

IMPORTANT LINKS

TOOL	URL
ADMIN - EXP	https://us.expediacustomer.com
ADMIN - HOTWIRE	https://hotwire.wwtecustomer.com
ADMIN - TVLY	https://tvlyus.expediacustomer.com
CCMS	https://www.wblt.ccms.teleperformance.com
COURSEMILL	http://pschrod/coursemill
EUREKA	http://eureka.expedia.com
GALILEO	https://expedia.csod.com/client/expedia
NAVIGATOR	https://navigator.expedia.com
VOYAGER LODGING	https://voyager.expedia.com

T&C	URL
BPG	http://www.expedia.com/p/info-other/guarantees
TPG	http://www.travelocity.com/p/info-other/guarantees.htm
EXP+ REWARDS	https://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm

OPENING

POS	OPENING
EXPEDIA	<p><i>Dear Expedia Customer/Customer Name</i></p> <p><i>Thank you for contacting us/Expedia about (state concern).</i></p>
TRAVELOCITY	<p><i>Dear Travelocity Customer/Customer Name</i></p> <p><i>Thank you for contacting us/Travelocity about (state concern).</i></p>
HOTWIRE	<p><i>Thank you for contacting us/Hotwire about (state concern).</i></p>

CLOSING

POS	CLOSING	
EXPEDIA	BLUE	<i>If this does not answer your question or solve your problem, feel free to reply to this message or call us at 1-800-EXPEDIA (1-800-397-3342) or 1-404-728-8787 (for callers outside the U.S. and Canada) and reference case ID:.</i>
	SILVER	<i>If this does not answer your question or solve your problem, feel free to reply to this message or call us at 1-855-397-7392 or 1-417-520-5298 (for callers outside the U.S.) and reference case ID:.</i>
TRAVELOCITY	<i>If this does not answer your question or solve your problem, feel free to reply to this message or call us at 1-855-201-7800 or 1-417-520-5312 (for callers outside U.S. and Canada) and reference case ID:.</i>	
HOTWIRE	<i>If you have any other questions, please call the Hotwire Customer Service Team at 1-866-610-4787 at your earliest convenience. Please have your itinerary number and/or booking ID available when you call.</i>	
	<i>If you have any other questions, please feel free to respond to this message or call us at 1-866-610-4787 and a customer service representative will assist you.</i>	

APOLOGY STATEMENT (Reply more than 24 hours)

We apologize for the delay in answering your e-mail. We are currently experiencing an extremely high volume of e-mail requests, preventing us from responding within our normal standards.

E-MAIL TEMPLATES			
ACCOUNT	ACTIVITIES	BPG/TPG	CAR
EXP+ REWARDS	FLIGHT	HOTEL	PACKAGE

ACCOUNT

TITLE	
Access Expedia on mobile device Access Permanent Account Access Single-use account Can't Locate Itinerary/Account Change Email Address Change Password Changing Account Information Combining Accounts Connect your Expedia Facebook accounts Coupon – How to use Credit Card Charges Credit Card Problems Delete Account - How To Delete Account - Unable to Process - Active Itinerary Disabled Accounts Feedback Foreign Language Form of Payment Frequent Flyer Frequent Flyer Number Limitation	How to Register New User Manage your TSA Information No Email Expedia.com Not Sure of Question Past itinerary – more than 6 months Phishing Pop-up Ads Promotional Coupons Purchase Confirmation Email Unreadable Retrieve/Reset Password Security Verification Failed Sign In Problems Sign-out Problems Single Use Account (Transfer Itinerary) Unable to Determine Inquiry Unblocking Expedia Emails Unknown Promotion Unlink Expedia App from Facebook Unsubscribe Vendor Support

Access Permanent Account

We are sending a copy of your itinerary in a separate e-mail now. You can also access your updated itinerary online. Here is how:

1. Go to "www.expedia.com".
2. Click "My Trips" at the top of the page.
3. Choose the option "Sign in with your email".
4. Enter your e-mail address "E-MAIL ADDRESS" and password.
5. Click "Sign In" button.

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Access Single-use account

Our records show that you booked your reservation using a single-use account. We are sending a copy of your itinerary in a separate e-mail now. You can also access your updated itinerary online. Here is how:

1. Go to "www.expedia.com".
2. Click "My Trips" at the top of the page.

3. Choose the option "Find your itinerary without signing in".
4. Enter your e-mail address "E-MAIL ADDRESS" and itinerary number.
5. Click "Find itinerary" button.

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Can't Locate Itinerary/Account

We were unable to locate your reservation based on the information provided. We will be glad to answer your question if you could reply to this message with your itinerary number. In addition, there are no reservations associated with your e-mail address "email@domain.com". Please resend your request from the e-mail address associated with your account.

If you prefer, you can also call us at the numbers below and a customer service representative will be happy to assist you.

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Change Email Address

Check Eureka Answer ID: 18548 **Change the email address in the customer's account**

Here is how to change your e-mail address on your Expedia account:

1. On the "My Account" page, select "Email and Password".
2. Enter your information as directed.
3. Select "Save" to update your e-mail address.

Change Password

To change your password, go to "www.expedia.com", log in to your account, and follow the steps below.

1. On the "My Account" page, select "Email and Password".
2. Enter your information as directed.
3. Select "Save" to update your password.

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Changing Account Information

Check Eureka Answer ID: 9574 **Customer account information**

Check Eureka Answer ID: 18549 **Change the main contact name in the customer's account**

Combining Accounts

For security reasons, we are unable to combine accounts or transfer an itinerary to another account.

Connect your Expedia Facebook accounts

Connecting your Expedia and Facebook accounts ensures that you will be logged in to Expedia when you are logged in to Facebook, and you will not need to remember an extra password.

Here is how to connect your accounts:

1. On the “Sign in” page, select “Sign In with Facebook”.
2. When prompted, enter the e-mail address associated with your Facebook account.
3. If that e-mail address is not already associated with your Expedia account, follow the instructions to connect your accounts.

For your reference, connecting your accounts will not subscribe you to Expedia Facebook updates. Expedia will not publish information on Facebook without your permission. Expedia will continue to send your itinerary information to the e-mail address associated with your Expedia account.

To view your connected accounts, go to “My Account” and select “Connected Accounts”.

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Coupon – How to use

Here is how to use an Expedia coupon code:

1. Choose a hotel or vacation package, and follow the booking process to the payment page.
2. Under “How would you like to pay?”, select “Enter a coupon or promotion code”.
3. Enter your code and select “Apply Coupon”.

Here is how to save a coupon to your account:

When you receive an Expedia coupon via e-mail, you can save the coupon to your account by selecting the link in the e-mail. To use a saved coupon, follow the steps below:

1. Sign in to your Expedia account.
2. Go to “My Account” and select “Coupons”.
3. Select “Use Coupon” next to the coupon you want to use.
4. Search for eligible travel, and select the option that you would like to book.

Saved coupons also show up as a payment option when you make a booking while signed in to your Expedia account. On the payment page under “How would you like to pay?”, select the coupon you would like to use.

Review the coupon's complete rules and restrictions to see if the coupon is valid for your travel selection.

For your reference, once you complete your booking, your coupon will show on the “Coupons” page under “Redeemed and expired coupons”.

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Credit Card Charges

Check Eureka Answer ID: 669 Credit card authorizations and charges

The amount may simply be an authorization and is not an actual charge. When you attempted to purchase a reservation, we made the authorization amounts. The authorization is required to ensure the account is valid prior to charging the full amount of the purchase.

In most cases, this amount never appears on a customer statement. However, we have found that some debit cards may list it as a charge and then credit the same amount. Be assured that Expedia did not charge you. The authorization amounts will fall back within three business days. If the amounts do not fall off after this time, please call us at the number provided below for further assistance.

Credit Card Problems

Here are a few suggestions that may help you resolve the problem:

- Enter the billing address for your credit card exactly as it appears on your billing statement. The billing address is defined as the location where you receive statements mailed from your credit card company.
- Check to see that you have selected the correct credit card type.
- Try a different card: We do not accept some debit cards or certain corporate credit cards.
- If you are using a debit card, check to see if the purchase amount exceeds your daily limit.
- Enter the billing address for your credit card exactly as it appears on your billing statement. Your bank may deny approval for your purchase if the addresses do not match.

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Delete Account - How To

Check Eureka Answer ID: 18547 **Close or delete a customer account**

Account closure is permanent and cannot be reinstated. In addition, once you have closed your Expedia account, any itineraries without reservations or ticket purchases with this account will be deleted. You will no longer be able to sign in or access any information associated with this account, including your Expedia+ rewards.

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Delete Account - Unable to Process - Active Itinerary

In order to close your Expedia account, all saved or inactive itineraries must be deleted.

Disabled Accounts

Expedia may disable an account due to invalid activity, policy violation, or user inactivity.

You may review Expedia's Terms of Use at "<http://www.expedia.com/p/info-other/legal.htm>".

Feedback

Positive Feedback

We appreciate your kind words and we are happy to know that your travel experience was a good one.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.



We appreciate your taking the time to write to us. Thank you for your kind words and we are happy to know that we have answered your questions.

Your feedback as an Expedia customer is important to the decisions we make to improve our travel services.

We look forward to helping you again soon and please come visit us anytime at "www.expedia.com".



We appreciate your kind words and for taking the time to commend our agent for a job well done. We are also happy to know that you count on us for your travel plans. Again, thank you and please come visit us anytime at "www.expedia.com".

Feedback – Research Required

Your comments are important to us and require further research. We have forwarded your e-mail to the appropriate research group and a representative will contact you within two business days.

Feedback – Complaint – Vendor service

Your words carry a lot of weight with us and we are distressed to hear that your experience with (insert name of vendor) was not a good one.

Your trip is the reason we exist, our goal is to give our customers superior service. We want to ensure that you feel respected, valued, and cared for from the time you plan the trip, to the time you return home, and everything-in-between.

Expedia acts as an independent reservations agent for travel suppliers. However, if one of our customers has an unsatisfactory experience, we take appropriate action to ensure that other customers do not have a similar experience.

Your feedback is important to the decisions we make to improve our travel services.



We regret that your experience with Expedia.com was not satisfying. Numerous people within Expedia read comments such as yours and it helps us to shape our policies and practices as we learn and grow.



We appreciate your comments and we are sorry we disappointed you. We apologize for the inconvenience of not being able to complete the purchase of your itinerary due to our system upgrade. Since we are using the same website, we are also unable to process the purchase completely.

We rely on customers like you to provide us with the information we need to continue improving our services. We hope you will visit us again at "www.expedia.com".



Please accept our apologies in regards to what had transpired during your vacation. As one of our valued customers, your words carry a lot of weight with us, so we are distressed to hear that your travel experience was not a good one. We regret any inconvenience that may have occurred during your stay and would like to assure you that every reservation is important to us. Thank you for bringing this incident to our attention.

As you may know, Expedia acts as an independent agent for reservations for airlines, car rental companies, and hotels. Still, if an Expedia member has an unsatisfactory experience with travel booked through Expedia, we want to take appropriate action to ensure another member does not have a similar experience.

We understand that your stay at this particular hotel has not satisfied you and since we are running a business that is people oriented, we can assure you that we will bring your comments to the attention of the hotel and their management so that this occurrence would not happen again in the future. This is a very important issue for Expedia since we are also representing the hotels that we offer online.



We are truly sorry that we have not lived up to your expectations of excellent customer service. We, at Expedia, try as much as possible to provide not only excellent customer service but we try to exceed what the customer is expected from us. However, we know that there are some instances, which we are unable to meet our guaranteed excellent customer service and we would like to apologize for that.

We rely on customers like you to provide us with the information we need to continue improving our services.

We hope that this occurrence will not reflect poorly on the Expedia experience, and that you will give us another chance to prove our excellent customer service. Expedia values your business and we hope to retain you as a customer. In the meantime, we will work hard to regain your loyalty and trust.



Your comments are important to us, and we regret that your experience using Expedia was not to your satisfaction. Please be assured that the entire team at Expedia is dedicated not only providing the most efficient, user friendly, and accurate travel application, but also to the highest standards of support for our members. Please know that we have taken note of your comments and have considered them in our continuous effort to provide better service to our clients.

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Foreign Language

At this moment, we can only entertain e-mails that you have written in English. Please contact us again as soon as you have translated your questions, comments or suggestions in English.

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Form of Payment

Car Rental Payment Option:

You can reserve a rental car online, often without a credit card. When you pick up your rental car, you will need to present a valid form of payment, usually a credit card.

Most car rental companies require you to pay with a credit card, though some will also accept debit cards.

To see which forms of payment your car rental company accepts, follow the steps below:

1. From your itinerary, or from the "Payment" page when booking, select "Rules and restrictions".
2. On the following page, select "Forms of payment".

Flight Payment Option

You must pay for your flight in full when you book. You can pay online with a debit or credit card. Expedia does not accept deposits or installment payments.

You cannot split your payment between two or more credit cards. Before making a large payment on your debit or credit card, contact your bank or credit card company to make sure you do not exceed your daily spending limit.

Activity Payment Option

You can pay for your activity online with a debit or credit card. You must pay in full at booking. Expedia does not accept deposits or installment payments.

You cannot split your payment between two or more credit cards. Before making a large payment on your debit or credit card, contact your bank or credit card company to make sure you do not exceed your daily spending limit.

Hotel Payment Option (Pay now)

You can pay for your hotel booking online using a debit or credit card, PayPal, or Bitcoin. You will pay in full at booking, in your local currency.

Vacation Package Payment Option:

Make a single payment

When you book your vacation package, you can always make a single payment online. For some packages, you might also have the option to:

- Split your payment between two debit or credit cards
- Book with a deposit and pay the remainder later

Split your payment

For some vacation packages, you can split your payment between a primary and a secondary debit / credit card.

To split your payment:

1. On the "Payment" page, select the "Split Payments" tab.
2. From the drop-down menu, select the amount to be charged to your primary card.
3. Complete the "Credit card information" for both cards.
4. Select "Complete this booking".

Book with a deposit

For some vacations packages, you can book with only a deposit and pay the remainder later. After booking, you will receive a confirmation email with your final payment due date and payment instructions.

To book with a deposit (if available):

1. On the "Payment page", select the "Split/Partial Payments" tab.
2. Under "Choose a payment option", select "Make a deposit now and pay the remainder later".
3. Complete the "Credit card information".
4. Select "Complete this booking".

You cannot split your payment over three or more credit cards. Typically, if your vacation package includes a flight, you will see separate charges to your credit card by the airline and Expedia.

Before making a large payment on your debit or credit card, contact your bank or credit card company to make sure you do not exceed your daily spending limit.

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Frequent Flyer

Once a traveler enters his or her frequent flyer number on Expedia.com for an itinerary, we automatically send a message to the airline with the information. Once the member completes a flight, the airline awards the credit.

When the name and mileage number entered on the itinerary do not exactly match the name of the flyer as recorded by the airline, the airline cannot credit the miles.

The airlines will credit customers the mileage award if the customer can provide proof that he or she actually took the flight. The fastest way to provide that proof is to send the airline a copy of your boarding pass or receipt. Most frequent flyer programs have an address for this purpose and include it with frequent flyer statements.

Once the airline receives your receipt or boarding pass, it will conduct research to confirm that you actually took the flights and then credit your account.

Frequent Flyer – Earning Miles

Although we passed your frequent flyer information to the airline, we cannot guarantee that your (Frequent Flyer eg. JetBlue True Blue) account will be credited for your reservation. Please check directly with your program provider to confirm that you are credited the appropriate miles.

You may also want to review the terms and conditions of your frequent flyer program.

