

QUESTIONS & ANSWERS

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How do I make my reservation?

In each package there is a Reservation Request and Guidelines Form. Please fill out all of the forms in entirety with clear and legible writing, and sign all signature required denoted areas. If your promotion also includes a reward card, you will need to complete this form and submit it as well. If your vacation choice requires that you submit a deposit, the accepted forms of payment are Cashier's Checks and Money Orders- we do not accept payment made by personal checks and/ or Credit Cards. Please mail or fax the fully completed forms (with deposit, if applicable) to our office at CMC-Meridian, please note that if a deposit is required your reservation is non-faxable and must be mailed. Once we receive the paperwork, and determine it was submitted following all of our guidelines a travel specialist will call you in approximately 14 business days to make arrangements.

Can anyone use the certificate?

Travelers must be at least 21 years old. If a recipient of a reservation is under 21 they may travel only if the other person traveling in the cabin or hotel room is at least 25 years old. The age limit is waived for married couples at least 18 years old, provided that valid proof of marriage is presented. Although you maybe the original recipient of the certificate, you may instead transfer or pass it onto someone else if you are unable to make use of it. Certificates are not exchangeable for money or future credit.

Can I upgrade my vacation?

Yes, you may increase the length of your cruise or hotel stay, as well as upgrade your cabin or hotel room accommodations. We can also book additional cabins or hotel rooms for any additional guests that you may be traveling with. Please note that you cannot make your own travel arrangements prior to submission of your reservation form and then have us assume the booking- all travel must be booked through our company.

Do I really have to give advance notice before I travel? Do you ever make exceptions to this policy?

We require a 90 day advance notice for the cruise package, a 60 day advance notice for Airfare and/ or event, and a 35 day advance notice for the hotel package. The earliest you may book a trip is 180 days prior to travel. Absolutely no exceptions will be made this is our policy.

My certificate was returned because it was received with less than 35, 60, or 90 days advance notice, is there anything you can do about this? Can I resubmit with the original postmark?

We will be happy reprocess your request but ask that you resubmit your reservation request form and be certain to follow all of the applicable Guidelines to Travel which accompanied your request form. We do however require that you resubmit with new travel dates allowing at least 35, 60 or 90 days' notice from the postmark date (not including the date of travel.) Each time you submit a reservation request there must be a new postmark (mail) or fax transmittal date.

Why can't you process our request in less than 35 days?

Due to our contractual agreements with the hotels, our negotiated rates require us to provide prepayment at least 30 days in advance. When your certificate is received with a postmark less than 35 days Capitol Marketing may not have sufficient time to make your reservations and/or get your payment to the property. We work hard to keep a good working relationship with our hotels/ properties and payments not received when promised could jeopardize our relationship.

Can we change the date of travel and use the original post mark date?

No, we must use the new postmark date in which you resubmitted your request with in order to be fair to those who have submitted their requests following all of the Guidelines.

Are there cancellation fees?

Yes, they are spelled out on the reservation request form in detail.

What happens if the reservation form is lost in the mail?

Before mailing the forms please make a copy of them or at the very least, write down the reservation certificate number as well as the access code printed on the upper right hand corner. If a reservationist does not contact you within approximately 14 business days after you've mailed your certificate, please contact CMC-Meridian at 800-238-5659.

Can I use two certificates at the same time?

Certificates must be mailed in individual envelopes and are not valid for "group" travel. Two certificates may not be used back to back to create a longer trip.

Why can't I use 2 certificates at the same time or consecutively, at the same resort or from the same promotional allotment?

Due to our contractual relationship with the hotels we are honored to give all of our resorts equal exposure, therefore we cannot travel any one family to stay at any one resort for more than one vacation period, or travel more than 2 requests from the same promotional allotment to the same location on the same date.

How can I learn about the cruise itineraries?

We highly recommend that you visit the following cruise websites: www.ncl.com, www.carnival.com, www.rccl.com or visit a local travel agency near you to pick up their brochures. (Please note that your reservation must be booked by Capitol Marketing/ Bill Brown's Plaza Travel). The cruise lines list their itineraries in terms of DAYS (i.e. a 3 night cruise is listed as a 3 DAY cruise.) We strongly suggest that you research which forms of ID are required (i.e. Birth Certificate, Marriage Certificate, Driver's License, Passports, etc.).

