

# Price Match Policy effective 1/16/19

## E-mail or Chat:

**Daily: 7am-12am**  
 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.

## Non-refundable Rates:

All components of the hotel category including payment terms must match for and auto price match. A competitor's non-refundable hotel rate must be matched to an Apple Vacations non-refundable room category.

## Special Packages:

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

## Service Fees:

Service fees are permitted on all price matched bookings. Apple Vacations reserves the right to revoke this policy from any agency that abuses it.

## Exclusive Vacation Flights/Charter Blackout Dates:

**BOS:** 2/15/19-2/21/19, 4/1/19-4/18/19

**BWI:** 2/15/19-2/18/19, 3/28/19-4/1/19, 11/22/19-11/25/19, 12/21/19-12/22/19, 12/26/19-12/29/19

**CLE:** 3/15/19-3/25/19, 11/22/19-11/25/19, 12/21/19-12/22/19, 12/26/19-12/29/19

**DEN/CVG/MKE/CMH/MSP:** 3/22/19-3/26/19, 11/22/19-11/25/19, 12/21/19-12/22/19,  
12/26/19-12/29/19

**LAN/DTW:** 3/28/19-4/1/19, 12/21/19-12/22/19, 12/26-12/29/19

**ORD/RFD/IND:** 3/22/19-4/1/19, 11/22/19-11/25/19, 12/21/19-12/22/19, 12/26-12/29/19

**PHL:** 4/12/19-4/21/19, 11/22/19-11/25/19, 12/21/19-12/22/19, 12/26/19-12/29/19

**PIT:** 4/18/19-4/22/19, 11/22/19-11/25/19, 12/21/19-12/22/19, 12/26/19-12/29/19

**STL/MCI:** 3/8/19-3/19/19, 11/22/19-11/25/19, 12/21/19-12/22/19, 12/26/19-12/29/19



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, SuperAirlines and car rental taxes. Apple Vacations does not auto match competitor's based outside of the US, auction sites, group deal sites, time shares, loyalty programs, membership clubs or dynamic air. Apple Vacations does not accept mobile/tablet price matches. Apple Vacations only matches Atlantis Resorts vs. Atlantis Resorts direct. Price Match is valid for new, same-day bookings including valid print screens from competitors that same day. Price matches are not guaranteed vs. other travel agencies or should requested price match be a differential of 40% or greater. Policy is subject to change without notice. Changes to the booking will result in the price match being invalid.

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