



AZAMARA
CLUB CRUISESSM

You'll love where we take youSM

AZAMARA CLUB CRUISES GROUP GUIDELINES

All policies contained herein apply to U.S. and Canadian travel partners only.

General Terms:

- Rates will remain static up until 150 days prior to sailing
 - ♦ Minimum of 4 staterooms must be sold at 150 days from the date a group booking is made, in order to receive an additional 150 days.
 - ♦ If 50% of group space has been sold at 300 days, original rates will be protected until 150 days prior to sail date.

Maximum Group Limits

- A travel partner may establish one group per sailing.
- An individual group may have up to 25 staterooms without further approval.
- Requests for group space exceeding 25 staterooms at time of booking, or to add inventory over the limits set above, must be submitted through the travel partner's Group Advocate for approval.
 - ♦ Response to requests for groups exceeding maximum will be communicated to the travel partner within 1 business day (excluding weekends and company holidays).
- For groups over 25 staterooms, other terms and conditions may apply.
- For more information on groups over 25 staterooms, contact our Sales Team at (800) 722-5934.

Minimum Size Requirements and Limits

For voyages through 23-Mar-11 (Journey) and 24-Apr-11 (Quest), the following group terms apply:

- Group terms are based on a minimum size of 8 staterooms
 - ♦ Any group that falls below 4 staterooms at double occupancy at the end of the first 150 days option cycle, no longer retains group status.
 - ♦ Any group that falls below 8 staterooms at double occupancy at the end of any active option cycle (except the first 150days), no longer retains group status.
 - ♦ Group bookings below minimum will be maintained in the group environment.
 - ♦ Only guest amenities will be protected. Guest amenities include but are not limited to stateroom deliveries.

For voyages as of 04-Apr-11 (Journey) and 06-May-11 (Quest), the following group terms apply:

- Group terms are based on a minimum size of 5 staterooms
 - ♦ Any group that falls below 4 staterooms at double occupancy at the end of the first 150 days option cycle, no longer retains group status.
 - ♦ Any group that falls below 5 staterooms at double occupancy at the end of any active option cycle (except the first 150 days), no longer retains group status.
 - ♦ Group bookings below minimum will be maintained in the group environment.
 - ♦ Only guest amenities will be protected. Guest amenities include but are not limited to stateroom deliveries.

Payments

Deposit

Allocated Stateroom Deposit Requirements

- Full deposit is required for all triples, quads, family, and Club Suite staterooms at 30 days after initial booking of group

- All triples and quads require minimum of three (3) names to secure stateroom. All family staterooms require minimum of five (5) names to secure.
- Club World Owners Suite / Club Ocean Suite require full deposit and names at the time of request to be allocated within group inventory.
- Full deposits are due as names are added.
- New allocations or additions to existing groups made during the 150 day option cycle will carry the same deposit schedule as the existing group. Inventory added after the group has been reduced to sold, will carry the prevailing option period for Individual Reservations. Full names and full deposits due at the end of option period.

For voyages through 23-Mar-11 (Journey) and 24-Apr-11 (Quest), the following group terms apply:

Full deposit amounts are per stateroom, for all bookings, according to the following schedule:

- All itineraries from 1-5 nights require a full deposit of US\$200 (US\$400 for Suites)
- All itineraries from 6-8 nights require a full deposit of US\$500 (US\$1,000 for Suites)
- All itineraries greater than 8 nights require a full deposit of US\$900 (US\$1,800 for Suites)

For voyages as of 04-Apr-11 (Journey) and 06-May-11 (Quest), the following group terms apply:

Full deposit amounts are per stateroom, for all bookings, according to the following schedule:

- All itineraries require a full deposit of US\$1,100 (US\$2,200 for Suites)

Final Payment

- For voyages through 23-Mar-11 (Journey) and 24-Apr-11, 2011 (Quest), final payment is due 70 days prior to sailing for standard departures. Holiday sailings require final payment 90 days prior to the sailing date.
- For voyages as of 04-Apr-11 (Journey) and 06-May-11 (Quest), final payment is due 90 days prior to sailing for all voyages.
- Final payment not received by the due date, may result in group cancellation.
- New allocations or additions to existing groups made after the scheduled final payment due date must be paid in full by the prevailing Individual Reservations option date.

Credit Cards

- As guest names are applied, credit cards should be cross referenced to that guest.

Cancellation Charges

- To avoid a cancellation charge, a notice of cancellation must be received prior to sailing as required in the below schedule of cancellation charges.
- Guests of Azamara Club CruisesSM are strongly recommended to purchase the Azamara CruiseCare[®] and Guest Protection Plan. For further information, please call BerkelyCare, Ltd., at (800) 797-4516.



**The following group cancellation terms apply
For voyages through 23-Mar-11 (Journey) and 24-Apr-11
(Quest), the following group terms apply:**

Itinerary	Days Prior to Sailing	Charges (per person)
1-5 Nights	59-30 Days	Deposit Amount
	29-8 Days	50% of Total Fare
	7 Days or less	No Refund
6-7 Nights	69-30 Days	Deposit Amount
	29-8 Days	50% of Total Fare
	7 Days or less	No Refund
8+ Nights	69-30 Days	Deposit Amount
	29-15 Days	50% of Total Fare
	14 Days or less	No Refund
Christmas & New Years	89-30 Days	Deposit Amount
	29-8 Days	50% of Total Fare
	7 Days or less	No Refund

For Voyages as of 04-Apr-11 (Journey) and 06-May-11

Days Prior to Sailing	Charges (per person)
From day of deposit to 91 days prior to sailing	\$50 per booking
90-60 Days	20% of Total Fare
59-30 Days	50% of Total Fare
29-15 Days	75% of Total Fare
14-0 Days	100% of Total Fare

