

Things to Know



PASSPORT TO VACATIONS

Below are a few steps that will need to be followed in order to help you use the Capitol Marketing travel certificate. Please familiarize yourself with these steps to ensure your happy and safe travel. The full guidelines as well as the amenities available to your specific package are listed on your reservation form in more detail.

1. Please locate your Reservation Request Form. This is the form you will use when requesting your travel locations and dates. Also locate and thoroughly read through the Guidelines and Amenities as they will give you all the information you need to know regarding your trip.
2. Your certificate is good for one year; the redemption period is printed on your form. Keep in mind that your travel must be completed before or by this end redemption date and once your certificate has expired, it will no longer be good for any travel.
3. Once you know when and where you want to travel please completely fill out your Request Form clearly and legibly and follow all the guidelines associated with the vacation option chosen, including the advance notice. You do not have to pick a specific hotel, as once your request is submitted and assigned your agent will contact you with all available properties based on your request (please include your email address in case we need to communicate property options). Hotel and/or Drive Away packages require a 35 day prior advance notice, Fly Away and/or Events require a 60 day prior advance notice and Sail Away packages require a 90 day prior advance notice. Availability can only be determined after request is submitted following the guidelines to travel, it will not be offered prior by phone or email.
4. Mail your Request Form along with the Guideline and Amenities sheet to the address provided in the guideline section. Please make sure that the Guidelines and Amenities sheet is included and that all areas requesting a signature are signed. Any Reservation Request Form sent in without a signature in each of the denoted areas will be returned to you, at which point you will need to resubmit your form with new travel dates, and the advance notice requirement will start anew. If you have received a certificate that states it is able to be faxed please submit it following all necessary guidelines to the number listed on your form, or you may also mail it. (Please note that not all reservation request forms are faxable, in this case if the form does not specify that it is - you must mail it in.)

Things to Know (cont.)

Once Capitol Marketing receives the Reservation Request Form and the Request Form has the correct advance notice (postmarked 35, 60 or 90 days prior to the first requested date of travel, dependent on package type) and proper deposit (if necessary) you will receive an email or phone confirmation from Capitol Marketing in approximately 14 business days. Any form not in compliance with the advance notice guideline or that does not include the necessary deposit (if applicable) will be returned to you to resubmit with new travel dates. The Reservation Request form will be assigned to a reservation agent. Your agent will call you once your request is being processed. Average time frame to receive a call from an Agent will vary due to highly traveled times of the year and type of package requested. Please allow an average 1-2 weeks on a Drive Away package, 2-3 weeks on a Fly Away or Sports Package and 3-5 weeks on a Cruise package. Once you receive a call, from your Reservation Agent, any upgrades, such as extra nights, extra airline tickets, rental car or any extras that will be needed for the vacation will be discussed. All questions will be answered.

We hope this simple outline will answer your immediate questions and give you the information needed to start you on your travel experience.

Please understand that these trips are based on availability given to Capitol Marketing. Following the advanced notice guideline does not necessarily guarantee travel. However, the more notice that is given, especially to popular destinations, and during busy travel dates, will help secure selections. (Please note that we cannot accept forms submitted more than 180 days prior to the first requested travel date).



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