



Trade - Frequently Asked Questions on Global Suspension

As of July 08, 2021

Given travel restrictions have potential to change rapidly, Azamara is monitoring the current situation and will continue to work with local government and port authorities on a healthy return to service. In addition, Azamara is taking all the necessary precautions recommend by the Healthy Sail Panel to ensure the health and safety of our guests, crew and the communities we visit.

1. Which Azamara sailings have currently been cancelled?

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. While we do see cruising is slowly starting up again, there is still uncertainty surrounding the resumption of cruise operations globally.

Unfortunately, as travel requirements throughout most of Europe remain unconfirmed, we've had to make the difficult decision to cancel the following voyages as well:

- Azamara Journey sailings departing on November 02, 2021 through May 13, 2022
- Azamara Pursuit sailing departing on September 28, 2021
- Azamara Pursuit sailings departing on October 16, 2021 through October 27, 2021
- Azamara Pursuit sailings departing on November 30, 2021 through December 21, 2021
- Azamara Quest sailings departing on January 23, 2022 through February 23, 2022

2. What options can I present to my client who is now impacted?

Impacted guests can elect to 1) move to a future sailing with Lift & Shift, 2) accept a 125% Future Cruise Credit in lieu of a refund, or 3) obtain a full refund:

Lift & Shift: Your client can opt to move their existing booking, protecting their original cruise fare & promotion, to a sailing next year of the same itinerary type [aka "product"], sailing length, and stateroom category, but within 4-weeks before or 4 weeks after the departure date of their original cruise. Opt-in deadline for protection of your client's original cruise fare and promotion under Lift & Shift is **30 July 2021**.

Future Cruise Credit: Your client will receive a Future Cruise Credit for 125% of the cruise fare paid to Azamara, to be redeemed on-or-before April 30, 2023. This FCC will be issued to your client automatically, by default via email by **August 6, 2021**, unless and until your client requests a refund or opts to "Lift & Shift" the booking.

Refund: Should your client wish to decline the higher value 125% Future Cruise Credit and receive a lower value 100% refund of their cruise fare, we're happy to process this request for your client. To request a refund, please complete the "Cruise Suspension" form on CruisingPower.com under "Brand Programs & News/Global Suspension". However, there is no need to decide now – refund requests are available through September 30, 2021. If your client requests a refund, the FCC will be deactivated in our system.

3. I recently cancelled my client's cruise under Cruise with Confidence and received a 100% Future Cruise Credit. Can I now switch my client to the higher value Future Cruise Credit?

No. Our Cruise with Confidence policy originally launched on March 6, 2020. It was designed to give your clients the flexibility necessary to feel confident booking during this pandemic by allowing them to wait until 48 hours prior to the sail date to decide if they wish to cancel, and receive a Future Cruise Credit equal to 100% of the cruise fare paid to Azamara. This FCC is not refundable at any point in time, even if Azamara subsequently cancels the cruise. Additionally, Cruise with Confidence Future Cruise Credits have no cash value and cannot be exchanged for a refund.

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4. What if my client has incurred extra expenses such as air change fees or hotel fees as a result of these cancellations?

If your client booked refundable air or hotel accommodations through Azamara, those will be refunded by us. If your client booked non-refundable air through Azamara or reserved hotel or air accommodations on their own, please reach out to the airline carrier, tour operator, or hotel supplier/chain directly to discuss options.

5. Can guests within the same stateroom select different compensation options?

No. All guests sharing a stateroom must agree to the same compensation offer.

6. How quickly will my client receive the Future Cruise Credit in order to secure their next cruise vacation?

Future Cruise Credits are being created and sent via email as quickly as possible; however, due to the influx in volume, we are experiencing delays in the normal production timeline. The approximate schedule for delivery of FCC is no later than August 06, 2021.

7. Will my client's Future Cruise Credit be sent directly to him/her? If so, how will travel partners be notified?

All Future Cruise Credits will be sent directly to the impacted guest. The travel partner to whom the booking was attributed will be notified accordingly.

8. How is my client's Future Cruise Credit calculated?

The FCC amount for sailings Azamara cancelled is based on the total cruise fare paid by the guest to Azamara and is exclusive of taxes & fees, which will be refunded to the original form of payment.

9. My client isn't interested in cancelling and simply wishes to change the ship and sail date. Is this an option?

Yes, your client can choose to "Lift & Shift" and move to a similar sailing next year, as long as the itinerary type, sailing length, stateroom category, and departure window align with the original reservation. Next year's departure window must fall within a 4-week period of the original sail date, either before or after. Guests have until July 07, 2021 to Lift & Shift their booking.

