



July 1, 2021

Dear Travel Partner,

We hope that you have remained healthy and safe.

We've been working diligently through the details of our return to service plan, developing new protocols and procedures, scheduling new itineraries and adjusting our plans to welcome your clients back onboard.

As we continue to review and analyze our itinerary plans, we've made the difficult decision to replace many sailings between September 2021 – May 2022 due to the ongoing complexities of cruise operations in Latin America and Australia. In addition, the conditions in certain parts of the Middle East and Western Africa are not conducive to cruise operations leaving us no choice but to cancel Azamara Pursuit voyages until January 2022. Please find the full list of suspended sailings below. Unfortunately, this means your clients' sailing will be cancelled. We're truly sorry for this inconvenience and are grateful for you and your clients' patience through this pandemic.

We're excited to resume sailing again starting with Azamara Quest in Greece as planned starting August 28th, 2021. Shortly after Azamara Quest completes her Mediterranean season, she will head to the Caribbean as scheduled for three back-to-back Caribbean sailings, followed by a new selection of 2022 Caribbean sailings. The Azamara Journey will begin her Mediterranean season on October 13, 2021, as expected and will remain there through the Winter with a new selection of sailings to the Canary Islands, Greece and more. We are still finalizing these new itineraries, but we expect them to be available for sale in late July. We will continue to keep you updated every step of the way.

We're counting down the days until we resume sailing this summer and remain optimistic that with each day that passes, we're another day closer to less uncertainty and more explorations. Through our Explore Well at Sea program, we have developed advanced screening protocols, more rigorous sanitation measures, and innovative medical services — to ensure a care-free Azamara experience.

Suspended Sailings:

JOURNEY		
JR	02-Nov-21	16-NIGHT ANCIENT CIVILIZATIONS VOYAGE
JR	18-Nov-21	19-NIGHT INDIA, SRI LANKA & MYANMAR
JR	07-Dec-21	12-NT BALI & WESTERN AUSTRALIA VOYAGE
JR	19-Dec-21	16-NIGHT AUSTRALIA INTENSIVE VOYAGE

JR	04-Jan-22	16-NIGHT AUSTRALIA/NEW ZEALAND VOYAGE
JR	20-Jan-22	16-NIGHT NEW ZEALAND INTENSIVE VOYAGE
JR	05-Feb-22	17-NIGHT NEW ZEALAND & AUSTRALIA GOLF
JR	22-Feb-22	17-NIGHT AUSTRALIA INTENSIVE VOYAGE
JR	11-Mar-22	16-NT VIETNAM, HONG KONG & JAPAN VOYAGE
JR	27-Mar-22	15-NIGHT JAPAN INTENSIVE VOYAGE
JR	11-Apr-22	15-NIGHT JAPAN INTENSIVE VOYAGE
JR	26-Apr-22	17-NIGHT ASIA INTENSIVE VOYAGE
JR	13-May-22	23-NIGHT SPICE ROUTE VOYAGE
PURSUIT		
PR	28-Sep-21	11-NIGHT GREECE INTENSIVE VOYAGE
PR	16-Oct-21	11-NIGHT AEGEAN PURSUIT VOYAGE
PR	27-Oct-21	10-NIGHT ISRAEL INTENSIVE VOYAGE
PR	30-Nov-21	21-NIGHT WESTERN AFRICA VOYAGE
PR	21-Dec-21	13-NIGHT SOUTH AFRICA INTENSIVE VOYAGE
QUEST		
QS	23-Jan-22	10-NIGHT PERU & CHILE VOYAGE
QS	02-Feb-22	21-NIGHT FJORDS & ANTARCTICA VOYAGE
QS	23-Feb-22	22-NIGHT CARNIVAL IN RIO VOYAGE

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

#### Option # 1 | 125% Future Cruise Credit

We're providing your client with a **125% Future Cruise Credit to book and sail by April 30, 2023.**

- 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 your clients Future Cruise Credit **by August 6, 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 your client has the option to keep their cruise vacation plans to the same destination and move their existing booking to a sailing next year within four weeks of the 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 a call **by July 7, 2021** to move your clients' reservation at the same rate including any promotion they currently have on their booking. If we don't hear from you or your client, we will automatically issue the Future Cruise Credit.

- To view lift and shift options for your clients sailing, please visit <http://www.azamaraconnect.com/liftshift>

### Option # 3 | 100% Refund

Or, if your client prefers 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 **September 30, 2021** to request a refund and deactivate your certificate.

- We will initially send you the 125% Future Cruise Credit Certificate. You have until **September 30, 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.
- To avoid waiting on the phone, [click here](#) to submit your request.
- 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.

#### 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.

Sincerely,  
Carol Cabezas  
President, AZAMARA®