



GROUP GUIDELINES

Saint Thomas, U.S. Virgin Islands



FOR U.S. AND CANADIAN TRAVEL PARTNERS

CONTACT OUR GROUPS TEAM FOR ADDITIONAL INFORMATION AT 800.566.8208 OR AZAMARGROUPS@AZAMARA.COM

WHY DO GROUPS LOVE US?

WELL, FOR ALL THE SAME REASONS INDIVIDUAL GUESTS DO.

Our Immersive Itineraries allow you to experience our newly curated shore program, Cruise Global and Connect Local, while exploring without the rush. Not to mention, AzAmazing Celebrations, an exclusive, authentic, bespoke event designed just for our guests and the itinerary they have selected. Then of course, there's our onboard experience, where meals are prepared to order, many amenities like standard select spirits and bottled water are included, and the crew and staff go beyond attention to detail, remembering guests' names as well as their likes and dislikes. You see, at Azamara®, we do everything we can to make the people in your group feel like individuals. And we will work with you to ensure that your group, and everyone in it, has a wonderful time. In fact, we're hoping you all come back.

AZAMARA® QUICK REFERENCE GUIDE

- ✦ Hold your inventory until 150 days to sailing.
- ✦ Maximum group block of twenty-five (25) staterooms on most sailings.
- ✦ Eight (8) minimum staterooms for group status.
- ✦ \$50 USD per stateroom deposit due within 90 days of creating group.
- ✦ TC ratio of 1:12.

WHY IS IT GOOD FOR YOU?

- More time to market and sell your group inventory.
- Better align the brand's group policies with consumer booking trends.
- Provide you with options, depending upon the uniqueness of the group. If you have a group that needs to be customized, please reach out to your local SBDM.
- Earn more commission by selling more group inventory, because now you can hold your inventory longer.
- Requests for groups exceeding the maximums above at time of booking, or to add inventory over the limits set above, must be submitted through the Travel Partner's Group Concierge for approval.
 - Response to requests for groups exceeding the maximum will be communicated to the Travel Partner within one (1) business day (excluding weekends and company holidays).
- For groups over twenty-five (25) staterooms, other terms and conditions may apply. For more information on groups over twenty-five (25) staterooms, **PLEASE CONTACT OUR GROUPS CONCIERGE AT 800.556.8208, AZAMARAGROUPS@AZAMARA.COM OR CONTACT YOUR SBDM.**

AZAMARA GROUPS MAXIMUM GROUP LIMITS

- With the initial deposit of \$50 USD per stateroom, the travel partner may block up to twenty-five (25) staterooms.

MINIMUM SIZE REQUIREMENTS AND LIMITS

- Group terms are based on a minimum size of eight (8) staterooms of sixteen (16) guests (the "Minimum").
- Any group that falls below eight (8) staterooms at double occupancy after the deposit cycle no longer retains group status.
- Group bookings below minimum are subject to transfer into Individual Reservations.
- Only those amenities selected for use by guests onboard will be protected.

OPTION LENGTHS DEPOSIT GROUP POLICY

- The Travel Partner will have ninety (90) days from the offer date to deposit \$50 USD per stateroom for non-allocated group inventory. The original fares quoted for the inventory will remain in effect for that thirty (30) day period. All inventory for which this initial deposit is secured will be held until 150 days to sailing. Azamara® reserves the right to recall unsold inventory at any time.



PAYMENTS

INITIAL DEPOSIT

- Initial deposit of \$50 USD per stateroom is ninety (90) days from group creation date.
- Adding inventory after initial deposit requirement (90 days from group creation) requires immediate payment of applicable deposit.
- Initial deposit is non-refundable but may be applied to at least one booking in the group at final payment or the deposit can be moved to another group.

FULL DEPOSIT

- \$1,100 USD per stateroom
- \$2,200 USD for suites
- Full deposits and full legal names are required at time of booking creation.
- Allocated Stateroom Deposit Requirements:
 - All triples and quads require a minimum of three (3) legal names to secure the stateroom.
 - All suites require 200% deposit and full legal names at the time of request to be allocated within group inventory.

FINAL PAYMENT

- Final payment is due 120 days prior to sailing.
- Final payment not received by the due date may result in group cancellation.
- If permitted, new bookings added to existing groups made after the scheduled final payment date must be paid in full with legal names at time of request.

CREDIT CARDS

- As guests' full legal names are added, credit cards should be provided and cross-referenced to that guest. Travel agency corporate cards may only be used for the initial deposit (\$50 USD per stateroom).
- Travel agency corporate cards are not accepted for named space or for final payment. A Travel Partner's personal credit card may only be used for initial deposit on groups (\$50 USD per stateroom) or if they are paying for themselves or a friend or family member traveling with the Travel Partner, and the history of the relationship is described in detail.

CANCELLATION CHARGES

- To avoid cancellation charges, a notice of cancellation must be received prior to sailing as required in the below schedule of cancellation charges.

