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Azamara Club Cruises eDoc & eDoc Luggage Tag FAQs

All information is valid for North America only. Please visit www.CruisingPower.com for the latest updates.

Q. When will Azamara Club Cruises transition to electronic documents (eDocs) as the primary default form of guest documents?

A. eDocs will be the default form of guest documentation in early 2010. The official date will be announced by the end of January.

Q. What is an eDoc?

A. The eDoc is a complimentary online guest document that provides an interactive & visually appealing format allowing guests immediate access to more information, pre-booking reservations of shore-excursions, dining preferences and more via hyper-links. It also features video messages within the document itself.

Q. Will eDocs apply to group bookings?

A. Yes, eDocs will be the primary form of guest documents for all bookings, including groups and charters.

Q. What if my client doesn't want to receive an eDoc?

A. Azamara Club Cruises will continue to offer a complimentary printed document option.

Q. How do I request a printed document for my clients?

A. At the time of booking, indicate your client's paper document preference.

Q. Can a Travel Partner request that all printed documents for a group be mailed directly to the travel agency?

A. Yes all documents within a group can be mailed to a single location.

Q. What if some clients in my group want a printed document and some want eDocs?

A. There can be a mix of printed documents & eDocs within a group. The document format preference can be selected at the individual booking level within the group.

Q. When will my client's eDoc be available for viewing?

A. Guest documents will be issued starting 49 days prior to sailing as long as full payment has been received and the booking components are finalized.

Q. For guests booked in a group, are individual eDocs issued when each booking is paid in full or when the entire group is paid in full?

A. Starting 49 days prior to sailing, eDocs will be automatically issued once the individual booking within the group is paid in full with funds cross-referenced to it. You may also request that all eDocs are held until the entire group is paid in full so they are issued at the same time.

Q. How can my client access their electronic cruise document (eDoc)?

- A. There are 3 ways that guests can access their electronic cruise document:
1. A Travel Partner may provide their client's email address at time of booking. Once the eDoc is ready, a link will be emailed directly to the client with a cc: to the travel agency email address on the agency profile.
 - To update the agency eDoc email address on your agency profile, please have your CruisingPower Administrator visit www.CruisingPower.com / Account Management / Change Your Agency Preferences.
 2. A Travel Partner may provide the booking number to their client and direct their client to the AzamaraCruises.com / Before Your Cruise or Online Check-in.
 3. A Travel Partner may access their client's eDoc link via CruisingPower.com / Booking Tools / eDocs and email the link directly to their client.

Q. What notification is given once an eDoc is available?

A. eDoc notifications will be emailed to the address listed in the booking. If there isn't an email address provided in the booking, the notification will be emailed to the default eDoc email address on the agency profile.

Q. If I provide my client's email address at time of booking, does Azamara Cruises keep my client's email address for future marketing opportunities?

A. No. Your client's email address, provided at time of booking, is only used to email their eDoc notification link and other information directly related to their cruise.

Q. If I have a group, can I access the eDocs in CruisingPower for all of the bookings in my group by entering the Group ID or do I have to enter each individual booking number within the group?

A. All available eDocs within a group can be pulled up by entering the Group ID. You then will select each booking you wish to email to your client or print.

Q. Will there be a printer-friendly version of the eDoc?

A. Yes. We encourage our guests to view their eDoc in the electronic format in order to experience the interactive & live nature of the document. For guests who wish to print their document, there will be a printer-friendly black & white version. They may also print a color version of the document and have the ability to choose the pages they want to print versus printing the entire document.

Q. Will eDocs include air, hotel and transfer information?

A. Yes, all necessary information is provided in the eDoc, including air itineraries, hotel and transfer details.

Q. Does my client need to print in-exchange vouchers for their transfers and hotel reservations?

A. Yes. Guests will need to print the in-exchange vouchers located in the back of the booklet.

Q. Will my client need to print the entire document?

A. No. The only pages required to print from the eDoc are vouchers for transfers and hotel reservations located at the back of the booklet. No other pages are required to be printed. However, guests may choose to print whichever pages they find most valuable.

Q. Will my client need to provide any other documents at check-in?

A. Yes. Proper identification and a printed confirmation of their Online Check-in Xpress Pass is required upon check-in. Please review the guest document for identification requirements.

Q. Will eDocs include Shore Excursion information?

A. Yes, information on Shore Excursions will be featured in the eDoc. In addition to featuring links to videos and excursion details specific to the guest's itinerary, it also provides a link for the guest to pre-book their Shore Excursion selections.

Q. If there is a change to a booking, is there a charge to reissue the eDoc?

A. There is not a reissue fee for eDocs.

Q. With eDocs, how will my client receive luggage tags?

A. Beginning November 15, 2009, Azamara Club Cruises offers the eDoc Luggage Tag Mailer program where guests can request a complimentary set of eight (8) personalized self-adhesive luggage tags to be mailed to their home before sailing.

Q: What is the eDoc Luggage Tag Mailer program?

A: The eDoc Luggage Tag Mailer program permits qualified guests from the United States & Canada to request complimentary personalized ship luggage tags to be mailed to their home before their cruise vacation. Each Luggage Tag Mailer contains eight (8) color coded, self-adhesive tags per booking, specific to their ship, sailing date and stateroom assignment.

Q: How do guests qualify for a Luggage Tag Mailer?

A: Guest documents for United States & Canada guests must have been issued and have an assigned stateroom. Or, if booked under a Guarantee, have been advised of a stateroom assignment and are in possession of cruise documents. (Guests who receive paper documents other than Guarantee's are not eligible for this program as their luggage tags are already contained in their booklet.)

Q: How do guests order a Luggage Tag Mailer?

A: If a guest qualifies for a Luggage Tag Mailer, they can access the order request screen through the Online Check-in or the Before You Cruise homepage on www.AzamaraClubCruises.com.

Q: Can Travel Partners order luggage tags for their clients?

A: Yes. Travel Partners who make a booking using CruiseMatch, Amadeus or Azamara Reservations can provide their guest's home mailing address at time of booking. If their client does not request their luggage tags on www.AzamaraClubCruises.com by 14 days prior to sailing, then the luggage tags will be mailed to the their client's home starting 13 days prior to sailing. CruiseMatch will also have this functionality by the end of the year.

Q: Can a Travel Partner hosting a group request that all of their group client's luggage tags be mailed to the travel agency?

A: Yes. Travel Partners can request luggage tags at the group level via Azamara Group desk.

Q: Is there a cut-off for requesting a Luggage Tag Mailer?

A: Yes: Bag Tag Mailers must be ordered no later than 14 days prior to the sailing date.

Q: What happens if guests don't order a Luggage Tag Mailer before they leave home?

A: Ship luggage tags are available from our Porters at the pier on the day of boarding, but to avoid any delays, we recommend that guests secure their Luggage Tag Mailer before leaving home.

Q: When can guests expect to receive the Luggage Tag Mailer after they request it?

A: The Luggage Tag Mailer will be shipped via the United States Postal Service and can be expected within several days of the request. Travel Partners who have provided us with their client's mailing address during the booking process, and no later than 14 days prior to sailing, can expect to receive the Luggage Tag Mailer approximately seven (7) days prior to the sailing date (assuming that the guest did not already request the luggage tags online themselves).

Q: Will Travel Partners still have access to the light blue generic luggage tag stock so they can download their client's luggage tags from CruisingPower.com?

A: The generic tags are still available but will be phased out by the end of the year and this new, color-coded format will be the main form of luggage tags for all eDoc guests.