

Understanding and Providing Pricing Transparency

At times, interpreting pricing throughout the booking process can feel a bit confusing, especially when combining several vacation components. This tutorial will help guide you through the latest pricing details, so you can confidently explain them to your clients.

In an effort to provide full all-in pricing transparency to you and your clients, ALG Vacations[®] is excited to announce that taxes and fees payable in-destination are now included in the pricing panel and hotel availability panels shown while shopping and during checkout on the itinerary summary screens for Apple Vacations, Funjet Vacations, Travel Impressions, Southwest Vacations[®], Blue Sky Tours, and United Vacations[®].

With this update, total package prices may appear higher than before, as taxes and fees payable to third parties were previously only shown in Hotel and/or Features Advisories. It's important to let your customers know this difference when comparing our prices to competitors who may not include or clearly display such fees during the shopping and booking process.

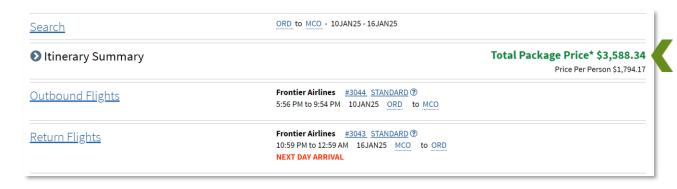
With recent enhancements, we've made it easier to see exactly how the pricing breaks down:

- Pay to {brand}: Total amount due to the vacation brand
- Pay in Destination: Amount payable at the destination
- Total Package Price*: The all-inclusive price per booking (Pay to brand + Pay in Destination) This Price will include specific taxes & fees that can be referenced in the hotel advisories section of the Checkout page.
- Price Per Person: The all-in cost per traveler
- Pay Monthly: Option to spread the "Pay to {brand}" amount into monthly payments through Uplift



The Total Package Price

The price that displays at the top of the itinerary includes both the Pay to Brand and the Pay in Destination amounts.



The Pricing Panel Breakdown

The Pricing Panel is located on the right side of an itinerary and contains price breakdown information and buttons to email or print an itinerary, create a sales email, or begin the checkout process.

- Days Prior to Departure This shows the length of time in days between the current date and the departure date.
- Base Package Price This is the total air/hotel rate for all passengers. It does not include any resort taxes or fees.
- Adult and Child/Junior Base Price This number breaks down
 the base package price into a total per adult and per
 child/junior. This does not include any options purchased.
- Options Displays the total cost of all features selected in the package.
- Travel Protection Displays the amount of the Travel
 Protection Plus (if selected). This amount is based on the tiered pricing associated with the total reservation amount.
- Promo Codes Promotional code price adjustments, if applied, will be listed below options and Travel Protection if applicable, and display as a negative number.
- Pay to (Brand) This is the total amount due to the vacation brand at checkout.
- Pay in Destination This is the amount to be paid in destination such as resort fees. If there are no fees or taxes associated with the reservation, it will show as \$0.00.
- Total Package Price Lists the total cost of the package including both Pay to Brand and Pay in Destination amounts.
- Per Person Price The per-person rate is the total package price divided by the total number of travelers. It does not break down into a per-adult and per-child/junior rate.
- Included Taxes and Fees Review a list of the total (not per person) taxes included in the package price.
- Terms and Conditions Review and share important terms & conditions of the vacation package, including information on payment and penalty policies, travel document information, and baggage policies.

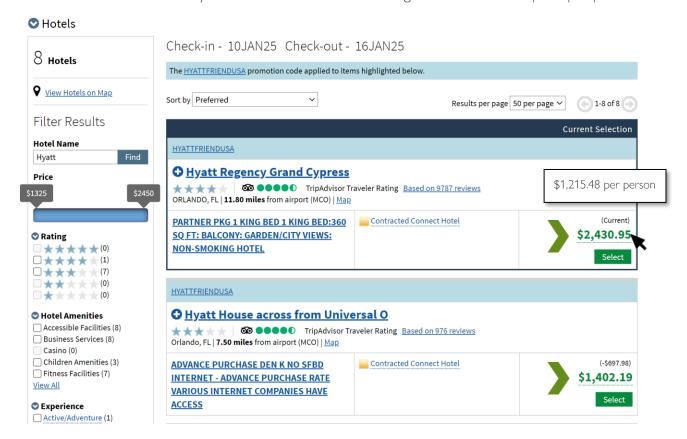


- Additional Baggage Charges Review baggage fee policies for the selected airline.
- Email/Print Itinerary Click this button to email or print this itinerary.
- Create Sales Email Quickly email flight information, multiple hotel options, features, and rental car pricing to your clients to help them compare and make decisions.
- Checkout This button will open the Checkout panel where reservations are confirmed.
- Booking Administration This button will open the Booking Administration panel.

Hotel Availability Panel

ALGVacations.com will automatically choose a suggested hotel based on the search criteria you entered into the Search and Hotel Filter panels. The currently selected hotel will display with a blue box around the hotel description panel.

