



Adding Travel Protection Plus to a multi-tab reservation: BB/CC/WNV – effective 12Dec19

Overview

This article reviews how to add travel protection to new and existing Multi-Tab Bookings. This process applies to:

- Beachbound
- Cheap Caribbean Travel Protection Plus
- Southwest Vacations Travel Protection (WNV)

Add Travel Protection to a Consumer Direct multi-tab reservation

1. Book all tabs
2. Locate the “Full Balance Due” amount in the “Add Payment” tab
3. Quote the appropriate Travel Protection cost:
 - 8% for Cheap Caribbean Travel Protection Plus – standard plan
 - 10% for Cheap Caribbean Travel Protection Plus – enhanced plan
 - 10 % for Beachbound
 - 7.5% for Southwest Vacations

Note: percentages are calculated on the total cost of the booking.

4. Calculate the amount to adjust for the cost of the Travel Protection:

New calculated rate – current rate = adjustment rate

In RezAgent:

1. In the adjustment fields, enter \$0.00 in commission and the adjustment amount in the “Net” field
2. Write your comments in the “Comments” field
3. Click submit

Add Travel Protection when adding a passenger to an existing reservation

Adding a passenger to an existing reservation often results in the use of multiple tabs. The original Travel Protection is not considered used. To cover all passengers, the



Travel Protection cost must be increased by recalculating it as a percentage of the new gross total – which includes the newly added passenger.

- 8% for Cheap Caribbean Travel Protection Plus – standard plan
- 10% for Cheap Caribbean Travel Protection Plus – enhanced plan
- 10 % for Beachbound
- 7.5% for Southwest Vacations

If the initial Travel Protection remains on for the original passengers, the new Travel Protection can be added on a new tab for the new person.

If this reservation was made by a Travel Agent you would submit an Adjustment Form to Accounting to have the increase applied to the gross total. You will not be able to use the adjustment screen because you do not have the commission details for this component.

When calculating the cost of the travel protection on an *Air for Less Hotel* package, the total package price (total cost for everyone's air + the total cost for the land and features) x :

<i>8% for Cheap Caribbean – standard plan</i>
<i>10% for Cheap Caribbean – enhanced plan</i>
<i>10 % for Beachbound</i>
<i>7.5% for Southwest Vacations</i>

will determine the total plan cost. However, the 'per person' rates are calculated to determine what each passenger's responsibility would be.

For example: One person has airfare and two people are booked in the hotel, the reservation will have two tabs. The price of the land tab is \$1,657.50, and the price per person of the air only tab is \$938.60. Total package price is \$2,596.10 (\$1,657.50+\$938.60 = \$2,596.10).

For Beachbound:

Travel Protection costs : $(\$2,596.10 \times 0.10) = \259.61 :

or $(\$1,657.50 \times 0.10) + (\$938.60 \times 0.10) = \$165.75 + \$93.86 = \$259.61$

The break down shows the Travel Protection cost for each tab. The person who does not have airfare will pay the lesser amount of the Travel Protection.



The passengers are purchasing one Travel Protection plan that covers everyone on the reservation. Each person on the reservation must be named to ensure that it is reported correctly to Tripmate.

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Process for new cancellations or instant rebooking requests

Overview

This article applies to:

- Apple Vacations
- Blue Sky Tours
- Funjet Vacations
- Southwest Vacations (WNV)
- Travel Impressions
- United Vacations

Note: Does not apply to Apple Vacations reservations with the Travel Protection plans that offer travel credits.

Reservations with departure dates before 31May20

With Travel Protection:

1. Offer the caller the option to receive:

- A travel credit for the full amount paid on the reservation plus a 25% bonus or
- A refund, minus the cost of the purchased Travel Protection

The bonus will be 25% of the value of the refundable portion of the reservation

2. Cancel the reservation

3. If the caller wants a refund processed:

- Fill out the Accounting Refund form
- The cost of Travel Protection and non-refundable airfare must not be included in the refund

4. If the caller wants to proceed with the Travel Credit option, advise him/her that Travel Credit expires on 15Dec21, and may be used towards a new reservation within the same brand. Fill out the Rebook Recharge Request form

- The cost of Travel Protection will be included in the customer's Travel Credit amount
- Southwest Airlines Air Credit remains separate from the WNV Travel Credit

5. Advise the caller that refunds can take up to 90 days to process due to the current high volume of refund requests



6. Callers opting for Travel Credit will receive an email within 7 business days with the amount and rebooking information
7. Once Accounting processes the request, a comment will be made on the cancelled reservation

Without Travel Protection

1. Advise the customer that he/she can choose a refund or that the reservation qualifies for Travel Credit with a 25% bonus. Travel Credit expires on 15Dec21.
2. If the caller wants the Travel Credit bonus offer, submit the Rebook Recharge Request form. Do not fill out a Cancel for Future Credit form, since this document is used for a different process.
3. Since the customer will have Travel Credit and will be rebooking, brand change fees can be waived.