Adding Frequent Flyer

When booking your reservation, you can select a pre-stored frequent flyer number or enter a new number. If you forget to enter it at the time of purchase, you can add it to your existing, confirmed itinerary or give it to the airline agent at check in.

Here is how to add your frequent flyer number to an existing itinerary:

<Provide steps>

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Frequent Flyer Number Limitation

We are only able to accept one frequent flyer number per customer per trip. However, you can give the airline agent other frequent flyer numbers when you check in for your flight.

How to Register New User

With an Expedia account, you can view trip itineraries, save searches, travel preferences, and apply coupons to your bookings.

Here is how to create an account:

1. Go to the “Create an Account” page at “<https://www.expedia.com/user/createaccount>”.
2. Choose whether to sign up with your Facebook account or an e-mail account.
3. Follow the instructions.

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Manage your TSA Information

You can save your personal Transit Security Administration (TSA) information to your Expedia account and we will automatically send it to the airline when you book a flight.

Here is how to add or update your TSA information on Expedia.com:

1. Sign in to your Expedia account.
2. Go to “My Account”.
3. Select “TSA Info”.
4. Add your “Known Traveler” or “Redress Number” as directed.
5. Select “Save”.

Members of TSA's PreCheck program should contact the airline directly to have their information added to their booking.

Please visit the TSA website at "<http://www.tsa.gov/>" to learn more about how to apply for frequent traveler programs.

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No Email Expedia.com

Check Eureka Answer ID: 18548 **Change the email address in the customer's account**

Not Sure of Question

We have received your e-mail request, but we are unable to determine your question or issue. To further assist you, please specify your concern.

Past itinerary – more than 6 months

Expedia deletes a trip that you completed or an active trip that you did not take after six months. The trips that you made or just saved for the past year have kept in your folder and deleted after six months from the time that you saved, purchased, or completed the trips.

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Phishing

Phishing is a fraud where a criminal sends an e-mail asking for personal information, and attempts to trick the recipient into responding by clicking on a link, opening an attachment, or directly providing sensitive information.

The e-mails can be quite convincing, since they appear to come from established businesses or organizations, and sometimes even link to legitimate-looking websites. However, the information you provide, such as a social security or credit card number, goes directly to the criminal, who can then use the information to his or her own advantage.

Expedia will never call or send an e-mail asking for your password or other personal information. If you believe that you have received a fraudulent e-mail, do the following:

- Do not click on any links in the e-mail or open any attachments.
- Forward the entire e-mail to "spoof@expedia.com" or contact us at the numbers below.
- Delete the e-mail.

Read our "Privacy Policy" at "<http://www.expedia.com/p/info-other/privacy-policy.htm>" to learn more about how we protect your information.

You can also visit the Federal Trade Commission's Consumer Information website at "<http://www.consumer.ftc.gov/topics/privacy-identity>" to learn more about identity theft and stay informed about the latest scams by going to "<http://www.consumer.ftc.gov/scam-alerts>".

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Pop-up Ads

We use pop-up and pop-under advertisements as a way to let you know about travel deals and services available on our site.

If you would like to prevent and/or block pop-up and pop-under ads from appearing on your screen, you can download free ad-blocking software at a number of sites.

Promotional Coupons

From time to time, we offer special promotional discounts on various travel deals. These may be in the form of coupons. The best way to find out about promotions and finding promotion codes is to sign up for our special promotional offers.

To receive special promotional offers:

1. Sign in to your account.
2. Select "My Account".
3. Select the "Email Preferences" tab.
4. Check the box to sign up for promotion emails, and select "Save".

Offers and promotions are also available on the Expedia "Deals" page.

We also suggest that you always book your travel through your Expedia account. We sometimes offer coupons and discounts to our most loyal customers and will then assign a coupon to your account.

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Purchase Confirmation Email Unreadable

Confirmation e-mails are in HTML format in order to display color and graphics. However, some e-mail programs may not accept this format or they may need to be specially set to accept it.

You might want to check your e-mail program to see if it is compatible with HTML.

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Access Expedia on your mobile Device

To access Expedia on your mobile device, use either the Expedia app or type "www.expedia.com" directly in your mobile browser.

To use the Expedia app

- Download the app from the app store onto your tablet or smartphone.
- Search for travel as a guest or select Trips to log in to your Expedia account.

You can book flights, hotels, and cars on the Expedia app. Services available on mobile web may vary depending on your device.

If you have questions about the app, visit our Expedia app support pages for help.

For iOS, go to "http://www.mobiata.com/support/expedia/ios".

For Android, go to "http://www.mobiata.com/support/expedia/android".

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Retrieve/Reset Password

Check Eureka Answer ID: 18550 **Customer forgot their password**

For security reasons, we are unable to send your Expedia account password via e-mail.

To reset your password, follow the steps below:

1. Go to "www.expedia.com" and click the "Sign In".

2. Click “Forgot your password?” link.
3. Enter the e-mail address associated with your account.
4. Click “Reset My Password” button, you will be e-mailed instructions on how to reset your password.

For security safeguards, resetting your password removes any credit card information stored in your account.

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Security Verification Failed

Check Eureka Answer ID: 11440 Email security process

The e-mail address from which your message was sent is different from the address in your account. To ensure the security of your account, our policy is to not to disclose any information regarding your itinerary unless the e-mail address on the account is used.

If you have multiple e-mail addresses, please re-send your request from the address associated with your account.

If your e-mail address has changed and the address in your account is no longer valid, please log on to your account, click “My Account”, and update your e-mail address.

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Sign In Problems

Our records show that an account already exists for the following e-mail address, “e-mail@domain.com”.

If you share this e-mail address with another individual who has an account with Expedia, you will need to have your own e-mail address in order to create an account. If this e-mail address is yours alone, you most likely already have an account.

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Sign-out Problems

To sign out from your account, click “Hello ...” at the top of the page and click “Sign Out”.

Single Use Account (Transfer Itinerary)

For security reasons, we are unable to transfer reservations you booked as a guest to your permanent account. However, you may still access your reservation online. Here is how:

1. Go to “www.expedia.com”
2. Click “My Trips” at the top of the page.
3. Go to “Find your itinerary without signing in” section.
4. Enter your e-mail address and itinerary number.
5. Click “Find Itinerary” button.

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Unable to Determine Inquiry

We have received your e-mail request, but we are unable to determine your question or issue. To assist you further, please provide us specific information about your concern.

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Unblocking Expedia E-mails

To unblock Expedia e-mails, you should enter into your Spam Blocker to unblock our e-mail address and receive Expedia promotional e-mails.

Please include "travel@customercare.expedia.com" in your e-mail address book.

Unknown Promotion

Please help us determine as to which specific promotion your itineraries might have qualified. Please send us the promotion's name, source (if the coupon offers was sent via e-mail or posted on the Expedia website) and the offer details. Once we have found the records relating to this particular promotion, we will check its terms and conditions and verify the information on how to obtain the coupon code.

We appreciate your patience.

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Unlink Expedia App from Facebook

Here is how to revoke Expedia App access from your Facebook account:

1. Log in to your Facebook account.
2. Click the down arrow on the top toolbar and click the option for "Settings".
3. In the "Settings" screen, click the setting for "Apps". Facebook displays a list of all the apps to which it is connected.
4. Hover over Expedia App and click the "Remove" button.
5. Facebook will explain what happens if you remove the app and ask for confirmation.

Facebook then removes the app.

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Unsubscribe

Check Eureka Answer ID: 2105 **Stop receiving Expedia direct mail**
Check Eureka Answer ID: 17431 **Stop receiving promotional e-mail**

We received your request and we are sorry to see you go.

We have unsubscribed you from our promotional e-mails. The cancellation process takes up to 10 days and during this time you will continue to receive promotional e-mails.

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Vendor Support

Check Eureka Answer ID: 2345 **Calls from vendors or suppliers**

*** When you receive an e-mail from vendors or suppliers and they are **not calling for the scenarios listed in Eureka**. ***

You have reached the e-mail support team of Expedia and we are unable to assist you on this matter. For instructions on how to contact our vendor support team, please visit our “Vendor Frequently Asked Questions” page at “www.expedia.com/vendor”.

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ACTIVITIES

TITLE	
Expedia Local Expert	How to Print Voucher
Expedia Protection Plans (Insurance)	No Barcode
Get a receipt for your activity booking	Receive your activity voucher by express delivery
Ground Transportation	Voucher Printing Error

Expedia Local Expert

Check Eureka Answer ID: 1952 **Expedia Local Expert Concierge calling program**

Expedia Local Expert (ELE) is a complimentary concierge service. Our concierges live in your vacation destination, so they can help you with the following:

- Booking tours, activities, and attractions
- Dining recommendations and reservations
- Driving directions and transportation advice
- Other questions you may have about your destination

An Expedia Local Expert concierge may call you before your trip to introduce the Local Expert program and services. If you prefer not to receive phone calls from Expedia Local Expert, ask your Expedia concierge to add you to the do-not-call list.

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Expedia Protection Plans (Insurance)

Check Eureka Answer ID: 11707 **Travel insurance plans overview**

Vacation Package insurance

Expedia collaborates with BerkelyCare to offer a variety of travel insurance options:

- The Expedia Package Protection Plan protects you and your vacation package from the time you book until the time you get home. You can even cancel or change your trip once before leaving.
- The Expedia Vacation Waiver gives you the ability to change or cancel your package reservation once before your scheduled travel dates without being charged change or cancellation fees.

For claims or questions, contact BerkelyCare at 1-800-954-4734 or “Expedia@berkely.com”. Travel protection plans must be purchased at the same time as the travel they cover.

Flight insurance

Expedia partners with BerkelyCare to offer the Expedia Total Protection Plan, which covers you for lost luggage, trip cancellation, or medical emergencies.

For claims or questions, contact BerkelyCare at 1-800-954-4734 or “Expedia@berkely.com”. Travel protection plans must be purchased at the same time as the travel they cover.

Car rental insurance

Expedia collaborates with BerkelyCare to offer Expedia Car Rental Insurance, which pays for damage to your rental car from collisions, theft, or windstorms.

For claims or questions, contact BerkelyCare at 1-800-954-4734 or “Expedia@berkely.com”. Travel protection plans must be purchased at the same time as the travel they cover.

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Get a receipt for your activity booking

Here is how to get a receipt for your activity booking:

1. Sign in to view your bookings.
2. Open the “Upcoming or History” section, and select your itinerary.
3. From the printer icon menu, select “Print Receipt”.

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Ground Transportation

Expedia has contracted with operators in a number of cities. If airport transfers are available, you will see them listed on the "Things to Do" page or during the purchase process. Some hotels may provide free airport shuttle service.

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How to Print Voucher

Check Eureka Answer ID: 1011 **Print an Activity voucher**

Here is how to print your activity voucher:

1. Sign in to view your bookings.
2. Select your booked activity.
3. Under “Important Information”, select “View/print vouchers”.

Read the rules and restrictions on your activity confirmation about important information for redeeming your activity voucher. If you do not have access to a printer, contact us to request your voucher by express delivery.

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No Barcode

Your problem may stem from incompatibility between your browser and our system. However, you may try to copy and paste the voucher into a word processing program, such as Microsoft Word or Apple Pages, so you can manually resize the image to fit on the paper size you select.

Meanwhile, if this option does not work, we can print the vouchers and send it to you via regular mail for USD19.99. For further assistance, please call our customer service team at the number provided below. Please have your itinerary number and e-mail address ready.

We appreciate your patience.

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Receive your activity voucher by express delivery

If you do not have access to a printer, contact us at the number below to request your voucher by mail. Expedia will ship your vouchers via express delivery for a non-refundable shipping and handling fee of USD19.99. The fee will be charged to your credit or debit card when your voucher has shipped.

Your voucher will arrive within 2-3 business days.

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Voucher Printing Error

Typically, printing a voucher directly on a browser page overlaps to the point parts of the text and will be unreadable.

Before you print out your vouchers, go to your browser menu (usually the file menu or the printer icon) and click on "Print Preview". This will bring up images of the vouchers, as they will appear on a printout. If the vouchers are perfectly fit on the paper, click the appropriate button to print the voucher. You may also adjust the print size of the paper on the drop-down menu at the top of the page. Your vouchers should print out as shown on the preview.

Print preview may not be accurate at times and the printout may not match the preview.

We also suggest that you access your vouchers using Internet Explorer, as Expedia.com works best with this browser.

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BPG/TPG

TITLE	
Expedia and Travelocity Price Guarantees	Kayak.com
Approved BPG	SkyScanner
BPG GDS	Google Flight Search
Guest Account	No Rooms Available
Consolidator	Different Room Type

Expedia and Travelocity Price Guarantees

Check Eureka Answer ID: 14063 **Expedia and Travelocity Price Guarantees**

Expedia's Best Price Guarantee covers hotels, vacation packages, rental cars, and activities.

If you find a cheaper, identical trip within 24 hours of booking, we will refund the difference and give you an Expedia travel coupon worth USD50.00.

Before you submit your claim, answer the following questions:

- Did you book on Expedia in the last 24 hours?
- Did you find the lower price on a website in English?
- Is the lower price quoted in US dollars?
- Are your travel dates the same for both bookings?
- Is the room type or fare class the same?
- Is the cancellation policy the same?

If you answered "Yes" to all of the questions that apply to your booking, then you will need to:

1. Get your itinerary number.
2. Fill out our Best Price Guarantee application form.
3. Submit your claim.

Expedia+ rewards members are eligible for our Hotel Price Guarantee, which extends up to 24 hours before your stay.

For more information about Expedia Best Price Guarantee, go to "<http://www.expedia.com/p/info-other/guarantees>".

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Approved BPG

Check Eureka Answer ID: 14063 **Expedia and Travelocity Price Guarantees**

We have great news!

We have approved your request and processed your refund of **USD0.00** and it will reflect on your billing statement within two weeks. The timing is based on how long it takes your bank to process.

In addition, we will add a \$50 Best Price Guarantee Coupon to your account within 6-8 weeks after you have completed your travel. Changed or cancelled bookings are not eligible to receive the coupon.

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BPG GDS

Check Eureka Answer ID: 14063 **Expedia and Travelocity Price Guarantees**

After you have completed your travel, simply reply to this e-mail and attach the receipt. Black out any personal information, such as home address and the credit card number. Upon receiving and validating the receipt, we will process the refund of **[INSERT AMOUNT HERE]** and provide the \$50 Best Price Guarantee Coupon to your account. You should e-mail the receipt to us within 30 days of the last day of travel.

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Guest Account

Check Eureka Answer ID: 14063 **Expedia and Travelocity Price Guarantees**

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- "Travel itinerary for Best Price Guarantee claims must be purchased using a valid Expedia Account and paid in full at time of claim. Expedia itineraries purchased with a Single Use, Guest Account, or Partial payment are ineligible for Best Price Guarantee Awards."

Our records show that you booked your (product) with itinerary number (itinerary number) using a single-use account or guest account. Because of this, we are unable to process your price match request.

We recommend that you log in to your permanent Expedia account or create one before making a reservation to be eligible for Best Price Guarantee in the future.

The Best Price Guarantee terms and conditions are available at "<http://www.expedia.com/p/info-other/guarantees>".

If you believe this decision is in error, please attach the necessary documentation that refute the missed criteria listed above and forward this e-mail to "bpgreview@expedia.com".

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Consolidator

Check Eureka Answer ID: 14063 **Expedia and Travelocity Price Guarantees**

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- "Comparison Rates Must Be Available to the General Public Online. The Best Price Guarantee applies only to prices both advertised and available to the general public on an English-language website.

For example, this does not include rates offered on:

- Membership program websites, corporate discounts or rates
- Group, charter, rewards program, incentive, meeting, convention, consolidator or interline prices
- Prices obtained via auction or similar process
- Prices available only by using a coupon or other promotion not offered to the general public.

