

# Groups Glossary

Use this guide as a quick reference for common terms associated with your group bookings.

## 2-Digit Airline Code

Each airline has a unique carrier code to identify it. The airline carrier codes are two characters, with the alpha characters always in upper case. Flight information entered in a reservation and on the rooming list should contain the applicable 2-Digit Airline Code for each passenger.

## Affinity Group

A group formed around a shared interest or community association to which individuals formally or informally belong. These individuals have regular contact and frequent interaction, mutual influence, a common feeling of camaraderie, and work together to achieve a common set of goals. Affinity groups tend to have a higher materialization rate than speculative groups.

## Agent-Facing Amenity

An amenity that benefits the agent for booking the group. Examples: bonus commission, marketing funds, special agent rate, etc.

## Amenities

Additional features that enhance your group's experience or provide an added value to the group.

## Attrition

The reduction of your original room block; clearly defined dates and allowances are spelled out in your contract and on your dashboard. If the group does not need all the rooms it originally requested, make sure you cancel those extra rooms before the attrition date to avoid penalty. If the group does not perform to its committed room block, reducing above the allowable attrition results in a monetary penalty placed on the group.

## Booking Window

Valid dates of booking a group at the contracted rates, terms, and conditions.

## Bulk Fare

Child reservations requesting to book land + air in the dashboard are able to be created under the “Contracted Groups Flight + Hotel” package type. A bulk fare type refers to the rate that is only available to a company (ALG) with the air carrier. Bulk fares will include a lower deposit than published fare, and are typically refundable less a fee. Rates and availability are subject to change until deposit requirements have been met.

## Buy Out

Contracting with a resort for a full buy-out results in a group being financially committed to the resort’s full inventory. This is not common practice and would require additional involvement and would be subject to a separate agreement.

## Cancellation

Full group cancellation. Group cancellation requests need to be submitted in writing to your dedicated service team. Hotel cancellation and penalty information found at [ALGVacations.com](https://algvacations.com) or on e-confirmations do not apply to Contracted Groups.

## Children Ages

Passengers younger than 18 years old at time of travel need to be booked as a “Child” in the reservation. The accurate contracted rates will pull for children on the reservation, regardless of the supplier’s definition of child and junior ages.

## Child Reservation

Individual bookings created within a group are called child bookings. Child bookings do not actually have anything to do with children being booked on a reservation. These are simply the reservations that are listed under the main parent reservation (master payment reservation). See also [Parent Reservation](#).

## Client-Facing Amenity

An amenity that enhances the client's experience. Resorts will normally honor the client-facing amenity with a minimum number of rooms sold. Examples: resort credits, chocolate-covered strawberries, wine, cocktail parties, etc.

## Close Out

Suppliers reserve the right to request ALG Vacations stop selling rooms due to high occupancy on specific dates. This is often referred to as "close outs" but is also sometimes called "black outs" or "stop sales." In case of a hotel/supplier close-out, group names may be due immediately upon request.

## Commission

The total amount of commission you can earn if paying to the gross total on the reservation. This includes any amount added by setting your own commission. If individual bookings are not paid to the total gross level, the commission total will be overstated in your groups dashboard.

## Comp

A complimentary value or amenity earned by the group. Comp value will be calculated upon all reservations booked in the dashboard and based on final rooming list.

## Concession

An item or service that is granted by the resort as a perk or benefit to your group room block or event. Often these items or services are provided on a complimentary basis. The number of concessions allotted in a contract will vary depending on the strength of your groups' business.

## Contracted Groups

This group program provides for the same price for all travelers with reserved block inventory. Clients are eligible for complimentary rooms and airfare credits based on number of passengers sold. Deposits start from \$50 per person for hotel-only and Exclusive Nonstop Vacation Flights + hotel packages (deposit amounts vary by hotel). You get access to group dashboard technology where you will book and manage all reservations for the group.

## Contracted Scheduled Air

A traditional airline group contract can be added to any group that has 10 or more passengers traveling on the same itinerary. Your dedicated service team will book and ticket these seats with the airline directly and will not be booked in the dashboard.

