



# TRAVEL PROTECTION PLUS

## FREQUENTLY ASKED QUESTIONS

Travel Impressions' **Travel Protection Plus** is a great way to take the worry out of travel. The answers to common questions regarding this program are conveniently found here.

### How do I determine the price of Travel Protection Plus?

The price of Travel Protection Plus is based on the per person package price. This includes all added features. Changes to the booking may result in the price updating.

The per person package price is calculated based the rules of each trip component for each passenger. Therefore, you might find that your children fall into a lower price tier than your adult travelers on the same reservation.

Because the pricing is variable, the best way to quote is to add it to the reservation first. Once added and you select the Checkout button, the correct price will display as a line item in the pricing panel based on the total package price.

Use the Sales Email tool to provide your clients different pricing options. (See: [Including Travel Protection Pricing](#) in Sales Emails) This will ensure all of the components are being considered to calculate the price.

Travel Protection Plus may be added to the reservation within 7 days after the deposit but before final payment.

### Can you explain all that is included in the price calculation?

The per-person tier price applied is based on all of the components on the reservation minus the travel protection price (the gross price – travel protection plan). That includes all features and add-ons as well as any commission added. In summary, it's the total gross price including any discounts not including travel protection.

PACKAGE VALUE (per passenger)	PRICE <sup>*/†</sup> (13 yrs. & older)	PRICE <sup>*/†</sup> (12 yrs & under)
\$0 to \$799	\$79.99	\$39.99
\$800 to \$1,499	\$109.99	\$54.99
\$1,500 to \$2,999	\$139.99	\$69.99
\$3,000+	\$169.99	\$84.99

### What is the low-deposit policy for the ALG brands?

*This benefit has been discontinued for new bookings as of 3/24/20.*

When you added Travel Protection Plus, your clients enjoyed a reduced deposit to secure their vacation package. Land only packages required no deposit. The deposit for air only and air-inclusive packages with Exclusive Nonstop Vacation Flights was \$50 per person. The deposit for air-inclusive packages with scheduled air was \$100 per person.

### Can the price of Travel Protection Plus change after booking or guarantee?

Yes. Changes or modifications to the booking may result in the per person price increasing or decreasing bringing the customer into a different pricing tier.

### Are there less expensive Travel Protection offers?

Yes. The following option is available:

**Penalty Waiver** – The Penalty Waiver benefits include the Best Price Guarantee and Cancel for Any Reason coverage for the hotel and/or Exclusive Nonstop Vacation Flight portion of the package.

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## When can I add Travel Protection to a booking?

For individual bookings, Travel Protection Plus may be added to the reservation within 7 days after the deposit (but before final payment).

## How do I receive Commission Protection on a cancelled booking?

With Travel Impressions' Travel Protection Plus, your commission is protected up to \$100 per room, on all reservations including scheduled air, Exclusive Nonstop Vacations Flights and land only package bookings. Once the booking is cancelled, the commission protection will be automatically processed. Commission protection is not valid on air-only or traditional group bookings.

## Are prices standardized for the whole year?

No, there is a \$30 per adult holiday surcharge from December 18th through December 30th (children 12 years of age and under are \$15).

## What are the reactivation fees?

Travel Protection Plus is available to be re-purchased (after it is considered used) at 75% of the original prices. When reviewing the prices, please note that the change to the reservation may cause your customer to fall into a different retail tier.

## What age is considered for "children" and is there a discount for them? How do I know what the price is for anyone 17 years of age and under?

- Children 12 years of age and under are entitled to a lower price.
- The per person package price is calculated based on the age rules of each trip component for each passenger. Therefore, you might find that anyone 17 years of age & under fall into a lower price tier than your travelers 18 years of age & older on the same reservation.

## Do I need to purchase coverage for my infant?

A lap child is covered under the adult's policy of whom the child will sit with on the plane

## What Pre-Departure Penalty Waiver benefits are new or changed?

Travel Impressions now includes price guarantee, covering revision fees, hurricane travel credit and a reactivation fee. The amount of commission protection for Asia, Europe and the South Pacific has changed to \$100 per room.

