

CANCELLATION AND CHANGE PENALTIES

EFFECTIVE MAY 1, 2019

Enjoy more lenient and improved policies that make room for the unexpected, because updated and easy to-follow cancellation, revision, and change policies are officially here!

BRAND FEES

CANCELLATION FEES	PACKAGE TYPE	DAYS FROM DEPARTURE	BRAND FEE (PER PERSON)
	Exclusive Nonstop Vacation Flight Packages		45+
		31 – 44	\$125 + hotel penalties
		0 – 30	100% nonrefundable
Scheduled Air Inclusive Packages (bulk/published)		2+	\$50 + air/hotel penalties
		1	100% nonrefundable
Hotel Only		2+	\$50 + hotel penalties
		1	100% nonrefundable

CHANGE FEES	CHANGE TYPE	CHANGE POLICY PER BOOKING
		Scheduled air packages – travel date, destination, complete name change
	Exclusive Nonstop Vacation Flights – complete name change	\$25 per person + hotel penalties
	Change to lower-priced hotel	\$50 + air/hotel penalties
	Change in airfare type or flight times	\$50 + air penalties

Note: Change fees for Best of the Best agencies are reduced to \$25 per booking plus any air/hotel penalties.

REVISION FEES	REVISION TYPE	REVISION FEE PER BOOKING
	Change in package type/minor name correction, adding passenger, changing to more expensive hotel option	

REVISION & CHANGE POLICY

ACTION	DEFINITION	WHAT TO CHARGE
Cancel entire trip	Cancellation	Brand Cancel Fee (based on Package Type and Days from Departure)
Dropping a Passenger	Cancellation	Brand Cancel Fee (based on Package Type and Days from Departure)
Change travel dates	Change	\$50 Change Fee* + air/hotel penalties
Change destination	Change	\$50 Change Fee* + air/hotel penalties
Change flight times	Change	\$50 Change Fee* + air penalties
Change in fare type (bulk to pub, pub to bulk)	Change	\$50 Change Fee* + air penalties
Complete name change (scheduled air)	Change	\$50 Change Fee* + air/hotel penalties
Complete name change (Exclusive Nonstop Vacation)	Change	\$25 Change Fee per person + hotel penalties
Change to less expensive hotel	Change	\$50 Change Fee* + hotel penalties
Change to more expensive hotel	Revision	\$0 Revision Fee (hotel penalties apply)
Change in package type	Revision	\$0 Revision Fee (air/hotel penalties apply)

Adding a passenger	Revision	\$0 Revision Fee (modify hotel to new occupancy; if under penalty, call to waive - air for added passenger and increase in package price is due)
Minor name correction (Jim/James, Marie/Maria, Maiden/Married)	Revision	\$0 Revision Fee (air/hotel/feature penalties apply)