## Contracted Scheduled Air Payment Reservation

Groups with contracted scheduled air will have a scheduled air only payment reservation in the dashboard to apply payment directly to in the full amount of the scheduled air group total.

## Copy Reservation

Located under the Itinerary Tools panel, this function allows travel advisors to book a new reservation that mirrors the existing reservation. This is typically used to quickly create a reservation that is similar to the existing reservation or if the existing reservation is cancelled to create a clone. When copying a reservation, Travel advisors are able to modify the number of passengers as well as adjust the room category and features, subject to availability.

## Credit Card Over-Charge Form

A form needed by suppliers to allow a charge to a client's credit card over the retail price of the trip. These forms are normally approved by your host agency. Due to the nature of the service, there may be an additional fee placed on the amount that can be over charged as well as a fee for merchandising the amount. Funds intended to be returned to the agent are also subject to the Host agency split.

## Earned Commission

This commission is a true value of commission earned based on the current payments applied past the net amount for each child reservation.

## E-Doc

Travel documents that are automatically generated to the email address on file once the child reservation has met net payment requirements. It is recommended e-docs are printed and passengers bring along in destination as they include During Travel contact information. E-docs can be re-issued at any time as long as the reservation is paid to net by clicking on the "Re-Issue" button at the bottom of the child reservation.

## Exclusive Nonstop Vacation Flights (ENVF)

Nonstop charter flights available from select origins with lower deposit requirements than published air. Groups are able to earn air credits based on number of ENVF seats contracted in group.

## Export to Excel

Located at the bottom of the “Reservation” tab in the dashboard, travel advisors are able to automatically generate a rooming list from booked reservations in the dashboard that also includes group financials.

## Final Payment Date

The contracted date all child reservations must be booked in the dashboard and paid to net at minimum. Hotel cancellation and penalty information, as well as final payment due dates found in the reservations or on e-docs do not apply to Contracted Groups. All terms and conditions, as well as payment due dates and amounts, are per the group contract, and will be assessed as indicated.

## Fully Independent Traveler (FIT)

This is a type of booking that permits the traveler to customize a completely unique travel itinerary.

## GAP

Group Amenity Program/Point.

## Good Faith Deposit

Often referred to as the initial deposit amount to secure the group.

## Gross Amount

The retail value owed on a reservation that includes commission. Travel advisors are able to view this amount under the “Reservations” tab in the dashboard. Travel advisors are also able to see the gross amount due for each child reservation on the Export to Excel document or in the child reservation under “Add Payment.”

## Group

A group is defined by the amount of accommodations needed for a group contract/booking. A standard contracted group has more than 10 rooms. 5 or more rooms will be considered an FIT Group.

## Group Contract

A binding document that details the agreed upon terms and conditions for the group.

## Group Dashboard

Once you have a signed group contract and applied deposit, your preferred brand's Groups team will build a dashboard that is loaded with the contracted inventory and rates that are specific to your group. The dashboard is a home base for you to manage your contracted group's inventory, payments, bookings, and commissions. Every booking you create for your group should be made within your group's dashboard.

## GroupEase®

Available across the six ALG Vacations® brands, GroupEase® is our FIT booking solution for groups that need five or more rooms. It is a book-as-you-go strategy that gives you the flexibility to book all reservations for the group 24/7/365 at [ALGVacations.com](https://www.algvacations.com). All bookings receive a dedicated promo code discount and bookings to our bonus properties receive exclusive benefits.

## Group Details

The Group Details section of the dashboard is where you'll reference the dedicated service team for the contracted group as well as their contact information. You will also see important dates including the final payment due date as well as the date that attrition and cancellation penalties begin.

## Group ID

The Group ID is used to call up your group dashboard and reference your group in VAX. It is located near the top of your group contract. Your dashboard is specifically designed for the group assigned to the Group ID you entered. All inventory and rates are locked in and loaded according to your contract. The Group ID should be included in the subject line of all correspondence regarding your contracted group.

