



Customized Groups Booking Procedures



www.BookTravelBound.com in Canada: www.GoTravelBound.com · 800-808-9547 · Groups.TB@gta-travel.com

Obtain a Quote

To receive a quote, send us your agency information and a detailed day-by-day itinerary including your group's travel dates, hotel category, budget, air requirements, and any other special requests. Email it to Groups.tb@gta-travel.com, or request a quote online at www.BookTravelBound.com (under "Customized Groups – Request a quote.")

Receive Your Quote

In most cases, you will receive your quote within 24–48 hours. Extensive multi-city itineraries may require additional time. After you receive the quote, a Travel Bound Sales Associate will follow up with you to ensure that everything has been covered and to answer any questions. We quote all products in net rates (unless you request commissionable rates to be quoted on your quote request), allowing you to set your own selling price and profit. All inclusions are quoted based on contracted and negotiated rates; space cannot be held or confirmed until we receive instructions to book your group.

Deposits & Booking

Once your clients agree upon a quoted price and itinerary, let us know the rooming configuration and we will block the hotel space. Upon confirmation of hotels, a \$500 deposit is due within 72 hours in order to hold the reserved hotel space; this deposit is fully refundable until 120 days before departure. If your booking includes air, at the time of confirmation you will also be advised of the carrier's deposit requirements and any applicable restrictions. Deposit payments can only be accepted by agency check or credit card.

Final Payment

Final payment is due no later than 60 days prior to departure (some hotels and services may require an alternate payment schedule which will be advised at the time of confirmation). Prices are guaranteed upon receipt of final payment, as all services and hotels are subject to currency fluctuation. Upon confirmation, exchange rates will be noted. If currency exchange rate fluctuates by more than 3% before receipt of final payment, we reserve the right to amend the tour price accordingly.

To avoid the possibility of a price increase due to currency fluctuation, we recommend submitting payment in full upon confirmation.

Receive Tour Documents

Prior to departure you will receive the following for your group leader:

- detailed itinerary with local contact information, including emergency numbers for after business hours
- service vouchers
- group leader handbook

You can use the final itinerary to produce your own itineraries for individual group members, if desired.

Cancellations

The \$500 deposit is fully refundable up to 120 days prior to departure.

Once final payment has been received, cancellations received 15 days or more prior to departure are subject to a \$100 fee per person. Cancellations received within 14 days of departure are subject to a \$200 fee per person. Cancellations received less than 72 hours prior to departure are fully non-refundable. Any additional cancellation fees imposed by suppliers and hotels will be passed along to you. Air cancellation penalties vary by airline, and will be advised at the time of confirmation.

Contact Us:

Groups

Tel: 800-808-9547

Fax: 800-808-9548

Email: Groups.tb@gta-travel.com