2023 AND BEYOND

- Deposit Day to 121 Days - \$150 USD per stateroom
- 120 to 91 Days - 25%
- 90 to 61 Days - 50%
- 60 to 31 Days - 75%
- 30 Days or Less - 100%





INVENTORY MANAGEMENT

- Travel Partner may add up to the group maximum allowed twenty-five (25) staterooms if group inventory is available at prevailing rates.
- Requests for additional space beyond the maximum stated above should be directed to the Travel Partner's Group Concierge and subject to review by revenue management.
- If requested inventory is not available to groups, but is available to Individual Reservations, inventory may be added at prevailing fares, not to exceed the group maximum of twenty-five (25) staterooms.

INDIVIDUAL RESERVATIONS TO GROUPS TRANSFER

- Transfers from Individual Reservations into an existing group may be made at prevailing fares. Prior to transferring into the group, the booking will require full legal names and full deposit. Transfers must be allocated space.
- Group fares are not protected but GAP may be applied.
- The Travel Partner can transfer bookings to total no more than the group maximum twenty-five (25) staterooms.
- Transfers from individuals to groups may be made up to final payment due date (120 days to sailing).
- Benefits earned in Individual Reservations may not be transferable.
- Transferring Individual Reservations bookings to groups below minimum will not be allowed, unless transferring in enough bookings to bring the group to at least eight (8) staterooms in total.



INVENTORY REVIEWS

- Azamara® may contact you at any time to review any unsold inventory. During this review, any unsold inventory (inventory without full legal names and full deposits) may be recalled.
- Azamara® reserves the right to contact you at any time to review group inventory held on sail dates that are at risk of being oversold. During this review, all unsold inventory (inventory without full legal names and full deposits) will be recalled.

GUEST NAMES

- Name changes may be made to all but one of the names listed on the booking, and may be subject to additional charges.
 - Name changes may not be allowed within seven-two (72) hours prior to sailing.
 - Name changes may be subject to additional charge given the following conditions: guests' air has been assigned or documents have been issued.

ADDITIONAL INFORMATION

TOUR CONDUCTOR CREDITS

- Cruise-only tour conductor credits are earned on the following criteria and must be applied to a berth or issued to the Travel Advisor in the form of commission if a berth is not chosen.
 - For all itineraries, one cruise-only tour conductor credit is earned for every twelve (12) full tariff guests, based on double occupancy.
 - The value of the cruise-only tour conductor credit is determined by the average of all staterooms booked in the group.
 - Singles paying 200% of the full fare count as two (2) guests for tour conductor purposes.

LOST STATEROOM PROTECTION

- Fares and inventory will be protected when the fare of inventory is lost due to an error on the part of Azamara. Misquoted fares and fares erroneously loaded into our systems are not protected.
- Fares will also be protected if Azamara® is contacted within forty-eight (48) hours of the cancellation and the same inventory is available and full legal names and appropriate payments are provided.

EDOCS

- Voyage documents are delivered electronically, generally twenty-eight (28) days prior to the sailing date.

DINING

- Group dining reservations may be made once onboard via the Restaurant Manager.
- Group will not be seated until all members of the party are present.



VALUE ADD

- Value Add is permitted up to \$100 USD per guest, and must be distributed to all guests equally.
- Value Add requires completion of a Value Add Request Form for each sailing.
- Value Add Request Forms should be requested from your Group Partner Advocate.
- Value Add must be requested and approved by 150 days to sailing.
- Refunds for cancellation involving Value Add must be made to the guest, not the agency.

GROUP AMENITIES PLUS (GAP)

- Azamara will establish the Group Amenities Plus (GAP) Program to allow you to customize your group.
- Selections for the use of GAP points may only be requested for groups above the minimum group size (eight [8] staterooms) and must be made before final payment is due.

FARES

- Fares quoted are per guest, based on double occupancy. All fares quoted to guests must include Non Commissionable Cruise Fares (NCCF).
- Singles paying 200% of the full fare count as two (2) guests for tour conductor purposes.
- Changes
 - All fares, government fees, schedules, port calls, hours of arrival and departure, and special programs are subject to change without notice.
- Azamara® reserves the right to assess fares and charges in effect at the time of booking and amend or add to the content of this brochure at any time.

AZAMARA GROUPS

AMENITIES PLUS PROGRAM

- An important component of group business is having the right tools to assist in closing the sale. Azamara® Group Amenities Plus (GAP) Program helps you design a group voyage that offers more value all around. It's simple: choose the amenities according to the terms offered by referring to the ship(s) or sailing date(s) you wish to book. Each amenity listed below has a point value. Then match these points to those offered on any particular departure to create our valuable customized amenities program.