## Group Leader

The person who will be the supplier's point of contact in destination. This should be noted as a Special Service Request in the child reservation as well as indicated on the Final Rooming List that will be sent to you by your service team to update.

## Group Sales

Work with a dedicated sales specialist to receive a quote for your preferred property and package for your group's travel. Your sales specialist will be your point of contact during the contracting phase of a group's lifecycle.

## Group Service

Once your signed contract and deposit is received, you will receive a "Dashboard Ready" email indicating you are able to start making reservations in your dashboard. This email will also provide you with your dedicated service team and contact information. Your service team is your point of contact for all needs and requests from the time of the "Dashboard Ready" email until your contracted group returns home.

## Group Level Payment

Monies applied to the Parent or Master Payment Reservation as opposed to an individual child reservation. The group level payment is used when the initial deposit is made or when the agent is collecting a "good faith" deposit, which is an amount lower than the monies needed to confirm a booking. Group level payments can be transferred to child reservations through the "Payment Transfers" tab in the dashboard.

## Group Reservation Tool

The reservation tool along the right side column of the dashboard is pre-loaded with the destination, travel dates, applicable hotel(s), as well as the Group ID. All reservations for this group should be made using this reservation tool. Because the reservation tool is preloaded with designated inventory, you'll always be sure to book the correct hotel, room categories, and travel window. The default number of nights can be modified by your service team should you wish to change the preloaded number.

## Group Shell

Another name for the group is a group shell. Think of it as a file folder and each individual group booking or held room are accounted for in that shell.

## Hotel Details

The Hotel Details section of your groups dashboard gives you a brief summary about the property the group lead has selected. Click the name of the hotel to open its profile. The profile includes extensive details about the property as well as images so you can answer any client questions.

## Inventory

Monitor your group's inventory in real time within the Inventory tab. The inventory shows the number of rooms held per night, therefore will not display the date of departure. Here, you can see how many total room nights you have contracted (total column), how many room nights are sold (sold column), and how many room nights are available to be booked (available column). If ENVF air is contracted with the group, you can also monitor how many seats are available to sell for both the outbound and return flights.

## Itinerary Tools

The ItineraryTools panel within a child reservation allows travel advisors to add or view payments, enter special service requests and flight details, make modifications, select seat assignments, review accounting and reservation history, plus more.

## Lap Child

A lap child is a child under the age of two that sits on an adult's lap for both the outbound and return flights. Lap children will be charged government fees and taxes (+ applicable infant fees) when flying internationally. Children turning 2 prior to the return flight must purchase a seat for the entire trip. When booking, select the age of "IN" to indicate a lap child. Select the age of "2" if a separate seat should be purchased for the infant.

## Large Group

ALGV defines a large group as 25 accommodations and above.



## Materialization Rate

The amount of group space confirmed compared to the group requested allotment.

## MICE Group

MICE is an acronym that stands for Meetings, Incentives, Corporate and Events. These are very specific groups and are usually done with a single payer for the group. These contracts often require a signature from a host agency manager, regardless of secondary phone field.

## Min/Max

These terms refer to the minimum or maximum number of passengers or accommodations needed to qualify for specific amenities.

## Name Change

Name changes include (but not limited to) correct spelling of passenger's first name that results in a completely different name from the original reservation; when corrections needed are more than 3 characters; or a passenger originally booked is no longer traveling and needs to be replaced by another passenger. Name changes could incur a penalty with hotel and/or air. Name changes can be refused at any time or subject to cancellation penalties in the case of a hotel/supplier close-out. Name changes for hotel inclusive groups are not allowed at airport or at hotel check in. . All name changes after Final Rooming list has been submitted need to be advised to your Service Desk.

## Name Correction

Minor name corrections include (but not limited to) a misspelling less than 3 characters; incorrect middle initial; or a transposed name. Travel advisors can modify passenger information such as name corrections (as well as gender and date of birth) on the "Modifications" tab in the Itinerary Tools panel of a reservation.

## Option Date

The date the contract needs to be agreed to and signed. In some cases, this is also when payment is due on the group contract for the deposit. Rates and concessions are considered active during this period. Failure to act by the option date will make the quote/contract null and void.