The lower rate may not come from a website where you call to get the rate, or from an e-mail that you received. The Best Price Guarantee does not apply to bookings that are not paid in full at the time of the claim. In addition, the rate must be quoted, booked, and paid for in US dollars."

We verified that "(INSERT COMPETITOR'S URL)" is a travel consolidator website. They buy in bulk or bulk **airfares/rooms** and negotiate **airline ticket/room** prices directly with the **airlines/hotels** and sell them to travelers at discounted prices, sometimes at prices up to 70% lower than (the airlines'/hotels') published prices. Because of this, we are unable to process your price match request.

The Best Price Guarantee terms and conditions are available at "<http://www.expedia.com/p/info-other/guarantees>".

If you believe this decision is in error, please attach the necessary documentation that refute the missed criteria listed above and forward this e-mail to "bpgreview@expedia.com".

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Kayak.com

Check Eureka Answer ID: 14063 **Expedia and Travelocity Price Guarantees**

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- "Comparison Rates Must Be Available to the General Public Online. The Best Price Guarantee applies only to prices both advertised and available to the general public on an English-language website.

For example, this does not include rates offered on:

- Membership program websites, corporate discounts or rates
- Group, charter, rewards program, incentive, meeting, convention, consolidator or interline prices
- Prices obtained via auction or similar process
- Prices available only by using a coupon or other promotion not offered to the general public.

The lower rate may not come from a website where you call to get the rate, or from an e-mail that you received. The Best Price Guarantee does not apply to bookings that are not paid in full at the time of the claim. In addition, the rate must be quoted, booked, and paid for in US dollars."

Kayak.com is not an online travel agency. It is a travel search tool that allows users to browse for (product) via price and location, but does not let the customer to book on their site. Instead, their system will redirect the user to the airline or travel supplier's website. Thus, we cannot process your price match request.

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SkyScanner

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- “Comparison Rates Must Be Available to the General Public Online. The Best Price Guarantee applies only to prices both advertised and available to the general public on an English-language website.

For example, this does not include rates offered on:

- Membership program websites, corporate discounts or rates
- Group, charter, rewards program, incentive, meeting, convention, consolidator or interline prices
- Prices obtained via auction or similar process
- Prices available only by using a coupon or other promotion not offered to the general public.

The lower rate may not come from a website where you call to get the rate, or from an e-mail that you received. The Best Price Guarantee does not apply to bookings that are not paid in full at the time of the claim. In addition, the rate must be quoted, booked, and paid for in US dollars.”

We verified that Skyscanner is a passenger flight, hotel, and car hire search engine that only allows users to browse for flights, hotels, and cars via price and location, but will not let the user to book on their website. Their system will transfer the user to the airline or travel suppliers’ website. Because of this, we are unable to process your price match request.

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Google Flight Search

We are unable to price match your flight reservation with Google Flight Search, as it will only help you explore air travel options, but will never let you book on their site. Google Flight Search will only show you the options where you can book the flight and it will redirect you to another website. Thus, we cannot process your request.

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No Rooms Available

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- “Must be "Apples to Apples" Comparison. The Best Price Guarantee is available only for exact itinerary matches. For example, the specific airline, hotel (including room type), ship and cabin category, rental car company and vehicle class, applicable refund policy, and the exact same dates and times of travel or service as booked through Expedia.com.”

- “The lower rate must be available for booking at the time you contact us, as determined by our customer service representatives.”

We checked “INSERT COMPETITOR’S WEBSITE” and we are no longer able to find availability for (INSERT ROOM TYPE). Because of this, we are unable to process your price match request.

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Different Room Type

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- “Must be "Apples to Apples" Comparison. The Best Price Guarantee is available only for exact itinerary matches. For example, the specific airline, hotel (including room type), ship and cabin category, rental car company and vehicle class, applicable refund policy, and the exact same dates and times of travel or service as booked through Expedia.com.”

We checked “INSERT COMPETITOR’S WEBSITE” and we are no longer able to find availability for (INSERT ROOM TYPE). Because of this, we are unable to process your price match request.

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CAR

TITLE	
Add Insurance - CRI	Estimated Total
Age Requirement	Insurance - CRI
Car Cancellation/Change Inquiry	No Reservation With Vendor
Car Payments	Package Cars
Car Rates Inquiry	Reservation Cancelled Directly With Vendor
Car Rental booking mistakes	Rental car booking confirmation
Change Reservation - During Trip	Special Equipment for Car – Post Purchase
Confirmed Reservation No Car – GDS	Special Equipment for Car – Pre-Purchase
	Vendor declined CRI

Add Insurance - CRI

Check Eureka Answer ID: 3320 **Add, cancel, or refund car insurance**

Add car rental insurance after booking

You can add insurance up until 24 hours before departure. Here is how:

1. Go to “<https://expediacri.aontravelprotect.com/product/home.jsf>”.
2. Provide your Rental Car information and get a quote.
3. On the next page, provide your billing information.
4. Review and confirm your order.

You must bring a copy of the confirmation of your insurance and the plan description to the car rental office. The rental company may require proof of insurance.

Age Requirement

Some car rental companies have age restrictions. When rental car agencies have a maximum age restriction, it typically ranges from 70 to 75. In matters such as this, we suggest that you contact the car company directly for more information.



Many companies will not rent to customers younger than 25. Some may allow you to rent but they will charge you for Young renter's fee. Please refer to the full rules and regulations for details.

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Car Cancellation/Change Inquiry

Check Eureka Answer ID: 1023 **Cancel or change a car**

You cannot change an existing car rental booking. Instead, cancel your booking and make a new one. Most rental car reservations can be cancelled at any time without penalty.

To cancel your car rental:

1. Sign in to view your bookings.
2. Select the car rental you wish to cancel.

3. Under “Manage Booking”, select “Cancel Reservation”, then “CANCEL THIS RESERVATION”.

Expedia cannot guarantee that you will receive a car of the exact make and model you reserved, but your car rental company should have a similar car of the same class ready for you.

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Car Payments

Reserve now, pay later

You can reserve a rental car online, often without a credit card. However, when you pick up your rental car, you will need to present a valid form of payment, usually a credit card.

Accepted debit / credit cards

Most car rental companies require you to pay with a credit card, though some will also accept debit cards.

To see which forms of payment your car rental company accepts:

1. From your itinerary, or from the “Payment” page when booking, select “Rules and restrictions”.
2. On the following page, select “Forms of payment”.

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Car Rates Inquiry

Vacation package car rentals

When you rent a car as part of a vacation package, the price we quote you is the final price you will pay.

Standalone car rentals

When you rent a car on Expedia, the price we quote you is an estimated total. The estimate includes the following, when applicable:

- State taxes
- Local taxes
- Airport fees

Taxes and fees are subject to change. When tax and fee information is unavailable, we will show you only the base rate for your selected rental car.

If you require more information, please call your rental car rental company directly and provide the agent with your confirmation number.

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Car booking mistakes

If you find an issue with your car rental booking or have multiple itineraries for the same reservation, you can cancel and rebook your car rental online with no penalty fees.

To cancel your car rental:

1. Sign in to view your bookings.
2. Select the car rental you wish to cancel.
3. In “Manage Booking”, select “Cancel Reservation”, then “CANCEL THIS RESERVATION”.

Should you need further assistance, please call us at the numbers below.

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Change Reservation - During Trip

Since your trip is already under way, you will need to call [INSERT COMPANY NAME] directly at [INSERT PHONE NUMBER]. Have your confirmation number “INSERT CONFIRMATION NUMBER” handy to give to the reservation agent.

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Confirmed Reservation No Car – GDS

Like many travel vendors, car rental companies sometimes overbook their inventory based on histories of previous no-shows. Ordinarily, this does not create a problem for their customers, but when it does, it can be very frustrating.

Our records indicate that you did have a confirmed reservation and we regret that [INSERT COMPANY NAME] did not have a car available for you. For further assistance, please contact the company directly at [INSERT CAR AGENCY NUMBER].

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Insurance/Waivers and CRI

Check Eureka Answer ID: 3320 **Add, cancel, or refund car insurance**

You can cancel your car insurance for a refund until 12:01 a.m. Pacific Time on the day of the scheduled pick-up.

No Reservation with Vendor

We regret any inconvenience that may have occurred during your trip.

When a customer book a car reservation on Expedia.com, our system will automatically send over a notification to the particular car rental company indicating all the reservation details. Then, the vendor will provide a confirmation code for the customers. However, there are times when the car company fails to upload the confirmation that we have sent to their central reservations system into their own system.

Meanwhile, our records show that [VENDOR NAME] has confirmed your reservation and provided us a confirmation number [INSERT CONFIRMATION NUMBER]. This information is also indicated on your itinerary page.

You can reserve a rental car online, often without a credit card. Expedia will not charge you for your standalone car booking. When you pick up your rental car, you will need to present a valid form of payment, usually a credit card. The vendor will then charge your card upon pick up or drop off.

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Package Cars

The car rental included in a vacation package itinerary is considered as prepaid in the rate that was charged for the whole package itinerary. However, the rate is just the base rate and could be subject to change. Additional charges may apply on the drop-off date other than the taxes and surcharges (such as refueling, additional driver charges, young driver’s surcharge, and delivery and collection fees). Your itinerary page includes this information.

We highly suggest that you read the rules and restrictions of your vacation package itinerary before completing the purchase.

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Reservation Cancelled Directly With Vendor

To avoid misunderstanding, you would also need to cancel your car reservation online. Nothing would be charged to you since the reservation is still far-off. You would need to access your itinerary online from 'My Itineraries'. Then scroll down and click on "Cancel this car reservation".

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Resend Purchase Confirmation

After booking a rental car, you will receive a confirmation e-mail from Expedia. Review this e-mail to verify that your travel details are correct.

Prior to departure, you can access your up-to-date information on Expedia. Here is how:

<Insert steps here>

We are also sending a copy of your itinerary in a separate e-mail now.

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Special Equipment for Car – Post Purchase

Since you have already made your reservation, you will need to contact [INSERT CAR COMPANY NAME] directly at [INSERT PHONE NUMBER HERE].

This equipment may not be available for all cars or at all rental locations. When you call, be sure to have your confirmation number handy for a speedier response.

You can also access your itinerary online at any time, here is how:

(Access itinerary)

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Special Equipment for Car – Pre-Purchase

When you complete the reservation process, you will be able to select a number of special equipment options such as, car seats, left or right hand control, ski racks, snow chains, and navigational systems.

Here a few things to keep in mind when you book:

- Special equipment options may not be available on all cars or at all locations
- Your selections will send to the car company as a request and are not a guarantee
- You may have to pay an extra fee for the special equipment.
- Before your departure, be sure to confirm your request with the car company.

(How to book a car)

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Estimated Total

Vacation package car rentals

When you rent a car as part of a vacation package, the price we quote you is the final price you will pay.

Standalone car rentals

When you rent a car on Expedia, the price we quote you is an estimated total. The estimate includes the following, when applicable:

- State taxes
- Local taxes
- Airport fees

Taxes and fees are subject to change. When tax and fee information is unavailable, we will show you only the base rate for your selected rental car.

If you require more information, please call your rental car rental company directly and provide the agent with your confirmation number.

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Vendor declined CRI

Since the car rental company did not accept the insurance, please send the information listed below to Expedia.

- A copy of your rental agreement
- Receipt to Expedia using the numbers below
- Itinerary number

You can send by post, use the address below.

Las Vegas Operations Center
Attn: Tier 3, Customer Operations
10190 Covington Cross, 2nd floor
Las Vegas, NV 89144

Should the address label requires a contact telephone number, use 1-800-397-3342

You can also send through fax at 702-944-6481 and put "Attention: Tier 3".

After receiving the above information, Expedia will refund the car rental insurance **or** will contact BerkelyCare on your behalf if BerkelyCare charged you.

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EXP+ REWARDS

TITLE

Available/Pending Points	How to access/use Expedia+ coupon
Booking prior enrollment	How to earn Expedia+ points
Cancel or change an Expedia+ booking	How to earn Expedia+ points –guest account
Claim missing Expedia+ points	Redeem your Expedia+ points - Flight
Enroll in or cancel Expedia+ membership	Redeem your Expedia+ points - Hotel
Expedia+ points refund request	View your Expedia+ points
Expiration	What is Expedia+

Available/Pending Points

Check Eureka Answer ID: 6694 **Expedia+ points balance inquiries**

Typically, it takes (*insert timeframe here) days after you complete your travel for Expedia+ points to become available for redemption. Prior to that time, points will show as pending and you cannot redeem it.

**Timeframe by product (EA 6703)*

Eligible booking	Point confirmation timing
Flights	30 days after travel completion
Packages (excluding PPV)	30 days after travel completion
Flight+ car packages	30 days after travel completion
Hotel paid at time of booking	30 days after travel completion
Hotel paid at time of stay	35 days after travel completion
Cars	Up to 90 days after travel completion
Activities	30 days after completion

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Booking prior enrollment

To earn Expedia+ points, you must sign in to the account that you have enrolled in Expedia+ before completing the booking of a qualifying itinerary.

We found that you booked your reservation with itinerary number <itinerary number> on <insert booking date>, while you joined Expedia+ on <insert date of enrollment>. Because of this, this itinerary is not eligible to earn points.

For more information about Expedia+, go to “<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>”.

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Claim missing Expedia+ points

Check Eureka Answer ID: 6703 **Adjust Expedia+ points**
Check Eureka Answer ID: 7228 **Research Expedia+ points issues**

To earn Expedia+ points, you must sign in to the account that you have enrolled in Expedia+ before completing the booking of a qualifying itinerary. Typically, it will take 30 days after you complete your travel for Expedia+ points to become available for redemption. Prior to that time, points will show as pending and you cannot redeem it.

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Cancel or change an Expedia+ booking

Check Eureka Answer ID: 7227 **Cancel or change an Expedia+ booking**

Hotel and package bookings (Cancelled with full refund)

We are unable to reinstate the Expedia+ coupon used to book your reservation. However, we can return the total Expedia+ points used for the coupon.

How to access/use Expedia+ coupon

Upon redeeming Expedia+ points for a Reward Coupon in your selected amount, a Reward Coupon code valid for a minimum period of twelve months for one-time use only will be issued to you. The issued Reward Coupon will be deposited into your Expedia account, and can be found on the "Coupons" page within "My Account".

The expiration date for each Rewards Coupon will be confirmed at the time of issuance. Redeemed Expedia+ points will be deducted from your account at the time the Reward Coupon is issued. No Expedia+ point amounts or reward availability is confirmed until the required number of Expedia+ points has been deducted from your account and the Reward Coupon is issued.

For more information about Expedia+ rewards, go to "<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>".

How to earn Expedia+ points

Check Eureka Answer ID: 6659 **Earn Expedia+ points**

To earn Expedia+ points, you must sign in to the account that you have enrolled in Expedia+ before completing the booking of a qualifying itinerary.

How to earn Expedia+ points – guest account

Check Eureka Answer ID: 6659 **Earn Expedia+ points**

To earn Expedia+ points, you must sign in to the account that you have enrolled in Expedia+ before completing the booking of a qualifying itinerary.

We found that you booked your reservation with itinerary number <itinerary number> in a guest account. Because of this, this itinerary did not earn points.

As a courtesy, we can adjust points to your Expedia account. Please call us at the numbers below 30 days after the completion of your travel.

For more information about Expedia+, go to "<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>".

Enroll in or cancel Expedia+ membership

Check Eureka Answer ID: 6660 **Enroll in or cancel Expedia+ membership**

Enroll

To become a member, go to Expedia+ rewards page at "<https://www.expedia.com/rewards/howitworks>" and join.

For additional information, read Expedia+ rewards Terms and Conditions at "<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>".

