

Cancelling a Reservation

A reservation may be cancelled within its **Itinerary Tools** section.

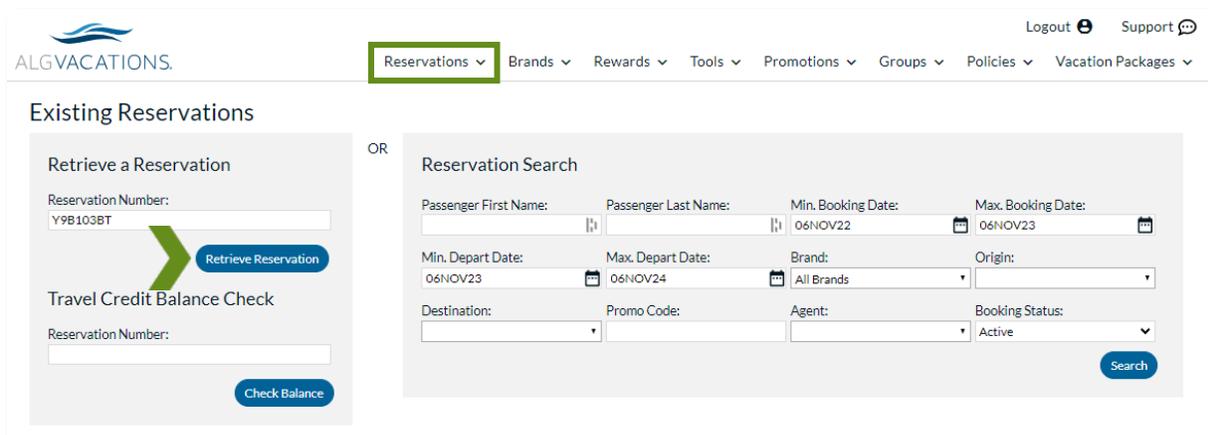
Be aware that suppliers may apply a fee for canceling a reservation. A red warning message will display at the top of the reservation screen to identify the amount of any applicable cancellation fees. Details regarding the supplier's cancellation policies can be found in the Terms and Conditions. Cash back or travel credit associated with refund requests under penalty will be adjusted if applicable.

Note:

When you cancel a reservation, a request for a refund will automatically be submitted for you. Additional actions may be needed to accommodate fare exchanges, rebooking, or moving travel protection.

To Cancel a Reservation

1. Retrieve the confirmed reservation by clicking the **Existing Reservations** link in the **Reservations** menu on ALGVacations.com.
2. Enter the reservation number in the Retrieve a Reservation field and select **Retrieve Reservation**.



The screenshot shows the ALGVacations.com interface. At the top, the 'Reservations' menu is highlighted. Below it, the 'Existing Reservations' section is visible. On the left, there is a 'Retrieve a Reservation' form with a text input field containing 'Y9B103BT' and a 'Retrieve Reservation' button. Below that is a 'Travel Credit Balance Check' form with a text input field and a 'Check Balance' button. On the right, there is a 'Reservation Search' form with several input fields: 'Passenger First Name', 'Passenger Last Name', 'Min. Booking Date' (06NOV22), 'Max. Booking Date' (06NOV23), 'Min. Depart Date' (06NOV23), 'Max. Depart Date' (06NOV24), 'Brand' (All Brands), 'Origin', 'Destination', 'Promo Code', 'Agent', and 'Booking Status' (Active). A 'Search' button is located at the bottom right of the search form.

3. Open the **Cancel** tab in the *Itinerary Tools* panel.
4. Verify that this is the reservation you want to cancel and then click the **Complete Cancel** button.

OHARA/SCARLETT
HNL/25MAY24

Clicking this Complete Cancel button will cancel all components of this reservation. A request for travel credit will automatically be submitted. If your clients are eligible for cash back, those funds will be returned in the original form(s) of payment within approximately 30 days. Cancellation penalties may apply. Contracted Group reservations are not auto-submitted.

[Complete Cancel](#)

5. “Canceled: Reservation # - XXXXXXXXXX” will appear at the top of the booking. You will also receive a cancellation confirmation email of this action.

Canceled: Reservation # - Y9B103BT

Eligible Air Exchange/Waive Penalty | Price Match

Your reservation is canceled. A request for travel credit has automatically been submitted. If your clients are eligible for cash back, those funds will be returned in the original form(s) of payment within approximately 30 days. An email confirmation has been sent. It is imperative that you follow the instructions outlined in that confirmation email.

- If the reservation is **eligible for a travel credit**, it will be processed within 24-48 business hours.
- An email confirming the travel credit amounts, including rebooking steps will be sent to you in the following days.
- If the reservation is **eligible for cash back**, a refund will be issued to the original form(s) of payment in approximately 30 days. Dependent upon your financial institution, it may take longer to appear on your statement.
- Cancellation penalties may apply.
- If you believe, there is an error in the refund/travel credit amount, complete the [Refund/Credit Resolution Form](#) to alert our accounting team for review.

The ALG Vacations brands are not responsible for errors or omissions. Bookings are subject to the current [Brand] terms and conditions. [Brand] materials (including, but not limited to, names, trademark, service marks, logos, marketing materials, etc.) shall not be used, reproduced, transmitted, or distributed in any way, except with the express written consent of the ALG Vacations brand. CST #2139014-20.