

**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.

Stay		\$226.50	
Charges routed to another account.			
Jan 03, 2024			
>	HSK - Guest Housekeeping		\$18.95
>	RESORT - Resort Fee w Tax		\$15.00
OVKSTE(35OFF)		1	<input type="text" value="\$51.13"/>
		1	<input type="text" value="\$39.00"/>
Cancellation Protection			
Jan 04, 2024			
>	HSK - Guest Housekeeping		\$18.95
>	RESORT - Resort Fee w Tax		\$15.00
OVKSTE(35OFF)		1	<input type="text" value="\$68.47"/>

- 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.

**CANCEL RESERVATION**

<b>CANCELLATION POLICY</b>	CXL14DAY - \$105.19
	<input type="checkbox"/> Change cancellation fee
<b>CANCELLATION FEE</b>	\$105.19
<b>CANCELLATION TAX</b>	\$0.00
<b>DEPOSIT / PAYMENTS</b>	-\$105.19
<b>TOTAL DUE</b>	\$0.00
<b>*REASON</b>	Choose a reason
<b>REFERENCE NO.</b>	Enter Reference No.
<b>COMMENTS</b>	
<b>LOST REVENUE</b>	\$121.31

[CANCEL](#) **CONFIRM CANCELLATION**

- 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.

CANCEL RESERVATION

CANCELLATION POLICY

VacPro - \$39.00

Change cancellation fee

CANCELLATION FEE

\$39.00

CANCELLATION TAX

\$0.00

DEPOSIT / PAYMENTS

-\$99.48

TOTAL DUE

-\$60.48

\*REASON

CHANGEPLN - Change of Plans

REFERENCE NO.

Enter Reference No.

COMMENTS

guest purchased VP

LOST REVENUE

\$88.02

\*USERNAME

kmcbride

\*PASSWORD

.....

CANCEL

CONFIRM CANCELLATION

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

Search for payment method, charge amount, etc...

MORE

REFERENCE NO & COMMENT

ADJUST

TRANSFER

SUMMARY -\$60.48

FOLIO 1 - DEFAULT -\$60.48

+

Mastercard 3892

	DATE	DESCRIPTION	QUANTITY	AMOUNT	TAX	PAYMENT	TOTAL
		Folio Total		\$39.00	\$0.00	-\$99.48	-\$60.48
>	Jan 03, 2024	Mastercard 3892 Reason: Reservation Deposit	1	\$0.00		-\$99.48	-\$99.48
	Jan 03, 2024	Cancellation Fee - Jan 03, 2024 Comment: guest purchased VP Jan 03, 2024, 3:09 PM by kmcbride	1	\$39.00	\$0.00	\$0.00	\$39.00

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