Exclusive Non-Stop Vacation Flights (ENVF) policies still apply: customer must rebook another ENVF package.

All information can be found on the Update Apple Leisure Group Vacations (ALGV) Cancellation and Change Fees – COVID-19/Coronavirus article.

4. Advise the caller that he/she will receive an email within 7 business days with the Travel Credit amount and rebooking information.
5. Once Accounting processes the request, a comment will be made on the cancelled reservation.
6. If the customer wants a refund:
 - Submit the Refund form and advise that refunds can take up to 90 days to process due to the current high volume of refund requests
 - All brand, airline and supplier fees must be held from the refund

All brand cancellation fees can be found on the updated ALGV Cancellation and Change Fees – COVID-19/Coronavirus article.



Cancel and rebook instantly

1. Determine how much money is available to transfer to the new reservation, accounting for any penalties.
2. Take the total amount paid on the reservation and subtract and brand, airline and supplier penalties. This is the amount available to transfer to the new reservation.
3. Check the airlines' websites for airline policies.
4. Check the updated ALGV Cancellation and Change Fees – COVID-19/Coronavirus article for brand policies.
5. Check the hotel advisories section for the Destination and Hotel Closures/Special Policies Due to the Coronavirus article for hotel penalties – *all hotel penalties are currently being waived through 31Mar20.*
6. The bonus amount that will be used toward the new reservation is 25% of that refundable amount.
7. Book the new reservation. If air credit is being used, follow any airline rebooking rules or waiver policies.
8. Check for any residual loss on the new reservation.
9. If Travel Protection was on the original reservation, the full amount is included in the Travel Credit for the new reservation. Due to this, add the Travel Protection at the full cost on the new booking.
10. Cancel the original reservation.
11. Fill out an Air Ops form if Air Credit is being used on the new reservation (not required for WNV). When filling out the Air Ops form, copy the comments from the reservation showing the Rebook/Recharge promo details into the description. Enter the full amount that is being brought to the new reservation.
12. Fill out the Rebook Recharge Transfer form. Where it says "Transfer Amount Available", enter the amount to be transferred to the new reservation. **The amount to be transferred to the new reservation is the total paid, less all penalties and air credits.**

Transfer Amount Available *	
\$ <input type="text"/>	<input type="text"/>
Dollars	Cents

Accounting Discount Amount *	
\$ <input type="text"/>	<input type="text"/>
Dollars	Cents



13. Where it says “Accounting Discount Available”, enter the 25% bonus of the transfer amount. Example: if there is \$1,000.00 available to transfer to the new reservation, \$250.00 will be entered in the “Accounting Discount Amount” boxes.

Transfer Amount Available *

\$.
Dollars Cents

Accounting Discount Amount *

\$.
Dollars Cents

14. On the new reservation, add a payment extension for 14 days to ensure that the reservation does not cancel.

15. Write your comments on both reservations.

Reservations with departure dates after 31May20

These reservations do not qualify for the Rebook Now, Recharge Later Travel Credit with the 25% bonus promotion. If customers still wish to cancel now and rebook at a later time, offer the option for Travel Credit so funds can be left in-house until the customer is ready to rebook.

Continue to use the Updated ALGV Cancellation and Change Fees – COVID 19/Coronavirus for updates on policies and penalties.

Using Travel Credits from previously cancelled reservations

If a caller previously cancelled and now wants to rebook with his/her Travel Credit:

1. Retrieve the cancelled reservation
2. Verify the comments that show the amount that can be transferred to a new reservation and the bonus amount that can be applied to the new reservation.
3. Book the new reservation
4. Fill out the Rebook Recharge Transfer Form – this will instruct the Accounting Department to apply the available Travel Credit to the new reservation
5. If the customer has air credit, apply it to the reservation
6. On the new reservation, add a payment extension for 14 days to ensure the system does not cancel the reservation before Accounting can apply the Travel Credit funds



7. Make the usual comments for new reservations

Note: Use code **FOLLOWUP14** for first comment. For second comment, enter **Extension-14 days** – and type your name. Apply payment extension **BEFORE** the usual comments that accompany a new reservation.