Inventory Management

- If requested inventory is not available to Groups, however is available to FIT, inventory may be added at prevailing fares, not to exceed the 25 stateroom maximum.
- No inventory can be added if sailing is Code Red.
- Once a group has been reduced to sold Travel Partner can add up to the 25 stateroom maximum at prevailing fares, which will carry the current Individual Reservations option, or 150 days to sailing whichever comes first.
- FIT to Groups Transfer:
 - ♦ Transfers from FIT into an existing group may be made at prevailing fares and must not exceed the 25 stateroom maximum. Once transferred into the group, the booking will require full names/full deposits within the current option cycle offered in FIT. Bookings may not be transferred if commission has been paid, documents issued, or booking is within penalty period.
 - ♦ Group fares are not protected and GAP points may be applied.
 - ♦ Travel partner can transfer bookings to total no more than 25 staterooms held in the group.
 - ♦ Benefits earned in Individual Reservations are not transferable.

Inventory Reviews

- Azamara Club Cruises may contact you any time after the initial 150 day option cycle to review unsold group inventory. During this review, unsold inventory (inventory without names and full deposits) may be recalled.

- Azamara Club Cruises reserves the right to contact you at any time to review group inventory held on sail dates that are at risk of being oversold (Code Red sailings). During the review, all unsold inventory (stateroom inventory without names and full deposits) will be recalled.
- Other than Code Red sailings, a reviewed group will have 7 business days to add names and payments prior to being reduced to sold.

Guest Names

- Guest names are required as deposits are made.
- Double name changes are allowed on any booking within the group before it is deposited.
- After a booking within the group has been deposited, name changes can be made to all but one of the names listed on the booking, and may be subject to additional charges.
 - ♦ Name changes are not permitted for sailings in Code Red status, or within 24 hours prior to sailing.
 - ♦ Name changes will be allowed outside 24 hours prior to sailing, but may be subject to additional charges given the following conditions: guests' air has been assigned, documents have been issued, or the request is less than 35 days prior to sailing.
- Deposited staterooms with "TBA" or "Cabin Cabin" names follow the same guidelines as per above.

Tour Conductor Credits

- The value of the cruise-only tour conductor credit is determined by the category most sold within the group. If the same number of staterooms has been sold in two or more categories, the value is based on the lowest of those categories.
- Single occupancy guests paying 200% of the full fare count as two guests for tour conductor purposes.
- Cruise-only tour conductor credits are earned on the following criteria and must be applied to a single berth or will be paid as a marketing fund:
- Sailings through March 23, 2011 (Journey) and April 24, 2011 (Quest), one cruise-only tour conductor credit is earned for every 16 full-tariff guests, based on double occupancy.
- As of April 4, 2011 (Journey) and May 6, 2011 (Quest), one cruise-only tour conductor credit is earned for every 10 full-tariff guests, based on double occupancy.

Lost Stateroom Protection

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

Fare Conversion

- A fare may be converted if the guest meets all eligibility requirements of the new fare program. The fare program and all inventories must be available at the time of the conversion. The conversions are permitted up to the closing of the sailing. Commissions will be earned based on the new converted fare.



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Cruise Documents

- Cruise documents can be expected approximately 28 days prior to sail date. Azamara Club Cruises reserves the right to hold documents until final payment has been received.
- Guests traveling together in the same stateroom will receive one document booklet for the stateroom unless requested prior to printing of documents.
- A document reissue fee of US\$35 per household will be charged when the travel agent or guest request new documents when no new documents are required for travel.
- Requests for paper documents rather than E-docs must be processed prior to 21 days from sailing to avoid additional charges.

Air Program

- Azamara Club Cruises will provide air arrangements with inclusive travel packages at competitive fares. While Azamara Club Cruises will make the effort to accommodate all air requests, group guests originating from the same air city may not necessarily be accommodated on the same flight. All guests using the air program will receive transportation and baggage transfers between the airport and pier.

Dining

Groups of over 15 guests can elect to sit together, or they can choose to participate in open dining if they wish. Group dining arrangements for guests wishing to be seated together will be handled as follows:

1. At time of booking, Travel Partner selects either Open Dining, or Together dining option.
2. Groups will not have tables assigned prior to sailing.
3. Once onboard ship, make dining arrangements directly with the ship's Maitre d'.
4. "Together" group guests, should go to the main dining room when the entire group is ready to dine, and the Maitre d' will sit the group together.
5. If the "together" group wishes to dine in one of the alternative dining venues at any time during the cruise, they should advise the Maitre d' so they will not hold tables for the group.

Value Add

- Value Add is permitted up to US\$100 per guest, and must be distributed to all guests equally. Value Add requires completion of Azamara Club Cruises Value Add Request Form for each sailing.
 - Value Add Request Forms available on CruisingPower.com
- Value Add must be requested and approved within the 150 day option cycle (or 150 days from sailing whichever comes first).
- Refunds for cancellation involving Value Add must be made to the guest, not the agency.

Student Groups

- Azamara Club Cruises does not accept student groups. A student group is defined as a group of which 50% or more of the guests are under the age of 21. Please contact a Group Advocate for further details and requirements.

Group Marketing and Promotions

- All marketing materials used to promote your group must be pre-approved by your Azamara Club Cruises Sales Representative. All materials must contain a statement identifying the ship's registry. Restrictions on the advertising or promotion of group fares apply.
- Azamara Club Cruises will establish the Groups Amenities Plus program to allow you to customize your group. Selections for the use of GAP points must be made by final payment.

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 counts as two 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 Club Cruises 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.

GROUP SALES/SERVICE

877.222.2526

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