![myAppleOnline — Powered by VAX VacationAccess]

Booking Infants

Definition of an Infant

An infant is defined as a child under the age of 24 months. Infants will be booked differently based upon whether s/he will ride on an adult's lap or occupy his/her own seat.

Booking a Lap Child

When entering the traveler information in the reservation tool, be sure to include the infant in the final children count.

The age of 'IN' is used to indicate an infant flying free, or at a reduced rate, on an adult's lap. Infants are still subject to fees associated with any airline surcharges, airline taxes, plus any applicable land components.

At checkout, VAX confirms that there is at least one adult per infant in the occupancy count for each room booked. If not, an error message will display. The agent would then be required to add more adults or decrease the number of infants.

It is recommended that you enter the birth date, rather than the age at time of travel to avoid potential revisions to the reservation.

Infants Purchasing a Seat

If a separate seat is desired for the infant, do not use "IN." Instead select the age as "1" (one). This will charge the cost of a seat for the infant. VAX also validates the infant's age entered against the date of birth provided. A system error will occur if the infant is not one year old at time of travel, and will not let you complete the booking. To work around this limitation, you will <u>not</u> enter the actual date of birth for the infant. Instead, use a date of birth that is one year from the booking date. Then, contact the airline to update the date of birth in the PNR.

The process for booking infants may vary slightly by supplier. Always verify that you are following the correct procedure by viewing the guidance found in the *Booking an Infant* link.

BOOKING AN INFANT?

Booking an infant

• *Infant (lap child)* – An infant is a child under the age of two traveling on the lap of an adult. When booking an infant select IN as the child's age for all air types. An infant must be under the age of two for the duration of the vacation.
• *Purchasing a seat for an Infant* – When booking a seat for an infant under the age of two select the child's age as 1 year old.

International airline fees for infants
• International air taxes and fees may apply and will vary by airline and destination. Charges for infants will be included in the vacation package total or payment will be required at the airport at the time of travel depending on the airline. **Reminder:** All infants traveling on international flights require a passport.

Hotels:
Check each hotel profile for hotel policies and restrictions for infants. Additional charges may apply. Vacation package totals do not include rollaway beds or cribs.

Features:
Check each feature profile for policies and restrictions for infants.

Lap Child Pricing in the Price Stamp

The examples below include both an Exclusive Nonstop Vacation Flight and scheduled air pricing for 2 adults and one infant. The infant is staying free at the hotel selected. The price of an infant varies depending on the airline, location, and if the destination is domestic or international.

Infants are still subject to fees associated with any airline surcharges, airline taxes, plus any applicable land components. The system will calculate all the individual prices and divide them by the total number of travelers, giving an average per person price for the vacation.

If there are children and infants travelling together, the *Child/Junior Base Price* below will display the total base price for all children. This base price does not include additional options listed separately; this is why we don't quote from separate children's rates, we just provide the final per person price and total package price.

International Exclusive Nonstop Vacation flights do have a minimal cost for infant taxes. For those airlines in which we can book infants directly in VAX, the infant's tax is figured into the adult's base price. Therefore, you will not see the tax listed in the price stamp's Child/Junior Base Price section.

APPLE VACATIONS

Days Prior to Departure	171
Base Package Price	$ 1,889.33
Adult Base Price (2)	$ 944.67
Child/Junior Base Price (1)	$ 0.00
Options	$ 0.00
Travel Protection	$269.98
Total Package Price*	USD $ 2,159.31
Price Per Person	USD $ 719.77

or Pay Monthly from USD $193 /month

* Included Taxes and Fees
Booking an Infant?
Terms & Conditions
Additional baggage charges

| Email/Print Itinerary |
| Create Sales Email ⑦ |
| **Checkout** |

APPLE VACATIONS

Days Prior to Departure	171
Base Package Price	$ 1,809.93
Adult Base Price (2)	$ 896.60
Child/Junior Base Price (1)	$ 16.73
Options	$ 0.00
Travel Protection	$269.98
Total Package Price*	USD $ 2,079.91
Price Per Person	USD $ 693.30

or Pay Monthly from USD $186 /month

* Included Taxes and Fees
Booking an Infant?
Terms & Conditions
Additional baggage charges

| Email/Print Itinerary |
| Create Sales Email ⑦ |
| **Checkout** |

Exceptions

A few exceptions exist when infants should not be booked in VAX. Some airlines require us to keep the infants off the booking, in order to follow manual processes, directing customers to pay any applicable taxes at the airport. Additional resources and direction will be provided regarding these exceptions.

Hotel Pricing

For hotels that charge every passenger as an adult, the hotel rate for the infant will be incorporated into the Adult Base Price.

LTMS/Tandem hotels

For LTMS/Tandem hotels, the system searches the hotel family policy for occupancy restrictions and will include the infant in the occupancy count.

Hotels will not display in availability if:

- They do not allow children under their designated adult age requirement
- The party size exceeds the occupancy limit of a room category

For other hotels, the system searches for the hotel family policy and occupancy restrictions (if supplied by the hotel) and will include the infant in the occupancy count.

Entering Infant Information at Checkout

Each adult traveler will have an "Infant on Lap" option to check that will indicate which adult will be holding the infant during the flight. An adult traveler must be selected for each infant on the booking. If these numbers do not match an error message will display.

There will be a separate name field displayed for each infant on the reservation. The infant's name and date of birth are required.

The system will verify that the infant will be below the age of two (has not yet reached his/her second birthday) at departure. If the birth date indicates the infant will be turning two or over the age of two, an error message displays. The agent must return to the reservation tool and change the infant to a child age of 2.

A Special Service Request (SSR) will automatically be entered into the PNR to indicate which adult will be holding the infant and the infant's date of birth.

Reservation Modification Considerations

An infant cannot be added to an existing reservation. Contact Apple Vacations' Travel Agent Support 800-727-3460 or tasupport@applevac.com for assistance.

Dropping Adult Passenger
- When dropping an adult that was designated as the passenger with the infant on their lap, the infant will then be assigned to the next adult traveler.
- For bookings with multiple infants, an adult traveler may not be dropped from a reservation if that would result in there being more infants than adults.

Changing Infant Date of Birth

It is not possible to change the birth date of a lap child once entered. A new reservation would have to be made or update the PNR's date of birth directly with the airline.

Switching Between Lap Child and Infant with a Seat

- It is not possible to make this change in VAX because you would be switching fare types. For this type of modification, you will need to cancel and rebook or contact Apple Vacations' Travel Agent Support for assistance.

Copy Reservation

- The copy reservation function will also copy infants.

Travel Itineraries and Ticketing

Travel Itineraries will include the infant's name and date of birth.

Infants will either be paper ticketed or e-ticketed depending on the airline. The remaining passengers will be electronically ticketed.

The reservation comment history will show if the infant has been paper ticketed. No tickets are issued for Charters or Exclusive Nonstop Vacation flights without PNRs.