



Registration & Electronic Booking Contract

TERMS & CONDITIONS:

As an Apple Vacations electronic reservation agency the following terms and conditions must be followed. Failure to follow any of the Terms & Conditions set forth in this contract are grounds for removal from the Apple OnLine electronic reservation system. Apple OnLine is free of charge and is to be used as an alternative channel to booking an Apple Vacation. Any internet usage charges you may incur due to the use of these programs is the sole responsibility of the agency which chooses to book electronically.

AMENDMENTS, CANCELLATIONS, POLICIES:

All Amendment, Cancellation, and Option Policies for the Apple Vacations electronic reservation system are the same as imposed by our reservations department. No exceptions to these policies will be made. Additional information can also be found for specific destinations during the quote process in regards to additional charges requested by a hotel and/or airline and it is your responsibility to make sure that you read and are aware of the information in these menus.

ONLINE EXCLUSIVES:

Online Exclusives are an additional benefit to you for booking Apple Vacations electronically. Online Exclusives are for new bookings only and no rollbacks will be accepted when these prices are offered. If you receive information regarding an online exclusive via e-mail, fax or any other transmission, the reservation must be made electronically to obtain the price. Any reservations made over the telephone must pay the rate quoted by the Apple representative to which you are speaking. Apple Vacations reserves the right to pull an online exclusive at any time.

TEST BOOKINGS & TRAINING:

Apple Vacations offers two types of training depending upon where you are located. We can offer you a telephone tutorial or you can schedule a visit with your Business Development Manager. In order to maximize use of the Apple Vacations electronic booking systems it is highly recommended that you seek one of these forms of training prior to making your first Apple OnLine reservation. If however, you choose to self-train please be advised of the following: All test charter bookings made electronically must use the name "ZZTEST" as the last name. This allows our reservations system to automatically cancel any test booking that you have made. If the test reservation you are making is on a Scheduled Carrier (i.e. US Airways, American Airlines) then you MUST use either your own name or a name that could be deemed non-fictitious. The use of a "fake" name or "ZZTEST" on a scheduled airline will result in a Debit Memo being issued from the Scheduled Carrier and you will be responsible for payment of this Debit Memo. The debit memo will contain a minimum \$75 per segment usage charge from the airlines to be paid by the offending agency. Apple Vacations has no control over these fees. No exceptions will be made. Failure to comply will result in termination from the Apple OnLine program.

PASSWORDS/SECURITY:

For your security Apple Vacations has password protected our online reservation systems. Upon initial registration you are asked to preselect a password in which to use. The online agency contact or an agency manager ONLY will be allowed to change passwords following installation.

YOUR RESPONSIBILITY:

It is your responsibility to keep abreast of all changes, enhancements, and modifications made to the Apple OnLine reservations system. If there is a change in Apple Vacations policies we will notify you and it is your responsibility to make sure that all agents booking online are aware of these changes. To be sure that all information entered electronically is correct and accurate before completing an online reservation. Any mistakes made online will result in an amendment fee being charged. Make sure that all reservations made online are either paid in full or cancelled by an Apple Vacations representative.

OUR RESPONSIBILITY:

To make sure that you are kept up to date with all the latest information regarding Apple Vacations electronic reservations, We will provide customer support and assistance with accessing Apple OnLine. In addition we will be at your disposal for any training or assistance you may need with processing an online reservation. The travel agent support desk will also be responsible for notifying you in the event that our reservation system is rendered unavailable for maintenance or any other reason.

Please complete and return registration form below to appleinsidesales@applevac.com. Upon receipt of your registration, you will be emailed when your account is active. Only one registration form per agency is necessary. Upon notification of your registration go to www.abe.applevacations.com to log in. For any password changes please contact our inside sales department.

Agency Name _____

IATA/CLIA _____

Primary Contact
(Owner/Manager) _____

Preferred Password _____

Email _____

I have read and accept the above booking contract.

Additional Contact _____

Primary Contact Signature

Email _____

For booking engine related assistance, call 800-727-3460 or email us at tasupport@applevac.com

