



19th January 2022

Dear *Azamara Journey* Guest,

We are writing to provide you with important information regarding your upcoming *Azamara Journey* voyage departing between 8th February 2022 through 19th May 2022.

As the pandemic continues to bring new challenges, we wanted to provide you all with an update on your upcoming sailing. As you are 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 Club Cruises* standards, and we need to pause operations on *Azamara Journey* from 8th February 2022, until May 19th, 2022. Unfortunately, this means your sailing has been cancelled. We are 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 for our guests and crew safety.

Azamara Journey will start up again on May 26th, 2022, from Athens, Greece while *Azamara Quest* and *Azamara Pursuit* will sail as planned. We are 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 additional requirements 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 you and offering their warmth and hospitality.

To compensate you for this cancellation, all booked guests have the following options available:

Option 1 – Lift and Shift: You have the option to keep your cruise holiday plans to the same destination and move your 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. Specific Lift and Shift options for your sailing are available at www.azamara.com/liftshift

To Lift and Shift your reservation on a new voyage, the request must be submitted by **February 4th, 2022**, at the same rate including any promotion you currently have on the booking. If we do not hear from you, we will automatically issue a 125% Future Cruise Credit.

Option 2 – 125% Future Cruise Credit: Receive a 125% Future Cruise Credit to book a new cruise by 30th June 2023. This amount is based on your total Cruise Fare (excludes Taxes and Fees) paid. We are giving you a little extra, knowing that this is such a unique circumstance. We will automatically send your Future Cruise Credit via email by 25th February 2022. So, there is nothing for you to do!

Please note:

- Taxes & fees will be automatically refunded.
- Current refund processing is around 45 days. We are working as quickly as possible, and we appreciate your patience.
- If you opted into the Cruise with Confidence 100% Future Cruise Credit, this offer does not apply.
- And, if you previously used a Future Cruise Credit (including previous Global Suspension FCCs), you will receive a new Future Cruise Credit. This will be for 125% of any new monies paid on this sailing, plus the value of your original credit at 100% of its value, with an expiration date and a sail-by date of 30 June 2023.
- If you were already impacted by a sailing that was previously cancelled due to a global suspension and paid additional monies on a new booking within this extended suspension period, you are still able to opt in to refund one or both cancelled bookings via the process below.

Option 3 - 100% Refund: Should you prefer a full refund, which is a lower value than the future cruise credit offer above, we are 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 18th April 2022 to request a refund and deactivate your certificate.

Please contact us to start the refund process, forfeiting the higher value of your 125% Future Cruise Credit. To avoid waiting on the phone to cancel, [click here](#) and we will get the refund process started for you.

Please Note:

- Once we receive your refund request, we, unfortunately, we are not able to accept an FCC request if you change your mind. We will deactivate your Future Cruise Credit and process your refund to your original form(s) of payment, which will include any non-refundable deposits.
- You can expect to receive your refund 45 days after you submit your refund request.
- If you used a Cruise with Confidence certificate on this sailing, and you request a refund instead, we will refund any NEW funds paid above the certificate amount, and we will reinstate your original Cruise with Confidence certificate.

If you pre-purchased any shore excursion, internet, spa services or other onboard packages through the *Cruise Planner*, you will automatically receive a full refund to your original method of payment. Guests with independent arrangements should contact their tour operators as soon as possible.

Guests with air travel and hotel booked through *Air2Sea* will be refunded automatically. Guests with independent air arrangements need to contact their air carriers directly to make all required cancellations or amendments.

If you have any questions, please contact your Travel Advisor immediately or contact us at:

- 1800 754 500 in Australia
- 0800 102 123 in New Zealand
- 65 6305 0033 in Singapore

We appreciate your patience, understanding, and continued loyalty. As always, we thank you for your ongoing support of *Azamara Club Cruises*, and we look forward to welcoming you onboard soon.

Sincerely,

Azamara Club Cruises
Redeployments and Itinerary Changes