



Package Booking Procedure

1. Mitch/Chris/etc receive notification emails for UNPAID/PAID leads. Give unpaid leads long enough to pay if they choose to do so before contacting. Login to Lead Management (<https://travsavers.com/login.php>) and Stripe to view lead data.
2. Before contacting, confirm our cost in internal TravSavers booking system (<https://bookingflow.travcoding.com/travsaversbooking/signin>) and resort fees using hotels.com (<http://hotels.com>) and take note of these fees and their comparison to what is contained in the lead informatio using the lead interface before proceeding. This cost should never be more than \$200 more than the price the guest is paying. Also confirm refundability and take note of date this ends and cancellation fee. Check Westgate availability (<https://wgspecials.com/westgatebrokers/>).
3. Confirm guest payment authorization is present in Stripe if PAID (do not complete yet)
4. Contact guest to either attempt sale (UNPAID) or confirm/qualify sale (PAID).
4. If no contact, make NA (no answer) disposition in lead system. Only leave messages with inbound phone for PAID leads. Only call a lead once in a 6 hour span and no more than twice a day.
5. If guest declines package, choose 'Cancel' and note reason.
6. If guest accepts package or is PAID, complete booking form (print a copy and file) and follow qualification script on booking form. If guest is UNPAID, create new customer in Stripe and collect credit card information.
7. Inform guest of possible tour times, days (not check-in or checkout) and the fact that this is only a request, will be assigned upon availability.
8. Inform guest they will be receiving an email confirmation within the hour that will have their receipt, hotel confirmation, and all directions details related to their Resort Preview appointment.
- 9. After hanging up with guest, follow this reservation process:**
 - A. Make hotel reservation using internal TravSavers interface and TS Amex card in guest's name, check refundability before booking
 - B. Submit reservation information and request tour time/date to/from Westgate by email

- C. Purchase \$20 Uber credit through TS Uber dashboard, make sure to lock to Westgate location and tour date
- D. Upon receipt of Westgate confirmation, complete charge in Stripe
- E. Fill out confirmation PDF (https://travsavers.com/blank_confirmation.pdf), print a copy, and email to guest as attachment from support@travsavers.com along with confirmation email template text in email body (see below).

Subject: Your Las Vegas Confirmation - TravSavers.com

Confirmation Email Template:

Thank you for booking your Las Vegas stay with TravSavers.com! Attached to this email, you will find a printable PDF document that contains all the information about your trip, including your hotel confirmation information, reservation policies, directions, instructions, and the time and date of your Resort Preview appointment. We have also included a \$20 Uber voucher for your convenience, which can be used to get to Westgate's Welcome Center.

If you have any questions or need any assistance with your reservation, please contact TravSavers.com Customer Service at support@travsavers.com or **(866) 540-8956**. Your chosen hotel will not be able to provide service or information about your reservation until check-in.

Have a great trip!
TravSavers.com Customer Service
support@travsavers.com
(866) 540-8956