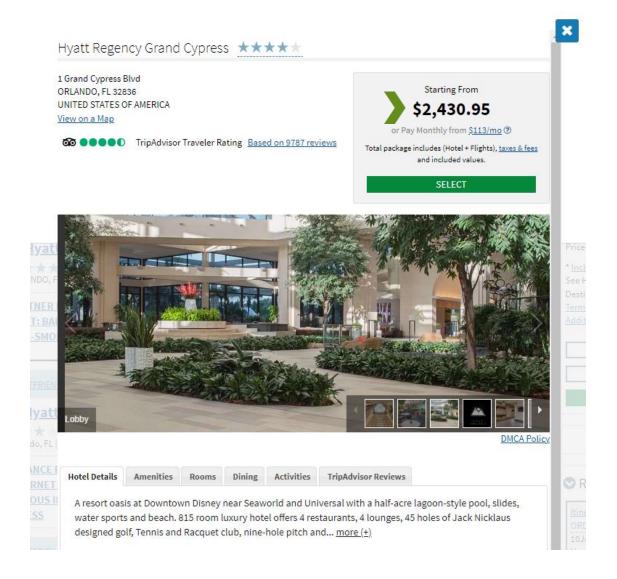
Total Package Price (Including Pay in Destination amount) - The price in bold font that displays in this panel includes both the Pay to Brand and the Pay in Destination amount so it is inclusive of any resort taxes and fees. Hover your mouse over the Base Package Price to view the price per person.



Difference Price – The price displayed in parenthesis will display the price difference between that hotel and the selected hotel. Some hotels will display a link to Added Values and specials. They are included on confirmation emails and e-travel documents so customers can see the extra value provided.

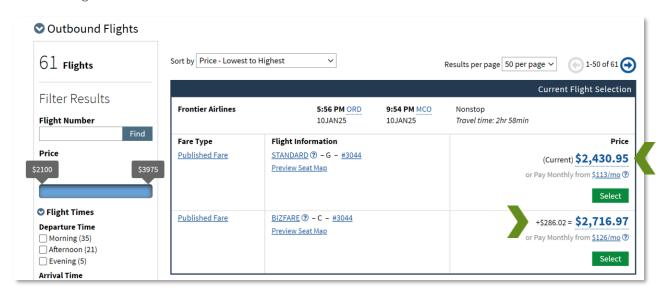
Hotel Profiles

The Total Package Price displayed in the Hotel Profiles include both the Pay to Brand and the Pay in Destination taxes and fees if applicable. The amount displayed will incorporate any included values or special inclusions offered by the hotel that benefit guests staying at the property.



The Flights Panel

Pricing in the Flights panel will match the Total Package Price displayed in the Hotel panel until a different flight is selected. The price difference when selecting a different flight will display next to the Total Package Price.

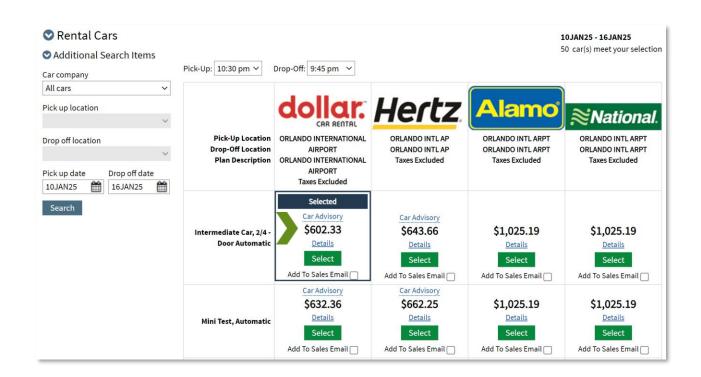


The Rental Cars Panel

Rental car prices that display do not include any taxes or fees associated with the purchase. If these fees apply, you can find more detail in the rental car advisories on the Checkout page.

Note:

If the package type for the brand bundles the hotel and car, the prices that display in the rental car table, include both the hotel and the car plus and resort fees. This package type is not in use with the ALG Vacations brands currently.



The Checkout Page

It is not until you reach the Checkout screen that you can confirm current availability and give the final price to quote.

Upon clicking the Checkout button, the system will verify the availability of flights, fares, and hotel room inventory as well as current pricing. The package price to communicate to the customer would be either the total package price or the per person price from the Pricing Panel.

Hotel Advisories

Hotel Advisories display relative to the hotel that was selected and contain any resort fees if applicable.

Examples of advisories include:

- Mandatory hotel fees not included in Pay to Brand price.
- Hotel renovations notifications
- Hotel penalties
- Hotel policies

A HOTEL ADVISORIES

Room 1: PARTNER PKG 1 KING BED 1 KING BED:360 SQ FT: BALCONY: GARDEN/CITY VIEWS: NON-SMOKING HOTEL

- 1. The following mandatory hotel-imposed fees are charged and collected by the hotel either at check-in or check-out. Resort fee: US \$45 per room, per night Mandatory hotel-imposed fees may not include tax and are subject to change. The hotel can provide current fee and inclusions when you check-in.
- 2. Cancel Policy: Penalties may apply unless Travel Protection Plus is purchased. Refer to the Terms and Conditions for Funjet Vacations for brand penalties. Hotel Cancel Policy: 72H PRIOR OR 1NT FEE/1NT DEPOSIT AT BOOKING

Payment Information

The Payment Information section of the checkout screen is where you can enter a promo code to receive a discount, review a pricing breakdown, determine method of payment, and choose a final payment option that works best for your customers.



