and everyone.

We know your clients were one of the many affected by the current situation, whether they have chosen to cancel a voyage under our Cruise with Confidence cancellation policy or had a voyage cancelled due to our global suspension, we would like to provide them with some good news regarding the protection of their loyalty benefits.

As an Azamara Circle member, your clients have access to exclusive perks, benefits, and offers that aren't available to anyone else; such as complimentary nights. If your clients previously redeemed complimentary nights on an affected voyage scheduled to sail before June 11, 2020 or had complimentary nights set to expire between March 6, 2020 and October 31, 2020, we will extend the expiration of your complimentary nights through January 1, 2022. Complimentary nights must be used on a new future Azamara voyage departing on or before April 30, 2022.

In addition, if they previously booked their voyage with the onboard Cruise Again team; we will protect their loyalty discount plus the onboard credit they received. The chart below outlines the onboard loyalty discount by tier:

Adventurer	Explorer	Discoverer	Discoverer Plus	Discoverer Platinum
5%	5%	6%	7%	10%
Up to \$300 USD OBC				

Your clients' onboard offer will be honored on any future Azamara voyage as long as they re-book a new cruise by December 31, 2021 for sailings departing on or before April 30th, 2022. Please note, this offer only applies to Future Cruise Credit (FCC) holders; if they choose a full refund, they do not qualify for this benefit.

Should you have any questions, please call us at your convenience.

For North America Individual Reservations: 1-877-222-2526; press menu option 1, then menu option 1, again

For North America Group Reservations: 1-800-556-8208; press menu option 1

For U.K. Individual & Group Reservations: 0344 4934016

For AUS Individual & Group Reservations: 1800 754 500

For New Zealand Individual & Group Reservations: 0800 102 123



For all other countries, please visit: <https://www.Azamara.com/contact-us> for your local Azamara call center phone number.

On behalf of all of us at Azamara, we appreciate your patience and understanding, during this situation. We wish you good health and hope to welcome your clients back onboard soon.

Sincerely,

Azamara®