10. When can my client expect to be refunded for all pre-cruise purchases, such as shore excursions, specialty dining, beverage package, and other add-ons?

After a cruise is cancelled, refunds can be expected within 45 days and will be returned to the original form of payment.

11. Will travel partner commission be protected?

FUTURE CRUISE CREDIT:

We know how hard you work for your clients and we want to make sure you are compensated accordingly. For this reason, base commission will be protected on impacted confirmed bookings on cruises Azamara cancelled as a result of the pandemic, so long as the reservation was paid-in-full. Travel partners will also have the opportunity to earn commission on the future reservation where the correlating FCC is redeemed. Please note that FCC commission earnings are payable only on sailed reservations.

*Additionally, conditions may vary if booked through a Tour Operator. It's recommended that you reach out to the individual Tour Operator for applicable terms.

LIFT & SHIFT:

Commission will be paid on the sailed booking and based on the final commissionable cruise fare paid to Azamara. If already disbursed on the original reservation, the commission payout will follow through to the future booking and,



should a price adjustment occur, will be based on the final commissionable cruise fare paid to Azamara for the sailed booking.

REFUND:

For cruises Azamara cancelled as a result of the pandemic, commission will be protected on all reservations that were paid in full.

12. During a recent announcement of suspended sailings, the applicable sailing window for Future Cruise Credit usage was stretched to April 30, 2023. Does this apply to earlier sailings that were suspended?

Yes, all FCCs generated as a result of the pause in operation are applicable on sailings departing through April 30, 2023 regardless of when the sailing suspension occurred.

13. The final payment due date for my client's cruise is during the period when operations have been suspended. Will the final payment due date be adjusted?

No. The cancellation schedule applicable to an individual booking is established on the date of booking. Therefore, payment deadlines will not change.

14. My client purchased travel protection through Azamara. Will the cost of it be refunded?

If opting for the Future Cruise Credit or a refund, the full cost of the travel protection purchase will be refunded back to the original form of payment. Under Lift & Shift, Royal Caribbean Travel Protection purchases will follow to the future reservation.

15. Are group bookings, including incentive and contracted business, eligible for this compensation offer?

Non-contracted group bookings are eligible for the compensation offered by Azamara for cruises it cancelled because of the pandemic. For contracted groups, the compensation would be offered to the travel partner or direct purchaser who entered into the contract and guests would need to deal with that party directly. If a contracted group selects the FCC in lieu of a refund, a formal amendment to the contract would be required. The terms of the FCC offered to a contracted group may not be the same. Chartered sailings are excluded.

16. Will my group's earned Tour Conductors be protected?

Tour conductor credits are protected if the group was paid in full and subject to 100% cancellation charges.

17. What if my client used a Future Cruise Credit to pay for their cancelled cruise?

If a Future Cruise Credit was leveraged to pay for a reservation on a sailing subsequently cancelled by Azamara as a result of the pandemic, we are making it easy for your client by combining all funds into one voucher. The value of the original FCC will now be added to the new FCC at 100% of its original value, plus 125% of any amounts of cruise fare paid by the guest on the sailing Azamara cancelled because of the pandemic. Regardless of the original FCC's expiration date, the new FCC will be valid through April 30, 2023, at which time all unused value of the FCC will expire. Should your client prefer a refund, we are happy to process this request for any funds paid over-and-above the original FCC value, and we would then reissue the original FCC on its original terms.

In a unique scenario where your client has been impacted by a second suspended sailing where his/her original Sailing Suspension FCC was redeemed on a newly impacted reservation, a refund of the combined value of the cruise fares paid on both reservations using forms of payment other than the FCC is feasible, assuming the time during which a refund can be selected for the first suspended sailing has not expired. The amount to be refunded will equal to the cruise fare paid



to Azamara using forms of payment other than the FCC at 100% and will not include the incremental 25% available through the Future Cruise Certificate originally selected.

18. Can Global Suspension Future Cruise Credits be applied to an existing booking or do only new reservations qualify?

Future Cruise Credits are valid for use on new bookings; however, we understand that your client may have already made a new booking with the deposit paid in anticipation of receiving the FCC. If your client made the new booking after the date when Azamara cancelled the relevant cruise, your client can opt to apply the FCC to cover any amount due towards the cruise fare on the booking. Please note that FCCs may be used only toward cruise fare and cannot be used to pay for anything else such as taxes & fees or transfers. Should the value of the FCC be greater than the balance owed, the difference will be reissued in the form of a Future Cruise Credit.

19. Can my client use more than one Future Cruise Credit to pay for his/her cruise fare?

Yes, more than one can be used as Future Cruise Credits are stackable.

20. After my client receives the 125% Future Cruise Credit, can they change their mind and opt for a 100% refund instead?