Cancel

Once you choose to cancel your Expedia+ membership, your account is closed.

Here is how to opt out of the program online:

1. Sign into your account on Expedia.com
2. Through the “My Accounts” link on Expedia.com, access the “Account Overview” page.
3. Select “My Rewards”.
4. Select “Remove Me From Expedia+ rewards”.

To opt back in, you must re-enroll in the program using the same Expedia account. Any points not expired will be available in your new Expedia+ account.

If you deleted your Expedia account or signed up for a new Expedia account, you can create a new rewards account. The new account starts with a zero (0) point balance.

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Expedia+ points refund request

We are unable to refund the redeemed points on your account. You may refer to the terms and conditions in redeeming points for Expedia+. Rewards cannot be redeemed for cash and have no cash value.

For more information about Expedia+ rewards, go to “<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>”.

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Expiration

Your Expedia+ points will not expire as long as you book and complete qualifying travel on Expedia.com or redeem points for a travel reward at least once every 18 months.

Redeem your Expedia+ points – Flight

Check Eureka Answer ID: 7217 **Redeem Expedia+ points**

To redeem your Expedia+ points for a flight booking, you must give us a call at the numbers below for further assistance.

All rewards are subject to availability and restrictions of the relevant travel supplier. Expedia has the final authority on all decisions regarding reward ticketing, pricing, and availability and the interpretation of these Expedia+ rewards Terms and Conditions. The point cost of Expedia+ rewards flight rewards are based on variable amounts. These amounts are based on a combination of factors including itinerary, date and time of travel, and dollar value of travel.

In addition, you must have enough Expedia+ rewards points available to cover the entire cost of the flight being booked to redeem. The following policies and terms apply to flight rewards:

- Blackout dates do not apply toward flight reward travel bookings made on Expedia.com using Expedia+ rewards points.
- Taxes, fees, and surcharges for the booking are included in the number of Expedia+ rewards points required for redemption and are subject to change without notice.
- Flights may be nonstop, direct, or involve a change of planes. They may also be one-way flights.
- Flights do not have to be exact roundtrips. Flights into and out of different airports are permitted.
- Airline participation may vary from market to market.

- Holds cannot be placed on Expedia flight reward reservations.

- Points cannot be redeemed for same-day flights.

For more information about Expedia+ rewards, go to “<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>”.

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Redeem your Expedia+ points – Hotel

Account holders can redeem available Expedia+ points for Expedia coupons valid at Expedia Rate (standard) hotels and +VIP Access Hotels at double the value of non-+VIP Access (standard) hotel coupons in various increments (Reward Coupon).

View all denominations available and their corresponding point cost via the “Redeem for Hotel” link on “Expedia+ Marketplace” page.

At the time of redemption, you must choose either a +VIP Access hotel coupon or a non-+VIP Access (standard) hotel coupon. +VIP Access hotel coupons can only be used to book +VIP Access hotels. Look for the +VIP icon in the hotel listing. Hotel coupons can only be used to book, and pay for, Expedia Rate hotels on Expedia. Coupons can only be used once.

For more information about Expedia+ rewards, go to “<http://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm>”.

View your Expedia+ points

To view your available Expedia+ points:

1. Sign in to your Expedia account.
2. Select “Rewards” to view your available and pending points, as well as your progress toward +silver or +gold status.
3. Go to “See Rewards Activity” for a detailed report of your rewards activity.

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What is Expedia+

Expedia+ is a free rewards program available exclusively to Expedia customers.

When you book eligible travel (including vacation packages, hotels, flights, cruises, and activities), you earn points to use toward Expedia+ travel rewards.

When you book flights, you can earn frequent flyer miles simultaneously with your Expedia+ points.

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FLIGHT

TITLE

<u>Airline Alliances</u> <u>Airline Online check-in</u> <u>Airline check-in requirements</u> <u>Airline Strikes</u> <u>Airline Ticket Codes</u> <u>Airport Drop-down</u> <u>Airport Surcharge/Tax</u> <u>Baggage</u> <u>Baggage Transfer Agreement</u> <u>Military/Bereavement Fares</u> <u>Better Price or Fare Elsewhere</u> <u>Booking Codes Differences</u> <u>Children on flights</u> <u>Children/Senior discounts</u> <u>Cancel a flight</u> <u>Code Share</u> <u>Create Booking</u> <u>Cannot Pull Up On Airlines Website</u> <u>Destination Not Available</u> <u>Documents Not Yet In-house</u> <u>E-ticket</u> <u>Exception Refunds</u> <u>Exchange Inquiries</u> <u>Exchange Receipt</u> <u>Expedia Bargain Fares</u> <u>Fare Quote via E-mail</u> <u>Flight Credits</u> <u>Flight Credit – Expired</u> <u>Flight Details</u> <u>Flight Void</u> <u>Frequent Flyer Credit</u> <u>General Refund Status Request</u> <u>Interline E-Ticketing</u> <u>Long Name</u> <u>Lost Luggage</u> <u>Lost Tickets</u> <u>Major Flight Schedule Change - Charter</u>	<u>Maximum Connecting Time</u> <u>Minor Flight Schedule Change</u> <u>Name Change</u> <u>Name with Special Characters</u> <u>No-Show</u> <u>Not charged for flights yet</u> <u>Not sure if purchased/reserved</u> <u>Overbooking of Flights</u> <u>Outbound portion of flight not showing on the itinerary</u> <u>Paper Ticket</u> <u>Paper Ticket Request</u> <u>Pets on Planes</u> <u>Receipt Request</u> <u>Purchasing For Someone Else</u> Printing A Boarding Pass Refund Approval Notification Refund of Taxes on Airline Tickets Refund Request LTA Fee Request for Group Air Rerouting of Delivery Roundtrip flights with 2 one-way fares Schedule change reply Seat Assignments Special Request Tax Codes Ticket type – exchanged with MCO Travel Class Travel Documents Traveling abroad with children Traveler Type Unable to retrieve the rules and restrictions of the ticket Unaccompanied Minor What is Visa? Wheelchair Assistance Vegetarian Meal Void
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Airline Alliances

An airline alliance is an agreement between two or more airlines to cooperate on a substantial level. Most of the largest passenger airlines worldwide are members of one of three major alliances, the Star Alliance, Oneworld, or SkyTeam.

Alliances provide a network of connectivity and convenience for international passengers and international packages. Alliances also provide convenient marketing branding to facilitate travelers making inter-airline codeshare connections within countries.

When you travel using alliance carriers, the miles are credited and can be used interchangeably. This allows rapid accrual of miles so you can reach elite status quickly and receive the extra awards at that level."

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Airline Online check-in

Check Eureka Answer ID: 1031 **Airline check-in procedures**

Before you check in online for your flight, verify your flight schedule and travel details through the “My Trips” page.

To check in online, follow the instruction below.

1. Get your airline confirmation code “ENTER CONFIRMATION CODE” from your itinerary.
2. Within 24 hours of your flight, go to “ENTER AIRLINE’S WEBSITE” to check in on their site.

You will need your boarding pass and a government-issued photo ID (such as a driver's license / passport) to check in. Arrive at the airport at least 1-2 hours before your flight for domestic flights, and at least 2-3 hours before international flights.

For your reference, your seat assignments are as follows:

<Insert seat assignments>

**If the customer has code-share flight, online check in does not apply.*

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Airline check-in requirements

Check Eureka Answer ID: 1031 **Airline check-in procedures**

Airline check-in locations require a government-issued photo ID, such as a driver's license or a passport, and will request proof of current-date travel (such as a copy of the itinerary) to issue a boarding pass.

Some e-ticket customers may check in via airline check-in website from their home, office, or kiosk at the airport. Customers may also check-in at the airport check-in counters or curbside if available. Automated check-in kiosks are in place for airlines that implement appropriate security measures.

E-ticket passengers should check with the airline to make sure they have printed itinerary, e-ticket receipt, or written confirmation such as a letter from the airline acknowledging the reservation.

Passenger identification checks and screening that was formerly done at the gates will now be done at the security checkpoint. As a result, a boarding pass is now required to get through security checkpoints. An E-Ticket receipt or itinerary is no longer adequate.

Passengers who appear 18 years or older should provide a government-issued photo ID (federal, state or local), at check-in to prove they are the person named on the ticket.

An international trip may require valid travel documents such as a valid passport, visa, re-entry permit, health certificate, inoculation record or a ticket for the return or continuing journey.

Name on ticket must match the name on the government-issued ID the customer is traveling with.

Be careful of a passport that is about to expire, as certain countries will not permit you to enter and will not place a visa in your passport, if the remaining validity is less than six months.

For more information about airline check-in procedures, go to “http://travel.state.gov/travel/tips/tips_1232.html”.

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Airline Strikes

**Check Eureka for updates*

At this time, the airline has not advised us about any delays or disruptions in service due to the recent issues reported in the news. We assure you that if actions taken by (insert airline) disrupt your travel plans, we will notify you, and all affected Expedia customers, via e-mail.

It is still business as usual for (insert airline) and they continue to operate as planned, selling, and honoring all tickets.

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Airline Ticket Codes (reference)

FL	332
AS	027
AQ	327
AA	001
TZ	366
HP	401
CO	005
DL	006
F9	422
HA	173
YX	453
NW	012
WN	526
NK	487
UA	016
US	037

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Airport Drop-down

Thank you for contacting us about searching for an airport.

Here are some tips on how to enter airport information when searching for a flight:

- If you have added a state to the city name and done so without a comma, you may not get a result.
- Do not include the words "airport" or "international", just type in the city name or airport code only.
- If there are many places with the same name or if the city has many airports, you will be taken to a list of airports. Please click on the airport you are looking for.
- If you are unsure which one of the major airports in a state or country you should choose, enter the state or country only. An airport list will appear and you can choose the one you want. List of airport suggestions will appear.

For more information, see the "Airport Codes" page at "<http://www.expedia.com/daily/airports/AirportCodes.asp>".

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Airport Surcharge/Tax

Some countries charge a separate departure tax or fee that they collect at the airport and typically must pay for in the local currency. This tax or fee is not yet included in the rate you have paid for your reservation.

The prices shown for e-tickets only and include all applicable taxes and fees. These taxes and fees are per ticket and include, without limitation:

- Surcharges: Various airline surcharges from USD1.50 to over USD50.00 may apply.
- Federal Excise Tax: A 7.5% domestic tax is applied to the airline base fare. The tax may be pro-rated for flights to/from the 48 contiguous U.S. states and Alaska and Hawaii, and some international destinations. A Travel Facilities Tax of up to \$8.40 each way applies to flights to/from Alaska and Hawaii. A U.S. Departure tax of \$16.70 each way applies to flights to/from Puerto Rico and U.S. Virgin Islands.
- Passenger Facility Charges: Up to USD18.00, depending on the itinerary

- Federal Segment Fees: USD3.80 per flight segment
- September 11th Security Fee: USD2.50 per enplanement at a U.S. airport up to a maximum of two enplanements per one-way trip
- Non-US Destinations: For international travel, up to USD250 per in government-imposed fees per roundtrip, a portion of which may be collected by the foreign government, depending on routing and destination.

A flight segment is defined as a takeoff and landing.

Those prices do not include baggage fees or other fees charged directly by the airline.

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Baggage

Check Eureka Answer ID: 3254

Airline baggage policies

Check Eureka Answer ID: 9208

Baggage fee questions

Customer asks you for the baggage fees

*** Generally, the baggage fees that apply to the entire trip are based on the marketing carrier's first leg (not operating carrier). With multiple-carrier itineraries, different fees may apply to the departure and return flights. ***

Baggage fees vary by airline, the number of pieces of baggage, and the dimensions and weight of baggage. To ensure that you get the most up-to-date information, we strongly encourage you to review the full range of fees charged by [airline name] at [airline Web site address]. Please have your airline confirmation code "CONFIRMATION CODE" ready.

Customer asks for information that is more specific

*** Access the marketing airline's site***

The first and second checked bag fee charged by [airline name] could be up to [highest dollar amount], but may be less depending on several factors. Airlines fees can change. To ensure that you get the most up-to-date information, we strongly encourage you to review the full range of fees charged by [airline name] at [airline Web site address].

Baggage Allowance for flights

For carry-on baggage, most airlines allow you to bring the following items on-board:

- One carry-on bag
- One personal item (such as a purse or briefcase)

Carry-on bags should not exceed 45 linear inches (the total of the height, width, and depth of the bag). Larger bags must be checked.

For checked baggage, you can find information about baggage allowances, prohibited items, and sports equipment on your airline's website. See our "Airline Fees" page at "<http://www.expedia.com/p/info-other/airline-fees.htm>" for a link to your airline's baggage policy.

For a comprehensive list of permitted and prohibited items in carry-on and checked baggage, please read the Transportation Security Administration's Prohibited Items at "<http://www.tsa.gov/traveler-information/prohibited-items>".

When searching for a flight, you can see estimated baggage fees for each flight by selecting "Show Flight Details".

Your baggage fees might vary depending on the following:

- Whether you pay for your bags online or at the airport

- The number, size, and weight of your bags
- The time of year you are traveling
- Your frequent flyer membership level
- Your military status

You can often save money by checking in and paying baggage fees on your airline's website before your flight.

If your flight is ticketed by one airline but operated by another, the fees and baggage policy for your entire trip are those of the ticketing airline

For trips booked with multiple airlines, you might pay different baggage fees for your outbound and return flights.

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Baggage Transfer Agreement

The luggage transfer arrangement would actually depend on the agreement of the carriers that you would be traveling. For example, if you were to transfer from one airport to another for a connecting flight under one carrier then most likely they would be the ones to transfer your luggage. However, if your connecting flight is between two different carriers then you will need to check out your luggage and check it in again on the next airport if they do not have any transfer agreements.

However, it would be best for you to contact the airlines directly at <INSERT PHONE NUMBER> to verify.

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Military/Bereavement Fares

Check Eureka Answer ID: 7574 **Discount Air Fares**

Expedia does not offer flight discounts for military personnel or bereavement travel, but we do offer special deals on airfare that may save you more money than military or bereavement fares offered by airlines. Contact the airline directly to ask about discounted military or bereavement fares, but be sure to compare the fares to Expedia rates.

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Better Price or Fare Elsewhere

There are number of reasons why a price you have seen elsewhere may not appear when you search on Expedia.com. Here are some of them:

- Expedia shows you only flights that have seats available. The advertised fares may apply to only a few seats, and those seats may have already been sold.
- A small number of discount carriers may not available on Expedia.com.
- A special advertised fare may be offered by a resale company, which has already purchased seats from the airline and is reselling those seats to the public.

Nonetheless, in our commitment to provide you the best price online, if you find the exact itinerary with a lower price within 24 hours from the time you booked a reservation with us and apply for Best Price Guarantee online, we will refund the difference and give you a travel coupon worth USD50.00

Expedia's Best Price Guarantee is subject to terms and conditions, which you may find on this link "<http://www.expedia.com/p/info-other/guarantees>".

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Booking Codes Differences

Typically, airlines have three cabin classes, first class, business class, and economy/coach class. For each cabin class, the airline will use approximately 10-15 different booking codes in order to control how many seats can be sold at a particular fare level. The booking code is a unique code assigned to each booking, which will be indicated as a letter (L, Y, U, et cetera).

The letters "X" and "Y" on your flight reservation are booking codes. Different booking codes may have different meanings for each ticket issued by the airlines, such as the rules associated with the ticket.



Different booking codes may have different meanings for each ticket issued by the airlines, such as the rules associated with the ticket. For example, although the "T" booking code falls under economy/coach class, it may have more restrictions compare to the "Q" booking code that falls on the same class of service; hence, the airline will sell the "T" fare class lower than the "Q" class' price.

