



# YOUR CONTRACTED GROUPS CHECKLIST

## 1. REQUEST YOUR GROUP QUOTE ONLINE IN ALGVACATIONS.COM

- Use ALGVacations.com to help narrow hotel (up to 2) and destination (1) choices. This is a great way to qualify your clients' budget expectations, as well.
- Include any special comments that the group may need, including meeting space, special events, special accommodations, particular rooms, and more.
- Indicate the correct group type: social, wedding, corporate, spring break, etc.
- If a company is paying for a group to travel, but no meeting space is needed, the group is still considered Corporate (M.I.C.E) by most hotels.
  - Spring break groups, including supervised/chaperoned groups, are not accepted at all hotels. Please contact us for assistance prior to submitting the online form. Use caution when naming a group, especially if you use a business name or indicate it is spring break as it may lead to higher rates or rejection from the hotel.
- If a specific price point is required, indicate that up front. After submitting the online quote request, email us at [groupscare@applelg.net](mailto:groupscare@applelg.net) and we can tie that details to your quote.
- If you are requesting scheduled air, provide relevant detail such as preferred airline, departure/arrival times, etc.
  - Please note scheduled air rates are specific to the number of seats required. If there is a potential of deviating, it is best to book in your dashboard when ENVF is not available.

## 2. REVIEW YOUR QUOTE FOR ACCURACY

- Is the arrival date correct?
- Are the hotels correct?
- Do you have the proper room categories selected?
- If you need any adjustments, let your sales specialist know right away and we'll update it for you.

## 3. REVIEW PRICING ALONG WITH THE POLICIES

- Is the deposit amount included?
- Are additional deposits required before final payment?
- When is the final payment due date?
- What are the attrition/cancellation penalties and when do they begin?
  - Tip: Pad your attrition/cancellation deadline when communicating it with your clients. For example, if the deadline on the contract is 90 days, communicate it as 100 days to your clients. Opt in for Inventory Auto-Drop and your service team will automatically release unsold inventory based on an agreed-upon date prior to the attrition date.
  - Group deposits are typically based on potential penalties. It's best to reduce unsold inventory prior to the date attrition begins to avoid potential penalties.
  - Are group concessions (comps) valid?

## 4. MEET WITH CLIENTS TO DISCUSS THE DETAILS OF THE QUOTE

## 5. WHEN CLIENTS AGREE TO PROCEED, EMAIL YOUR SALES SPECIALIST TO REVIEW QUOTE

- Confirm the number of rooms
- Room categories
- Dates of travel
- If flights are needed, please include the departure gateway and number of seats required

EXAMPLE		
JUL 1-8, 2025	JUL 3-6, 2025	JUL 3-8, 2025
1 Junior Suite Ocean Front 10 seats CLE/CUN	1 Junior Suite Tropical View 3 Junior Suite Ocean View	2 Junior Suite Tropical View

## 6. A CONTRACT WILL BE WRITTEN AND DELIVERED TO YOU VIA DOCUSIGN

- Your ALGV sales specialist will prepare the contract in coordination with the hotel and deliver it to you to review and sign.
- The contract will include the signature deadline and deposit due date.
- Deposit is due within one week of contracting (this may vary by supplier).
- Inventory is not held or guaranteed until the contract is signed and a deposit is received.

## 7. REVIEW THE CONTRACT WITH YOUR CLIENTS

Review the contract with your clients. It's important to note that the contract is between ALGV and your agency, not your clients. We strongly recommend you make a copy of the contract or create a terms and conditions document for your clients to sign as a means of protecting yourself as their agent.

## 8. SIGN THE CONTRACT & OPT IN FOR INVENTORY AUTO-DROP

You or your agency will sign the contract and apply deposit to the payment reservation. You do not need to wait for an ALGV representative to advise you when to apply deposit after signing.

## 9. A DASHBOARD IS CREATED FOR YOUR GROUP AND A SERVICE TEAM IS INTRODUCED

Book and manage all your group reservations in a dedicated dashboard built specifically for your group in ALGVacations.com. A dedicated service team is available to assist you as needed.

## 10. CUSTOMIZE YOUR GROUP WITH A CUSTOM EVENT WEBPAGE

Build a custom event page for your group that keeps event details clear, organized, and manageable. Input information such as cocktail hours, private parties, attire, and much more. Group travelers can book themselves via the page when they want and you'll be notified of each booking. Plus, you can add your agency terms, conditions, and payment rules.

[ALGVACATIONS.COM/GROUPS](https://algvacations.com/groups)