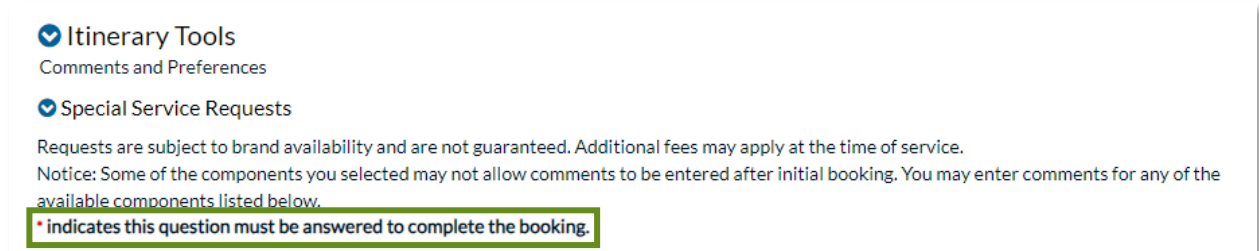


Submitting a Special Service Request

Oftentimes, your clients have individual needs, requirements, or accommodations to ensure a worry-free vacation. Fortunately, ALG Vacations® Special Service Requests communicate these unique needs to suppliers so they can prepare accordingly for your clients. Examples for Special Service Requests include dietary restrictions, wheelchair assistance, or room requests.

Submission During Booking

Due to the timing of when requests are transmitted to the suppliers, it is best practice to include all special service requests at time of booking to ensure they are properly communicated. Special service requests may be added to a reservation on the checkout page at the bottom under **Itinerary Tools**. Some vacation components may require that information be entered prior to completing checkout. Required fields will be denoted with an asterisk.



Itinerary Tools
Comments and Preferences

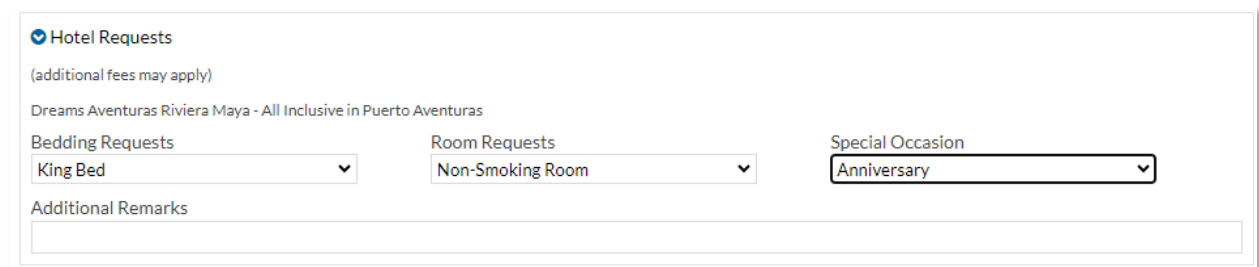
Special Service Requests

Requests are subject to brand availability and are not guaranteed. Additional fees may apply at the time of service.
Notice: Some of the components you selected may not allow comments to be entered after initial booking. You may enter comments for any of the available components listed below.

* indicates this question must be answered to complete the booking.

Hotel Requests

Enter information such as bedding requests, special occasions, smoking preference, and adjoining or connecting rooms. Any information that is not available to select in the drop-down categories may be entered into the **Additional Remarks** field.



Hotel Requests
(additional fees may apply)

Dreams Aventuras Riviera Maya - All Inclusive in Puerto Aventuras

Bedding Requests: King Bed
Room Requests: Non-Smoking Room
Special Occasion: Anniversary

Additional Remarks

Flight Requests

Communicate any special needs requirements for boarding and during flight so airline personnel is aware and prepared to accommodate your clients' needs. Simply describe what type of assistance or requirement may be needed.

Flight Requests

(additional fees may apply)

Cancun - Cancun AND Riviera Maya

Additional Remarks

Straight-back chair required. Onboard WCHR may be required inflight.

Rental Car Requests

Designate the lead traveler or another adult traveler on the itinerary as the primary rental car driver. Only the names of travelers 18 years and older will appear as drop-down choices and may be designated as the primary driver.

Car Requests

(additional fees may apply)

CANCUN INTL AIRPORT / VEHICLE DETERMINED UPON PICK-UP (COMPACT OR LARGER) OR SIMILAR

Please enter all required passenger names before completing this section

*Driver:

Additional Equipment

Additional Comments/Requests

Add-on Requests

Include any special requests or notations regarding selected features and other add-ons in the text fields within the **Add-on Requests** panel. Some features require the completion of mandatory fields before check out can be completed.

Add-on Requests

(additional fees may apply)

Dolphin Swim Adventure in Dreams Puerto Aventuras - Hotel Ground Transportation is Not Included

Additional Remarks

Ron Weasley is hearing impaired.

Shared Transfer to & from Cancun Airport & Puerto Aventuras Hotels w/Complimentary Upgrade to Direct

Additional Remarks

Submission in a Booked Reservation

The ALG Vacations reservation tool only displays fields for those travel components that allow you to add requests after confirming a reservation.

If payment is due on the reservation, you may either apply it before adding special service requests or apply payment and the special service requests simultaneously.

1. Retrieve the confirmed reservation by clicking on the **Retrieve Reservation** link under the **Reservations** drop-down menu on ALGVacations.com.
2. Click the **Comments and Preferences** tab in the **Itinerary Tools** panel.
3. Click the arrow icon next to **Special Service Requests** to expand the panel and enter any applicable requests. If the area you need the request submitted is not showing, you will need to contact our reservations team complete this request. You can reach our contact center at **866-ALG-DESK (866-254-3375)**.
4. Click the **Submit** button at the bottom of the panel to add the new requests to the confirmed reservation.

The screenshot shows a web interface with a top navigation bar containing buttons: 'Add Payment', 'Comments and Preferences', 'Modifications', 'Copy', 'History', and 'Cancel'. Below this is a section titled 'Special Service Requests' with a sub-section 'Add-on Requests'. The 'Add-on Requests' section includes a note: '(additional fees may apply)' and a list of items: 'Shared Transfer to + from Cancun Airport + Downtown/Cancun Hotels w/Complimentary Upgrade to Direct'. Below this list are two text input fields, each labeled 'Additional Remarks'. The first input field is empty, and the second is partially filled with text.

Note

It is best practice to follow-up with a supplier directly regarding a special service request that is added to a booked reservation to ensure the request has been received.

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