## What are the restrictions for Cancel for Any Reason?

You may Cancel for Any Reason at any time prior to departure to receive a refund minus the Travel Protection Plus price in the form of original payment.

## What is price guarantee?

If the price of your vacation goes down after making the vacation booking, Travel Protection Plus entitles you to receive the lowest price in the following circumstances:

- Scheduled Air and Hotel-Only Vacations: Price Guarantee applies only on the hotel portion of the vacation
- Exclusive Nonstop Vacation Flights Vacations: Price Guarantee applies on the air and hotel portion of the vacation
- The Price Guarantee is not available on groups booked through our group department.
- The Price Guarantee applies to Mexico, Caribbean, Hawaii and Central America vacations
- The price adjustment must be made to the reservation while the lower rate is available in the system

## What are the guidelines for hurricane protection?

The Hurricane Travel Credit applies for vacations departing June through November. While in destination, if your vacation is interrupted for 24 hours or more due to a category one or greater hurricane, you will receive a refund for unused or interrupted vacation nights plus a "Fresh Start" certificate for a future vacation. "Fresh Start" certificate amounts:

- \$100 per adult, \$50 per child (12 years and younger) for Exclusive Nonstop Vacation Flights and \$25 per person for Scheduled Air Vacations. "Fresh Start" certificates are non-transferable and are not redeemable for cash and can be used on a future vacation for travel any time (excluding holidays) for one year from the original departure date
- A qualifying disruption occurs when your hotel requires you to be displaced from your room for 24 hours or more due to the result of a category one or greater hurricane and does not apply to hurricane watches, warnings or tropical storms. The Hurricane Travel Credit Plan applies to unused nights or the nights you are displaced from your room if a comparable hotel of equal or greater hotel rating is not provided

*Note – Business rules concerning the air portion of the vacation will vary by airline. Typically, each airline's rules will be published when a hurricane/tropical storm occurs and will be specific to that storm. Typical practices will allow you to be re-accommodated on your airline's next available return flight and/or may allow you to rebook your return to return early and waive the re-ticketing fee, subject to availability.*

- Clients who believe they are eligible for benefits stated above due to a hurricane will need to send a written request with their name, hotel and a description of their displacement to:

Travel Impressions  
Attention: Customer Services  
8969 N Port Washington Rd  
Milwaukee, WI 53201-1460

## If my customer is traveling after December 2nd 2019, are they covered under the old policies or the new Travel Protection Plus?

This is dependent on their booking date. All bookings prior to December 2nd 2019 will be covered under Travel Impressions' previous policy. Bookings made on or after this date will be on Travel Protection Plus. This will continue through end of the year with no exact cut-off date. One of the main exceptions to this is if someone makes a modification and uses their protection, and wants to reactivate, they will be subject to the new rates.

## Are there any new enhancements made in VAX to help us sell Travel Protection?

The following enhancements have been made to support your sales of Travel Protection Plus:

### Travel Protection Pricing in Sales Emails

VAX has added travel protection merchandising in the email sales tool. Travel protection can now be displayed relative to each hotel/room category.

- Simply add travel protection to your itinerary
- When you use the email sales tool, the relative price will display below each hotel/room category you share
- This feature allows you to merchandise travel protection within the quoting process to your clients with a relative price

### Adding Travel Protection after Booking

Add travel protection to bookings up to 7 days (or when final payment is due, whatever comes first) after deposit is made on their initial booking.

- Convenience – No more need to call into the call center for assistance
- Upselling – Provides time after you've closed the sale to go back and explain the benefits of travel protection and get it added to the reservation
- Simplicity – Add Travel Protection Plus in the same way you would add in any feature

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## Adding Travel Protection for a Subset of the Travel Party

Book Travel Protection for fewer passengers than the total on the reservation

- Customizable – Sell travel protection to only those customers within a reservation that want it.
- Quick – Assign the travel protection feature to passengers in the Special Service Requests panel of your reservation

## Who do my customers call when they want to make a claim regarding their policy?

All cancellations must be confirmed by Travel Impressions' reservations department prior to departure. Once the cancellation has been initiated, the reservation agent will direct you on how to proceed with the next steps.