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Children on flights

Check Eureka Answer ID: 13548 **Minors Traveling to Mexico**

Ticket requirements:

For flights within the U.S., you do not have to book tickets for children under the age of two (infants) provided that each of the following is true:

- Each infant sits in the lap of a traveler over the age of 12.
- No more than one infant is seated in the lap of a traveler.

Each of the following must have their own ticket:

- Children who are two or more years old at the time of your flight departure
- Children who require their own seat
- Children who are traveling on an international flight

Each traveler over the age of 12 may accompany up to two infants, each seated in their own seat.

Document requirements:

- For flights within the U.S., you might need to provide a picture ID for your child.
- For international flights, you must provide a valid passport for children of all ages.
- Children under 18 traveling to Mexico need to provide notarized documentation and letters of permission. For more information, please visit the US Embassy website.

Some airlines require children with their own ticket to sit in a car seat that fits and locks into the airplane seat.

When going through airport security, fold your stroller and send it through the scanner with your other belongings. If you choose to check your stroller, many airlines will allow you to do so free of charge.

Should you need further assistance, please contact the airline directly at "Phone number" to ask about their policies regarding children. Please have your confirmation code "Confirmation code" ready.

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Children/Senior discounts

Check Eureka Answer ID: 7574

Discount Air Fares

Some airlines offer discounts on airfare for seniors and children. The availability of discounts can depend on several factors:

- Traveler's age
- Seat availability
- Your selected flight
- Your selected airline

On Expedia, discounted airfare is included in your search results, though it might not be labeled that way. To receive all applicable discounts, be sure to select the number of seniors and children who are going on your trip when you search for your flight.



Airlines may offer special fares to customers more than 62 or 65 years of age, depending on the airline and senior fare restrictions. We suggest that you read the entire rules and restrictions of the ticket prior booking.

Most major airlines have discontinued giving special discounts to seniors.



Airlines may offer special fares to children less than age two. The number of infants must not exceed the number of travelers age 12 and over. When traveling with an infant, there are two seating options.

For infant in a reserved seat, you must book a separate airline seat for the infant. You must provide an infant car seat to ensure the infant's safety. Seats reserved for infants may be billed at special rates.

For infants without a reserved seat, you must hold the infant throughout the flight. No airline seat required but the airline must be notified. Typically, if you are traveling domestically, one infant per adult travels free on domestic flights. For international flights, you may be charged a percentage of the adult fare for each infant without a reserved seat.

When traveling internationally, all infants must have an airline ticket even if they will be sitting on an adult's lap.

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Cancel a flight

Check Eureka Answer ID: 8253

Cancel a flight

Check Eureka Answer ID: 14746

Ticket validity

Check Eureka Answer ID: 1505

Airline fare rules

<Review the fare rules and check Eureka for update>

Code Share

Codeshare flights are flights wherein the actual aircraft you are taking belongs to an airline very different from the airline that actually issued the ticket even though it has the same flight number. Airlines frequently do this in order to cut costs and/or when they share a route.



Two or more leg flight, covered by one ticket and sold by one airline, for a destination served not directly by it but through an affiliated airline (usually a commuter carrier). A codeshare flight uses the same two-letter carrier code during all legs of the journey.

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Create Booking

You can book a flight on Expedia either online or over the phone.

You can book the following types of flights on Expedia:

- Roundtrip flights return to the same airport you departed from.
- One-way flights take you from one location to another without returning.
- Multiple destination flights allow you to visit multiple destinations during your trip.

Charter fares may be available for roundtrip or one-way flights.

One-way flights are not available with vacation packages.



We do offer First Class, Business Class, and Economy/Coach Class on Expedia.com. Although we are not able to issue quotes on availability or fares through e-mail, we would like to help as much as possible with your travel reservations.

To search for flights availabilities online:

1. Go to "www.expedia.com" and click the "Flights" tab.
2. Choose "Flight Only" option.
3. Choose from "Roundtrip", "One way", or "Multiple destinations".
4. On the "Flying from" and "Flying to" text boxes, enter your departure/returning city or airport.
5. On the "Departing" and "Returning" text boxes, enter your preferred date.
6. Enter the number of adults and/or children who will be traveling.
7. Click "Advance Options" to further define your search (leaving these unchecked increase your chances of finding lower fares).
8. If you have a specific airline, select it from the drop down list. If you would like to fly a certain class, select the class from the drop down list
9. Click "Search" button.

We would suggest that you review the full rules and regulations prior to purchasing the itinerary. In addition, rates and availabilities for flights are subject to change until you actually complete the booking.

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Cannot Pull Up On Airlines Website

In some circumstances, you may not be able to view your purchased flight reservations through the airline's website. Some airlines may have built their own hosting systems, with limited connections to our own database. In light of this, these airlines may set limited access through reservations made through travel agencies.

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Destination Not Available

CHECK EXPEDIA.COM FIRST

Although we offer the ability to arrange travel to many parts of the world, we currently do not support travel to the destination about which you have inquired.

Nonetheless, new destinations and services are frequently added on our website. We suggest that you check Expedia.com from time to time.

To make immediate travel arrangements for this specific destination, you will need to contact an airline directly. For your reference, airlines phone numbers are available at "http://www.expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_FW_airlines.htx".

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Documents Not Yet In-house

We checked our records and we were unable to locate a documentation that shows that we have received your fax message.

Once we received the documents you sent, we will forward the information to the airline. Your refund request is subject to the airline's review and approval. This is not a guarantee that the airline will offer a refund and Expedia cannot override the airline's decision.

Should you need immediate assistance, please call us at the number below. Please have your itinerary number and e-mail address available when you call.



Our records do not show that we have received the documents that you have sent to us. We suggest that you resend all the necessary documents to the address specified in the previous e-mail. We would like to apologize for any inconvenience.

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E-ticket

Electronic tickets or e-tickets are just like paper tickets except that they are stored in an airline's computer system.

Many major airlines offered e-tickets and allow you to travel without a paper ticket, eliminating the worry of leaving your tickets behind. An e-ticket confirms your airline ticket purchase without requiring a paper record; the only record of an e-ticket sale is in electronic form in the airline's computer system. When you buy e-tickets on Expedia, you receive a confirmation of your purchase via e-mail.

When flying with an e-ticket, you are required to provide a government-issued photo ID. You need to check in at the airline's check-in counter, a self-check-in kiosk at the airport, or online at the airline's website to receive a boarding pass for your flight.

Many airports require you to have boarding pass before you clear airport security, so plan on checking in at the ticket counter, or a self-service kiosk if available, rather than at the gate.

Expedia recommends that you check your itinerary online within 24 hours of your scheduled departure to ensure that your flight information has not changed.

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Exception Refunds

Check Eureka Answer ID: 19605

Check Eureka Answer ID: 16901

Change or cancel flight due to death, medical, or military

Airline policies for death, medical, or military

<Check Eureka for updates>

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Exchange Inquiries

Check Eureka Answer ID: 8744 **Exchange a flight with published airfare**
Check Eureka Answer ID: 13291 **Exchange a flight with SVA**
Check Eureka Answer ID: 10484 **Exchanging a flight with different refundability**

<Review the fare rules and check Eureka for update>

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Exchange Receipt

Check Eureka Answer ID: 1065 **Send a receipt for flight exchange or e-ticket**

****Check PNR History****

This e-mail serves as your receipt for your recent exchange.

- Expedia itinerary number:
- Date of exchange: [mm/dd/yyyy]
- Traveler(s) exchanged:
- Airline change fee: \${amount} per passenger
- Original ticket cost: \${amount} per passenger
- New ticket cost: \${amount} per passenger
- Difference in fare cost, if any: \${amount} per passenger
- Total amount charged by [ticketing airline's name]: \${amount}
- Card used: [MasterCard/Visa/Discover/American Express] ending in [last 4 digits], expiring [mm/yyyy]

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Expedia Bargain Fares

Check Eureka Answer ID: 8436 **Merchant airfare rules**
Check Eureka Answer ID: 9471 **Exchange a flight with EBF, BNF, or Hotwire Bargain Fare**

Expedia Bargain Fares obtained through special negotiations between Expedia and participating airlines.

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Fare Quote via E-mail

Due to constant changes in rates and availabilities, we cannot give price quotes and advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone or you can book a reservation online.

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Flight Credits

Check Eureka Answer ID: 8253 **Cancel a flight**

<Review the fare rules and check Eureka for update>

Flight Credit – Expired

Once a traveler cancels a non-refundable ticket, he or she will receive a flight credit for future travel with the validating carrier on his or her reservation.

Typically, a flight credit has a validity of one year from the date of original purchase. Past this time, any flight credits that were not applied to a new booking within that period will be revoked. In a case like this, the ticket may lose its value.

Flight Details – Manual

Due to a temporary technical error, your online itinerary page may not show the correct flight details.

For your reference, the details of (airline) flight number (flight number) are as follows:

Day:
Date:
Departure city and time:
Arrival city and time:

Day:
Date:
Departure city and time:
Arrival city and time:

Flight Void

Check Eureka Answer ID: 8291 **Void a flight**

<Review the fare rules and check Eureka for update>

Frequent Flyer Credit

Once a traveler enters his or her frequent flyer number on Expedia.com for an itinerary, Expedia automatically sends a message to the airline with the itinerary information. Once the member completes a flight, the airline awards the credit.

When the name and mileage number entered into the itinerary do not exactly match the name of the flyer as recorded by the airline, the airline cannot credit the miles.

The airlines will credit customers the mileage award if the customer can provide proof that he or she actually took the flight. The fastest way to provide that proof is to send the airline a copy of your boarding pass or receipt. Most frequent flyer programs have an address for this purpose and include it with frequent flyer statements.

Once the airline receives your receipt or boarding pass, it will conduct research to confirm that you actually took the flights and then credit your account.

General Refund Status Request

Check Eureka Answer ID: 4229 **Refund timing**
Check Eureka Answer ID: 4229 **Check the status of a refund request**

Interline E-Ticketing

Interline ticketing agreement is an agreement between two airlines to sell their flights on a common ticket. The airlines work out a pricing agreement to collect one single fare for two connecting flights.

Airlines with interline agreements provide easy transfers from one airline to another.

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Long Name

Check Eureka Answer ID: 2633

Airline name correction and name change policies

Check Eureka Answer ID: 8876

Correct or change the passenger name on a flight ticket

IF correct name displays on Voyager Flights THEN

We have checked your flight reservation with itinerary number <insert itinerary> and our reservation system shows your name as <name shows on VF>.

The website displays a limited character. The system usually truncates long names when we display it online. We assure you that you will not have an issue on your travel. We apologize for the misunderstanding.



The name we have in our reservation system is <passenger name>. However, your online itinerary may not show the entire name you have provided during the booking process due to limited space on the page.

Once we transmit your information to the airline's system, the system sometimes omits spaces in between the names in order to accommodate all characters of the passenger's name. This process is necessary especially for names with more than 10 characters.

We assure you that we sent the complete name specified at the time of booking to the airlines.

Meanwhile, the Transportation Security Administration (TSA) requires that the identification used (passport, driver's license, etc.) matches the name as given on the ticket. Therefore, if the system cuts off a part of the middle name or even part of the first name, the traveler should still be able to clear security given that what is viewable would match the identification that the customer provided.

There is no need to process name correction in these situations.

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Lost Luggage

To report any irregularities concerning baggage, you may contact <Airlines Central Baggage Service – Check Airline's site> at <Airline's number>.

We thank you for bringing this incident to our attention. We rely on our customers to keep us informed if they feel situations come up that we need to address. The feedback that you have provided to us will be helpful in looking at our vendor's service, and gauging our customers' satisfaction and perceptions. When you book on Expedia, we hope and expect that your travel will be a flawless event. Should unforeseen circumstances arise, we anticipate that our travel partners will step in to fix whatever difficulties occur.

We hope that this occurrence will not reflect poorly on the Expedia experience. Expedia values your business and we hope to retain you as a customer.



While most airlines operate an automated internal system for tracking luggage, outside travel agencies do not have access to these systems. Your best course of action on lost luggage is to contact [AIRLINE NAME HERE] directly at [AIRLINE PHONE NUMBER HERE].

Please have the following information available when you call:

- Baggage claim ticket number
- Flight information
- Description of pieces lost

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Lost Tickets

If you have misplaced your printed itinerary or E-ticket, simply find the itinerary e-mailed to you by Expedia or access your account online and reprint your itinerary.

<Steps on how to access/print itinerary>

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Major Flight Schedule Change – Charter

Check Eureka Answer ID: 544

Charter Flights -Travel Support

Check Eureka Answer ID: 845

Customer inquiries about charter flights

We received a notice from <airlines> that there has been a significant change to your flight schedule.

It is important that we speak to you as soon as possible to review the changes. We are available 24 hours a day, seven days a week at the numbers below. Please have your itinerary number and e-mail address ready when you call.

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Maximum Connecting Time

The airline's computer systems automatically ensure that all connecting flights offered to customer meet Minimum Connection Time (MCT) requirements. When customers are transferring between flights a minimum amount of time is required for the airlines to guarantee a smooth connection and delivery of any baggage. MCT varies by airport, type of connection, and between airlines.

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Minor Flight Schedule Change

We have received notice from [INSERT AIRLINE NAME] that they have made a change to your flight schedule. This change could mean a difference in the departure or arrival time and/or a change in the flight number on one or more of your flight segments.

<Provide changes and ask the customer to review itinerary>

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Name Change

Check Eureka Answer ID: 2633

Airline name correction and name change policies

Check Eureka Answer ID: 8876

Correct or change the passenger name on a flight ticket

*****CHECK EUREKA! Name correction varies by airlines*****

Once you purchase a ticket, we make name changes at the discretion of the individual airline. Each airline has its own policy on name-change requests and many do not allow any changes. Some may allow the correction of a misspelled name, but even then, the airline may charge a fee for making this change and reissuing the ticket.

The airline does not authorize Expedia to change or edit names on tickets. We can call the airlines for spelling correction, but we cannot guarantee their approval.

For your security, we need to have you on the line while we assist you. Please call us at the numbers below. Please have your itinerary number and e-mail address ready, so we can access your booking immediately.

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Name with Special Characters

Special characters, such as apostrophes, cannot be added as part of your name in your Expedia account or to a reservation booked on Expedia.com. If your government-issued ID contains special characters and your reservation does not, you will still be in compliance with the Secure Flight Program.

For more information about the Secure Flight Program, go to “<http://www.tsa.gov/stakeholders/secure-flight-program>”.

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No-Show

Check Eureka Answer ID: 14746 Ticket validity

****Check the ticket status and fare rules****

When a passenger fails to board the flight on time, the airline may suspend the ticket, declare the passenger as no show, and cancel the entire reservation. In this situation, the passenger will lose the value of his or her ticket.



When you did not take your departure flight you will lost the value of your tickets, the airline will consider it as a no-show.

On our end, we are unable to process any exchanges anymore if the ticket has lost its value. In addition, the airline does not authorize Expedia to process a refund for airline tickets due to their rules and restrictions.



If you did not use your flight reservation and failed to cancel it before departure, you will lose the value of the ticket.

Our records show that you do not contact Expedia to cancel your flight reservation with itinerary number <itinerary number> prior to departure. Regrettably, we are unable to process refund or give you a flight credit.

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Not charged for flights yet

Since the charge for the flight comes directly from the airline, occasionally, a delay occurs between the time of purchase and the time the charge appears on your credit card statement.

If you have checked on the credit card charges online, most likely you will see the charges for the hotel portion posted first and eventually, the bank will post the charges for the tickets.

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Not sure if purchased/reserved

Our records show that you did make a reservation, but did not actually purchase the tickets.