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WNV Policy – Travel Agent Reduced Deposit Plan

Overview

- Allows for a reduced deposit amount to be applied to a reservation if made 46 days or more prior to departure
- Optional plan is available to select travel agencies
- If the agency is approved, you will see the option listed under the “Features” section
- Only available for air-inclusive bookings
- For packages booked on or before Sunday, February 9, 2020, the pricing for the Reduced Deposit plan was \$150.00 per person plus a \$10.00 per person payment plan fee. For packages booked after Monday, February 10, 2020, the following pricing structure will be in place:
 - i) Domestic packages: \$150.00 per person deposit, plus a \$10.00 per person payment plan fee
 - ii) International/Hawaii packages: \$175.00 per person deposit, plus a \$25.00 per person payment plan fee
- Important restrictions apply regarding the refund of the deposit (\$150.00 per person or \$175.00 per person) and the finance fee (\$10.00 per person or \$25.00 per person). See the cancellation process section
- The \$10.00 and \$25.00 payment plan fee is non-commissionable

How to book in:

VAX Vacation Access

- The “Payment Plan Optional” feature auto-selects for qualifying reservations (select agencies; air-inclusive; 46 days or more prior to departure)
- If the agencies choose not to use the plan, the feature must be manually removed

RezAgent

- The “Payment Plan Optional \$160” or “Payment Plan \$200” is an optional add-on for qualifying reservations (select agencies; air-inclusive; 46 days or more prior to departure)
- Qualifying travel agents must ask for the Reduced Payment Plan option and the Customer Care Specialist (CCS) must manually add the feature
- The CCS may remove the payment plan fee on the day of booking if full payment has not yet been applied



How to quote penalty policies at booking for:

Reservations without Travel Protection

Use the following talking points when creating a reservation with the Travel Agent Reduced Deposit Plan when no Travel Protection is purchased:

- If the reservation is cancelled the \$10.00 per person or \$25.00 per person finance fee is non-refundable
- If the reservation is cancelled while under deposit, **the entire amount of the \$160.00 per person or \$200.00 per person deposit will be lost, and no airline credit will be issued**
- However, before cancellation, the client(s) will have the option to purchase the airfare in full to avoid the non-refundable deposit. If this option is chosen, the client(s) will receive airline credit
- Continue quoting the remainder of our standard penalty policies for hotel and feature(s)

Reservations with Travel Protection

Use the following talking points when creating a reservation with the Travel Agent Reduced Deposit Plan when Travel Protection is purchased:

- Travel Protection is always due along with the reduced deposit amount of \$160.00 per person or \$200.00 per person
- If the reservation is cancelled while under deposit, **the entire deposit will be refunded minus the cost of the Travel Protection, and no airline credit will be issued**
- If the reservation is cancelled after it is paid in full, the client(s) will receive a refund minus the cost of the Travel Protection and airline credit
- Continue quoting the remainder of our standard penalty policies at booking

Cancellation process for reservations without Travel Protection

If under deposit and there are 46 or more days away from departure date:

Note: Valid only if 46+ days from departure and applies until reservation is paid in full, regardless of deposit amount applied.

Option 1 (Please note that if everyone is on the same Passenger Name Record (PNR), the same action must apply to all passengers on the record:



- Client(s) lose the deposit and the payment plan fee. They are non-refundable and non-transferrable
- Client(s) will not receive an airline credit because the airfare is not fully paid. Advise travel agent and comment on the reservation

Option 2 (Complete airfare purchase to obtain air credit. Please note that if everyone is on the same PNR the same action must apply to all passengers on the record:

- Prior to cancellation, the travel agent can opt to pay the airfare in full to receive airline credit once the reservation is cancelled
- To calculate the amount owed to complete the purchase of the airfare:
 - Airfare cost = (base + tax) - \$150.00 or \$175.00 deposit = amount owed per person
- Collect the balance prior to cancellation
- Cancel the reservation. Since airfare is paid in full, air credit will be issued to each passenger

Paid in full; not paid in full; or 45 days or less from departure date

- Wanna Get Away (WGA) airfare is non-refundable and non-transferrable, but air credit will be issued (base + tax) per person
- If reservation is not paid in full, the airfare and any hotel penalties must be paid by the customer/travel agent
- The cost of the payment plan (\$10.00 or \$25.00) is non-refundable and non-transferrable
- A refund will be issued for the full amount on the record, less any supplier penalties, the cost of the payment plan fee, and the applicable air credit

Cancellation process for reservations with Travel Protection

If under deposit and there are 46 or more days away from departure date:

- Travel Protection is non-refundable and non-transferrable
- A refund will be issued for the full amount on the record, less the cost of the Travel Protection
- The \$10.00 per person or \$25.00 per person finance fee is refundable for this scenario.
- The travel agent must be advised that no air credit will be issued
- Even if more than the reduced deposit was paid, as long as the reservation is not paid in full, a refund will be issued for the full amount on the record, less the cost of the Travel Protection



