

FAQs
Treasure Island Vacations
Updated 6/2011

GENERAL QUESTIONS

What is a Package Trip?

A package is a complete trip you can design yourself and purchase with one, easy transaction. You can choose your flights, hotel room, and whether or not to add extras; such as a rental car, show tickets or round-trip transfers. You can customize it to suit your needs and then purchase the package for one affordable price, on one convenient reservation.

How does a package benefit me?

We make it simple because you can customize your trip to include what's right for you. Plus, we strive to bring these selections to you at a more attractive price than if you purchased them individually. After you've made your selections, you can purchase your reservation with one, easy transaction. While you're on your trip, you'll have access to our 24-hour traveler assistance. So, from beginning to end, we're here to help.

How far in advance can I purchase a package?

Typically, our scheduled air carriers have flights available up to 330 days in the future. Hotel restrictions may also apply, if you're having problems booking, please contact us at the number listed on top of the page where you encountered the error and we'll be happy to assist you.

How important are the Terms and Conditions?

They're very important. The Terms and Conditions outline our policies and procedures. You must read and understand the Terms and Conditions before you complete your reservation online as your reservation will be subject to them.

What is the Cancellation Protection?

We make Cancellation Protection available with your package to give you a little peace of mind. It allows you to cancel without incurring hotel penalties. You can learn the full details of the Cancellation Protection by clicking on it in the booking process.

How do I find hotel descriptions?

While you're in the process of making your booking, you can simply click on the hotel's name to find out more about it.

How close to departure can I purchase a package?

Packages can be purchased up until the day before departure.

How do I find the amount of taxes and fees that are included in my package's search price?

You may use the link in the booking process to view a detailed breakdown of the amount of taxes and services related to your trip.

When I checked the price yesterday it was lower than it is today. Why?

When you price our packages, you view live inventory. Because prices are based on many factors, including availability of rooms/room types, flights and demand for the packages, prices can fluctuate, even within minutes. The only way to secure your price is to pay for it in full.

How do I search for a package?

Use the search tool on the home page to search for a package. After you enter your search criteria, the web site automatically searches for the best value-priced package and will preselect your flights for you. You can modify them at any time before purchase by simply selecting the flights screen.

BOOKING YOUR TRIP

Why must I supply the billing address of my credit card in order to book online?

In an effort to prevent credit card fraud, we require the billing address for the owner of the credit card and will verify the information with the credit card company during the authorization process.

How will I receive my reservation confirmation?

When you purchase your package online, your credit card is processed immediately and a confirmation is sent via e-mail for your records. The confirmation will be sent to the e-mail address you entered when completing the booking.

Occasionally, e-mail confirmations do not successfully reach their recipients. Examples of when this may happen include:

1. The e-mail address was entered incorrectly.
2. Your e-mail provider blocked the e-mail with a spam filter. Make sure you add us to your address book. (Please note, you can check the setting in your e-mail spam filter and ask your e-mail provider to stop blocking your emails.)
3. Your e-mail box was full.
4. If you do not receive an e-mail confirmation within ten minutes, you can review your confirmed reservation online. You will need the password you typed when making the reservation and the reservation number. You may also contact our Internet Help Desk for additional assistance.

Can I change the sort order for flights, extras, and cars?

Yes. Use the drop down menu at the top of the flight screen to sort flights by your preferred category.

You can also use the drop down menus on the cars and extras on the car screen to sort the cars by price or brand.

How do I book more than one hotel room?

There is more than one way to booking multiple hotel rooms.

A separate reservation can be made for each room. Complete the entire reservation for the first room and then start over to complete the process for each additional room required. If you merely enter four names

on the reservation, we will not know you want two rooms and will only put you in one. You will be subject to any increase in cost associated with adding an additional hotel room to this type of reservation.

Another way to book multiple rooms is to contact our Customer Care team at the number listed on the top of the page you linked here from. They will be more than willing to assist you with your multiple room request.

You can use the multiple rooms function available within our booking engine, which is currently available from the advanced search page.

How do I make requests for bedding or smoking preferences?

You may enter your requests at time of booking, or if you forget, you can contact our customer care team. You may make a request for smoking preference, bedding preference, rollaways, etc. However, it is only a request. There is no guarantee of fulfillment on special requests. Be sure to reiterate your request upon check in. Some requests may require an additional charge payable directly to the hotel.

But I really need two beds can you please guarantee that request?

Hotels maintain a mix of rooms with one or two beds that they have determined best meets their customer needs. Sometimes they receive more requests than they can accommodate in a certain room type, so unfortunately, there may be a rare occasion where your request cannot be honored. However, rest assured that we do everything we can to communicate your preferences to the hotel. The same applies for smoking requests.

How do I book an infant?

