

Before you sail – frequently asked questions



call, we recommend you select one of our shore excursions, which have been planned by our travel experts and are recommended by the authorities for the particular ports.

To ensure you do not miss out on your chosen shore excursion, we strongly recommend that you visit our website www.azamaracruises.co.uk (click on 'Shore Excursions') to view tours available for your sailing and to pre-book your place. These must be booked and pre-paid at least 5 days prior to your sailing date. As places are limited we recommend you book early to avoid disappointment.

Alternatively you are free to explore and make your own arrangements at each port of call travel documents permitting. The staff at the Shore Excursions Desk on board will be happy to provide you with information and book your excursions. The cost will be charged to your SeaPass account. Please note some excursions are subject to minimum numbers requirements and may be cancelled if these requirements are not met. Proof of certification is required for all scuba tours.

Subject to our Booking Conditions, Azamara Cruises is not responsible for any injuries or losses sustained whilst guests are ashore, whether on organised excursions or otherwise. Please also see clause 4.5 and 5.7 of our Booking Conditions.

CONTACTING THE SHIP

Q: Can I be contacted?

A: Friends and family can reach guests on any Azamara ship 24 hours a day via telephone simply by calling 001 732 335 3297. Callers must pay by credit card (Visa, MasterCard, American Express). There is USD \$25 to pay. Alcohol purchased on board from the Duty Free Gift Shop is not for consumption on board during your cruise, any such alcohol will be stored and delivered to your stateroom on the last night of the cruise.

Guests can take on board the ship, two bottles of wine per stateroom on embarkation day only. If the wine is consumed in a public area, the corkage is USD \$25 to pay. Alcohol purchased on board from the Duty Free Gift Shop is not for consumption on board during your cruise, any such alcohol will be stored and delivered to your stateroom on the last night of the cruise.

Please note: When in U.S. ports the drinking age is 21 years of age and older. An individual's age on the date of sailing determines his or her status for the entire cruise holiday.

CONSECUTIVE CRUISES

Q: What about Consecutive cruises?

A: Consecutive cruises are cruises taken consecutively. For example, a Western Caribbean cruise immediately followed by an Eastern Caribbean cruise. Please note that there may be duplication of onboard programmes, menus and entertainment. Please also note that due to the preparation of the ship between sailings, some shipboard facilities may not be available on changeover day. On the changeover day, it will be necessary for you to disembark the ship in order to comply with customs and immigration. It is also necessary for all consecutive cruise guests to re-register their SeaPass card on changeover day for the new sailing this must be done at the pier before you board the ship again for your next cruise. If you have booked the same stateroom for each sailing, you may leave luggage within your stateroom. If you have booked different staterooms for each sailing, you will need to pack your luggage at the end of the first sailing and it will be stored for you until your new stateroom is ready for occupancy.

MISCELLANEOUS

Q: What is Cellular at Sea?

A: We're pleased to offer an advanced cellular roaming network that allows you to make calls from anywhere in the world using your own mobile phone and number. If your network provider supports them, you may also be able to access GPRS and GSM services such as email, web access, and text messaging. Guests are encouraged to check with their providers prior to sailing, to enable roaming and check rates. All international roaming charges will be conveniently billed to your home carrier.

Q: Can I join the ship once the cruise is underway at a port of call further along the cruise itinerary?

A: It may be possible for us to arrange for guests to be 'down lined'. Our staff will need to arrange for security access to be granted for guests to join the ship at a later stage. We must be advised as soon as possible, so we have time to arrange for requests to be authorised. Please note that on some sailings, due to immigration constraints; we are unable to arrange down lining for any guests.

your onboard Daily Programme for the opening times of the onboard Bank Ashore, most credit cards are accepted. In addition you should ensure that you have a small denomination of local currency for incidental expenditure ashore. We also recommend that you take sufficient funds in U.S. Dollar traveller's cheques which may be cashed on board in small amounts. At the time of printing the following credit cards are accepted on board Azamara ships: Visa, MasterCard, American Express, Discovery and Diners Card. Since American Express Traveller Cheque Cards are prepaid cards, they cannot be used for on board cruise charges. Please note: we do not accept Maestro/Switch cards as a payment method.

