



Cruise with Confidence Consumer FAQs:

Updated on 1.25.21

Which bookings are eligible for the Best Offer Guarantee?

Existing bookings and new bookings made between May 6th, 2020 and April 30, 2021 will be eligible for the Best Price Guarantee, this applies to Azamara cruises departing on or before April 30, 2022. Guests may change their price and/or promotion up to 48 hours prior to cruise. Guest must call their Travel Partner or Azamara to request a change of price or promotion. Guest may change their offer as many times as desired up to 48 hours before sailing. For bookings within final payment, any amounts owed will be refunded in the form of non-refundable Onboard Credit; for bookings outside of final payment, any amounts owed will be refunded to the original form of cruise fare payment. Certain promotions will be excluded from the policy. A list of exclusions will be provided.

What sailings qualify for Cruise with Confidence?

All sailings through April 30, 2022 are included in the Cruise with Confidence Program.

How long do I have to redeem my Future Cruise Credit?

All Cruise with Confidence Future Cruise Credits must be applied by April 30, 2022 toward the cruise fare due on an Azamara sailing departing on or before September 30, 2022. Please note that Cruise with Confidence Future Cruise Credits cannot be redeemed on the sailing where it was previously issued; Only future sail dates qualify for FCC redemption.

Can you use your Future Cruise Credit (FCC) on an existing booking?

Yes. FCCs can be applied to new or existing bookings.

How do I cancel or move my cruise?

You can request a [cancellation online](#) or give us a call. Remember, you must notify us by phone of your cancellation at least 48 hours before your sail date. We appreciate your patience as call volume may be higher than normal.

What happens if there's a difference in cruise fare between the Future Cruise Credit I receive, and the cruise that I would like to book next?

If the new cruise fare is higher than the value of the FCC, you will have to pay the difference in fare. Alternatively, if the new cruise fare is lower than the Future Cruise Credit's value, a new Future Cruise Credit will be issued for the remaining balance.

Are Future Cruise Credits interchangeable between Royal Caribbean's family of brands?

No, you'll have to apply your Future Cruise Credit to a future Azamara cruise.



Do standard Final Payment timelines still apply during this timeframe?

Yes, full payment is still required 120 days prior to the sailing date. You may pay your balance through your travel professional, or directly to Azamara if you booked through us.

Upon cancellation, will I be credited for any pre-cruise purchases, for onboard products such as shore excursions, etc.?

Yes, pre-cruise purchases for onboard products with the cruise line will be refunded to the original form of payment.

Upon cancellation, will I be credited for any pre- and post-land purchases?

Yes, land products purchased with Azamara will be included in the Future Cruise Credit being issued.

What precautions are you taking to prevent coronavirus while onboard?

We are working with Royal Caribbean Group's Healthy Sail Panel, which is comprised of globally recognised specialists in public health, infectious diseases, hospitality and maritime operations. The panel will advise us on a science-backed plan for a healthy return to service that ensures the wellbeing of our guests and crew onboard as well as the communities we visit.