



Dates available _____ Duration: _____ nights
 Land budget _____ Airfare budget _____
 Destination _____
 Travelers: # adults _____ # children/ages: _____
 Type of trip: Singles _____ Couples _____ Family _____ All-inclusive _____
 Special needs (medical or diet restrictions, mobility issues) _____

Resort style:	Boutique	Modern	Traditional	Historical
Location preferences:	City Center	Remote	Beach or pool	
Personal interests				
Watersports	Wildlife	Active tours	Spa	Nightlife
Historic sites	Culture	Culinary	Other	
Must-do activities				
Favorites from past vacations - hotels, destinations, activities				

What have you already researched and discovered?

Are you flexible (dates, length of stay, etc.) – to get exactly what you want? Yes No

I recommend Classic's optional travel insurance, here's why...

1. Cancel for any reason	3. International medical coverage
2. Cash back (no vouchers)	4. In-travel emergency support

When will you be ready to make a decision and deposit? 1-2 days 3-7 days 8+ days

Are you looking to redeem or earn points or miles? If yes, which programs?

Clients' legal names Birthdates Passport Expiration Dates Vaccination Status



FIT BOOKING Checklist

BEFORE CALLING CLASSIC - check our website to narrow down search to 2-3 hotels and categories

Be prepared:

With the spike in travel demand, please be ready to do business when we pick up the phone.

What destinations and hotels have you already researched & discovered ?

Have you discussed property and category options with your client ?

Let's make a booking today to hold space so you have a definite trip to offer your client.

Please be sure to review the itinerary in detail with your client.

GETTING STARTED WITH CLASSIC

Check to see if Classic would be a good fit for this client by researching on our website: www.classicvacations.com

Start a Quote by calling, booking online, or using our Quote Request form.

Status of your booking depends on timing, traveler names, & payment. See resources for status explanation.

TA is responsible check the following for accuracy:

- Name spellings
- Category
- DOB
- Rate inclusions/exclusions
- Travel dates
- Bedding request

[Review statements](#) to confirm all traveler and itinerary details.

Email MinorChanges@classicvacations.com to add client cell phone number, FF numbers, make note of special celebrations

Deposit to confirm space: \$20pp for land, and full payment on scheduled flights and insurance

Changes to the booking need to be made through the call center

AFTER DEPOSIT (now officially a booking and space is confirmed)

5 days to add or delete [Travel Smart Plan](#) (TSP) trip protection for your clients

Set reminder for final payment due date

For flights, use record locator to track schedule changes with airlines

Cancellation dates, add these to your calendar or CRM to set reminders for yourself and clients

Register with hotel partners – visit www.classicvacations.com/travel-agent/incentives to see if your booking qualifies for client amenities or agent rewards

Contact [Classic Concierge](#) 60 days before departure to request dining or spa reservations

30 DAYS before departure

Make final payment – either call into Reservations or make payment online.

Check destination specific [health and safety protocols](#)

Send a link directly to clients via [Guest Payment Feature](#)

7 DAYS before departure

Review E-docs with clients

For clients, highlight Customer Service and [TripMate](#) numbers for in-travel emergencies

Assist client in downloading airline apps to manage flight advisories & schedule and gate changes

48 HOURS before departure

Check destination specific health and safety protocols

Final Check flight information – check in for flight 24 hours prior – use airline websites or apps

Reconfirm transfers, activities, and concierge components directly with the vendor or partner



FIT BOOKING Checklist

CONTACTS AND RESOURCES

EMAIL US

- websupport@classicvacations.com
- concierge@classicvacations.com
- toursandactivities@classicvacations.com
- specialtyproducts@classicvacations.com
- groups@classicvacations.com

Customer Service

- customerservice@classicvacations.com

Price Pledge/Competitive Analysis Desk

- cvcomp@classicvacations.com

Minor changes*

- minorchanges@classicvacations.com

* Minor change examples:

- Update special requests (birthday, anniversary, honeymoon)
- Request bedding options
- Add Frequent Flyer/Trusted Traveler Number
- Add seat assignment requests for air segments
- Request an updated statement or documents to be sent electronically
- Request a revision on Trip Insurance for the booking (add or remove Protection Plan before deposit has been applied)
- Add or revise ground transportation on a booking (rental car or transfers only), but only when air/train/ferry/cruise info is provided in the email request

CALL US

Call 800.221.3949 and press:

- "1" for Payments, Additions and Changes, Tours, Affiliate hotel assistance
- "2" for Reservations (*all destinations*)
- "3" for Concierge
- "4" for Groups
- "5" for Extensions
- "6" for Travel Assistance

CALL CENTER HOURS

Mon - Fri 6:00am - 5:00pm PT
Closed Sat - Sun, national holidays

CUSTOMER SERVICE

Call 800.243.6499 or 408.794.3499
(3:00am-9:00pm PT/7 days)

CONTACT US

NEW PARTNER RESERVATIONS

Call 800.711.0257 during call center hours

Online - Single Destination:

www.classicvacations.com

Request Form – Multi Destination:

www.classicvacations.com/quoterequest

DEFINITIONS

Quote: cost summary only. Price and availability are not reserved or guaranteed. A quote can be pulled up by a reservations agent up to 10 days, and you can add names to convert to an option.

Pending Option: reservation with names. Also known as "courtesy hold" where flights held up to 24 hours, land-only up to 7 days if the departure is 30 days or longer.

Booking: statement with names and deposit on file. Space is held, and rates are guaranteed with purchase of Travel Smart Plan.

PRO TIPS

Once flights expire, the entire option will be canceled in our system, so better to hold land only, and then add airfare when you're ready to ticket and pay in full. **Note:** rates are not guaranteed until booking is deposited and flights are ticketed.

Register your booking to earn cash and free nights with select partners. Visit

www.classicvacations.com/travel-agent/incentives