- Customers have the option to purchase the airfare by completing the following steps:
 - i) Prior to cancellation, the travel agent can opt to pay the airfare in full to receive airline credit once the reservation is cancelled
 - ii) To calculate the amount owed to complete the purchase of the airfare:
 - $\text{Airfare} = (\text{base} + \text{tax}) - \text{deposit} (\$150.00 \text{ per person or } \$175.00 \text{ per person}) - \text{finance fee} (\$10.00 \text{ per person or } \$25.00 \text{ per person}) = \text{amount owed per person}$
 - iii) Since Travel Protection was purchased, the \$10.00 or \$25.00 finance fee can be refunded and can be applied towards the purchase of the airfare
 - iv) The cost of Travel Protection is non-refundable
 - v) Collect the balance owed prior to cancellation. Submit an Accounting Refund form to process refund

If paid in full; not paid in full; or 45 days or less away from departure date:

- A refund will be issued for the full amount on record, less the cost of Travel Protection and applicable air credit
- If the reservation is not paid in full, the airfare must be paid by the customer/travel agent
- Applicable air credit will be issued for air value (base + tax per person)
- The \$10.00 per person or \$25.00 per person finance fee is refundable for this scenario

Partial cancellations – dropping a passenger

Without Travel Protection

Option 1 – receive air credit:

- If the customer would like to receive air credit, collect the needed funds for that passenger to cover his/her airfare (base + tax) portion of the reservation
- $\text{Airfare for the dropped passenger} = (\text{base} + \text{tax}) - \text{deposit} (\$150.00 \text{ per person or } \$175.00 \text{ per person}) = \text{amount owed to receive air credit}$
- The \$10.00 or \$25.00 finance fee is non-refundable and cannot go towards the air credit purchase
- Create new tab for the hotel/feature(s) for the remaining passengers
- Keep the reduced payment plan feature on the *air only* tab for all the original passengers
- Use the drop-down menu to change the defaulter number of adults to reflect the dropped passenger as he/she will still owe the \$10.00 or \$25.00 payment plan fee



Added to Package

Payment Plan Optional \$160 P/P Deposit Required From \$10.00

# Adult (0-up)	3	\$10.00
\$30.00 Adult To	0	
	1	
	2	
\$100 Group C	3	
# Adult (0-up)	4	\$0.00

Total **\$30.00** Remove Update

From \$0.00

- Once the funds are collected, Southwest Airlines must be contacted to finalize dropping the passenger from the PNR

Option 2 – choose to not receive air credit:

- If the customer does not want to receive air credit, he/she would lose the \$150.00 deposit and the \$10.00 non-refundable finance fee, or the \$175.00 deposit and the \$25.00 non-refundable finance fee. In this case, follow these steps:
 - i) Rebook the hotel and feature(s) on a new tab
 - ii) Keep the reduced payment plan feature for all original passengers on the air tab
 - iii) Use the drop down menu to change the defaulted number of adults to reflect the dropped passenger as he/she will still owe the \$10.00 or \$25.00 payment plan fee
 - iv) Add a \$150.00 per person or \$175.00 per person penalty fee onto the reservation as the customer will lose the entire deposit amount. These can be added under the penalty section
 - v) Call Southwest Airlines to drop the passenger from the reservation
 - vi) An adjustment needs to be completed to remove the passenger's air cost from the reservation

With Travel Protection

Option 1 – receive air credit:

- If the customer wants air credit, he/she would have to pay the cost of the airfare
- Create a new tab with the hotel, features, and Travel Protection. The Reduced Payment Plan will remain on the tab with the air fare
- The Travel Protection for the dropped passenger(s) will be added to the new tab
- The dropped passenger will be charged the cost of the Travel Protection
- The customer would pay for the air fare before contacting Southwest Airlines
- The \$160.00 or \$200.00 that was paid for the Reduced Payment Plan and the finance fee can be applied towards the airfare cost



- Airfare = (base + tax) - (\$160.00 per person or \$200.00 per person) = amount owed to receive air credit
- Contact Southwest Airlines to drop the passenger. A new PNR may be provided for the customer. Always give this new PNR to the customer

Option 2 – choose to not receive air credit:

- If the customer does not want to receive air credit and the reservation has Travel Protection; create a new tab with the hotel, features, and Travel Protection. The Reduced Payment Plan will remain on the tab with the airfare
- The Travel Protection for the dropped passenger(s) will be added to a new tab
- The dropped passenger will be charged the cost of the Travel Protection
- The reservation will be adjusted and decreased by the cost of the dropped airfare (base + tax)
- The remaining \$160.00 per person or \$200.00 per person that the customer paid could be applied to the rest of the reservation
- Southwest Airlines must be contacted to drop the passenger from the PNR. Do not provide any PNR(s) for the dropped customer, since he/she will not receive air credit

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