Standard Operating Policies and Procedures



TOPIC: Vacation Protection Plan – How to Cancel

CATEGORY: Operations **DEPARTMENT:** Front Desk, Sales

FREQUENCY: Moderate **IMPACT:** High

RISK: Potential for incorrect balancing of accounts and poor guest experience if refunds and

cancellations are not handled correctly.

POLICY: Guests who purchase the Vacation Protection Plan can cancel up until check in on the day of

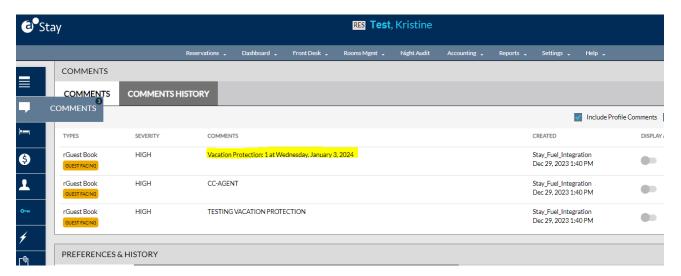
arrival for a full refund. Must override Standard Cancellation Policy during the cancellation

process to ensure no loss of funds.

Note: Procedures are suggestions only and are not the only acceptable manner with which to satisfy policy requirements.

PROCEDURE:

1. Prior to cancelling, confirm the guest has purchased Vacation Protection. This can be verified under the Comments section as shown below:



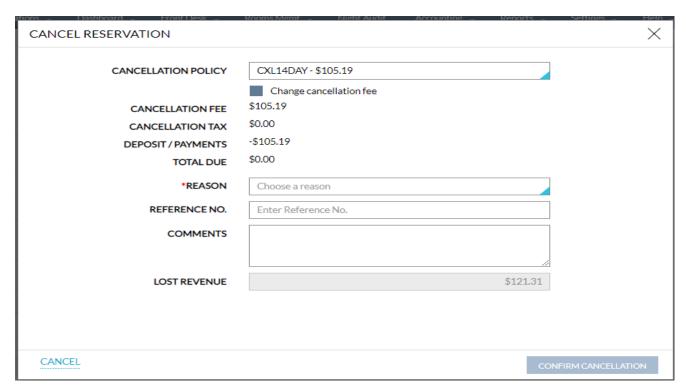
2. The add-on should also show in the Estimated Charges section of the Reservation.



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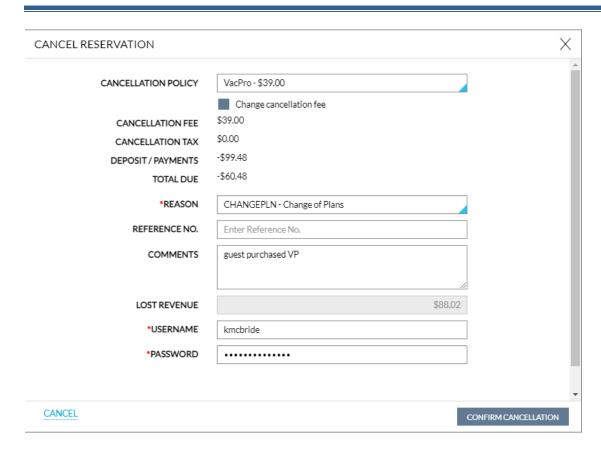
3. Once confirmed, proceed by selecting the Cancel Reservation button in the bottom right corner. The following dialog box will populate. The Standard Cancellation policy will be selected as default. In the example below, this reservation will be charged a Cancellation Fee for the entire deposit amount.



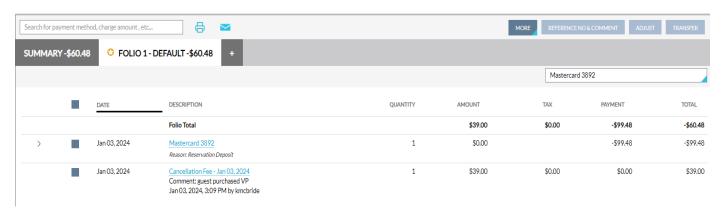
4. Select the Cancellation Policy drop down and select VacPro. This will now show the guest is due a refund for the deposit minus the Vacation Protection Fee amount.

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5. Add comments regarding the Vacation Protection Plan and click Confirm Cancellation.



6. Proceed with Refunding the remainder of the deposit as normal.