Please note: Holding charges may be applied to the card used to pay for your SeaPass account. These charges are made in-line with your daily spending to ensure availability of funds. These holding charges may show on your account as pending and will generally take 30 working days from the end of your cruise to be removed.

ONBOARD SERVICE CHARGES

Q: What are onboard service charges?

A: For your convenience, a gratuity in recognition of outstanding personal service of USD \$12.25 per guest, per day, will be automatically added to your SeaPass account. This covers your Butler and Stateroom Attendant as well as all restaurant staff. Since our ships offer multiple open-seating dining venues and you will likely be served by many different staff members during the course of your stay onboard, the restaurant staff allotment is evenly distributed among them. A standard service charge/gratuity of 18% is automatically added to the price of drinks from the cocktail lounges, bars and beauty treatments.

Guests staying in Penthouse, Royal and Sky suites will experience superior Head Butler service in addition to Butler and Stateroom Attendant service; these guests will be charged an additional gratuity of USD \$4 per guest, per day.

CHILDREN & FAMILIES

Q: What about facilities for families?

A: Azamara Cruises accepts guests of any age, but discourages families from sailing with children under 18 years of age, as the onboard ambience and experience caters to adults and there are no activities for children or baby-sitting services available. Please note: we have a medical centre onboard which is staffed by a fully qualified doctor; however please note that our doctors are not paediatricians. Guests must therefore bring onboard an adequate supply of specific medications they need for all members of their family.

The minimum age for infants to sail is six (6) months, as of the date of sailing and twelve (12) months, as of the date of sailing for Transatlantic, Transpacific cruises/tours. The health and safety of our guests is our number one priority. As such, in consideration of the limitations of the shipboard medical facility, equipment and staff, the company can not accept waivers, releases or requests for exceptions to this policy.

DINING & DRINKS

Q: When and where can I dine on board?

A: Open seating is available for all guests every night. Open seating in the main dining room means guests can eat whenever they choose between 6:00pm - 9:30pm. Dining times may vary slightly on port days due to shore excursion departures.

If you wish to be more flexible, breakfast and lunch are also served in alternative locations. Please check your Daily Programme for times and locations. Continental breakfast is served on request in your stateroom between 6:30am and 10:00am. A Room Service menu is available 24 hours a day. Guests in suites can request a full menu for each meal to be served in their suite. All stateroom guests will receive two guaranteed nights of complimentary dining in the Specialty Restaurants during their cruise, whereas all suite guests will receive three guaranteed nights of complimentary dining in the Specialty Restaurants during their cruise. Additional complimentary reservations in the Specialty Restaurants will be accommodated on a space-available basis. Reservations are required for the Specialty Restaurants and are on a first come first served basis and taken daily on board. No guests under 12 will be permitted in these restaurants.

Please note that there is a USD \$5 per guest recommended gratuity (per night) for the staff in these venues.

Please note that dining times and seating requests cannot be guaranteed and are on a request basis. Dining requests are

checked your travel documents for details of any post-cruise arrangements applicable to your booking (subject to change).

Q: When should I schedule my flight home?

A: If we are not arranging flights for you, please consult your Travel Agent on the most appropriate flight times, ensuring you allow sufficient time both prior to embarkation and following disembarkation.

STATEROOM & SUITE

Q: What about stateroom sizes? What about staterooms that can accommodate three or four guests?

A: Please bear in mind that staterooms, by nature, cannot be compared in size to hotel rooms you may find on shore. Should you wish to know the dimensions of any stateroom, this information can be obtained from your travel agent or your reservation agent if you are booking direct or via our website.

Each ship has a limited number of three and four berth (bed) staterooms. These staterooms are popular with families, or adults travelling in groups of three or four. Three and four berth staterooms will be made up of a combination of lower berths, upper berths, sofa beds or rollaway beds. Please also note that on our bigger ships, we can accommodate four plus guests. Please check with your travel agent, your reservation agent or through our website at the time of booking should you wish to clarify the configuration of any stateroom. Fully occupied staterooms may not also be able to accommodate a baby cot. Please also note that children under the age of 6 years are not permitted to occupy upper berths within any stateroom.

Q: What about electrical equipment and carriage of items that may be perceived as dangerous?

