

New & Improved!

Price Match Policy

Let us know if you find a lower price on a similar vacation package: same date, duration, departure airport, destination, hotel, room category, occupancy and car type. We'll do our best to match the price!

Price Match Procedures

- Complete the Price Match Form* and email it to applematch@applevac.com or call 1-800-365-2775, ext. 3097.
- Phone matches up to \$100 per room will be adjusted immediately. See guidelines for details.
- Email requests or price match requests for differences more than \$100 per room will be processed within five business hours. Business hours are Monday - Friday, 8 am - 4pm Central Time. If a request is received on a Wednesday at 3pm, a response can be expected by Thursday at noon.
- Once a match is approved, Apple Vacations will notify you via email and adjust the rate on the booking.

Price Match Guidelines

- Price matches are made on the total package price (excluding insurance), not base to base.
- Price Matches for differences up to \$100 per room will automatically be made on the following types of bookings:
 - ✦ **Charter Air-Inclusive Packages** with outbound flight times within 3 hours of competitor's times.
 - ✦ **Charter Air-Inclusive Packages** against competitive **Contracted Scheduled Air Packages** with outbound and return flight times within 3 hours of each other.
 - ✦ **Charter Air-Inclusive Packages** against competitive **Published Scheduled Air Packages** with outbound and return flight times within 3 hours of each other. Commission of charter package will be reduced to 10%.
 - ✦ **Contracted Scheduled Air Packages** if the contracted class of service can be verified with the competitor.
 - ✦ **Published Scheduled Air Packages** if the same class of service is available.
 - ✦ **Land Only** against land only of a competitor.
 - ✦ **Special Packages** (e.g. open jaw packages or special accommodation requests).
- Apple Vacations will do its best to price match packages for differences more than \$100 per room.
- A \$50 per person premium will be added if our flight is non-stop and the competitor's flight is direct or connecting.
- Existing bookings without "AV-O.K." that are under deposit or paid in full may be price matched, but applicable change fees will be applied.
- Competitive packages requiring special payment policies (e.g. full prepayment required) may be price matched, but the same payment policies will apply.
- Internet sites such as Expedia, Travelocity, Orbitz and Hotels.com do not pay agency commission. Any price matches will be at the expense of your agency commission.
- Apple Vacations will not accept price match requests for holiday departures, previously advertised Apple Vacations packages that have expired, competitor's prices that are no longer available, insurance waivers, Square Deals or Surprise Packages, SuperAirfares, "Air-only" below \$200 and car rental taxes.
- Although Apple Vacations will make every possible effort to accommodate your price match request, we do not guarantee price matches. In some cases, Apple Vacations may offer a price within a reasonable range of the competitive price.

Book via myappleonline.com for quickest quoting and booking- Plus, earn Double Royalties Points with every on-line booking! Or **CALL 1-800-365-2775**.



*If your agency does not have our Price Match Form, please email us at applematch@applevac.com. Provide your IATA number and airport(s) from which your clients most frequently travel. We'll email the form to you. Save it to your personal computer and fill it out and submit it each time you have a Price Match request. The form can also be found on myappleonline.com. Click on "Just for Travel Agents" go to "News" tab, then "Midwest News" and click on "Price Match Form." AD 3338 6/06
If you have received this fax in error or no longer wish to receive faxes, please fax your request to be taken off our list to 847-640-1950 and include your fax number with area code.