

# Completing an Airline Ticket Exchange

## Refundable Air Considerations

We want to set you up for customer satisfaction, which means saving your customers' money and your time and frustration. ALG Vacations® makes it easier for you to retain your benefits when you have refundable air.

To process an air exchange, please fill out the **Eligible Air Exchange/Waive Penalty** form after cancelling and rebooking. The exchange will be processed by our Air Team based on carrier rules, and the brand's accounting team will move the air credit to the new reservation with any applicable adjustments.

Canceled: Reservation # - B5F3H0E3



[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.

[FLYNN/MICHAEL](#)  
[CUN/13Oct22](#)

There are some important rules to follow when doing an airline exchange:

- The original reservation must be cancelled prior to departure.
- Names must be identical in spelling from the original reservation.
- The fare type remains the same. For example, Bulk to Bulk or Published to Published
- The vacation brand and carrier must remain the same.
- The airlines' reuse policy has not expired. Please refer to the airlines' website to see reuse policies.
- The new air ticket must be equal or greater than the original, to move full amount over
- Reservations with refundable bulk fares under deposit only are not eligible for a refund or exchange as the ticket was never paid in full. The entire amount of the airfare would need to be paid in full prior to cancellation for a ticket to eligible for an exchange.
- New Distribution Capability (NDC) fares come with additional restrictions. Learn more [here](#).

One helpful tip is to compare your original deposit amount with your new deposit amount (low deposit excluded). If your new deposit is higher, we can move the full air cost from the original reservation to the new one. If the original deposit amount is less, we can only move the new air amount over to the new reservation.

**Note:**

Our air team will process the exchange within 1 to 2 business days and notify our accounting department of the exchange. Once received by our accounting team, they will move over your air amount to your new reservation. Airline credits will not be included in your travel credit email letter.

## Reservations with Travel Protection Plus (TPP)

If you are rebooking within 7 days from the initial cancellation of the original reservation and you have TPP and would like to exchange tickets, please fill out **Eligible Air Exchange/ Waive Penalty** form. This will exchange your tickets and as long as there are no supplier fees, the TPP will be moved over as well.

***Note:** TPP is considered used on the 8<sup>th</sup> day. Make your new reservation and apply your credits as normal. No form is needed.*

***Note:** Reservations with a low deposit do not qualify for an exchange*

## Reservations without Travel Protection Plus (TPP)

Once you receive your travel credits, make a new reservation and apply the travel credits and then click on the **Eligible Air Exchange/Waive Penalty** form. This form will get routed to our air team to process the exchange and notify accounting.

Airfare credits are separate from your ALGV Travel Credit and accounting will move over the air amount to your new reservation. If rebooked within 7 days ALGV brand fees will be moved as well.

## Deposits & Payments

When it comes to your deposits or payments, consider the following when determining the proper credit applied to the new reservation.

- Is my new deposit more than my original deposit?
- Is my new deposit less than my original deposit?
- Reservations with TPP - Travel Credit will have a lower deposit and must be paid in full or the air paid in full to receive an air credit.

- Fares must remain the same to do an exchange. For example, the fare is bulk to bulk or published to published.

### Deposit Example

Let us take a look at these deposits. Our original deposit is \$1,111.24 and our new deposit is \$1,437.90.

#### Example: Original Deposit

Total Amount of Payments	USD \$0.00
Balance Due	USD \$2,717.73
Deposit Due on 29JAN22	USD \$1,111.24
Full Payment Due on 26APR22	USD \$2,717.73

#### Example: New Deposit

Total Amount of Payments	USD \$0.00
Balance Due	USD \$3,089.51
Deposit Due on 27JAN22	USD \$1,437.90
Full Payment Due on 01MAY22	USD \$3,089.51

With this particular example, we can see our **new deposit is more than the original deposit**. This means our new airfare is more expensive. We are able to move the entire \$1,111.24 to the new booking and collect the additional \$326.66 (difference) from the airline.

Now let us reverse those deposits. The original deposit is \$1,437.90 and the new deposit is \$1,111.24. In this case we can only move over the \$1,111.24. That would mean the \$326.66 is leftover and lost due to airline rules.

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