## Where can my customer find information about Travel Protection Plus?

As was in the past, Travel Protection Plus will be listed on your client's travel itinerary (e-docs). There, they will find a link to the specific policy details. You will find that this information now displays consistently across the brands.

## Why don't I see Travel Protection Plus when booking out of a Canadian origin?

Our plans are only valid for US Residents. The Penalty Waiver can be added for these customers via the call center, but remember the pre-departure benefits are different than those of Travel Protection Plus.

## Why isn't my promo code discount being applied to the cart total before the travel protection per-person tier and price is being assessed?

This is a bug that we are urgently working on with our technology provider. The promo code discount should be included in the calculation before the travel protection per-person tier and price is assessed.

## Why is my travel protection falling off with no option available during modifications to re-add?

This can occur with any hotel related modifications. Because of the change in policy, the original travel protection will fall off. You should email a request to your tour operator, including the reservation number to have the original added back to the reservation.

## Can you clarify the price guarantee and comp matches?

If the price of the reservation is adjusted down due to a price guarantee or comp match, the per person tier will also be recalculated and will therefore could go down if it falls into a lower tier. The same is true of a modification to a reservation that reduces the overall trip cost.

## Why is the price for travel protection going up when I checkout?

Agents should always go to checkout prior to quoting price. That will ensure that all components added to the cart are priced accurately and are factored into the calculation of the correct tier price. This is especially important when features are being added. The system is designed to update pricing after checkout.



## What are the Revision/Change and Cancellation Fees?

Any supplier revision fees for the FIRST instance are protected including hotel and airline penalties, so you won't be charged additional fees to make a change to your reservation.

The plan covers any brand change and supplier revision/change or cancellation fees. For example, the customer can make a change to their flight and on the first instance, the airline change fee is covered and there is no charge to the client. Once a modification has been made to a reservation that results in a fee, the travel protection will be considered used and it will need to be reactivated for future coverage. It's up to the customer whether or not they want to use their coverage to cover a fee. They have the option to pay the fee and not use their coverage.

## What is the fee after the one time occurrence is used?

If they never need to change the reservation again, no additional fees apply. If they need to use the travel protection again for any reason, it will be considered used, and it would need to be re-activated. Travel Protection Plus can be re-purchased (after it is considered used) at 75% of the original prices.

## What happens when an agent obtains a Best Price Guarantee?

If the new price causes the travel Protection to be in a lower category, will it go down or will the price remain the same based on the original package price?

The travel protection price will update automatically after the Best Price Guarantee adjustment. The updated tier price will be honored.

## Is the Travel Protection price calculated on the total package price before any promo codes or promotions are applied?

It is calculated with promo codes or promotional prices considered and then applies the pricing tier.

## If a land-only booking is made within the group that included Travel Protection at time of deposit and then air is added, is it noted in the modified booking that there may be an increase in price of the Travel Protection?

The Travel Protection option is normally added at checkout for a land-only booking, or at time of adding air to a land/air booking. Updated pricing will display in the pricing panel of the reservation after clicking the Checkout button.

## Is there a difference in airlines penalty coverage if clients are purchasing our Penalty Waiver versus the Travel Protection Plus?

Yes, the Penalty Waiver does not cover scheduled air and Travel Protection Plus will.

## Does the lower cost Penalty Waiver plan cover the Exclusive Nonstop Vacation flights, specifically when they are within 30 days and the penalty is 100%?

Yes, these flights are covered up to the time of departure.

## Where can I find more information about travel protection?

Use the links below to find helpful guidance to support your sales of Travel Protection Plus.

Apple Leisure Group [Education Campus](#)

Brand showcase in VAX: [Travel Impressions](#)

[travelimpressions.com](http://travelimpressions.com)  
Reservations 800.284.0044