

# FAQs

In case you had concerns, here are some frequently asked questions and answers to clear things up.

## **WHY BOOK WITH A TRAVEL AGENT?**

In today's fast-paced world, online booking options can be overwhelming, booking with a TA provides a personalized and hassle-free approach to travel planning. They have access to exclusive deals and offers that may not be readily available to the public, allowing you to enjoy cost savings and added value during your trip. In addition to their expertise, connections, and dedication to customer service, TAs offer a valuable service that enhances the overall travel experience and ensures a smooth and memorable journey.

## **WILL USING A TRAVEL AGENCY COST ME EXTRA MONEY?**

Booking with a TA varies, as it largely depends on various factors. TAs often have access to exclusive promotions, negotiated rates, and package deals that can sometimes be more cost-effective than booking directly with airlines, hotels, or tour operators. Additionally, travel agents can provide personalized recommendations based on your preferences and budget, potentially saving you time and money in the long run.

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## IF I BOOK WITH YOU, WHAT GUARANTEES DO I HAVE?

Booking with us guarantees transparency, security, flexibility, exceptional service, quality partnerships, and a commitment to sustainability. Your trust is invaluable to us, and we are dedicated to ensuring that your vacation with us is nothing short of amazing.

## HOW DO I BOOK A VACATION?

Embarking on your dream getaway in just a few simple steps:

1. Submit a **travel inquiry** through the “Book Now” link below or on our site.
2. Receive a **quote** tailored to your preferences and budget.
3. Secure your booking by paying the required **deposit** fee.
4. Finally, sit back, relax, and eagerly anticipate the remarkable adventure that awaits you. Let us handle the details while you **prepare** for an unforgettable travel experience.

[Inquire Now!](#)

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## **WHAT IS THE REQUIRED DEPOSIT FEE?**

**We may require a \$70.00 deposit fee in order to receive your quote.** This fee serves as a commitment from the traveler to proceed with their travel plans and holds their reservation until the final payment is made. The deposit quote fee helps cover administrative costs associated with processing the reservation, securing accommodations, and ensuring availability for the traveler. It also acts as a form of assurance for the provider in case of last-minute cancellations or no-shows.

## **WHAT IF I DO NOT BOOK ANYTHING AFTER PAYING MY DEPOSIT? WILL I LOSE MY MONEY?**

We understand that, at the time of receiving your quote, you may not be prepared to book any vacations and/or travel services. Travel planning can be overwhelming! To work with you, we will hold your deposit for one exact year from the date of deposit. **This deposit can be used for any future travel plans with us, even if you choose to change plans and/or receive a new quote.**

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## **WHAT DESTINATIONS DO YOU BOOK?**

We book a variety of locations to suit different travelers' interests and preferences. The globe is full of fascinating locations waiting to be discovered, from unique tropical paradises like Bali and the Maldives to historic cities like Rome and Athens.

## **IS MY VACATION REFUNDABLE IF I CANCEL?**

Whether your trip is refundable depends on the terms and conditions set by the travel provider you booked with. It is important to carefully review the cancellation policy at the time of booking to understand your refund rights.

## **IS TRAVEL INSURANCE REQUIRED?**

Travel insurance is not a legal requirement but it is highly recommended for anyone traveling domestically or internationally.

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## **WHY PURCHASE TRAVEL INSURANCE?**

Travel Insurance is essential for safeguarding against unforeseen events that may arise while traveling. It provides a safety net for trip cancellations, delays, medical emergencies, and other mishaps that could potentially disrupt your travel plans and incur significant costs. By investing in travel insurance, travelers can protect their financial investment and reduce risks associated with travel.

[Click to see an overview of Insurance Plans.](#)

## **HOW LONG DO I HAVE TO MAKE MY FINAL PAYMENT?**

After receiving your quote, the time frame for making your final payment can vary. It is common for companies to require a deposit within 24 to 48 hours after receiving the quote. However, some companies may offer a longer window. It is important to carefully review the terms and conditions outlined in your quote to understand the deposit deadline and ensure timely payment to avoid any potential price changes or loss of availability.

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## **HOW DOES THE PAYMENT PROCESS WORK?**

The payment process involves a secured credit card authorization form which is followed by a structured series of steps to ensure a secure and successful transaction. Upon initiating a purchase, the customer fills out the authorization form with their credit card details, including the card number, expiration date, CVV code, and billing address. This information is then transmitted through a secure payment gateway.

## **DO YOU OFFER PAYMENT PLANS?**

Payment plans vary by the travel provider. However, some do offer plans to help travelers manage their expenses more effectively allowing travelers to pay for their trip in installments rather than upfront. It can help make travel more accessible for people who may not have the full amount available at once.

Payment plans offered by travel agencies vary in terms, payment deadlines, and any applicable fees. It is essential for travelers to carefully read and understand the terms and conditions of the payment plan.

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## **WHAT PAYMENT METHODS ARE ACCEPTED?**

We accept a variety of payment methods to accommodate the preferences of our clients.

Common payment methods accepted include credit cards (Visa, Mastercard, American Express, etc.), and debit cards. Alternative forms of payment may also be accepted, which can be further discussed at time of booking.

## **HOW DO YOU GET PAID?**

Travel agents can receive payment in various ways, including commissions, service fees, and discounts. Commissions are typically the most common form of payment for travel agents, where they earn a percentage of the total cost of the travel arrangements they book for their clients. These commissions are paid by airlines, hotels, cruise lines, and other travel providers.

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## **WHERE CAN I FIND YOUR TERMS AND CONDITIONS?**

[Click here to read our Terms and Conditions.](#)

These documents outline the terms of service governing the use of our platform, including user responsibilities, privacy policies, disclaimers, and more. Users need to familiarize themselves with these terms to understand their rights and obligations while using our services. By reviewing the terms and conditions, you can ensure transparency, understand your rights and obligations, and reduce any potential misunderstandings.

## **WHAT IS OUR GREATEST STRENGTH?**

Roxy Global Travel's greatest strength lies in its unwavering commitment to exceptional customer service and personalized travel experiences. By prioritizing customer satisfaction above all else, Roxy Global Travel has managed to build a reputation for reliability, quality, and attention to detail.