

Price Match Policy

Effective August 19, 2011

It's Easy!

Contact us by E-mail, Phone or On-line Form:

Price Match Procedures

- **E-mail:** Send an e-mail with your Apple Vacations booking number and match details or a screen shot to 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 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.

Price Match Guidelines

- Price matches are made on the total package price (excluding insurance), **upon verification of competitor's price.**
- Price matches will be honored on the following types of new bookings:
 - ✎ **Charter Air-Inclusive Packages** with morning to morning or afternoon to afternoon outbound flight times.*
 - ✎ **Charter Air-Inclusive Packages** against competitive **Contracted Scheduled Air Packages** with morning to morning or afternoon to afternoon outbound and return flight times.**
 - ✎ **Charter Air-Inclusive Packages** against competitive **Published Scheduled Air Packages** with morning to morning or afternoon to afternoon outbound and return flight times.** Commission of charter package will be reduced to 11%.
 - ✎ **Contracted Scheduled Air Packages** against competitive **contracted scheduled air packages** if the same class of service is available with the competitor.
 - ✎ **Published Scheduled Air Packages** against competitive **published scheduled air packages** if the same class of service is available with the competitor.
 - ✎ **Charter Air Only against competitive Charter Air Only** with morning to morning or afternoon to afternoon outbound flight times* (commission exceptions may apply).
 - ✎ **Charter Air Only against USA3000 Direct Air Only (same flight) for base airfares of \$300 or more.** U5 commission and payment policies will be applied.
 - ✎ **Land Only** against **Land Only** of a competitor.
 - ✎ **Special Packages** (e.g. open jaw packages or special accommodation requests).
- A \$50 per person premium will be added per direction if our flight is non-stop and the competitor's flight is direct or connecting.***
- Price Match on Guaranteed Bookings: Existing bookings with AV-OK that are under deposit or paid in full may be price matched, but require surrender of AV-OK. Existing bookings without AV-OK that are under deposit or paid in full may be price matched, but applicable cancellation fees will be applied.
- For matches vs. OTA's (Expedia, Orbitz, etc), Hotel's Direct and Membership Clubs (Sam's Club, Costco, etc), Apple Vacations will verify the match at 10% commission*.

Visit myappleonline.com for quickest quoting and booking!



APPLE VACATIONS®

Apple Vacations will not accept price match requests for various charter blackout dates[†], previously advertised Apple Vacations packages that have expired, competitor's prices that are no longer available, insurance waivers, Square Deals, SuperAirfares, "Air only" base fares below \$300, car rental taxes and airport transfers between any combination of the following three cities: Punta Cana (PUJ), La Romana (LRM) or Santo Domingo (SDQ) or against non-US based companies. Although 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.

[†]Charter blackout dates: ORD: 11/18-11/21/11, 12/24-12/26/11, 3/23-3/26/12, 3/30-4/2/12, 11/16-11/19/12 MKE, DEN: 11/18-11/21/11, 12/24-12/26/11, 3/23-3/26/12, 11/16-11/19/12 DTW, LAN, RFD, MSP: 11/18-11/21/11, 12/24-12/26/12, 3/30-4/2/12, 11/16-11/19/12 STL: 11/18-11/21/11, 3/6-3/19/12, 11/16-11/19/12 DFW: 11/18-11/21/11, 12/24-12/26/11, 3/9-3/15, 11/16-11/19/12 PHL: 11/18-11/24/11, 12/26/11, 12/29-12/30/11, 2/17/12, 3/30/12, 4/5/12, 11/17-11/19/12 BWI: 11/18-11/25/11, 12/29-12/30/11, 2/17/12, 3/30-4/6/12, 11/16-11/19/12 CLE, PIT: 11/18-11/25/11, 12/29-12/30/11, 3/31-4/2/12, 4/5/12, 11/16-11/19/12 CVG: 12/26/11, 12/30/11, 3/17/12, 3/31/12, 4/2/12, 11/16-11/19/12 CMH: 3/18/12, 4/1/12 BOS: 12/26/11, 12/30/11, 4/2/12, 11/16-11/19/12 IND: 12/24/11, 2/18/12, 3/31/12, 4/7/12

Apple Vacations will verify and match all Price Matches within the policy submitted on-line within 1 hour and will notify you via email once the rate has been adjusted. For matches where all components cannot be verified or outside of the policy a Price Match agents will e-mail you an expected response time. If the rate cannot be verified, the match may be denied. Hours: Mon-Fri 8am-7pm CST, Sat 8:30am-5pm CST, Sundays 9am-5pm CST. Competitive packages requiring special payment policies (e.g. full prepayment required) may be price matched, but the same payment policies will apply.

*Outbound flights must depart between 4am and 8pm to be matched against our charter flights.

**Outbound and return flights must depart between 4am and 8pm to be matched against our charter flights.

***Maximum layover of 4 hours for automatic Price Match. Connections with layovers outside of 4 hours will be reviewed for approval.

*Agencies earning 10% or above will receive 10% commission on charter and select contracted and bulk scheduled air packages or land only. Commission is capped at earned amounts for agencies earning less than 10%. Valid on new bookings beginning 3/11/11. 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.

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