

CALL, EMAIL, OR DIY?

A QUICK RESOLUTION TIP SHEET



ALGVACATIONS.

1-866-ALG-DESK

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algvacations.com/library

Customer Care Hours of Operation

Monday – Saturday: 9:00 am – 9:00 pm ET

Sunday: 10:00 am – 2:00 pm ET

When you need assistance, reference the charts below to see what you should do first, second, and third to attain the quickest resolution. Click on the hyperlinked titles to open self-help guidance.

For urgent issues that could result in loss of sales or occurring within 7 days of travel, your best course of action is always to call our Customer Care team.

BUILDING A NEW RESERVATION

Topic	VAX	Email/Chat	Call
Building a Basic Itinerary	1	2	3
Multi-Stop Itineraries	1	2	3
Pre- and Post-Cruise Itineraries	1	2	3
Upgrading Flight Categories	1	2	3
Multi-Origin Itineraries	1	2	3
Applying Payment to a Reservation	1	X	2
Applying ALGV Travel Credit as Payment	1	2	3
Adding Travel Protection Plus	1	2	3
Adding Excursions or Transfers	1	2	3
Adding Additional Commission	1	2	3
Creating a Sales Email	1	2	3
Requesting a Price Match	1	2	3
Requesting Rooms Above Allotment	X	2 Chat N/A	1

MANAGING EXISTING RESERVATIONS

Topic	VAX	Email/Chat	Call
Changing a Hotel or Room Category	1	2	3
Adding or Removing Features	1	2	3
Adding Travel Protection Plus	1	2	3
Change Passenger Info (ENVF/Hotel Only)	1	2	3
Change Passenger Info (Scheduled Air)	X	2	3
Adding Air to Land-Only Reservation	1	2	3
Adding or Removing Passengers	X	1	2
Adding or Removing a Rental Car	1	2	3
Change Travel Dates (ENVF/Hotel Only)	1	2	3
Change Travel Dates (Scheduled Air)	1	2	3
Cancel a Reservation	1	2	3
Adding Additional Commission	1	2	3
Run a Reservation Report	1	X	X

For additional guidance and resources, visit our Education Campus at ALGVacations.com/Education
If you have questions, you are welcome to email us at algeducation@applelg.net

