



January 18, 2022

Dear Valued Travel Partner,

We hope that you have remained healthy and safe.

As the pandemic continues to bring new challenges, we wanted to provide you all with an update on your clients' upcoming sailing. As you are all aware, the Omicron variant has changed the COVID pandemic dynamics once again. Due to the ongoing complexities of operating Azamara Journey during the dynamic COVID environment, we do not believe we can provide the guest experience that would be up to Azamara standards, and we need to pause operations on Journey from February 8, 2022 until May 19th, 2022. Unfortunately, this means the following sailings are impacted. We're truly sorry for this inconvenience and are grateful for your patience through this pandemic. While this has been a difficult decision, we feel it is the best decision at this time for our guests and crew.

AZAMARA JOURNEY		
Ship	Sail Date	Itinerary
JR	2/8/22	11-NIGHT CANARY ISLANDS INTENSIVE VOYAGE
JR	2/19/22	7-NIGHT CANARY ISLANDS INTENSIVE VOYAGE
JR	2/26/22	11-NIGHT SPAIN & MOROCCO VOYAGE
JR	3/9/22	11-NIGHT ISLANDS OF THE MEDITERRANEAN
JR	3/20/22	11-NIGHT EGYPT & ISRAEL INTENSIVE VOYAGE
JR	3/31/22	9-NIGHT CROATIA INTENSIVE VOYAGE
JR	4/9/22	10-NIGHT ADRIATIC TO AEGEAN VOYAGE
JR	4/19/22	10-NIGHT GREECE INTENSIVE VOYAGE
JR	4/29/22	8-NIGHT CROATIA INTENSIVE VOYAGE
JR	5/7/22	12-NIGHT GREECE INTENSIVE VOYAGE
JR	5/19/22	7-NIGHT GREECE INTENSIVE VOYAGE

The Journey will start up again on May 26, 2022 from Athens, Greece while Azamara Quest and Azamara Pursuit will sail as planned. We're also looking forward to launching our 4th sister ship, Azamara Onward, at the end of April 2022 to start the European season. While travel these days has a few more steps and protocols, our guests have shared they are invigorated by the opportunity to explore once again. Equally, our crew is happy to be back doing what they do best – connecting with your clients and offering their warmth and hospitality.

While all of us wish we were cruising, we have three options for your clients, including several alternative sailings to which we'd be happy to move their booking. Here are the options:

Option # 1 | Lift and Shift

With Lift and Shift your clients have the option to keep their cruise vacation plans to the same destination and move their existing booking to a similar voyage. We are providing a list of alternative sailings, many of which are on our other three ships in Europe 2022. Lift and Shift bookings must be of the same stateroom category on an approved comparable voyage and are subject to availability.

- Just give us a call by February 4th, 2022 to move their reservation at the same rate including any promotion they currently have on the booking. If we don't hear from you, we will automatically issue your clients a Future Cruise Credit.
- Specific lift and shift options for your sailing will be available soon at www.azamara.com/liftshift.

Option # 2 | 125% Future Cruise Credit

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

- This amount will be based on their total cruise fare paid. And, we're giving them a little extra, knowing that this is such a unique circumstance.
- We will automatically issue their Future Cruise Credit **by February 25, 2022** via email. So, there's nothing for you to do!

Option # 3 | 100% Refund

Or, if they prefer the lower value in a full refund, we're happy to process this for your clients. Given how fluid this situation is, and the opportunity to use the extra credit being offered, they have until **April 18, 2022** to request a refund and deactivate their certificate.

- We will initially send them the 125% Future Cruise Credit Certificate. Your clients have until **April 18, 2022** to request a refund. We will then deactivate their certificate. Note: Please know, once we receive their refund request, we unfortunately won't be able to accept an FCC request if they change their minds.
- To avoid waiting on the phone, [click here](#) to submit your request.
- They can expect to receive their refund 45 days after they submit their request.
- **Please note:** If your clients used a Cruise with Confidence certificate on this sailing, and they request a refund instead, we'll refund any NEW funds paid above the certificate amount, and we'll reinstate their original Cruise with Confidence certificate.

Air and Pre- and Post- Packages including Hotel:

Guests with air travel and pre- and post- packages 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 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.

Thank you for your patience and understanding during this unprecedented situation.

Sincerely,

Carol Cabezas

President, AZAMARA®