## Net Amount

This amount does not include commission and is the minimum amount due on a child reservation. Travel advisors are able to view this amount under the “Commission” tab and can see the balance due to net under the “Payment Transfers” tab in the dashboard. These amounts also show on the Export to Excel document or in the child reservation under “Accounting Activity.” All child reservations must be paid to net at time of contracted final payment date.

## Open Jaw

A flight pattern in which the passenger returns to a different city from the point of origin or departs for the return trip from a city other than the original destination.

## Package Types

Contracted Groups are able to book ‘Contracted Groups Hotel Only’ and ‘Contracted Groups Flight + Hotel’ packages and selecting applicable search terms. If a group has contracted scheduled air, please work directly with your service team to get this booked and ticketed.

## Payment Request Link

Instead of calling your clients to advise them that a payment is due on their reservation, you can quickly email them a payment request link right from the dashboard, located by each child reservation number. What’s more, your clients can then submit their payment directly to their reservation through the email you send them. Payment Request Links are valid for 24 hours.

## Parent Reservation

The master payment or parent reservation is listed at the top of the “Reservations” tab in your group’s dashboard. This is where you will apply deposit as well as any other payments received for the group before any individual (child) bookings are made. [See also [Child Reservation](#)]

## PAX

A shortened version of “passenger.”

## Payment Reservation

Also referred to as a “parent reservation,” this is the master group reservation with an ALGV brand. This reservation will be used to apply the initial group deposit and can be used to collect individual payment from clients prior to making the booking. Once the group deposit has been met on the payment reservation, a group dashboard will be created specifically for the group to make individual bookings. You are able to access your group dashboard by retrieving your payment reservation in the reservation tool. To note: the “Gross Amount Due” reflected on the payment reservation does not reflect true current gross value of the contracted rooms and booked reservations, as this amount will fluctuate from time of going to contract until time of travel.

## Payment Transfers

You can enter a payment for each individual (child) reservation as they are being booked or transfer money from the parent reservation after the booking is made. Each child booking will have an empty field in the Transfer Amt column. Fill in the amount you want to apply to the reservation and then click “Continue.” The amount entered will be transferred from the parent reservation to the child reservation.

## Penalties

Penalties can apply when a group is canceled or the group requests to cancel more rooms/room nights/passengers than allowed under the attrition and cancellation structure. Penalties can be incurred at either the group or child reservation levels.

## Penalty Reservation

Should the contracted group incur a group level penalty, a penalty only reservation will be created in the dashboard to apply payment directly to.

## Private Transfer

Ideal for families and small private groups, private transfer vehicles will make a non-stop transfer to one terminal/ hotel/ destination. If passengers on a reservation booked with private transfers are arriving and/or departing from multiple terminals and/or at various times, each passenger will have to purchase a private vehicle (or alternate transfer). Everyone riding in a private transfer must be noted on the Final Rooming List with your Service Desk to advise the Destination Management Company (DMC).

## Published Fare

Child reservations requesting to book land + air in the dashboard should be created under the “Contracted Groups Flight + Hotel” package type. A published fare type refers to a rate that is available for purchase to any paying customer of the airline. These fares are usually nonrefundable once purchased and typically incur fees to make changes. Rates and availability are subject to change until deposit requirements have been met.

## Recall Date

A date set in place by the supplier to look at unsold inventory and based on the current date of the arrival date. Unsold or undeposited inventory can be recalled by the supplier on these dates or sooner, depending on sales trends.

## Request for Proposal (RFP)

Request for proposal is a process used by suppliers, convention and visitors bureaus, etc. to prepare an official proposal or quote. This process is common when you are looking for large accommodations in a central area where hotels/resorts can bid on your business.

## Rider

A performance contract that stipulates what amenities, accommodations, costs and fees must be met in order for an appearance or performance.

## Risk

A probability of threat or damage, liability, loss or any other negative occurrence that is caused by external or internal vulnerabilities and that which may be avoided through preemptive action. All agents need to know and understand the risks of entering into contract with group business.

