



May 1, 2020

Dear Travel Advisor,

We would like to provide an important update regarding your clients' recent refund request due to our global suspension. Below is a message we've sent your clients – please note that we've emailed them directly due to the urgency of this matter.

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.

Guest Letter Copy

It's no secret that the world is going through a difficult time. While there are many changes going on around us, one that will never change is our commitment to remain transparent and as communicative, as possible, especially during these times.

As we went into our global suspension of sailings, we initially estimated that refunds would take 30 days. Unfortunately, due to an unprecedented volume of refunds and credits, we are delayed. We've worked diligently to resolve most of the volume issues and are working around the clock to address the backlog to get you your refund, as quickly possible. Currently, some refunds are taking up to 45 days. Please know that each and every request is receiving the same level of care and dedication. And rest assured, your refund will be honored – it's just taking a little longer than expected and we're very sorry about that.

Should you have any questions, please contact your Travel Advisor immediately for more details specific to your country of residence or visit <https://www.azamara.com/contact-us> for your local Azamara call center number.

Thank you for your patience and understanding during this time.

Sincerely,
AZAMARA®