- Promo Code This option allows you to add a promotion code to the reservation if it was not entered when completing the search fields. A remove Promo Code link will appear to allow removal if one was entered previously. Underneath the Promo Code is an area highlighted that breaks down the payment totals and due dates.
- Pay to Brand This will display the brand you are booking.
- Total Amount of Payments This value is the total payments received as of current date/time.
- Balance Due Total Package Price less payments received.
- Deposit Due on Lists date and total amount of deposit due. Depending on the supplier and the amount of time remaining before the departure date, your customers may be required to submit a deposit or the full balance at time of booking. If full payment is due

the day of booking, the deposit amount will be \$0 and the due date will not reflect the current date.

- Full Payment Due This is the amount due to the brand and the date when the balance is due.
- Pay in Destination This is the amount to be paid in destination such as resort fees. If there are no fees or taxes associated with the reservation, it will show as \$0.00.
- Total Price This value equals the Full Payment due price plus taxes and fees (Pay in Destination amount).

Note:

After completing the booking, there will be no change to the Pricing Panel amounts when you view the reservation. Any modifications to the reservation will update the pricing panel to include any new resort fees.

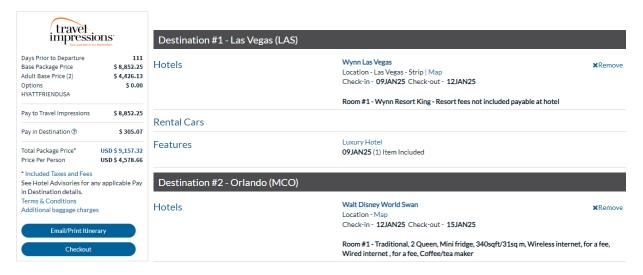
Your Confirmed Booking

The payment information definitions in the Add Payment tab of your confirmed reservation will be the same as described in the Payment Information section of the Checkout page.



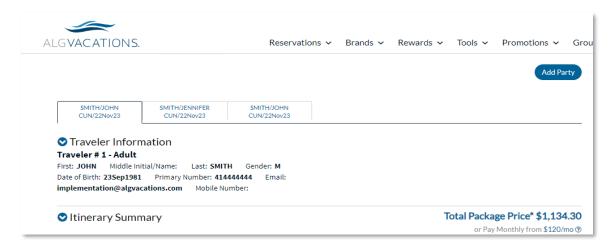
Multi-Destination Itineraries

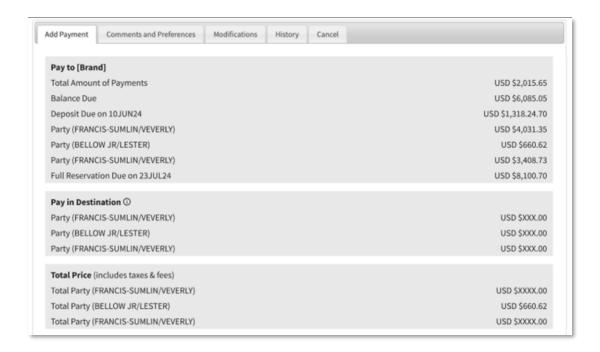
For multi-destination itineraries, The Pay in Destination price found in the Pricing Panel and Hotel Availability will include the taxes and fees for all hotels selected for each destination combined.



Multi Tabbed Reservations

Confirmed bookings that have received specific modifications by the ALG Vacations® Contact Center, can become "multi-tabbed." In these situations, any additional changes requested by the client will need to be handled by the ALG Vacations Contact Center team (1-866-ALG-DESK) and cannot be modified by the travel advisor directly in the booking engine. Building a multiple origin booking with the Multiple Origin Air-Shared Hotel package type will also result in multiple tabs. These bookings will provide a total amount of both Pay to Brand and Pay in Destination prices for each of the tabs.





Pay in Destination Amount on Retrieved Reservations Made Before 9/25/24

When a reservation booked prior to 9/25 is retrieved, a "Pay in Destination" field displays with an amount of \$0.00, even in cases where taxes and fees payable in destination apply. Therefore, refer to the Hotel Advisories and Features sections of the booking and advise your clients of any taxes and fees payable in destination, if you haven't already.

Important Notes:

Taxes and fees payable in destination are always included in Hotel Advisories and Features within the booking and on eDocs.

When a **modification** is made to a booking made prior to 9/25/24, the total vacation price will recalculate to include any taxes and fees payable in destination, along with any other price changes resulting from the modification. In some instances, the hotel may need to be reselected for the recalculation to generate.

When a **payment** is applied to a booking made prior to 9/25/24, any taxes and fees payable in destination will only display in the Hotel Advisories & Features.



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