

# FREQUENTLY ASKED QUESTIONS

**Q:** What if my roommate(s) and I want to pay our deposits separately?

**A:** Each of you should complete the reservation for 1 traveler. Complete the form as described above. An email should be sent to Octavia@JonesGlobalTravel.com with the names of the travelers to be included in the reservation. This should all be done on the same day the deposits will not be posted until all deposits have made for the reservation.

**Q:** What if I/we want to stay longer than four (4) nights? How do we add nights to our reservation?

**A:** To add nights to your reservation, go to the page where you select the number of travelers and choose your package. Scroll to section labeled "Extra Options". Select the option that matches the number of travelers selected for the reservation being made. If two people are sharing a room and one reservation is being made, select Double Occupancy and the number for the additional nights you want to add to your reservation. But booking individually, select Single Occupancy. An adjustment will be made on the backend once the email is received regarding consolidating bookings for separate deposits made. The cost adjustment will be made on the backend. The additional charge is for the room per night, not per person.

**Q:** What if I need to cancel my reservation?

**A:** If you or anybody traveling with you wishes to cancel either yours/their vacation, you must contact Jones Global Travel and give notice of the cancellation in writing. See Cancellation Penalties below. The reservation will only be cancelled on the date we receive the notice of cancellation. If you cancel, the financial impact of the cancellation will depend on the arrival date and when you cancel. You are encouraged to purchase insurance to protect your vacation investment. Once your reservation is made a \$250 non-refundable penalty will be assessed for any cancellations on all components of the itinerary. The aforementioned is per person and in addition to any fees assessed by the resort. Regarding Airline tickets: if Jones Global Travel booked your tickets, they are 100% non-refundable and subject to individual airline penalties/fees. Cancellation penalties will apply and unless otherwise noted if your trip is within 85 days it is 100% non-refundable.

**Q:** Do you offer insurance?

**A:** You will receive an email regarding insurance options for you to choose from within 24 hours of making your reservation.

**Q:** Do I have to include flights with my package?

**A:** No. You may purchase your flights at any time, but they will not be added to your package.

**Q:** Is transportation included in the package?

**A:** Your transportation between the airport and the resort is included in your package. In order for Jones Global Travel to arrange your transfers between the resort and the airport, you must provide your flight itineraries at least 30 days prior to your arrival in destination. If it is not, you will be responsible for arranging your own transfers.

Q: Can we add excursions?

A: Yes, I will provide a list of excursions for you to choose from after final payment has been made as payment in full is required at the time of reservation.

Q: What if I have additional questions?

A: Contact Octavia at (567)978-0656 or send an email to [Octavia@JonesGlobalTravel.com](mailto:Octavia@JonesGlobalTravel.com).