

# Getting Groups Assistance

Navigating the process of initiating and managing a contracted group can feel daunting, but it doesn't have to be! Follow this guidance to manage your group with ease.

## Requesting a Quote

Submit an online request for a quote from the Groups page at [ALGVacations.com](https://ALGVacations.com), send us an email, or give us a phone call. Include suggested hotel(s) and/or room categories that would meet your clients' needs.

Once you're ready for a contract, work with your dedicated Groups service team. When your contract is signed, your specialist will also create a dashboard for you to manage your group.

## Do It Yourself

Your group's dashboard gives you the opportunity to manage and modify your group's reservations. Self-help guidance for booking and managing your contracted group is available in our Self-Help Library, if needed, at [ALGVacations.com/library](https://ALGVacations.com/library).

Here are some things you can do yourself in your dashboard:

- View your contracted hotel information, your service team contact information, and critical dates (payment in full, attrition, and cancellation dates)
- Build all reservations for your contracted group
- Retrieve your payment reservation (parent reservation)
- Apply payments to your payment reservation, including your initial deposit
- Apply or transfer payments from the payment reservation to your individual (child) bookings
- View contracted, sold, and available room nights
- Monitor your commission totals

- Send your clients an email requesting payment right from their reservation in the dashboard. They can then apply payment online directly to their booking.
- Send an itinerary for a child booking
- Resend e-documents after a child booking has been paid in full
- Add additional commission to a child booking at time of booking or any time before departure
- Add features to a child booking (upgraded transfers, excursions, tours, and even travel protection)
- Make bedding requests or room location requests at time of booking or after
- Add air to land-only bookings
- Book up to three days before and after the contracted travel dates for the same contracted rate
- Book a multiple-origin itinerary
- Set your own commission for every child booking
- View accounting history for a child booking to check funds

## Contact Your Dedicated Service Team

You'll work with a dedicated service team throughout the life of your group. They're available to assist with any reservation or contract modifications that you can't do yourself in your dashboard. Your service team contact details are available on the first page of your contract and at the top of your group's dashboard. Your first go-to when you need service should be to submit an online **Service Request form**. A link to the Service Request form is available on your dashboard. Submitting this form helps us action your request faster than contacting us via email or phone.

Reasons you may need to use the Service Request form include:

- Adding or removing inventory
- Booking an on-request hotel or room category
- Price matching your group against a traditional tour operator or hotel direct

## The Best Way to Contact Your Group's Service Team

The very best way to contact us when you need service is to complete and submit the easy online Service Request form. This form automatically links to the team that can promptly action your

request instead of sitting in an email queue only to be forwarded to another email queue. A link to the form is available right in your dashboard.

If you need to speak with your service team, you are welcome to call or email us. If your group's travel is more than two weeks prior to departure, please consider emailing us instead of calling.

For short video tutorials and step-by-step guides to working with your group in your dashboard, reference [ALGVacations.com/Library](https://ALGVacations.com/Library).

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