According to airline regulations, an "infant" is a child under the age of two. Infants do not require an airline seat and can sit on the lap of an adult traveler while flying ("lap child"). If an infant is traveling with you and you do not purchase a seat for the infant, you must contact the Customer Care Center to add the infant to your online reservation.

For some international destinations, additional taxes may apply when you include an infant on the reservation. The airline may also issue a ticket for the infant traveler.

How do I know what the price includes?

When you search for a package, the availability prices always include the combined hotel and flight prices, feature prices, and all applicable air and hotel taxes and fees. The web site does not add any surprise taxes or fees to the air and hotel vacation prices when you confirm the reservation.

Note: Car prices do not include local state taxes, which are paid upon arrival at the car rental location at the airport in the destination. Car prices do not include extra day charges. Extra day charges may apply if your return flight is one hour (or more) later than the scheduled drop-off time for your rental car.

How do I know my online transaction is secure?

We utilize Secure Sockets Layer (SSL) to encrypt and protect your personal information. SSL keeps the data private and confidential between your computer and us. This technology makes it safe to transmit your credit card number over the Internet.

Look for two security icons, the "s" after "http" in the address line and the lock in the top menu bar and bottom status bar of your browser in Netscape (or in the bottom status bar only in Internet Explorer).

Can I purchase a package on the phone?

Yes, you can purchase a package by phone. However, our best prices are found right here on the website. However, you will be subject to a higher rate when calling our customer care team. Purchasing a package online is safe, convenient and easy, so we recommend you take advantage of the prices found on our web site. If you still prefer to have a Customer Care Specialist book your vacation, Contact Us.

Why must I enter children's ages when booking online?

Children's ages must be entered so our system can accurately price age-based features. In addition, it allows our system to count the number of children traveling and prevents you from being charged additional fees upon check-in.

Can I email others or myself my package itinerary before I confirm?

You can click Email at the bottom the screen during the booking process to email yourself an itinerary quote before you confirm the reservation. This email includes the itinerary details for the package you created. It is not a confirmation; the inventory and price are not confirmed and are subject to change at anytime, and you will be subject to any increase in price until payment is applied.

Why did you return different flight times than what I entered?

When you search for specific departure or return times, the web site returns flight times based on the following criteria: first it searches for the best priced flights. Then it arranges those best-priced flights in order of the closest time to what you selected in the Time preference menus for both departure and return.

Please note that if your preferred time does not appear, it may be that the air carriers do not have flights available that match your specified times.

What reservation transactions can I make online?

The web site enables you to search for flight and hotel availability, create your dream travel itinerary, email an itinerary, and confirm and save a reservation. You can also retrieve and review your online reservation.

To cancel a reservation, contact our Customer Care Center at the number on top of the page you linked here from. Be sure you review the Terms and Conditions before you cancel, as you will be subject to any applicable cancellation penalties.

You currently cannot make any modifications to your previously purchased package online, and will have to contact our Customer Care Center to do so.

When I try to price or book a trip online, I receive an error message. What should I do?

When you search for or book a package, you may receive an error message. Typically, error messages appear if the system is busy or if there are network communication problems. If you receive an error, attempt the action again in a few minutes or at a time when the system might be less busy.

If you continue to receive an error message after several attempts, email Treasure Island Vacations. Include as much information as you can, including origin and destination cities, travel dates, number of adult and child (ages 1-17) passengers, hotel preference, the specific error message, and the step in the process where the message appears.

APPLYING PAYMENT

Can I use more than one credit card to apply payment?

Yes. You can use up to four credit cards to apply payment, however, you must apply payment in full spread across all credit cards or your reservation will not complete.

What happens when the web site rejects a credit card?

The web site rejects a credit card if you enter the wrong information, the credit card is invalid, or the credit card exceeds its limit. If one of these situations occurs, you immediately receive an error message. Contact our Customer Care Center at the top of the page you linked here from for assistance.

When I try to confirm my online booking, at the end of the reservations process it says that my address cannot be verified. Why?

Our system can only recognize your address if you enter it EXACTLY as it appears on your credit card billing statement. Please refer to your credit card billing statement, and try entering your address again. If you continue to receive the "cannot verify address" message, call the toll-free number on top of the page you linked here from for assistance.

POST PURCHASE

How and when will I receive my travel documents?

For Southwest flight inclusive packages purchased before June 30, 2011, documents will be sent to the billing address of the credit card used to purchase the vacation. Flight tickets and travel documents are printed and mailed out 30 days prior to departure. If you book your vacation 15 days or more prior to departure, flight tickets and travel documents will be delivered via USPS First Class Mail. If you book your vacations 14 days or less prior to departure, flight tickets and travel documents will be delivered via an expedited service such as FedEx or UPS.