When you identified a flight, our system will give you a choice to reserve or purchase the ticket. You chose to reserve the flights and even though we collected a credit card to hold the reservation, the card was not charged. Thus, the airline did not issue a ticket.

We will only charge the credit card when customers select the option to purchase the ticket.

Since you did not purchase this itinerary, the system will cancel the reservation after 24 hours.

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Overbooking of Flights

Airline flights may be overbooked and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations.

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Outbound portion of flight not showing on the itinerary

Once a customer completes a trip, the system will sometimes remove the outbound portion from the itinerary.

Due to system restrictions, we are unable to update your online itinerary page to reflect the complete flight information since you have already completed your trip. However, the page reflects the total price of your reservation.

Nevertheless, we have included your flight information to this e-mail:

Expedia itinerary number:

Expedia booking ID:

Airline ticket number:

Passenger:

Ticket total price:

Flight summary:

Airline:

Flight number:

Date:

Departure city and time:

Arrival city and time:

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Paper Ticket

Electronic tickets or e-tickets are just like paper tickets except that they are stored in an airline's computer system.

Many major airlines offer e-tickets and allow you to travel without a paper ticket, eliminating the worry of leaving your tickets behind. An e-ticket confirms your airline ticket purchase without requiring a paper record; the only record of an e-ticket sale is in electronic form in the airline's computer system. When you buy e-tickets on Expedia, you receive a confirmation of your purchase via e-mail.

When flying with an e-ticket, you are required to provide a government-issued photo ID or passport. You need to check in at the airline's check-in counter, a self-check-in kiosk at the airport, or online at the airline's website to receive a boarding pass for your flight.

Many airports require you to have boarding passes before you clear airport security, so plan on checking in at the ticket counter, or a self-service kiosk if available, rather than at the gate.

Expedia recommends that you check your itinerary online within 72 hours (International)/24 hours (Domestic) of your scheduled departure to ensure that your flight information has not changed.

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Paper Ticket Request

Expedia no longer issues paper receipts for purchases. As more and more businesses move towards paperless transactions, Expedia has also adopted a similar system for customer convenience and conservation. The only receipt Expedia can provide you is the copy of the itinerary.

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Pets on Planes

Check Eureka Answer ID: 1034 **Airline Policies - Pets/Animals**

If you are traveling with your pet, contact the airline at (INSERT NUMBER) to make a reservation for them. Your airline might require your pet to have the following:

- Collar with ID and license number
- Recent certificate of good health (no older than 30 days) from your veterinarian
- Rabies vaccination certificate (if traveling internationally)

Airlines limit the number and size of pets allowed to travel in the cabin. You can usually carry on small pets, provided their carrier fits under the seat in front of you. They also restrict the number of animals traveling in cargo, depending on the aircraft and the weather. If your roundtrip ticket consists of two one-way flights, check the rules for each airline.

In addition, most airlines impose fees for pets traveling in the cabin or in cargo.

You might also want to read the following sites:

- TSA: Traveling with Pets: "<http://www.tsa.gov/traveler-information/traveling-pets>"
- The Humane Society: Travel Safely with Your Pet by Car, Airplane, Ship, or Train: "http://www.humanesociety.org/animals/resources/tips/traveling_tips_pets_ships_planes_trains.html"

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Receipt Request

Check Eureka Answer ID: 1065 **Send a receipt for flight exchange or e-ticket**

Payment information

This e-mail serves as your receipt for your electronic ticket purchase.

- Expedia itinerary number:
- Date of purchase: [mm/dd/yyyy]
- Traveler(s) in purchased itinerary:
- Ticket base fare: \$[amount] per passenger
- Ticket total taxes: \$[amount] per passenger

- Total ticket cost: \${amount} per passenger
- Total amount charged by [ticketing airline's name]: \${amount}
- Card used: [MasterCard/Visa/Discover/American Express] ending in [last 4 digits], expiring [mm/yyyy]

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Purchasing For Someone Else

You may purchase airline tickets for other traveler. However, some airlines require the passenger to present the credit card used to book the reservation. In matter such as this, we suggest that you contact the airline on which you are traveling.

For contact information, see our "Airline toll-free telephone numbers" page at "http://www.Expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_FW_airlines.htm".

Printing a Boarding Pass

Refund Approval Notification

Refund of Taxes on Airline Tickets

Refund Request LTA Fee

Request for Group Air

Rerouting of Delivery

LINKS

CCMS - <https://www.wblt.ccms.teleperformance.com/ccms-bin/siteIndex.pl>

Eureka - <http://eureka.expedia.com>

Navigator - <https://navigator.expedia.com>

Voyager Lodging - <https://voyager.expedia.com>

Admin Tools – Expedia - <https://us.expediacustomer.com>

Admin Tools – TVLY - <https://tvlyus.expediacustomer.com>

Admin Tools – Hotwire - <https://hotwire.wwtecustomer.com>

Best Price Guarantee Expedia/TVLY T&C

<http://www.expedia.com/p/info-other/guarantees>

Expedia+ Rewards T&C

<https://www.expedia.com/loyaltyrewards/pages/info-rewards/expediarewards/terms.htm?pageName=page.Rewards.Terms>

Coursemill - <http://pschrod/coursemill>

Galileo - <https://expedia.csod.com/client/expedia>

FLIGHT	HOTEL
Flight Exchange	ESR/ Opaque Payment
Flight Wizard	ESR Cancel
Multiple Destinations	ESR Special Request
Fare Increase Feedback	Hotel Kick Back
Airline Schedule Change	Frequent Guest Number
Travel Requirements	HOTEL CREATE BOOKING
Confirm Ticket Payment	HOTEL GROUP BOOKING
Long Name – No Middle	PRICE QUOTE
Name Correction	PRICE CHANGE
Wheelchair Request	HOTEL RECONFIRM
Meal Request	NO CONFIRMATION NUMBER
Unable To Check in Online	BED/SMOKING PREFERENCE
Baggage	SPECIAL REQUEST
Fare Rules Not Available	REQUIRED DOCUMENTS
Seats	HOTEL REVIEW
Code-Share	TYPE OF HOTELS
\$7 Booking Fee	FREQUENT GUEST PLAN
Route Not Available	HOTEL RATINGS
Flight Cancel	HOTEL ADDITIONAL CHARGE
Flight Credit	ESR EXTRA GUEST CHARGE
Boarding Pass	HOTEL TAXES AND FEES
Hold Ticket and Book Later	TAX EXEMPTION
Same Route – OB/IB	RECEIPT REQUEST
Schedule a layover on my flight	NET RATE
Flight Create Booking	RACK RATE
Adding passengers	REFUND REQUEST EXTENUATING
Receipt Request	ADDITIONAL MAIN CONTACT
Changing Seats	EARLY CHECK-IN
Pinpointer Unavailable	LATE CHECK-IN
Frequent Flyer Inquiry	HOTEL CHANGE
Adding Frequent Flyer	HOTEL CANCEL
Infant Inquiry	HOTEL FEEDBACKS/COMPLAINTS
Flight Cancel Inquiry	HOTEL KICKBACK
Flight Exchange Inquiry	HOTEL BPG
Adding SSR	
CAR	PACKAGE
Car Add Special Equipment	Adding Additional Travelers:
Cross Border and Mileage Policies	Package Cancel:
Car Change/ Cancel	Package Change:
Reconfirm	Multiple Destinations:
Age Requirement	Vacation Package Booking:
Car Cancellation	Vacation Package Breakdown Receipt:
Car change inquiry	How To Book Big Groups/Group Rates:
Car Navigation Wizard	Partial Payment:
Car Payments	Package Price Change:
Car Rates Inquiry	Split Payment:
Confirmed Reservation No Car – GDS	Vacation Package Confirmation:
Special Equipment for Car – Post Purchase	
Special Equipment for Car – Pre-Purchase	ACCOUNT
Confirmed Reservation No Car – GDS	Can't locate itinerary or account
International Driver's License	Where can I find my travel history?
Bringing the Car Across the Border	Past itinerary – more than 6 months

Car Rental Issues/Vendor Complaint	Not booked with Expedia
Refund Request for Standalone Car	Can I earn a frequent flyer/frequent guest points?
Late Pick-up/Drop-Off	Regular account with user name
Extra Driver	Email sign-in account
Pick-up Instruction/Location	Guest account
Things to Do	Transferring itinerary
A & S CREATE BOOKING	Deleting Non-Active itineraries
A & S CANCEL	Change E-mail Address
A & S CHANGE	Change Password
CHANGING NAME IN THE VOUCHER	Change Phone Number
UNABLE TO PRINT VOUCHER	Change user name
PRE-TRAVEL ADVICE	Changing account information
Expedia+ rewards	Changing main contact information
What is Expedia Rewards?	Unsubscribe
How do I join Expedia Rewards?	Unsubscribe -- Escalation
Booked under a single-use	Delete account with active/saved itineraries
Redeeming rewards points for hotel/flight	Delete account- Escalation
When is the expiration of my rewards points?	Delete account-walk through
Pending Expedia Rewards	A \$1-\$5 authorization charge
Expedia Rewards prior to booking	Above \$5 authorization charge
ACCOUNT	Coupon – How to Redeem
Form of Payment	Coupons to a booked itinerary
Credit Card Authorization	Booking Error
Additional Discounts	Receipt
Coupon Redeem	Vendor Issue
Deals	Disabled Account
Add Insurance	Foreign Language
Rewards	Itinerary Transfer
Website	Unsubscribe
Can't Locate Itinerary or Account	Feedback

Openi
ng

EXPED
IA

Dear
Expedia
Custom
er/Custo
mer
Name

Thank
you for
contacti
ng
us/Expe
dia
about
(state
concern
).

TRAV
ELOCI
TY

Dear

Travelocity Customer/Customer Name

Thank you for contacting us/Travelocity about (state concern).

HOTWIRE

Thank you for contacting us/Hotwire about (state concern).

Closing

EXPEDIA - BLUE

If this does not answer your question or solve your problem, feel free to reply to this message or call us at 1-800-EXPEDIA (1-800-397-3342) or 1-404-728-8787 (for callers outside the U.S. and Canada) and reference case ID:

EXPEDIA – SILVER

If this does not answer your question or solve your problem, feel free to reply to this message or call us at 1-855-397-7392 or 1-417-520-5298 (for callers outside the U.S.) and reference case ID: .

TRAVELOCITY

If this does not answer your question or solve your problem, feel free to reply to this message or call us at 1-855-201-7800 or 1-417-520-5312 (for callers outside U.S. and Canada) and reference case ID: .

HOTWIRE

If you have any other questions, please call the Hotwire Customer Service Team at 1-866-610-4787 at your earliest convenience. Please have your itinerary number and/or booking ID available when you call.

If you have any other questions, please feel free to respond to this message or call us at 1-866-610-4787 and a customer service representative will assist you.

APOLOGY STATEMENT (reply more than 24 hours)

We apologize for the delay in answering your e-mail. We are currently experiencing an extremely high volume of e-mail requests, preventing us from responding within our normal standards.

Flight

****Excerpt Online****In some countries, for security reasons, the holder of the credit card used to book a ticket or group of tickets must be one of the travelers on that itinerary, and will be required to show the actual credit card at the airport check-in counter prior to receiving boarding passes.

When booking travel originating from some specific countries, the credit card used to make the online payment for this booking will be verified at the time of check-in. If you are not able to produce the card used for payment of booking at the time of check-in, you will not be allowed to fly. If this applies to you, you will be notified during the booking process.

have issued electronic tickets for your flight reservation, and a printed copy of your itinerary serves as your electronic tickets.

Flight Exchange

For your security, we must address your questions and process the changes regarding your flight by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number and e-mail address available when you call.

*

AIRLINES' rules indicate that your ticket is [refundable or non-refundable]. The airline-imposed fee to change your ticket will be USD plus any difference in fare per ticket, and you must book by [date] and travel by [date] to be able to use this ticket.

If you decide to change your flights, please call us before your departure to avoid losing the value of this ticket.

*

The airline's rules indicate that your ticket is [refundable or non-refundable]. [airline] charges [\$amount] to change your ticket plus any increase based on the current price of the fare.

If you decide to change your flights, please call us before your departure to avoid losing the value of this ticket.

Select flight per leg

Due to regulatory and/or other limitations set by the airlines, we are unable to select individual flight per destination.

Expedia is subject to the rules and restrictions of the vendors whose services we sell. We act only as an agent for their product and do not have the authority to override or to change their policies.

Senior Passengers

Senior passengers are always welcome aboard. For health and safety reasons, airlines may require senior passengers to comply with their special passenger policy.

Meanwhile, providing passenger information by age group helps determine whether one or more passengers in a reservation qualify for a child or senior discount fare. Discounts vary by airline, flight, and seat availability. They also vary by the traveler's age. These discounts are not necessarily labeled as discounts on Expedia.com, but they are included in search results if the traveler's age is specified.

Flight Wizard

Due to constant changes in rates and availabilities, we cannot give price quotes and advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone. Expedia Customer Support is available 24 hours a day, seven days a week at the number shown below.

Here is how to search for fares and availability of flights:

1. On Expedia.com, click the "Flights" tab at the top of the page.
2. From the "Flights Wizard" page, under "SEARCH FOR A FLIGHT ONLY", select "Flight", "Flight + Hotel", "Flight + Hotel + Car", "Flight + Car".
3. Under "What type of flight do you need?" choose from "Roundtrip", "One Way", or "Multiple Destinations" radio buttons.
4. If your travel plans are flexible, check the "Fare Calendar: My dates are flexible (popular routes only)" box.
5. Under "Where and when do you want to travel?" enter the departure and arrival cities and dates and select your preferred departure and arrival times from the drop down boxes.
6. Enter the number of adults, seniors, children and infants who will be traveling.
7. Select "Show Additional options:" to further define your search (leaving these unchecked increase your chances of finding lower fares).
8. If you have a specific Airline, select it from the "Preferred airline:" drop down list or if you would like to fly a certain class select the class from the "Class" drop down list.
9. Click "SEARCH".
10. After selecting the return flights, the flight details page will be displayed. From the flight details page you can view the rules and restrictions for the selected flights and select a booking option. You may also sort by "Price", "Duration", "Departure Time", and "Arrival Time". Then choose your departure and return flights.

Multiple Destinations

Here is how to search for fares and availability of flights:

1. On Expedia.com, click the "Flights" tab at the top of the page.
2. From the "Flights Wizard" page, under "SEARCH FOR A FLIGHT ONLY", select "Flight" radio button.
3. Under "What type of flight do you need?" choose the radio button for "Multiple Destinations".
4. Under "Where and when do you want to travel?" enter the departure and arrival cities and dates and select your preferred departure and arrival times from the drop down boxes.
5. Enter the number of adults, seniors, children and infants who will be traveling.
6. Select "Show Additional options:" to further define your search (leaving these unchecked increase your chances of finding lower fares).
7. If you have a specific Airline, select it from the "Preferred airline:" drop down list or if you would like to fly a certain class select the class from the "Class" drop down list.
8. Click "SEARCH".
9. After selecting the return flights, the flight details page will be displayed. From the flight details page you can view the rules and restrictions for the selected flights and select a booking option. You may also sort by "Price", "Duration", "Departure Time", and "Arrival Time". Then choose your departure and return flights.

Fare Increase Feedback

We understand how frustrating this is but we cannot control the price changes or the way the system cannot be updated right away. We value your opinions but we hope you will reconsider using Expedia again for we assure you that we offer the lowest prices online.

Please accept our apologies in regards to the misunderstanding with your reservation. We regret any inconvenience this may have caused you and would like to assure you that every reservation is important to us. We would also like you to know that we do not intend to mislead our customers as we rely solely on the information that the airlines posted on our website give us. Thank you for bringing this incident to our attention.

