



APPLE LEISURE GROUP®

# Getting Group Assistance

Navigating the process of putting together a contracted group and can be daunting, but it doesn't have to be! Follow these suggestions and techniques to manage your group most efficiently.

1

**Submit a request for an initial quote.** Submit an online request from the Groups page within your preferred brand's anchor store in VAX, send an email to us, or just give us a phone call.

2

**Accomplish these tasks yourself** with the help of our Groups tutorials in the ALG Education Self-Help Library ([www.algvacations.com/library](http://www.algvacations.com/library)).

- View basic hotel information, contact information for your group service pod and critical dates (payment in full, attrition & cancellation start dates) pertaining to your group
- Retrieve your payment reservation
- Apply payments to your payment reservation for initial deposit
- Apply or transfer payments to your "child" bookings
- Assign room inventory to passengers by creating a reservation
- View contracted, sold, and available room nights
- Export a complete list of "child" bookings made within your dashboard
- Send your clients a payment request link after initial deposit for them to apply payment online to booking.
- Send a basic itinerary for your "child" booking.
- Resend e-documents after a "child" booking has been paid in full
- Adding additional commission to a "child" booking after it has been made.
- Adding features to a "child" booking (upgraded transfers, excursions, tours, and sometimes travel protection)
- Make bedding requests or room locations request at the time of booking or after
- Add flight information to a land only child booking

### 3

Below are some tasks you cannot currently do on your own in VAX. Your group service team will be happy to assist.

- A requested quote
- A contract (hotel or air)
- Your Groups Dashboard
- Adding additional and/or release existing room nights and contracted air seats
- Price matching your group against a Traditional Tour operator or Hotel Direct
- Help with booking a multi-origin “child” booking
- Modification to air/hotel “child” bookings
- And more!

### 4

Here are some recommended best practices to save you the most time when interacting with your group service team.

- If your group’s travel is more than 2 weeks prior to departure, it would be best to email your service team for assistance.
- If your group’s travel is less than 2 weeks prior to departure, then you would want to call the team via phone.
- You are always welcome to call or email, whichever is more convenient.

