

Sunquest & TravelGenie Packages Policy Changes Advisory

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Please see some helpful notifications for your clients.

- **Airline:** Passengers can rebook a package with any airline and are not restricted to the airline in the initial booking. Validity of Travel Voucher is 24 months.
(some exception will apply with either airline portion or hotel portion. Voucher will be based on most restrictive policy).
- **Hotels/Resorts:** Any hotel can now be booked; however if a Barcelo, Elite Island Hotel or Sandals/Beaches Resort were booked on the original booking, passengers must stay with that hotel chain.
- **Travel Vouchers:** Vouchers can be transferred to another individual, even one that was not travelling on the original booking including packages made to one of the 3 hotel chains mentioned above.
- **Flight:** Even if the original booking contained a flight booked with Interjet Airlines, they can now book another airline and it will be valid for 24 months.
(some exception will apply with either airline portion or hotel portion. Voucher will be based on most restrictive policy).



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TravelBrands™
TRAVELGENIE

Access Bookings: TravelBrandsAccess.com
OR CALL: 1-844-5-TBRAND (827263)



Red Label Vacations Inc. - d.b.a. Intair, B.C. Reg. #3597, Ont. Reg. # 50022275, Quebec permit holder #703376, with offices at 5450 Explorer Drive, Suite 400, Mississauga, ON L4W 5N1 · 1050 West Pender Street, floor 22, Vancouver, BC V6A 3S7 · 325-1257 Guy street, Montreal, QC H3H 2K5.

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1 How do I cancel my booking?

You can cancel your booking by sending an email to booking. booking.support@travelbrands.com. Please make sure to include your booking number and departure date in the subject line. Please ensure to check all details for packages and updates on Access under Covid-19 Advisories/Alerts.

2 My clients are departing in July and I want to cancel now, can I get a Future Travel Voucher (FTV)

Yes, they can cancel, however, if they do cancel, our regular policy will apply. Should this date information change you can find the updates in Access, Covid 19 advisories and alerts under: Sunquest & TravelGenie Packages Policy Changes

3 When will the FTV be issued?

We are in the process of issuing all the FTVs by departure date. The FTV is emailed to the travel agency main email address and the travel agent email address. Please expect your Future Travel Voucher to be processed in the next 6 weeks. Also if you received your voucher before Apr 1st your voucher will follow the new policy rules – allowing for more flexibility.

4 Will the FTV allow me to book another brand than the one originally booked?

That information will be specified on the FTV, but if you originally booked a package, only a new package can be booked, you cannot use the value of the FTV to book a cruise.

5 Does the new booking need to be rebooked with the exact same product that were booked on the original booking?

That information will be specified on the FTV, if nothing specific has been identified, it means that you can rebook a new package or land component of your choice.

6 Is my commission protected?

Yes your commission is protected as long as the file is paid in full.

7 My client is ready to book, what do I do?

You can book via our call center or you can book on Access, Sirev or Revnet. If you have decided to book online via Access, Sirev or Revnet, you can do so, and you will need to select Future Travel voucher as the form of payment. (coming soon)

8 What happens if the value of FTV is a greater amount than the total of the new booking?

The residual amount can be put towards another booking and a new FTV will be issued. If the amount of the new booking is greater than the value of the FTV, the difference will have to be paid by the passenger(s).



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