## Run of House (ROH)

Run of House inventory; nonspecified hotel/resort room category.

## Room Block

The number of accommodations in a group shell, including total rooms and room nights. If the group adds or releases any inventory during its lifecycle, the dashboard will reflect the new room

block and the group comps, amenities, attrition, and cancelation will be assessed according to these updated totals.

### Rooming List

Once all reservations have been made in the dashboard, your service team will email you a rooming list that will need to be updated with pertinent information such as group leader, VIPs, special service requests and flight information for every passenger. You are also able to generate a rooming list at any time that will show all child reservations in your dashboard (booked and cancelled) using the “Export to Excel” function at the bottom of the “Reservations” tab.

### Room Night

The number of nights one room is booked.

### Sales Adjustment

Reflected on the face of a child reservation in the reservation price breakdown box, a Sales Adjustment will most commonly show if Travel Protection is used (positive dollar amount) or if a comp is applied (negative dollar amount). If you have a question or believe a Sales Adjustment should be removed, please contact your Service Desk to inquire.

### Sales Itinerary

The sales itinerary allow you to quickly send your clients up to six hotels or room categories, three rental cars, and six feature options all in a single email. Saving an itinerary won't hold pricing or reserve inventory but it will allow you to save itineraries so you don't have to start all over when your passenger is ready to book. Saved itineraries will automatically delete after 14 days. Find the “Email/Print Itinerary” button in the child reservation, on the right hand side under the reservation price breakdown box.

### Service Request Form

An online Service Request form should be submitted when your contracted group requires assistance with reservation modifications that cannot be completed yourself in VAX. This form is the most efficient way to receive prompt action on requests. A link to the online form is available in your dashboard. Make this your go-to when service is required, even before emailing or calling your service team.

## Set Your Own Commission (SYOC)

Set Your Own Commission functionality allows a travel advisor to increase the travel agency's base commission by a percentage or a dollar amount (also known as an "agency fee"). This can be done at the time of booking or later as a modification. SYOC can also be adjusted back to the base commission amount. Travel advisors are able to modify SYOC by clicking on "Booking Administration" in the selected reservation and select either (\$) or (%), and then enter the amount. After selecting "Set Commission" the commission amount and total package price will increase and will reflect on the face of the reservation after the completing the itinerary change. A 10% administrative fee is deducted from any overpayment amount.

## Shoulder Date

Arrival and departure dates that happen outside of the actual group dates. These can be up to three days pre or post the actual event.

## Site Inspection/Site Visit

A visit to the selected hotel property that allows the travel advisor or group leader to evaluate needs of group with hotel representatives on site. Hotels offering site inspections that are part of group concessions will be listed in contract, but please connect with your dedicated service team to coordinate booking this visit.

## Small Group

ALG Vacations® defines a small group as 24 accommodations and under.

## Special Service Request

Special service requests can be entered into a reservation's itinerary of the checkout page or after a reservation is booked, in the Itinerary Tools panel. Examples of special service requests include: dietary requirements, wheelchair assistance, celebration notes, group leader, hotel requests such as bedding and location preferences, etc. While our suppliers do their best to accommodate these requests, they are not guaranteed.

## Speculative Group

Also known as promotional group, speculative groups are not true defined groups as there is no established collection of people with a common bond. These types of groups tend to have small

materialization rates. The promotional fares obtained for speculative groups are best used as agency specials or exclusive deals.

### Tour Conductor (TC)

A value that the group earns based on the number of full fare guests traveling. The TC ratio and the amount that is calculated varies with each supplier.

### Travel Credit/Voucher

Issued for various reasons, travel credits/vouchers are valid for one year from date of issue and can be used as form of payment on a reservation. Travel credits are non-transferrable.

### Travel Window

Valid dates of travel at the contracted rates.

### Value Add

Mark up added to a group to cover out-of-pocket costs to add value or programming to a group.

### Wedding Planner/Coordinator

A person who is contracted by the bride/groom to plan and arrange events and activities for the wedding. The point person for a resort or ship who must approve and arrange the destination wedding event(s).

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