NEW GAP OFFERINGS	GAP POINTS
ONBOARD PACKAGES	
Premium Cocktail party (drinks only)	2
Ultimate Cocktail party (drinks only)	4
Premium Cocktail party (with food)	3
Ultimate Cocktail party (with food)	5
Private wine tasting	2
7-night Complimentary Wi-Fi (1 device per stateroom)	14
One Night in Specialty Dining	4
STATEROOM DELIVERIES	
Chocolate-covered fruit platter	1
Champagne (1 bottle per stateroom)	2
Wine package (2 bottles per stateroom)	3
FUNDRAISER AMENITY PROGRAM	
Fundraiser \$50 USD per stateroom	4
Fundraiser \$100 USD per stateroom	8
Fundraiser \$150 USD per stateroom	12
Fundraiser \$200 USD per stateroom	16
ONBOARD CREDITS	
OBC \$50 USD per stateroom	4
OBC \$100 USD per stateroom	8
OBC \$150 USD per stateroom	12
OBC \$200 USD per stateroom	16
UPFRONT STATEROOM	
Special rate for group leader	10
Special rate for group leader guest	6
TOUR CONDUCTOR CREDITS	
1 for 10 TCs	10
BONUS COMMISSION	
BC \$25 USD per stateroom	2
BC \$50 USD per stateroom	4
BC \$75 USD per stateroom	6
BC \$100 USD per stateroom	8



A FULL DESCRIPTION OF OUR UNIQUE AMENITY OPTIONS

ONBOARD PACKAGES

Cocktail Party (Drinks Only)

- Your guests will enjoy a one-hour cocktail party with an open bar; 16 full-fare adults are required (drinks only).
- Choice of two beverage package options:
 - Premium Cocktail Party
 - Ultimate Cocktail Party

Cocktail Party (With Food)

- Your guests will enjoy a one-hour cocktail party with an open bar and hot and/or cold canapés; 16 full-fare adults are required.
- Choice of two beverage package options:
 - Premium Cocktail Party
 - Ultimate Cocktail Party

Private Wine Tasting

- Your guests will receive a voucher to attend a private wine tasting onboard.
- Wine tasting led by our sommelier.
- Your guests will sample and learn about a variety of red and white wines.

Specialty Dining

- Your guests will enjoy one night's specialty dining in Prime C or Aqualina.
- Valid for two guests in a stateroom.

Internet Service

- Your guests will enjoy sixty (60) minutes of internet use per stateroom.
- Internet service may be used via wireless connection.

STATEROOM DELIVERIES

Wine, Champagne, or Chocolate-Covered Fruit Platter.

Your guests may have a choice of one bottle of champagne, two bottles of wine, or one chocolate-covered fruit platter per stateroom with a minimum of 16 full-fare adults.

MISCELLANEOUS

Fundraiser Amenity Program

- Available to Travel Partners and organizations located in and organized under the laws of the United States or Canada. Proof that the organization validly exists and is a 501(c) or other acceptable non-profit organization is required. Checks made payable to the charity will be mailed to the Travel Partner of record for presentation after the sail date.
- Choice of \$50 USD, \$100 USD, \$150 USD or \$200 USD GAP fundraiser amenity program per stateroom.

Onboard Credits

- Choice of \$50 USD, \$100 USD, \$150 USD or \$200 USD GAP onboard credit per stateroom.
- Onboard credit is limited to \$200 USD maximum per stateroom.
- Onboard credits are non-transferable and are only applicable to sailed group staterooms.
- Onboard credits are non-refundable and may not be redeemed for cash.

Travel Partner Reduced Rate Stateroom

- One confirmed Travel Partner stateroom with guest. Minimum of eight (8) staterooms to use this amenity. Special rate for group leader stateroom:
 - \$120 pp per day + taxes for Club Oceanview
 - \$150 pp per day + taxes for Club Veranda

Tour Conductor Credits

Reduce your tour conductor requirements to as low as 1 for 10 from the standard 1 for 12 rate.

- 1 for 10 TCs

Bonus Commission

* Choice of \$25 USD, \$50 USD, \$75 USD or \$100 USD.





AZAMARATM CRUISES

CONTACT OUR GROUPS TEAM FOR ADDITIONAL INFORMATION

1-855-292-6272, AZAMARAGROUPS@AZAMARA.COM
OR REACH OUT TO YOUR SBDM.

Terms and Conditions: The amenities described in this program are applicable to group bookings only. A minimum of eight (8) staterooms are required for a group booking. This is a capacity-controlled program by ship and sail date, and may be withdrawn at any time; these amenities are for full paying guests and exclude third and fourth persons in a stateroom. Any unused amenities cannot be exchanged for cash or any other amenity items. GAP points must be applied by the final payment (120 days before sailing).

All fares quoted to groups are per person, based on double occupancy, cruise only, in USD, subject to availability for Club Suite, Veranda, Oceanview and Interior Stateroom categories as specified, and for individual bookings. Rates may vary by ship, departure date, and stateroom category. All rates, offers and itineraries are subject to change without notice. Offers may be withdrawn at any time. Government taxes and fees are additional.

Terms and conditions set forth in Azamara.com are incorporated herein by reference. All Group Policies are subject to change at any time without notice. Additional terms, conditions and limitations apply. Please visit Connect.Azamara.com for additional information and updates on Group Guidelines. All fares are quoted in U.S. dollars. Canadian fares will be conveyed at the time of booking.