A: The onboard voltage is 110/220 AC (maximum 1500 watts) so please take any necessary adapters. Hair dryers are provided in all staterooms throughout the Azamara fleet. Please contact your airline directly to ascertain the up to date position for the carriage of electrical and other dangerous items. This may vary by airline.

Q: Is the ship wireless?

Both ships are fully wireless, including in all the staterooms and suites.

Q: What about laundry?

A: Self-service laundry facilities are available onboard both Azamara ships on Deck 7 (midship) at a nominal charge. Additionally, laundry and dry-cleaning services are available on board, and prices vary by garment type.

ONBOARD PURCHASES

Q: How do I pay for onboard purchases?

A: All items on board ship are priced in U.S. Dollars. All Azamara ships operate on a 'cashless' system. Simply validate your Azamara SeaPass account with an acceptable credit card at the cruise check-in desk. Then you can sign all onboard purchases to your account. At the end of your cruise you will receive a completely itemised statement. Guests who pay their SeaPass account with a credit card issued in a currency other than U.S. Dollars, will be charged in the same local currency that the credit card is issued in. For example, a GBP credit card issued in the U.K. will be charged in GBP. Please note this transaction may be subject to a fee from your credit card company.

The transaction value of your spending on board the ship plus the exchange rate to be applied will appear on your itemised statement. We will carry out the currency conversion at the commercial daily rate of exchange provided by a reputable foreign exchange dealer and a currency conversion charge will also apply. Please note that a currency conversion charge is usually made by credit card companies, but it should not be necessary for your credit card company to charge such a fee when your transaction value has already been converted to your local currency by us. Should you wish to opt out of this system and therefore have your credit card charged in U.S. Dollars (with your credit card company applying the rate of exchange and currency conversion agent), please inform our cruise check-in agents at the pier.

SeaPass accounts may be settled in cash. We cannot accept personal cheques and any currency other than U.S. Dollars. Only U.S. currency is accepted on board Azamara ships. A cash machine is available on all Azamara ships (USD \$5 fee per transaction will be levied for this service). Please consult

your Charge Card for all your onboard purchases.

Your Stateroom Attendant will deliver your luggage as soon as possible after boarding. We recommend that items such as medicines are packed in your hand luggage.

Q: When can I board the ship?

A: We request that all guests check-in no later than 90 minutes prior to the scheduled sailing time to ensure luggage and security screening. Guests will not be allowed to board after check-in has been closed. Late arriving guests will need to join the cruise at an approved down line port of call. It is your responsibility to arrive on time unless you are transferring to the ship via our transport. If you are not on board at least one hour before the ship's scheduled sailing time, we are entitled to assume that you do not intend to travel. Your booking will then be cancelled, 100% cancellation charges will be payable and no refund will be made. Please note, for security reasons, you will not be permitted to bring any visitors on board the ship in any port.

Carrier shall not be required to refund any portion of the cruise or cruise tour fare paid by any passenger who fails for any reason to be onboard the ship or transport by the embarkation cut-off time applicable to the specific cruise or cruise tour or the boarding cut-off time applicable at any port of call or destination or point of departure as the case may be, and shall not be responsible for lodging, meals, transportation or other expenses incurred by passenger as a result thereof. Embarkation cut-off times for cruises are available at www.azamaracruises.com, frequently asked questions, Boarding cut-off times for any port of call or destination or point of departure are as announced on the applicable cruise or cruise tour.

Q: Can I change my stateroom after arrival on board?

A: Subject to availability, you may upgrade to a higher category stateroom after you have checked in. The upgrades, if available, are done and paid for at the Pier Coordinator's desk. You can pay for the upgrade with either credit card, cash or in traveller's cheques.

Q: What do I need to do on the last night of the cruise?

A: Pack your bags and place them outside your stateroom door by midnight. Your stateroom attendant will give you luggage tags for each piece of luggage. Please clearly write your name, home address and, where applicable, flight details on each tag. Carry fragile, important and valuable items with you. We recommend that you bring an overnight bag with you for your last night on board.

Q: How should I prepare for disembarkation?

A: The Cruise Director will give detailed instructions about disembarkation and clearing customs and immigration during the departure talk on the last day of the cruise. We strongly recommend that you attend this important and informative talk. You can also view this talk on your stateroom TV. Azamara Cruises has no control over the length of time it may take for immigration and customs clearance. The colour of your luggage tag will determine your departure time from the ship and your luggage collection point.