As you may know, Expedia acts as an independent agent for reservations for airlines, car rental companies, and hotels. All information found on our site is maintained by the individual property. Still, if an Expedia member has an unsatisfactory experience with travel booked through Expedia.com, we want to take appropriate action to ensure another member does not have a similar experience. Thank you for taking the time to write us. We rely on customers like you to provide us with the information we need to continue improving our services. Rest assured, your feedback have been duly noted.

*

Please accept our apologies regarding the misunderstanding with your travel purchase. We are committed to delivering the best rates for your travel plans. Every reservation is guaranteed to be the lowest rate available online during the time that you made the booking on our website.

Expedia, like travel agents worldwide, uses a real-time reservation database listing actual ticket prices and hotel/car availability.

Expedia uses a real-time reservation database listing actual ticket prices, and hotel or car availability. For example, as airlines fill flights or change fares, the database immediately reflects those changes. Rates online change at a moment's notice and are never guaranteed unless purchased and reserved. However, we cannot control these prices because if the airlines or hotels change it in five minutes or an hour then we will have to go with the current price at the time of booking.

Airline Schedule Change

[AIRLINE] initiated the change to the flight segment(s). Although they have not communicated with Expedia the reason for this change, often they are the result of the airline changing their schedule due to weather, routing, or maintenance needs.

We are unable to handle airline schedule changes via e-mail. For security purposes, we need to proceed by phone with the Expedia account holder. Please contact the Expedia Customer Service Team at the number below. Please have your itinerary number and e-mail address available when you call.

*

We have received notice from the airline that there has been a significant change on your flight reservation. It is important that we speak to you as soon as possible to review the changes. Our Customer Support is available 24 hours a day, seven days a week at the number provided below.

Typically, when the airlines change your flight schedule they also take full control of the flight reservation. When this happens, the Expedia itinerary online may no longer show the particular changes since the airlines process the change exclusively on their secure computer system. We regret any inconvenience this may have caused you. Please have your itinerary number and e-mail address handy when you call.

We still recommend that you print a copy of your Expedia itinerary. Although, your itinerary does not have the updated flight information, it shows the same airline confirmation code. You may verify your updated flight information directly with the airline using those numbers. The airline will just disregard the old flight details on your original Expedia.com itinerary since they will rely on the updated flight information in their system.

*

Nevertheless, we have attached your new flight information to this e-mail:

Reservation Summary

PASSENGER INFORMATION:

SHARON RICKARD ADT

Flight from: Wichita, KS (ICT) to Atlanta, GA (ATL)

Depart: 6:30 a.m., Mon., May 2, 2012

Arrive: 9:44 a.m., Mon., May 2, 2012

Flight Number: DL 3842

Fare Class: Economy (T)

Meal: None

All airline tickets are non-transferable so it is not possible to have another person use the airline tickets of the original traveler.

Travel Requirements

We apologize if we are unable to discuss what identification or documents are needed for travel because of how frequently the requirements change. It is the traveler's responsibility to keep up to date on those changes and we have some helpful websites to share with you where you can find the information you need.

For general information: "http://travel.state.gov/travel/travel_1744.html"

Please read all information carefully. Travelers who do not have proper entry documentation can be denied boarding by the airline or deported upon arrival.

If you have specific questions that are not answered by the website, please contact the embassy or a consulate of the country to which you are travelling.

Ticket Payment

Be assured that the airlines confirmed your flight reservations, with itinerary number xxxx. We determined that your bank provided authorization for the purchase transactions and, on the airlines' behalf; we have issued tickets for the reservations.

The charge for flights comes from the airline directly. There is occasionally a lapse in time between the time of purchase and the time the charge appears on your credit card statement. Normally, the charge will appear within seven business days, but can vary between credit card companies and airlines.

Incomplete Flight Itinerary Details

In some circumstances, our system is no longer able to display your complete flight information after you have taken the outbound flight. We apologize for the inconvenience this may have caused you. Should you require to obtain copy of your itinerary, you may contact the airline directly.

However, here are the details of your flight:

Long Name/ No Middle Name

We reviewed our records and found that our system shows your names on your reservation as "xxxx". There is a limit in the number of characters that we can display on a ticket. Long names are usually truncated already when we display it online.

Once we transmit your information to the airline's system, we omit the spaces in between your names in order to accommodate all characters of the passenger's name, as the airline system only allows up to 24 characters for the name of the passenger, which is including spaces.

However, if the name(s) that shows in our airline reservation system still does not exactly match the name on your travel documents, you have to call us back immediately in order to resolve this matter.

Meanwhile, once you purchase a ticket, names changes are at the discretion of the airline.

Each airline has its own policy on name-change requests, and many do not allow any changes whatsoever. Some may allow the correction of a misspelling, but even then, the airline may charge a fee for making this change and reissuing the ticket. Changing the name on a ticket completely is considered a ticket transfer, and is almost never allowed. Expedia is restricted from changing or editing the names on airline tickets or reservations. We may try calling the airlines for spelling corrections. However, we cannot guarantee their approval.

Please give our customer service desk a call at the number shown below. Our agents are available 24 hours a day, seven days a week. Please have your itinerary number or booking ID available when you call.

Name Correction

For security reasons, it is important that the name on your travel reservation match the name on your passport and other travel documents.

Expedia does not have the authority to change or edit names on airline tickets or reservations. We may try calling the airlines for spelling corrections, but we cannot guarantee their approval.

We cannot handle name corrections through e-mail. For security purposes, we need to proceed by phone with the Expedia account holder. Please contact the Expedia Customer Service Team at the numbers below. Please have your itinerary number and e-mail address available when you call.

AIRLINE has your name on your reservation as "xxxx".

Due to limited number of characters the airline reservation system's can accommodate, Expedia.com usually truncate long names when displayed online. Moreover, middle names/initials do not usually show on itinerary.

*

We have reviewed our records and found that our system shows your names on your reservation as "xxxx" and "xxxx". There is a limit in the number of characters that we can display on a ticket. Long names are usually truncated already when we display it online.

Once we transmit your information to the airline's system, we omit the spaces in between your names in order to accommodate all characters of the passenger's name, as the airline system only allows up to 24 characters for the name of the passenger, which is including spaces. We apologize for the inconvenience this may have caused you.

However, if the name(s) that shows in our airline reservation system still does not exactly match the name on your government issued photo ID, you have to call us back immediately in order to resolve this matter.

Meanwhile, once you purchase a ticket, names changes are at the discretion of the airline.

Each airline has its own policy on name-change requests, and many do not allow any changes whatsoever. Some may allow the correction of a misspelling, but even then, the airline may charge a fee for making this change and reissuing the ticket.

Changing the name on a ticket completely is considered a ticket transfer, and is almost never allowed. Expedia is restricted from changing or editing the names on airline tickets or reservations. We may try calling the airlines for spelling corrections. However, we cannot guarantee their approval.

Please contact our 24-hour Customer Support Desk at the number below. Please have your itinerary number ready so that we can access your booking immediately.

*

We have reviewed our record and found that your name in our system is xxxx. As you may know, middle names do not usually show on itinerary.

Ticket Number

Your xxxxx ticket number is xxxxxx. You may actually view this through your itinerary together with your airline confirmation code.

Wheelchair Request

We can request for wheelchair that suit your needs. Below, we have listed the types of wheelchair assistance offered by major airlines. Should you wish to request for one, please reply to this e-mail with your preference.

1. Passenger immobile needs help to/from seat
2. Passenger can walk up / down stairs
3. Passenger cannot walk up / down stairs

We will send your preferences and requests to the airline, but we are unable to guarantee that they will honor them. Please confirm your requests directly with the airline before departure.

You may also contact AIRLINE directly at 1-xxxx to make your request. Please have your airline confirmation code "" available when you call.

Meal Request

We can request for a special meal that suit your needs. Below, we have listed the types of special meal offered by major airlines. Should you wish to request for one, please reply to this e-mail with your preference.

- Baby Meal
- Bland Meal
- Child's Meal
- Diabetic Meal
- Fruit Platter Meal
- Gluten Intolerant Meal
- Hindu Meal
- Kosher Meal
- Low Calorie Meal
- Low Fat Meal
- Low Salt Meal

- Low Lactose Meal
- Moslem Meal
- No Salt Added Meal
- Seafood Meal
- Vegetarian Hindu Meal
- Vegetarian Raw Meal
- Vegetarian Vegan Meal
- Vegetarian Jain Meal
- Vegetarian Lacto-Ovo Meal
- Vegetarian Oriental Meal

We will send your preferences and requests to the airline, but we are unable to guarantee that they will honor them. Please confirm your requests directly with the airline before departure.

You may also contact AIRLINE directly at 1-xxxx to make your request. Please have your airline confirmation code "xxxx" available when you call.

Online Check-in Not Available

In some circumstances, you may be unable to access your purchased flight reservation through AIRLINE website. Some airlines may have built their own hosting systems, with limited connections to our own database. In light of this, these airlines may set limited access through reservations made through travel agencies.

Baggage

AIRLINE will directly charge the fees for services such as preferred seat selection and baggage handling, and will determine upon check in and may change at any time.

Baggage fees vary by airline, the number of pieces of baggage, and the dimensions and weight of baggage. To ensure that you get the most up-to-date information, we encourage you to review the full range of fees charged by AIRLINE at "xxxx".

If in case the details you find seem inadequate, we suggest that you contact the airline directly at 1-xxxxx for more accurate information. Please have your airline confirmation code "xxxx" available when you call.

Baggage transfers and fees with two airlines (Int'l)

The airlines will directly charge the fees for services such as preferred seat selection and baggage handling, and will determine upon check in and may change at any time.

Baggage fees vary by airline, the number of pieces of baggage, and the dimensions and weight of baggage. To ensure that you get the most up-to-date information, we encourage you to review the full range of fees charged by AIRLINE at "http://" and AIRLINE at "http://".

If in case the details you find seem inadequate, we suggest that you contact the airlines directly for more accurate information. Please have your airline confirmation codes available when you call.

AIRLINE confirmation code "xxx"; 1-800-xxxxxxx

AIRLINE confirmation code "xxx"; 1-800-xxxxxxx

In addition, baggage transfer arrangement would actually depend on the agreement of the carriers that you would be taking. For example, if you were to transfer from one airport to another for a connecting flight under one carrier then most likely they would be the ones to transfer your luggage. However, if your connecting flight is between two different carriers then you will need to check out your luggage and check it in again on the next airport if they do not have any transfer agreements.

Flight fees for special equipment

Thank you for contacting us about the fees in using your own wheelchair for your flight reservation.

AIRLINE will directly charge the fees for services such as preferred seat selection and baggage handling, and will determine upon check in and may change at any time.

Baggage fees vary by airline, the number of pieces of baggage, and the dimensions and weight of baggage. To ensure that you get the most up-to-date information, we encourage you to review AIRLINE special baggage items policy through this link: "xxxx".

If in case the details you find seem inadequate, please contact the airline directly at 1-800-xxxxxxx for more accurate information. Please have your airline confirmation code "xxxxx" available when you call.

Meanwhile, we also suggest that you check TSA's Secure Flight program about traveling with special items at "<http://www.tsa.gov/travelers/index.shtm>".

On the other hand, the airline has issued electronic tickets for your flight reservation, and a printed copy of your itinerary serves as your electronic tickets.

Fare Rules Not Available

We are unable to retrieve the rules and restrictions in changing your flight reservation as of this time. We will need to coordinate this matter directly with AIRLINE by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Seats

You can access the Seat Pinpointer by using the "Change seats using the Seat Pinpointer" link located on your itinerary below the flight information. If the airline has made the seating chart available to us, the Seat Pinpointer will display seating information and allow you to request a particular seat. If no charts are available, we will send a generic request with your seating preference to the airline for you.

You will find assigned seats for each flight in your itinerary listed under "Flight summary". You will find your seat assignment in parentheses after the "Economy/Coach Class" designation.

While we offer the Seat Pinpointer as a service to our members, the airline ultimately controls the assignment of seats and we cannot guarantee that they will honor your request.

*

Expedia offers access to Seat Pinpointer during the purchase process. Seat Pinpointer is also available on any purchased itinerary. If the airline has made the seating chart available to Expedia, Seat Pinpointer will display seating information on the flights in your itinerary, allowing you to request a particular seat. If no charts are available, Expedia will send a generic request with your seating preference, such as a window seat, to the airline for you.

While Expedia offers Seat Pinpointer as a service to its members and we have sent your seat requests to the airlines, they ultimately control the assignment of seats. If your itinerary indicates that you must request seat assignments upon check in, we would suggest that you make an early check in at the airport to request your seats.

You will find assigned seats for each flight in your itinerary listed under "Flight summary". You will see the seats in parentheses after the "Economy/Coach Class" designation.

Expedia cannot guarantee if the airlines can honor every request. If you are in need of specific seat assignments, we recommend that you check the airline's website for seat options or contact their Customer Support line for assistance.

For contact information, see our "Airline toll-free telephone numbers" page at "http://www.Expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_FW_airlines.htx".

*

You can access the Seat Pinpointer during the purchase process or on any purchased itinerary. If the airline has made the seating chart available to us, the Seat Pinpointer will display seating information and allow you to request a particular seat. If no charts are available, we will send a generic request with your seating preference to the airline for you.

After purchase, you can access the Seat Pinpointer by using the "Change seats using the Seat Pinpointer" link located on your itinerary below the flight information. Here is how to access your itinerary online:

1. Click "My Itineraries" link at the top of Expedia.com page.
2. To sign in, enter your user name "" and password.
3. From the "My Itineraries" page, select the itinerary you wish to access.

You will find assigned seats for each flight in your itinerary listed under "Flight summary". You will find your seat assignment in parentheses after the "Economy/Coach Class" designation.

While we offer the Seat Pinpointer as a service to our members, the airline ultimately controls the assignment of seats and we cannot guarantee that they will honor your request.

*

AIRLINE NAME is not assigning specific seats on your outbound flight at this time on Expedia.com. Seat will be assigned when you check in for the flight.

All airlines retain control of their own seat maps and generally release a limited quantity of seats on a specific flight for advance assignment. This allows them to hold some seats open for passengers with special needs.

Airlines generally block 20-30 percent of the seats that are viewable in the seat map. In addition, most airlines will not confirm seat assignments until a set number of days (typically 30-60) before departure.

Meanwhile, below are the following seat assignments on your return flight:

*

All airlines retain control of their own seat maps and generally release a limited quantity of seats on a specific flight for advance assignment. This allows them to hold some seats open for passengers with special needs.

Airlines generally block 20-30 percent of the seats that are viewable in the seat map. In addition, most airlines will not confirm seat assignments until a set number of days (typically 30-60) before departure.

Although Expedia.com forwards your seat request to the airlines, we cannot guarantee that they will honor your request. If you are in need of specific seat assignments, please contact AIRLINE directly at 1-xxxx to make your request. Please have your airline confirmation code "xxxx" available when you call.

Airlines charge fees for services such as preferred seat selection and baggage handling. Please note that fees are determined by the airline you check in with and may change at any time.

Code-Share

For your flight reservation, US Airways and United Airlines have an Interline Ticketing Agreement wherein United Airlines provided one segment of your flight but Frontier Airlines issued your tickets.

The flights you chose are "code-share" flights. These are flights wherein the actual aircraft you are taking belongs to an airline very different from the airline that actually issued the ticket even though it has the same flight number. Airlines frequently do this in order to cut costs and/or when a route is shared. If for example US Airways flight 6785 is a code-share flight, the aircraft itself could belong to United Airlines.

On the Flight Summary section of your itinerary, it indicates on which airline you will be flying. If it is operated by another airline, you will find this information just below the airline indicated. For code-share flights, the option to check-in online is not available. Your check-in location must be at the airline ticket counter.

