



# APPLE VACATIONS®

## Price Match Policy eff: 3/9/12

**E-mail:** Send an e-mail with your Apple Vacations booking number and match details or a screen shot to [applematch@applevac.com](mailto:applematch@applevac.com). Our price match experts verify, match and respond within one hour.

**Phone:** Call 1-800-365-2775 and select prompt 4 to match instantly!

**On-line Form:** Visit on [www.myappleonline.com](http://www.myappleonline.com) and find the “Price Match” link on the left hand navigation tool. Click on this link and the price match form will automatically open for you. Simply complete the form and hit the “submit” button. It will automatically be sent directly to our team of price match experts for verification and match within one hour.

APPLE VACATIONS	COMPETITOR	NOTES
Non-stop Vacation Flight (Charter) Packages	Charter Packages	<ul style="list-style-type: none"> <li>• Earned Apple Vacations Commission.</li> <li>• Match morning to morning or afternoon to afternoon outbound flights departing between 4am and 8pm.</li> </ul>
	vs. Tour Operator’s Scheduled Air/Hotel Packages Apple Vacations’ Scheduled Air/Hotel Packages Airline Vacation Companies OTA’s (Online Travel Agencies) Hotel Direct Membership Clubs	<ul style="list-style-type: none"> <li>• Earned Apple Vacations Commission on Bulk Air Packages, 11% Commission on Published Air Packages, 5% Commission vs. Airline Vacation Companies that pay 0-5% commission and 10% commission* vs. OTA’s Hotel Direct or Membership Clubs.</li> <li>• Match outbound morning to morning or afternoon to afternoon flights and return flights between 10am-10pm.</li> <li>• Apple Vacation’s matches vs. competitor’s direct or connecting flights with a maximum of 4 hour layover for a \$50 per person premium per direction.</li> </ul>
Scheduled Air/Hotel Packages	vs. Tour Operator’s Scheduled Air/Hotel Packages Apple Vacations’ Scheduled Air/Hotel Packages Airline Vacation Companies OTA’s (Online Travel Agencies) Hotel Direct Membership Clubs	<ul style="list-style-type: none"> <li>• Earned Apple Vacations Commission on Bulk and Published Air Packages, 5% Commission vs. Airline Vacation Companies that pay 0-5% commission and 10% commission* vs. OTA’s Hotel Direct or Membership Clubs.</li> <li>• Packages must be identical to match.</li> </ul>
Land Only	vs. Tour Operators OTA’s (Online Travel Agencies) Hotel Direct Membership Clubs	<ul style="list-style-type: none"> <li>• Earned Apple Vacations Commission vs Tour Operators and 10% commission* vs. OTA’s, Hotel Direct or Membership Clubs.</li> <li>• Packages must be identical to match.</li> </ul>
Charter Air Only	vs. Competitor Charter Air Only Frontier Airlines (same flight)	<ul style="list-style-type: none"> <li>• Match against F9 scheduled air only on the same flights as Apple Vacations vacation flights when the air only base price is \$300 or higher.</li> </ul>

Apple Vacation Price Matches are made on the total package price (excluding insurance). The price will include shared transfers for Mexico, Caribbean, Costa Rica & Panama bookings. For packages where Apple Vacations or the competitor do not offer shared transfers matches will be made with private transfers.

See second page for Price Match Hours, Blackout dates and Additional Information\*.

Apple Vacations will not accept price match requests for various blackout dates, previously advertised rates that have expired, competitor’s pricing that is no longer available, insurance waivers, Square Deals, Super Airfares and car rental taxes. Apple Vacations does not match competitor’s based outside of the US, auction sites or time shares. AD6412 3/12



Price Match Policy effective 2/17/12

**Price Match Hours (Central Standard Time):**

Monday-Friday 8:00am-7:00pm

Saturday 8:30am-5:00pm

Sunday 9:00am-5:00pm

**Charter blackout dates:**

**ORD:** 3/23-3/26/12, 3/30-4/2/12, 11/16-11/19/12

**MKE, DEN:** 3/23-3/26/12, 11/16-11/19/12

**DTW, LAN, RFD, MSP:** 3/30-4/2/12, 11/16-11/19/12

**STL:** 3/6-3/19/12, 11/16-11/19/12

**DFW:** 3/9-3/15, 11/16-11/19/12

**PHL:** 3/30/12, 4/5/12, 11/17-11/19/12

**BWI:** 3/30-4/6/12, 11/16-11/19/12

**CLE, PIT:** 3/31-4/2/12, 4/5/12, 11/16-11/19/12

**CVG:** 3/17/12, 3/31/12, 4/2/12, 11/16-11/19/12

**CMH:** 3/18/12, 4/1/12

**BOS:** 4/2/12, 11/16-11/19/12

**IND:** 3/31/12, 4/7/12

**JFK:** 4/4/12 - 4/11/12, 5/26/12

**Additional Information:**

**10% Commission on OTA, Hotel Direct and Membership Club matches**

\*For OTA (Expedia, Orbitz, etc.) Hotel's Direct and Membership Clubs (Sam's Club, Costco, etc.) agencies earning 10% or above will receive 10% commission on charter and land only bookings. Commission is capped at earned amounts for agencies earning less than 10%. Not valid on group or air only bookings. Agency service fees are not permitted on these matches. Apple Vacations reserves the right to revoke this policy from any agency that abuses it.

**Price Match on Guaranteed Bookings:**

Existing bookings under deposit or paid in full with AV-OK may be price matched, but require surrender of AV-OK. Existing bookings under deposit or paid in full without AVOK may be priced matched, but applicable to cancellation fees will be applied.

**Special Packages:**

Apple Vacations will attempt to match all special packages including jaw packages and special accommodation requests.

Apple Vacations will make every possible effort to accommodate your price match, if we are unable to verify the price for the like competitor's product, we may not be able to approve the match.