These sources will also provide helpful and useful tips about cruising. Not all certificates include Carnival Cruise Itineraries.

What is included with the cruise?

Cruises include 1 cabin for two people as well as all on board meals and entertainment. Gratuities, outside excursions and alcohol beverages are not included. Government port fees, taxes, transfers and transportation may not be included with your package unless the provider of the certificate included them in the promotion.

Do I need a passport?

If you are traveling by ship to the Bahamas you do not need a passport but it is recommended. If you do not have a passport, you will need a photo ID and a certified birth certificate with a raised seal, copies are not valid. However, if you need to leave the island for an emergency, you will need a passport to fly out of the Bahamas. Crossing the border in Canada and traveling to all other countries, you must have a passport. To learn more, please visit www.ncl.com, www.carnival.com, www.rccl.com. Once booked, all guests are strongly encouraged to complete embarkation on-line at the selected cruise line website prior to sailing. Failure to complete embarkation online will require you to proceed through a full registration process upon arrival at the terminal, and may result in additional delays. Proof of citizenship in the form of a Passport is required for all guests.

Why is my reservation NON AVAILABLE?

In some cases you may have followed all of the Guidelines to Travel but are advised that the dates you've requested are not available. Unfortunately, this may happen sometimes as we do not have unlimited availability and due to the high volume of requests received prior to yours, our space for those days may already be sold out. However, we would be happy to check availability for new dates, and or a new destination (if applicable).

I called the hotel and they say they have plenty of space available for the dates I want, why can't you book my travel?

It's not surprising that the property said they still have rooms available for the dates you wish to travel, however our situation is that Capitol Marketing has contracted rates with the properties, and the room provided by the hotel to us may be sold out. If that is ever the case we would be happy to try another date for you at your chosen destination, or perhaps we may suggest another destination for the dates you want.

I've already purchased airfare, concert/ sporting tickets, additional rooms, etc. before I submitted my request form.

We apologize for any inconvenience you may incur should you do this, however Capitol Marketing strongly advises that our travelers do not pre purchase anything related to their trip until actual confirmation has been made by Capitol Marketing, and given to you. In most cases we can help you to secure these additional items once we start communication with you, as well as collect the additional fees while in the booking process.

I received my certificate back because I didn't submit a refundable deposit when it was called for.

Please refer to our guidelines to travel and submit a deposit by means of a Cashier's Check or Money order, personal checks are not accepted and neither are credit card deposits.

Why am I paying room taxes? This is supposed to be a free trip.

Most prizes whether it is a lottery, a car, a trip, or otherwise, require that the recipient be responsible for any associated taxes. The company that purchased your package was offered the option to purchase the vacation package either including or excluding tax and this is the package they selected. If your package requires you to pay a deposit the room taxes are normally deducted (booking agent will advise) from the depository amount and if less than the deposit a refund of the difference is returned to you within 4-6 weeks from your completion of travel. In some cases the taxes maybe more than the deposit you've submitted, in which case the booking agent will advise of the difference and collect it at time of booking.

Why am I paying peak season surcharges?

In order for us to be able to offer travel to our customers year round Capitol Marketing has agreed with the hotels to pay additional money to have hotel availability offered to us during high season's when many people are traveling to a specific area. During these peak season periods, Capitol Marketing requires an additional charge to offset the cost of travel during a high season. You do have the option of postponing your travel plans to non-peak periods to avoid the additional cost.

Why can't you give me availability over the telephone?

Our travel program is set up to do business via mail. Space that may be available today may not be available when we receive your reservation request form. Also it would not be fair to others who have followed our Guide Lines to Travel by forwarding their request by mail. Since our space is allotted on a first come first case basis, based on availability we must continue to process requests for travel in the order with which they were received. .

I just came (across my reservation request form and noticed it will be expiring soon. Can it be extended?

Unfortunately no, we cannot alter the certificate redemption date, as these certificates are very much like a manufacturer coupon and are only valid during the redemption period shown on the certificate. The company that awarded you this certificate is fully aware of the 1 year redemption period when they purchased the trip, and feel that is a sufficient amount of time for it to be redeemed for travel.