



**Not sure who to contact? No problem! Email us anytime throughout the booking process:
East coast agencies can email / call: groups.phl@applevac.com / 800-727-3404
MidWest / West coast agencies email / call: groups.chi@applevac.com / 800-315-7871**

- New group quotes & group bookings
- Commission percentages
- Final payment due date
- Rooming list due date
- Online payment cut off date or Group Credit Authorization Form
- Preferred Perks information
- Best Price Guarantee information
- Cost for name change on a charter or land only booking
- Apple Vacations' AVOK Total Vacation Security, Information and Costs

After the Group is under contract, Contact your Group Sales Coordinator for:

- Information on attrition and cancellation penalties
- Name changes on a scheduled airline ticket or adding a scheduled airline ticket
- Rates and availability when adding seats/rooms to an existing group
- Questions on group accounting including commission and amount of final payment
- Specific questions pertaining to complimentary seats or rooms
- Questions pertaining to fees on group bookings
- "Claim the savings" requests when group purchased Best Price Guarantee
- Change in gateway, departure city, duration, or room category
- Cancellations to a group booking