

# Price Match Policy effective 6/10/19

## E-mail or Chat:

**M-F:** 9am-11pm; **S & S:** 9am to 6pm  
 Email [applematch@applevac.com](mailto:applematch@applevac.com) or [click here](#) to chat with our Price Match experts who will verify, match and respond within one hour.

## Phone:

**M-F:** 8am-7pm  
 Call 1-800-365-2775 and select prompt 4 to match instantly!

All Price Matches require a competitor screenshot. For Chat and Phone Price Matches send screenshots to: [screenshots@applevac.com](mailto:screenshots@applevac.com). Please note this email address is not monitored for Price Matches. For a step-by-step on how to create a screenshot [click here](#).

COMPETITOR TYPE	POLICY
Hotel Direct	Auto match all hotels but with full earned commission
Standard Tour Operator	Auto match all hotels but with full earned commission
OTA's	Auto match at <b>participating hotels</b> – commission capped at 10%
Airline Brands (Excluding Southwest Vacations & jetBlue Vacations)	Auto match all hotels with full earned commission
Airline Vacation Brands (Southwest Vacations & jetBlue Vacations)	<p><b>WN</b> - Auto Match on <i>Scheduled Air to Exclusive Vacation Package</i> bookings at full earned commission.                      No Auto Match for <i>Scheduled Air to Scheduled Air</i> packages.</p> <p><b>B6</b> - No Auto Match - Price Matches will be reviewed and matched on a case by case basis.</p>

## Transfers Included:

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.

## Exclusive Vacation Package Restrictions

Apple Vacations Exclusive Vacation Packages vs. Competitor's Charter Package: Match outbound morning to morning or afternoon to afternoon flights and return flights between 10am-10pm.

Apple Vacations Exclusive Vacation Packages vs. Competitor's Scheduled Air Package: Apple Vacation's matches vs. competitor's direct or connecting flights with a maximum of 4 hour layover for a \$80 per person premium per direction.

## CheapCaribbean.com Matches:

CheapCaribbean.com matches travelling 61 days and beyond from the booking date with AV-OK Total Vacation Security will earn up to 14% Commission on participating hotels. Earn 14% on the land portion of scheduled air or land only booking, 14% on charter to charter package matches and 11% commission Scheduled air to charter air matches for participating hotels.

Note: CheapCaribbean.com Price Match policy is not valid for traditional groups. Commission is capped at earned amounts for agencies earning less than commission amounts

## 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 AV-OK may be priced matched, but applicable to cancellation fees will be applied.