

REBOOK NOW. RECHARGE LATER.

Rethink hitting “Refund,” because you can **Rebook Now. Recharge Later.** Reschedule and re-up your clients’ vacation by up to 25% *and* earn \$50 in additional commission simply by rebooking in VAX! We’ll walk you through how.

If your clients meet these three qualifications, they’re eligible to **Rebook Now. Recharge Later.***

- ✓ **BOOKING WAS MADE ON OR BEFORE 5/31/20**
- ✓ **TRAVEL WAS SCHEDULED TO DEPART 3/21/20 – 9/30/20**
- ✓ **ABLE TO BOOK AND TRAVEL BY 12/15/21**

Every customer has two options, whether they booked with Travel Protection Plus or not.**

**START
HERE**

Log in to **VAX.**

From the top navigation, select “**Retrieve Reservations.**”

Pull up your reservation using the reservation number or by filling in the search form.

Scroll down to **Itinerary Tools**, then click the “**Cancel**” tab.

Hit “**Complete Cancel**” and wait for confirmation.

REBOOK IMMEDIATELY

DO NOT click on the “Fund Request” link

Book the new reservation for travel by 12/15/21, putting at least \$1 down. **Write down the new reservation number.**

Go back to the old reservation and comment: “**Rebooked to res # due to COVID-19**”

Fill out the **Rebook Recharge Transfer Form** to receive 125% of the refund amount due for bookings made through 5/31/20 for travel by 9/30/20.

Click “**Submit;**” our accounting will transfer the funds.

REBOOK LATER

Comment:
“**Cancelling due to COVID-19; Rebook Now. Recharge Later. 125% credit offer requested.**”

When ready to rebook and travel—both before 12/15/21—follow steps under **Rebook Immediately**^.

Transfer the credit using our self-service technology in VAX and earn \$50 more in commission *automatically!*

**REBOOK LATER OR
REQUEST A REFUND**

To the right of the cancellation confirmation number, click the “**Fund Request**” link.

In the pop-up box, **enter your information.**

REQUEST A REFUND

Comment:
“**Cancelling due to COVID-19; refund requested.**”

Your refund will be processed; **please allow at least 60 days for completion.**

*Rebook Now. Recharge Later. offer is not retroactive for reservations whose refunds have already been processed or reservations rebooked, and will not be extended for bookings departing past 9/30/20. **Customers booking without Travel Protection Plus may be subject to applicable penalties, which will reduce their refund and/or 25% bonus amount. Those with Travel Protection Plus should be sure to add it onto the new booking, as we are refunding the full amount of this premium in Future Travel Credit from the original booking. For all bookings with Southwest Airlines components, please consult the Travel Agent Self Help Guide at www.vaxvacationaccess.com/SelfHelp for detailed instructions as the \$1 minimum does not apply. ^Selection of the Future Travel Credit option is considered final, and all increments of the credit itself is non-refundable, non-redeemable for cash, and expires on 12/15/21.