

# US Package Support FAQs

Browse our FAQs or contact our support team; we are here for you!

We have listed some frequently asked questions and answers below.

## 1. General Info

### What is your package cancellation policy?

100% of the booking value will be charged at the time of booking. No refunds can be offered once your reservation has been processed and confirmed.

### How can I make changes to my reservation?

To request or make any changes to your reservation send us an e-mail at [packages@travelzoo.com](mailto:packages@travelzoo.com), if your inquiry is time-sensitive please call our customer support team on +1 (435) 222-2840. An administrative fee of 50 USD will be charged in addition to any cost applied by the hotel and flight suppliers. Change requests are subject to availability with the airline and the accommodation.

## 2. Payment & Confirmation

### What forms of payment do you accept?

We accept following payment types:

- MasterCard
- VISA
- American Express
- Discover

### Is my card charged at the time of booking?

Yes, your card is charged at the time of confirming your payment details.

### Are the prices including tax?

Prices on your booking confirmation are displayed include taxes and fees. Some hotels may charge Resort fee, which is collected at the time of check-in by the Hotel. All taxes/fees are payable in the local currency of the hotel.

## 3. Hotel specific details

### Is my reservation confirmed with the hotel immediately after I book it?

Yes, your booking is confirmed and guaranteed. Please take note that it could take up to 72 hours until your personal data will be transferred to the hotel.

### **How can I make special requests for my stay?**

For further hotel details such as accepted forms of payment, extra bed, late check-out, luggage storage,... please check the hotel information on your hotel's homepage or contact the hotel directly. You will find the hotel's contacts number on your email confirmation mail.

### **How can I change my hotel reservation to a different room category or meal type?**

To request any changes to your reservation, please contact our customer support team send us an e-mail at [packages@travelzoo.com](mailto:packages@travelzoo.com), if your inquiry isn't time-sensitive please call our customer support team on +1 (435) 222-2840.

### **Do hotels have minimum age requirements?**

Please be aware that most hotels may have minimum age restrictions or requirements when reserving a room. For example, some hotels with casinos may require you to be at least 21 years of age to check into a room and you can find more information on your confirmation mail. Travelzoo requires you to be a minimum of 18 years of age to book a reservation. If in doubt, feel free to contact one of our customer service representatives or by contacting the property directly.

### **Which document do I need for check-in?**

- You will need a government issued ID.
- Printed copy of your confirmation email

### **When may I check in?**

- In most of the hotels you can check in any time between their earliest check-in time and midnight
- To request an earlier check-in time please call the hotel directly
- Rooms booked through Travelzoo are guaranteed for late arrival (after 6pm). If you arrive after midnight please contact the hotel directly and in advance to ensure they hold your room

You will find the hotel's contact information in your confirmation email.

### **When may I check out?**

You may check out any time before the hotel's specified check-out time; note that this time varies by hotel. For more information or to request a later check-out time, please call your hotel directly.

### **What if I still have questions about the hotel?**

For further hotel details such as accepted forms of payment for any additional extras, minimum check in age, luggage storage, etc., please check the hotel information on your hotel's homepage or contact the hotel directly. You will find the hotel's contact information in your confirmation email.

## **I had a problem at the property - can you help?**

Definitely! If you are having issues with or while your stay at the property and a property representative is unable to resolve your issue directly, call our customer support team. Please do let us know about any unresolved issues as soon as possible so we can help make things right before the end of your stay.

## **5. Flight specific details**

### **How I can make the Check-in for my flight?**

We recommend you check-in online 24h before departure on the website of the airline.

If a web check-in is offered by the airline, information will be available on the respective website of the airline. Should your holiday package include a flight segment with a low-cost airline, the online check-in, may only be managed through our Customer Service. Passport or ID number and expiry date for all passengers will be required for processing the online check-in for you. These details are needed at least 72 hours before departure. Boarding passes will be sent to the email address selected at the time of booking. You may have to pay an airport check-in fee if you miss the deadline.

Should you wish to add additional luggage, priority boarding or seat selection to your booking, please contact our Customer Service at least 5 days before departure. Depending on the selected carrier, such services may only be managed through our Customer Service.

You must produce valid travel documentation matching the details on your Boarding Pass for all flights, both at airport security and at the boarding gate.

### **Does my name in the booking need to be matched with my passport / ID ?**

It is necessary to ensure that the names of the all travelers match between the booking itinerary and the passport / ID.

Please make sure that the spelling is correct. Name changes after booking may have high fees or may not be at all possible.

### **What identification do I need to travel?**

It is your responsibility to ensure that you meet the passport, visa and health requirements of the countries you are travelling to (including countries travelled through for stop over purposes only)

You are responsible to have the correct and valid passport, ID, visa and/or other required documents.

### **Is the baggage included in my flight?**

We offer package flight fares with or without baggage included. Whether a piece of baggage is included or not, will be displayed during the booking process and on your booking confirmation.

You can find information about baggage allowances, prohibited items, and sports equipment on your airline's website.

We recommend you add bags online prior to your travel, as some airlines charge additional fees for adding bags at the airport. To add baggage to your booking please go directly to the airline's website or contact the airline directly.

### **How can I add my sports equipment?**

Sporting equipment such as bicycles, surfboards, golf and diving luggage must be registered with the airline.

Conditions to add sports equipment is according to the airlines and can differ. For the registration of sport luggage, please contact our customer support team: [packages@travelzoo.com](mailto:packages@travelzoo.com)

**How do I inform you if I need any special assistance, such as a wheelchair?**

Policies and services for passengers in need of special assistance vary depending on the airline and the type of assistance required. Please contact our customer support team: [packages@travelzoo.com](mailto:packages@travelzoo.com)

**What do I need to check if I'm travelling with my children or toddlers?**

Usually you do not receive a full luggage allowance for your infant, but you do for any child over the age of 2 for whom you have purchased a seat. Subject to local conditions, collapsible pushchairs/ buggies may be used up to the aircraft steps/air bridge and can be reclaimed immediately upon disembarkation or at Baggage Reclaim.

Collapsible pushchairs/buggies usually do not form part of the baggage allowance and may be carried free of charge as checked luggage for any infant or child on the booking. These items will be carried on a limited release basis, subject to space availability on the aircraft.

**Can I reserve a special seat in advance?**

Many airlines do not offer a free seat reservation anymore. Most airlines offer via their online portal or their hotline the possibility to book seats and pay via credit card.

**What can I do if my baggage get damaged or lost?**

If you find any damage after your baggage arrives or your baggage does not arrive at the destination, please contact the carrier or "lost and found" immediately upon arrival. Without a complaint, airlines reject any compensation.

**What can I do if the airline changed my flights?**

If the airline has changed the time of your flight or any other detail, we will notify you by email in order to provide you with all the information related to the change. All you have to do is confirm the flight schedule. If you do not agree to the changes, you can contact our Customer Care Team (operating 24/7).

When you make your booking, it is very important that you include a telephone number and valid email address so that we are able to notify you of any changes to your flight.

Any short-term change may affect your return flight during your travels, so we encourage you to ensure that you respond appropriately to the notification you receive about time-of-flight changes.

Any additional costs resulting from this are not covered by Travelzoo.