

Applying Travel Credit to a Reservation

All of us love to have some extra funds laying around for a rainy day. The ALG Vacations® brands, under certain circumstances, may reimburse the traveler with travel credit. These funds can be applied toward the purchase of future travel for the adult individual(s) named on the original reservation. Travel Credit is valid for travel commencing 13 months from the original departure date.

ALG Vacations® is proud to introduce a reservation enhancement that allows you to apply your customer's existing travel credit to a new reservation, eliminating the need to reach out to your Customer Care Team for assistance.

If the original reservation is **eligible for travel credit**, it will be processed within 1-2 business days. An email confirming the travel credit amounts, including rebooking steps will be sent to you in the days that follow. Travel Credit will be issued less any applicable fees such as refundable air fees and ALGV brand fees and/or Travel Protection. [Click Here](#) to view the ALGV Air Change Policy.

Eligible Air Exchange/Waive Penalty Form

If after receiving travel credit, your customer is eligible to take advantage of some of our rebooking policy benefits, fill out the Eligible Air Exchange / Waive Penalty form (found in the link at the top of the new reservation), under the following circumstances:

- The original booking had **Travel Protection Plus**, you are rebooking within 7 days of cancelling, and the customer would like the Travel Protection Plus moved over to the new reservation (if no supplier penalties were assessed).
- The original reservation **did not have Travel Protection Plus**, and the customer is rebooking within 7 days of cancelling and would like to have the ALGV cancellation fees waived.
- The original reservation had **published air included without Travel Protection Plus** and the customer would like to exchange the published air (based on the airline policy).

- The original reservation had **bulk air included without Travel Protection Plus** and the customer would like us to waive the bulk penalties and exchange the bulk air (based on the airline policy).
- If you are cancelling a cash eligible reservation and want to move existing funds in form of travel credit from original reservation to new reservation within 20 days (minus any applicable processing fees after 7 days)

Note:

You can only select the travel credit form of payment if the customer has been issued travel credit from previously cancelled reservations. You will continue to use the Gift, Service and Promotion cards payment type if your clients were issued a plastic or a digital "card". This includes service-related credits. These card numbers are 16 digits and will have an associated 4-digit pin.

Applying Travel Credit as a Form of Payment

The **Payment Information** section on the checkout screen is where you can enter the reservation number(s) of your client's cancelled reservation(s) in order to apply the credit and review a balance breakdown per qualified passenger.

Payment information *Indicates required field.

Number of cards

Payment #1

VISA
 MASTERCARD
 DISCOVER
 AMEX
 JCB
 Other
 Travel Credit

Payment type


Travel Credits are generated from a previously cancelled vacation package. Only select this form of payment if you have been issued travel credits from prior reservations.

- Travel Credits must be applied at time of original booking.
- Travel Credits cannot be applied when modifying a vacation package reservation.
- Travel Credits must be applied to the booking as the first form of payment and prior to any other forms of payment being applied (ex: gift cards, credit cards, etc.)
- When paying with travel credits, all travel must be completed prior to the travel credits' expiration date.
- Up to two travel credits per reservation can be applied.
- The passenger's first and last name must exactly match the name on the travel credits being applied as payment towards the reservation.
- Travel Credits cannot be redeemed when booking Vacation Exclusive flights.
- Travel Credits cannot be redeemed when using the Uplift pay Monthly option.

Reservation number 1

Reservation number 2

I understand the [Restrictions on Hazardous Materials](#) and have read and agree to the [Terms and Conditions](#)



Note:

Travel credit should be your first form of payment at time of booking. When passenger names are entered for the new booking, those names must match the customer's government issued ID and the name on the original reservation.

1. In the payment information section of your itinerary, select the appropriate number of payments. If there is a deposit balance after the travel fund has been applied, you can apply payment again in the Payment #2 section for the remaining balance with another payment type.
2. Select **Travel Credits** from the Payment type dropdown menu.
3. Enter the reservation number(s) of the qualifying cancelled reservations in the **Reservation number** field(s) and then select the **Verify Travel Credits** button to view the amount available to apply to the new booking. The booking engine will immediately make a call out to the brand to verify funds associated with the reservation number(s) entered.

Payment information *Indicates required field.

Number of cards

Payment #1

VISA MasterCard Discover AMEX JCB Other Travel Credit

Payment type

Travel Credits are generated from a previously cancelled vacation package. Only select this form of payment if you have been issued travel credits from prior reservations.

- Travel Credits must be applied at time of original booking.
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Reservation number 1 [Clear Travel Credits](#)

Reservation number 2 [Clear Travel Credits](#)


Travel Credits Available

Reservation Number 1: 8UXCGDFJ	
Passenger	Credit Amount
Dolly Levenson	\$447.50
Jesse James	\$447.50

Reservation Number 2: SW8PL9FJ	
Passenger	Credit Amount
Sam Elliot	\$500.00
Elizabeth Thorton	\$500.00

Travel Credits Summary	
Total Credits Available	\$1,895.00
Credits to be Applied	\$1,300.00

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- The amount of funds available for application to the original deposit will display in the **Credit Amount** field of the Travel Credits Available panel.
- You may select the **Clear Travel Credits** link to remove the travel credit associated with the reservation and enter a different reservation number for validation.
- Communicate and check the **Terms & Conditions** box and then select the **Add Payment** button to apply the payment(s) to the new reservation.
- Any remaining balance of travel credit may be used to apply payment for additional modifications and upgrades to the new reservation.

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