

Booking Hotel Only

Q: Do I need to register to sell hotels on VAX VacationAccess Hotel Only if I am already registered on VAX VacationAccess?

A: Most travel professionals registered to book vacations on VAX VacationAccess can begin booking Hotel Only immediately. If you have difficulty booking Hotel Only, contact VAX VacationAccess Customer Support at helpdesk@triseptsolutions.com.

Q: How many hotel nights can I book?

A: Most hotels are available to be booked up to 100 total nights. Check the hotel profiles to confirm options for your specific hotel.

Q: Can I book more than one destination in a single reservation?

A: With our easy-to-use multiple-destination feature, you can book up to eight different destinations in one Hotel Only reservation.

Q: How many rooms can I book as part of my reservation?

A: You can book up to four rooms for eight people on one reservation with the multiple room feature. You can also book different room categories within the same hotel.

Q: What type of advanced purchase is required?

A: All hotels are available to be booked up until one business day prior to departure.

Q: Can I book optional tours, airport transfers, or a car rental with Hotel Only?

A: VAX VacationAccess Hotel Only features the ability to book hotel reservations exclusively. If you wish to book a hotel reservation and add optional features, we recommend you book with your preferred package vacation tour operator in VAX VacationAccess.

Q: What type of documents will my customers receive?

A: VAX VacationAccess features convenient e-itineraries and e-documents to forward to your clients. Hotel Only e-itineraries and e-documents will feature the Global Hotel Choices logo with information about our 24-hour customer service assistance available at anytime while your customers are traveling.

Q: I have a question or need assistance, who can I call?

A: For technical questions on booking VAX VacationAccess Hotel Only, contact VAX Tech Support at 414-934-2900.

Payments, commissions, and cancelations

Q: Are payments processed on a secure server? How do I know?

A: Yes, all payments made on VAX VacationAccess process through a secure server. You know the server is secure if a little closed lock appears at the bottom right of the Internet Explorer window.

Q: If I am paying by check, where do I send payment?

A: Global Hotel Choices, P.O. Box 1460, Milwaukee, WI 53201-1460.

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

A: Yes, you can use up to four credit cards to apply a deposit or balance payment. If you plan to split a payment, you must use credit cards. You cannot split the payment if a customer is paying by check.

Q: Will I earn commission with Hotel Only?

A: VAX VacationAccess Hotel Only pays a guaranteed 5% commission with the ability to earn up to 10% on certain hotels.

Q: How will my commission be paid?

A: For reservations paid by **credit card**, The Mark Travel Corporation will mail commission checks within 7 to 14 days after completion of customer travel.

If you are paying by a **company check**, please remit payment less your commission amount.

Setting your commission

Q: How does the Set Your Commission tool work?

A: You may add a fee onto your VAX VacationAccess Hotel Only reservations with our Set Your Own Commission, which allows you to add a dollar amount onto your reservation up to a maximum of \$100 or 20% of the base reservation amount, whichever is greater. You are not able to decrease your commission with this functionality.

Q: Can I add a fee onto a reservation after I quoted the price to a customer?

A: You may add fees to a reservation before or after you confirm it. If you forget to add a fee prior to quoting a price to a customer, you may want to consider forgoing that add-on to avoid confusion. If a customer wants to modify the reservation later, you may want to charge the fee as an agency fee and add it at the point of revising the reservation.

Q: Can a site manager set a commission for an entire agency?

A: Travel professionals are responsible for choosing to set a commission for all of the reservations. Current functionality does not allow site managers to pre-set a commission for an entire agency.