If you have not received your flight tickets and travel documents by 7 days prior to your departure date, please contact Customer Care at 1-800-613-8009.

For all packages purchased June 30, 2011 or later you will receive your documents via email, so please be sure to double check the email address you enter at the time of booking. If you haven't received your documents within 72 hours of booking please contact our customer care center at the number listed at the top of the page you linked here from.

What will be included in my travel documents?

For Southwest flight inclusive packages purchased before June 30, 2011, your travel documents will include your itinerary and your **paper airline tickets**. You must present your paper airline tickets at the airport to obtain a boarding pass to board the plane. You will be required to purchase additional airline tickets at the Southwest Airline ticket counter if you do not have your paper airline tickets with you when traveling. You may also receive vouchers or itinerary coupons for any features you purchased with your vacation.

For all packages purchased June 30, 2011 or later please print a copy of your travel documents to bring on your trip for your reference.

What is the Federal Excise Tax?

The Federal Excise Tax collects a predefined amount on each flight segment of your itinerary. A flight segment is defined as a takeoff and landing.

What is the Airport Passenger Facility Charge (PFC)?

The Passenger Facility Charge (PFC) is a fee collected by airports from airlines for each departing or connecting passenger. Currently, PFCs do not exceed \$18 per passenger per roundtrip ticket.

What is the September 11th Security Fee?

The Transportation Security Administration (TSA) has mandated that all U.S. airlines add a security fee to all tickets. This new government-imposed fee, called the "September 11th Security Fee," will be used to pay the government's cost for providing Federal civil aviation services. This includes training, salaries, and benefits for the Federal security screeners and law enforcement personnel, as well as the Federal Air Marshal program.

How do I change my booked itinerary prior to travel?

Please call our Customer Care center at the number listed on the page you linked here from to revise your reservation. Changes can be made up until the day before departure on all other carriers. All changes will be subject to applicable revision fees as well as any applicable increase in fare. Read our Terms and Conditions for information on our revision policies.

Do you provide round-trip transfer from the airport to my hotel?

We offer round-trip airport transfers for purchase during the booking process. These can range from van transfers all the way up to stretch limos. Airport transfers refer to your round-trip transportation between the airport and your hotel. Costs may vary based on the type of transportation selected, and if you decide to add these after you purchase your package please contact our customer care team for assistance.

How do I cancel my reservation?

Please contact our Customer Care team at the number on top of the page you linked here from to cancel your reservation. Be sure to read our Terms and Conditions for information on our cancellation policies. Please note, refunds will not be automatically processed. You must submit a refund request after you cancel your reservation, and all requests must be received within 90 days. Refund requests can be sent by mail to: REFUNDS, PO Box 1460, Milwaukee, WI 53201-1460. Or refund requests can be faxed to: Attention: REFUNDS, 414-934-1239.

Can I add passengers to a confirmed reservation?

You cannot add passengers to a confirmed reservation online. Please contact our customer care center at 1-800-613-8009 when changing your reservation and the conditions of the purchase.

DURING TRAVEL

What documents do I need to bring with me on the day I travel?

Bring all of the electronic documents you received. Passengers 18 years of age or older must have valid, government-issued photo identification. If you are traveling with children under two who will sit in your lap, be sure to bring proof of age for the child.

What forms of personal identification do I need when I depart?

When you travel, you are required to provide identification to verify your identity as well as that of any of your traveling companions. For domestic travel (inside the U.S.), you need to carry a non-expired government-issued photo ID that matches the name on the reservation.

Married or divorced women, who travel under any name other than that printed on their documentation, must supply a marriage license and/or divorce decree (a copy is acceptable). In addition, special requirements apply to children traveling with only one parent or without parents.

When do you suggest that a Customer arrive at the airport?

While airports have strived to reduce delays in everyway possible, the unexpected can still occur. Because of this, we recommend customers arrive at the airport 2 hours prior to departure time.

Where is curbside check-in offered?

Visit your local airport's website to determine if curbside check-in is available.

What in-flight services does my airline offer? What is its policy on pets?

Please visit your airline's website for a full list of services and policies.

What are the Checked Baggage Requirements?

Baggage limitations for scheduled air vary by carrier. Carry-on baggage may be limited, please check with your airline for the most up-to-date baggage requirements.

What can I Bring Through Security?

Air travelers may now carry liquids, gels and aerosols in their carry-on bag when going through security checkpoints. All liquids, gels and aerosols must be in three-ounce or smaller containers. All liquids, gels and aerosols must be placed in a single, quart-size, zip-top, clear plastic bag. Each traveler can use only one, quart-size, zip-top, clear plastic bag. For the most up-to-date information on prohibited and permitted items, please visit the Transportation Security Administration website.