Q: What hotel arrangements are made for me prior to my boarding the ship?

A: If your booking with us is cruise-only, no arrangements will be made for you. If your booking with us is a standard fly/cruise package and your outward flight is scheduled for the day of sailing, no hotel arrangements will be made and you will be transferred by coach to the ship. If your booking with us is a standard fly/cruise package and your outward flight is scheduled to arrive the day prior to the cruise you will be provided with a hotel room at a hotel of our choice (subject to change) on a room-only basis. You will be transferred to the ship the following day.

Q: What arrangements are made for me after I disembark from the ship?

A: If your booking with us is on a cruise-only basis, you will proceed through Customs and Immigration, collect your luggage and continue with your independently made onward arrangements. If your booking is on a fly/cruise basis, a transfer to the airport will also be provided. In certain ports of call, where the return flight is late in the day (fly/cruise guests only), we may at our discretion provide a complimentary dayroom/luggage store (excludes European sailings), tour or similar arrangements prior to your return flight. Please

PACKING

Q: What should I pack?

A: Planning what to wear on your cruise holiday is easy. You should keep in mind three types of clothing: casual shipboard attire or day wear; conservative resort wear for sightseeing or shopping; and evening wear.

Appropriate attire onboard Azamara Cruises is always resort casual; there aren't any scheduled formal nights. However, guests should always feel comfortable in wearing formal attire if they so desire. No bare feet, tank tops, caps, bathing suits, or jeans are allowed in the dining room or speciality restaurants. Additionally, no tuxedo rentals will be available onboard.

Here's a few general tips: We recommend low-heeled, comfortable shoes for walking around the ship during the day; pack a couple of swimsuits so you'll always have a dry one; ashore you will need comfortable walking shoes, as well as a hat and sunscreen. When visiting museums, mosques, temples and churches it is appropriate (and in many cases mandatory) to dress conservatively. Women should wear trousers or skirts that cover the knees, sleeveless tops and shorts are not permitted. If your cruise takes you to Northern Europe we suggest you also pack a jacket and a couple of sweaters.

Examples of resort casual attire:

Women

- Sports-wear, casual dresses, skirts, trousers,
- Light fabrics such as linen, cotton and silk

Men

- Trousers, shirts, polo-type or button-down shirts, sweaters, jackets/windbreakers, blazer (if desired, but not required)
- Light fabrics such as linen, cotton and silk

WEATHER

Q: The Weather

A: Our cruises encompass a variety of continents and destinations and therefore the weather in each region will vary. Some of the destinations visited are tropical and may experience heavy rainfall or strong winds (sometimes hurricane force) at certain times of the year. Azamara Cruises cannot accept liability for adverse weather conditions during your cruise holiday. See clause 5.10 of our Booking Conditions.

FOREIGN AND COMMONWEALTH OFFICE

Q: What advice does the Foreign and Commonwealth Office give?

A: The FCO provides important travel advice about most destinations around the world. Please ensure that you visit www.fc.gov.uk/knowbeforeyougo prior to departure for the most up to date travel information.

GUEST RELATIONS

Q: What do the ship's Guest Relations staff do?

A: The Guest Relations Desk is available 24 hours a day. The Desk operates as your postmaster, source of general information as well as customs and immigration.

EMBARKATION & DISSEMBARKATION

Q: How do I check-in for boarding the ship?

A: In order to make your check-in and boarding process as simple as possible, we recommend that you go online at www.azamaracruises.co.uk to complete your embarkation forms. Click on 'Before Your Cruise' then 'Online Check-in' and submit these details online.

By checking in online for your cruise, you will significantly speed up your check-in process and will be able to board the ship sooner and avoid delays and queues at the cruise terminal. If you complete embarkation forms online, you do not need to complete the Guest Clearance Form within your travel documents. If completing your embarkation forms online is not possible, your embarkation forms will automatically be included with your cruise documents. Please complete these forms before you arrive at the cruise terminal.

In the cruise terminal, simply present your cruise documents at the check-in desk. Once all the necessary forms have been completed, you will receive your Azamara SeaPass. You will then be permitted to board the ship. The SeaPass is your identification card for re-boarding the ship in the various ports of call, the key to your stateroom and