



February 18, 2021

Dear Azamara Guest,

We hope that you have remained healthy and safe.

As the world continues to confront the many challenges resulting from COVID-19, our primary goal continues to be a healthy return to service for our guests, crew and the communities we visit. In order to ensure the most effective initiatives are in place for a healthy return to service, Azamara has taken the decision to extend the suspension of global operations for all sailings departing on or before June 30, 2021.

While great progress is made around the world with the vaccine rollout, as a company, we want to go above and beyond so that you feel comfortable and confident both onboard and ashore. Our team is working diligently with Royal Caribbean Group's Healthy Sail Panel to create a small-ship cruising experience to keep everyone safe. We cannot wait to welcome you back on board and we will continue to keep you updated every step of the way.

We hope to see you back some time in 2021. But we have plenty of options later, as well. Our full **deployment for 2022 and Spring 2023** are live on our website. You can find our itineraries on [Azamara.com/Plan](https://www.azamara.com/Plan). Stay tuned for the release of our new itineraries for our newest member of the fleet.

While all of us wish we were cruising, we have three options to compensate you for these cancellations. Here are your options.

Option # 1 | 125% Future Cruise Credit

We're providing you with a **125% Future Cruise Credit to book a new cruise by April 30, 2022 and departing on or before September 30, 2022.**

- This amount will be based on your total cruise fare paid. And, we're giving you a little extra, knowing that this is such a unique circumstance.

- We will automatically issue you your Future Cruise Credit **by March 31, 2021** via email. So, there's nothing for you to do!
- Guests who have purchased pre- or post- land programs through Azamara will also receive compensation in the same form as their cruise fare.

Option # 2 | Lift and Shift

With Lift and Shift you have the option to keep your cruise vacation plans to the same destination and move your existing booking to a 2022 sailing within four weeks of your originally scheduled departure. The alternative sailing must be of the same stateroom category, on the same itinerary type and cruise length (+/- one sail night), scheduled within four weeks before or four weeks after the date of the original sailing but in the subsequent year.

- Just give us or your travel partner a call **by March 11, 2021** to move your reservation at the same rate including any promotion you currently have on the booking. If we don't hear from you, we will automatically issue your Future Cruise Credit.
- To avoid waiting on the phone, [click here](#) to submit your request.

Option # 3 | 100% Refund

Or, if you prefer the lower value in a full refund, we're happy to process this for you. Given how fluid this situation is, and the opportunity to use the extra credit being offered, you have until the end of May 20, 2021 to request a refund and deactivate your certificate.

- We will initially send you the 125% Future Cruise Credit Certificate. You have until **May 20, 2021** to request a refund. We will then deactivate your certificate. Note: Please know, once we receive your refund request, we unfortunately won't be able to accept an FCC request if you change your mind.
- You can expect to receive your refund 45 days after you submit your request.
- **Please note:** If you used a Cruise with Confidence certificate on this sailing, and you request a refund instead, we'll refund any NEW funds paid above the certificate amount, and we'll reinstate your original Cruise with Confidence certificate.

Shore Excursions:

You can opt-in to receive an Onboard Credit in the value of 125% of the total Shore Excursion purchases on your reservation if you opt for the 125% future cruise credit.

- [Click here](#) **by March 11, 2021** to request your higher value credit. We will email you your credit **by March 31, 2021**.
- If we don't hear from you **on or before March 11, 2021**, Shore Excursion purchases will be automatically refunded. You'll receive your refund within 45 days of your booking's cancellation.

- This offer does not apply to other pre-purchased amenities and packages – like beverage, internet or specialty dining, or Azamara Upgrade, those will be automatically refunded.
- If you have independent arrangements, we suggest you cancel them directly with your travel advisor or service provider who can give you additional guidance.
- **Please note:** If you opt for a cruise fare refund or for Lift and Shift, you are not eligible for this 125% Voyage Planner Onboard Credit offer. If you opt to Lift and Shift your booking to a future voyage, we can help rebook you on another Shore Excursion, or provide a full refund. If you opt for a cruise fare refund, your Shore Excursion purchases will be refunded in the same manner of your cruise fare refund.

Air and Hotel:

Guests with air travel and hotel booked through Azamara will be refunded automatically. Guests with non-refundable air through Azamara or independent air and hotel arrangements need to contact their travel advisor or appropriate travel provider directly to make all required cancellations. As a reminder, due to the current situation, airlines are being flexible with flight changes and the waiving of fees.

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 unprecedented situation.

Please stay safe and healthy, and know, we really appreciate your continued loyalty. We'll be ready to welcome you back soon – we miss you already.

Sincerely,

Carol Cabezas

Chief Operating Officer, AZAMARA®