Yes, refunds can be requested in exchange for unredeemed Global Suspension FCCs

21. If my client chooses a refund and then wishes to take advantage of the 125% Future Cruise Credit instead, is this feasible?

Yes. If the refund has not yet been processed, your client can change his or her mind and revert back to a Future Cruise Credit. By making such a request, your client would be accepting the 125% FCC as full compensation and become ineligible to later receive a cruise fare refund.

22. Can Future Cruise Credits be used to pay for the deposit owed on my client's reservation?

Yes - as long as the value of the Future Cruise Credit covers the full deposit amount, no additional funds will be owed until the Final Payment due date, at which time any cruise fare balance and taxes/fees must be paid using another form of payment. If the value of the FCC does not cover the full deposit amount, additional funds will be required to pay the total deposit and, thereafter, the remaining balance will be due by the Final Payment due date.

23. Can my client choose to carry promotional amenities or value adds from their cancelled reservation to their future booking?

At time of cancellation, all promotional offers, amenities, and value adds are removed and will not carry-over to future reservations. Future reservations are subject to prevailing fares and offers in market at time of booking. The only exception to this is Lift & Shift, where the cruise fare and promotional offering from the original reservation will be protected on the booking moved to a qualifying, future sailings.

24. What will happen to my client's onboard credit, now that their sailing is cancelled?

Any Cruise Again onboard credits will be re-applied to your client's future reservation. Additionally, if your client has an onboard credit as a result of a redeployment, charter, or other goodwill gesture, it can carry over to their future reservation; however, if your client cancels, the onboard credit will be forfeited. Any promotional onboard credit will not be protected (unless part of Lift & Shift). Upon rebooking, your clients can take advantage of the promotional offer available in market at that time.

25. Will my client earn Azamara Circle points on the cancelled sailing?

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No. Azamara Circle points are earned only on sailed reservations.

26. Can I leverage automated tools to Lift & Shift my clients?

Yes. Recent enhancements to CruisingPower now support the ability to Lift & Shift your client's reservation to next year! Simply sign-in to CruisingPower.com, click on "Brand Programs & News / Cruise with Confidence" and follow the simple steps to Lift & Shift (subject to availability). Please allow up to 72-hours for the requested changes to be reflected in our system

27. Will my client's add-ons (such as air, transfers, and hotel) and pre-cruise purchases (such as beverage packages, shore excursions, etc.), follow to the future ship/sailing?

No. All add-ons and pre-cruise purchases will be removed during the re-accommodation process and can be added to the future reservation, as desired, at prevailing rates.

28. Are taxes & fees protected under Lift & Shift?

No. When leveraging Lift & Shift to move your client's booking to a future sail date, taxes & fees will be adjusted to reflect the charges associated with the new sailing. Taxes & fees from the original sail date will not be protected.

29. Do all rate codes qualify for Lift & Shift?

Select restricted rates are ineligible for Lift & Shift - including but not limited to Net rates, Travel Advisor Friends & Family rates, Travel Advisor Reduced rates, and complimentary staterooms.

30. If my client elects to Lift & Shift their reservation to a qualifying sailing in 2021, is he/she able to change their mind for a refund or Future Cruise Credit at a later date?

No. Once Lift & Shift is accepted, unfortunately, reverting to a Future Cruise Credit or requesting a refund at a later time is not an option.

31. Once the 125% Onboard Credit offer is applied to a new booking, is it refundable?

Once the onboard credit is applied to a new booking, it has no cash value and is not refundable. Once onboard, any amount unused during the voyage will not be refunded at the end of the voyage

32. Can my client change his/her mind later and opt-in for the 125% OBC Offer?

Guests have until the opt-in deadline to make a decision. Thereafter, no adjustments can be made, and an automatic refund of the pre-cruise purchases will be issued.

33. If my client's cruise was cancelled by Azamara due to global suspension of sailing, how will they be compensated for pre- or post-land packages purchased through Azamara?

Guests who have purchased pre- or post-land packages through Azamara will also receive compensation for those packages in the same form (i.e., an FCC or refund) that they select for their cruise fare.



35. What will happen to bookings that had Azamara Circle Complimentary nights applied on cruises Azamara cancelled as part of Global Suspension of cruising?

If you redeemed your complimentary nights on a cancelled voyage, you will not lose those complimentary nights. Azamara will move the complimentary nights back to your member profile and extend the expiration of those complimentary nights for use on a future Azamara voyage that departs on or before April 30, 2023. If your voyage wasn't cancelled, but you have active complimentary nights expiring on or before June 30, 2021, Azamara will extend the expiration date of those complimentary nights to be redeemed on a voyage on or before April 30, 2023.