HOTEL STAY

What if I want to add an extra you don't offer, like spa passes or dinner reservations?

Unfortunately we will be unable to assist you with these requests; currently we only coordinate flight, hotel, car and specific activities for our customers. If you would like to make a spa appointment or dining reservations, you should go directly to the hotel website and contact them at the appropriate phone number or email address.

I want to surprise my traveling companion with an in room amenity, how can I arrange it?

This is a great idea, we recommend you contact the hotel directly to accommodate this request. They will be more than happy to assist you.

I already booked my package, but I decided I wanted to upgrade my room, can you help me?

Absolutely. Simply contact our customer care center at 1-800-613-8009 and we'll be more than happy to make those arrangements for you. We can also help you add Cirque du Soleil tickets and more to your reservation.

PROMOTIONS SAVINGS AND DISCOUNTS

What are promotion codes, and how do I use them?

A Promotion Code identifies special offers or vacation packages. If you have a promotion code, be sure to enter it before clicking search. If you do not have a promotion code, simply ignore the Promotion Code field and continue building your vacation. We'll give you a promo code simply for searching our FAQs for your answer. Enter promo code FAQs and you'll save \$25 on your reservation.

If you receive an error message when using a promotion code, please use the following tips:

- Check the promotion code's restrictions for valid flight service, minimum hotel stay, and travel date range.
- Check your spelling or capitalization of the promotion code. The promotion code must appear the same as the advertised version when you enter it.

If you continue to experience difficulties using the promotion code, contact our Customer Care Center at the number listed atop the page you linked here from.

How do I find the lowest vacation price?

Use the tips in the list below to search for the best price.

- Try traveling during the times of the year that no one else wants to travel.
- Plan your trip as far in advance as possible.
- Compare midweek and weekend departure prices.
- Price morning departures and late departures to get a feel for off-peak pricing.
- Price a trip with a weekend stay-over.

POST TRAVEL

Who can I contact if I had a problem on my trip?

Please submit, in writing, a detailed description of your problem and send it to our Customer Services Department. You may fax (414-351-2381) or mail to the attention of Customer Services, PO Box 1460, Milwaukee, WI 53201.

Will I earn frequent flyer miles or segment credits if I book with you?

Yes, we offer you the opportunity to enter your frequent flyer number at the time of booking and transmit your information to the airline. If you have already flown and have not received your frequent flyer miles, please contact your airline for assistance.

WEB BROWSER QUESTIONS

What is a favorite? How do I add this web site to my favorites?

Your browser enables you to save links to web sites you visit most often. These links are known as your favorites. Favorites enable you to click a link instead of typing the web address every time you access a web site. There is an entire menu option dedicated to favorites on most web browsers.

Follow the steps below to add this web site to your favorites.

Open your Internet Explorer, and type the web site's address in the address field. Select Add to Favorites from the Favorites drop-down menu on the top navigation bar. The Add Favorite box opens. Internet Explorer defaults to display the web site's name in the Name field.

Select the folder where you want to include the web site, and click OK. Your browser adds the link to your favorites list.

What are "cookies" and how do I remove them from my computer?

Cookies are pieces of information that get stored on your computer when you visit or use various web sites. Cookies are not harmful to your computer; they simply "remember" information.

Although cookies do not harm your computer, it helps the efficiency of your computer if you "clean" or remove your computer's cookies periodically.

Follow the steps below to remove all Internet cookies from Microsoft Internet Explorer.

Note: If you do not use Microsoft Internet Explorer, you may need to use different steps to remove cookies from your browser application.

1. Open Microsoft Internet Explorer.
2. Click Tools on the top navigation bar to expand the Tools drop-down menu.
3. Click Internet Options at the bottom of the Tools drop-down menu. Your computer defaults to open the Internet Options dialog box and displays the General tab.
4. On the General tab, click Delete Cookies in the Temporary Internet files group box. Microsoft Internet Explorer automatically displays a pop-up box to confirm that you want to delete the Internet cookies. Click OK.
5. Click OK to close the Internet Options dialog box.

My computer uses a pop-up blocker. Will this affect how I use this web site?

A "pop-up blocker" is software your computer uses to disable any advertisements or windows that may appear when you use the Internet. This web site uses some pop-ups to provide additional information and to allow you to email travel itineraries. However, you can still confirm reservations, even if your computer uses a pop-up blocker.

As a general rule, if you click an item in the web site and the item does not appear, your computer's pop-up blocker may be preventing the item from displaying. You may want to temporarily disable the blocker, so you can see the missing item.

TOUR OPERATOR

Am I booking this package directly with Treasure Island?

Your booking is handled through Global Booking Solutions, who specializes in bundling travel components like hotel + air to create a complete vacation package.