Thank you for taking the time to write to us. We appreciate your comments, and we are sorry we disappointed you with our phone services. We rely on customers like you to provide us with the information we need to continue improving our services. To this end, we will share your comments with the appropriate department.

\$7 Expedia Booking Fee

Expedia is one of the few online travel agencies that offer multi-airline itineraries because they are complex to manage. We charge the booking fee so we can continue to offer you the flexibility of multi-airline flights.

Airline/ Route Not Available

Expedia desires to provide its services to the widest possible audience, but due to technical, regulatory, and other limitations, we currently do not support all airports on the website.

Flight Cancel

Upon checking your flight, you have purchased a ticket that is non-refundable and non-transferable.

For your security, we can only process the cancellation of your reservation by phone with the Expedia account holder. Please give our customer service desk a call at the phone number shown below. Our agents are available 24 hours a day, seven days a week. Please have your itinerary number or booking ID ready to expedite your call.

Meanwhile, when a passenger fails to board the flight on time, the airline may suspend the ticket, tag the passenger as a no show, and cancel the entire reservation. In this situation, the passenger loses the value of the ticket.

During your call, we would be happy to verify the status of your ticket with the airline. You may also contact AIRLINE directly at 1-xxxx. Please have your airline confirmation code "xxxx" handy for a speedier response.

*

Upon checking your flight, you have purchased a ticket that is non-refundable and non-transferable but reusable. The original passenger will receive a credit of USD*** for future travel with AIRLINE. The airline does not allow name changes or transferring the credit to another, and will charge a fee of USD*** for itinerary changes after they issue the ticket. In addition, they will also collect any difference in airfare at the time of rebooking. You must complete travel by DATE.

For your security, we can only process changes and cancellations to your reservation by phone with the Expedia account holder. Please give our customer service desk a call at the number shown below. Our agents are available 24 hours a day, seven days a week. Please have your itinerary number and e-mail address available when you call.

*

Upon checking your flight, you have purchased a ticket that is non-refundable and non-transferable but reusable. The original passenger will receive a credit of USD*** for future travel with AIRLINE. The airline does not allow name changes or transferring the credit to another, and will charge a fee of USD*** for itinerary changes after they issue the ticket. In addition, they will also collect any difference in airfare at the time of rebooking. Must complete travel by DATE.

Expedia is bound by the rules and restrictions of the airlines and we cannot issue a refund or transfer to a ticket that has been classified as non-refundable and non-transferable by the ticketing airline.

For your security, we can only process changes and cancellations to your reservation by phone with the Expedia account holder. Please give our customer service desk a call at the number shown below. Our agents are available 24 hours a day, seven days a week. Please have your itinerary number and e-mail address available when you call.

Flight Credit

Upon review of our records, we verified that you called us on DATE to cancel your flight reservation with AIRLINE due to [REASON FOR CANCELLATION].

You have purchased a ticket that is non-refundable and non-transferable but reusable. The original passenger will receive a credit of USD*** for future travel with AIRLINE. The airline does not allow name changes or transferring the credit to another, and will charge a fee of USD*** plus any increase in fare per ticket upon rebooking. Your airline credit is good through [INSERT CREDIT EXP. RULE].

You can redeem your flight credits one of two ways:

- Perform a new flight search on Expedia. Save the flight as an itinerary only, do not purchase or reserve the new flight. Call us at number below and a customer service representative will reconfirm the flights using your itinerary numbers, advise you of any penalties and/or fare differences, and recap your new itinerary before completing the exchange.
- Call us at number below and a customer service representative will search for your flights, advise of any penalties and/or fare differences, and recap your new itinerary before completing the exchange.

AMERICAN AIRLINES VALIDITY - You must rebook and commence travel by xxxx.

Flight Booking For Unborn Infant

We are unable to process your unborn child's reservation. However, you may book your flights and later add your infant's reservation by calling the airline directly or at the airport upon your departure.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary.

Pet Fees

Airlines may impose fees for pets traveling in the cabin and cargo. Airline restrictions vary on the number and size of pets allowed to travel in the cabin, and animals that can travel in cargo, depending on the aircraft and weather.

Please check with the airlines website to find out their fees and policy for traveling with pets.

If in case the details you find seem inadequate, we suggest that you contact the airlines directly for more accurate information.

For contact information, see our "Airline toll-free telephone numbers" page at "http://www.Expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_FW_airlines.htx".

MCT

Typically, when transferring between flights, a minimum amount of time is required for the airlines to guarantee a smooth connection and delivery of any baggage. Failure to meet these deadlines may result in the reassignment of any pre-reserved seats, cancellation of reservations and ineligibility for denied boarding.

AirTran Airways Delayed Ticketing

We are contacting you regarding your recent purchase on Expedia.com. Due to a technical error at the time of purchase, there has been a delay in confirmation and ticketing. This notice is to let you know that your purchase on AirTran Airways has been confirmed and successfully ticketed. Please disregard any previous e-mail received that may have stated otherwise.

Due to this, your on-line itinerary may not appear as it normally has in the past. For this reason, your itinerary is being sent via direct e-mail. Your current itinerary is as follows:

Passenger have contacted a/l after booking

Although you may have already completed the booking process online, it still takes within six to 24 hours for AIRLINE to issue ticket for your reservation. This may be the reason why the airline does not have your ticket issued of the booking you made when you called them to confirm your flight.

Open Ended Ticket

Expedia does not offer open-ended ticket at this time. You may book a roundtrip ticket and change the return date at a later time or you may book a one-way flight instead.

Cancellation and change policies vary by airline. We encourage you to review the full rules and restrictions of your itinerary prior making your purchase. Applicable airline fees may apply for cancel and changes.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this flight reservation has changed or no longer available.

Expedia is subject to the rules and restrictions of the vendors whose services we sell. We act only as an agent for their product and do not have the authority to override or to change their policies.

Special disability seats should always be confirmed directly with the airline at the time of booking and reconfirmed prior to travel. Airline policies and practices for assigning disability seats vary, and may depend on the unique circumstances of the traveler and the level of support needed.

Fare Class Booking Code

On the Payment page under the "Review and Book Your Trip" section, click the "complete penalty rules for changes and cancellations" link.

At the Fare rules and restrictions page, check the Fare Basis Code/s for each flight. The first letter of the code refers to the booking class code.

*

We apologize for the inconvenience this may have caused you. However, you can check the fare booking class code for each flight while at the Payment page during the booking process. Under the "Review and Book Your Trip" section, please click the "complete penalty rules for changes and cancellations" link. At the Fare rules and restrictions page, please see the "Fare Basis Code/s" for each flight/s. The first letter of the code represents the fare booking class code.

Still, Expedia cannot guarantee that the airline will credit your frequent flyer account for your reservation. Please review the terms and conditions of your mileage program.

Boarding Pass

You will receive your boarding pass when you check in for your flight. Many airlines allow passengers to check in online within 24 hours before the flight departs and print out the boarding pass using a home or office computer and printer.

If the airline offers online check-in for your flight reservation, you may go to their website at "URL", access your booking with your airline confirmation code "ENTERPNR" or ticket number [TICKETNUMBER], and follow the instructions on the screen to check in and print your boarding pass.

If you check in at the airport, you will receive your boarding pass from the self-service check-in kiosk or the ticket agent.

What if I have connecting flights?

You will receive a separate boarding document for each of your flights when you check in.

Hold Ticket and Book Later

We appreciate your interest in booking a flight reservation with us.

Expedia does not hold or reserve a selected fare for booking at a later date. To ensure you receive the fare you found on Expedia, you need to book immediately. While researching a trip, you can save a flight or Vacation Package search by clicking "Save this to my itinerary" after making a flight or package selection. The fare you found may not be available if you select to book at a later time.

Flight Duration

There are several reasons why flight duration varies between two identical flights. One possible reason is time zone, your departure city is located at Pacific Standard Time zone, while your destination uses Eastern Standard Time zone. Another reason is that, the rotation of the Earth. The Earth rotates its axis from the East to the West, so when you fly from East to West, you are moving with the Earth, so the flight lasts longer. Then, when you fly back, you need less time to complete the flight because the rotation makes it faster for you. There is also a possibility that you are flying with two different aircrafts. Lastly, the wind may also be another factor.

Schedule a Layover on my Flight

If you are looking to spend a little time at a location en route to your final destination, book your flight as a multiple-destination trip. Select "Multiple destinations" in the flight search box, and then enter each leg of your flight with desired departure times. Your search

results will return all flight segments together, with arrival and departure times, so you can see how much time you will have for each layover.

Hotel

your refund request for the unused four nights at xxxxx.

*

Upon further review of our records, it appears that you have already discussed this matter with our customer service representative. We reviewed itinerary xxxx and verified that you have cancelled your reservation on xxxx.

*

You may contact your credit card company or the issuing bank if they have not posted the credit.

*

The price shown on your itinerary did not include any applicable hotel service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The property will assess these fees, charges, and surcharges upon checkout.

*

We checked your hotel reservation and determined that it is already non-refundable.

The cancellation and change policies in your itinerary are as follows:

As much as we would like to process your request, we are unable to change and cancel reservations through e-mail. Please contact our customer service department, 24 hours a day, seven days a week at the number shown below. Please have your itinerary number and e-mail address available when you call.

Frequent Guest

Many hotel reservations booked through Expedia can help you earn points on your Frequent Guest program, if they qualify under the terms of your program. You can enter your program name and membership number as you make your reservation, or you can store your Frequent Guest membership number with your Expedia account, to be available whenever you are booking travel through Expedia.

Expedia Unpublished Rate hotels are not eligible to award frequent guest points.

Please read the full terms and conditions of your Frequent Guest program.

Disney World on-site hotels

Disney World on-site hotels are included in Expedia's list of properties. However, we will show you reservations that have available rates/rooms for you to book. If the property you are looking for does not show up, it very likely falls outside of the search criteria you have specified, or because there is no longer availability at the advertised rate.

You may search through our website from time to time to check on the availabilities.

Add Guest

Hotels generally base their rates on double occupancy, and a reservation made for more than two guests in one room is subject to extra guest charges, depending on the individual hotel's policy.

For your security, we must address your questions and process the changes regarding your hotel by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Hotel Review – Postpaid/Cancelled ESR

We checked your itinerary and determined that this is for a postpaid hotel reservation.

Currently, we do not have a review your stay invitation for reservations of this type. However, if the "REVIEW YOUR HOTEL" tab is available on your itinerary page, please send your reviews via that option. If this not available, you may always send your reviews to this address so we can forward it to the appropriate department.

ESR Confirmation Number

Our records show that we have sent the reservation to the hotel on xxxx. At this time, your reservation is processed and the hotel has been notified of your reservation. However, the confirmation number should appear on your itinerary page three to five days prior to your check-in date. In case the hotel confirmation number does not appear on your itinerary page within this period, please contact us at the number shown below. A customer service representative would be happy to assist you on this matter.

ESR Payment

Our records show that you booked a prepaid Expedia Special rate hotel, this means that Expedia has charged you in full for the cost of the room at the time you completed the booking online.

ESR Cancel

As much as we would like to process your request, we are unable to cancel reservations through e-mail. However, you may cancel online or by calling our Customer Service department, 24 hours a day, seven days a week at the number shown below. Please review the hotel's cancellation and change policy. The cancellation and change policies indicated in your itinerary are as follows: To cancel online, please do the following:

1. On Expedia.com, click "My Itineraries" link at the top of the page.
2. To sign in, enter your user name "" and password.
3. From the "My Itineraries" page, select the itinerary you wish to access.
4. On the bottom of the page, click "Cancel this hotel reservation".
5. Follow the remaining steps to complete your cancellation.

ESR Change

For your security, we must address your questions and process the changes regarding your hotel by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Please review the hotel's cancellation or change policy. We do not charge a cancel or change fee. However, the hotel has cancellation and change fees that we are required to pass on.

The cancellation and change policy in your itinerary are as follows:

ESR Late Check In

xxxx is an Expedia Special Rate hotel, and all ESR hotels are guaranteed for late check in. However, if you need to call the hotel for any reason, the number is xxxx. Please have your hotel confirmation number "xxxx" available when you call.

Early Check out – Refund Request

At this time any cancellations or changes to your reservation is already subject to a 100% penalty, which means that you can check out early, but there may not be a refund. Before we can process your early check out request, we will need you to officially check out of the hotel first.

Once you have completed your check out, please contact us at the number below so we can contact the hotel to discuss a partial refund of your unused nights. A hotel-imposed fee may apply for this transaction, which will be deducted from the total refund if there are any.

ESR Special Request

We are sending your xxxxx request to the property. Expedia cannot guarantee changes to room options and preferences, as these are subject to availability.

To ensure that your request is in order, you may wish to reconfirm your reservation directly with the hotel 24-48 hours before you check in at xxxxx. Please have your hotel confirmation number "xxxx" available when you call.

Only the hotel may determine the earliest you would be able to check in. A guest may check in upon arrival as long as the room is ready for occupancy and the hotel allows it. Nonetheless, we have submitted your request for an early check-in to the hotel. For your reference, changes to your room preferences, while likely, are not guaranteed.

GDS Change

We are unable to change and cancel reservations through e-mail. However, you can make changes online or by calling Expedia Customer Service, 24 hours a day, seven days a week, at the number shown below.

To change a reservation, you need to create a new reservation and then cancel the original one.

Here is how to use the Expedia hotel wizard:

1. On Expedia.com, click the "Hotels" tab at the top of the page.
2. Under "SEARCH FOR A HOTEL", select "Hotel Only", "Hotel + Flight", "Hotel + Flight + Car", or "Hotel + Car".
3. Select a "Find hotels near:" option from the drop down list.
4. In the "Where are you going?" text box, enter your destination.
5. Enter your check-in and checkout dates.
6. Select the number of rooms, and how many adults and children will be staying at the hotel.
7. Under "Additional options", modify your search based on the hotel name or class.
8. Click "Search" to see a listing of hotels that meet your search criteria.
9. Click "Book it" next to the hotel of your choice and to begin the purchase process; see the total room cost (including taxes), read the rules and restrictions, and select your booking option.
10. Click "More lodging info" for information on the hotels location, amenities, and room types. Many of our hotel pages also have photo galleries and virtual tours. You can select the green "Continue to Booking" button from any of these pages.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this hotel reservation has changed or no longer available.

Once the new reservation is complete, you may now cancel your original hotel reservation. Here is how:

1. Go to "www.expedia.com".
2. Choose the "My Itineraries" link at the top of the page. Choose the radio button "Find my itinerary". Enter your itinerary number XXXXX and email address "xxxxx". You will find your reservation on the next page.
3. Under Hotel summary, click "Cancel this hotel reservation" and follow the steps to complete the cancellation of the original reservation.

*

We checked your itinerary and verified that your reservation is for a regular hotel. For reservations of this nature, the system asks for the credit card online to serve as guarantee. The property or hotel will be the one to charge customers upon checkout.

In order to change, you need to cancel your original reservation and book a new one. We suggest you book your new reservation first to ensure availability. When you have a new, confirmed reservation, you can cancel the original on the website.

You may cancel your reservation online by following these steps:

1. Click "My Itineraries" at the top of the Expedia.com page.
2. Enter your user name/e-mail address and password.
3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
4. Scroll down and click on "Cancel this hotel reservation".

We suggest that you review the full rules and restrictions on the itinerary prior to cancellation. For your reference, the hotel itinerary state that (insert policy).

GDS Cancel

We are unable to cancel reservations through e-mail. You may cancel online or contact us for assistance at the numbers below. Please have the itinerary number available when you call.

We checked your itinerary and verified that your reservation is a regular hotel. For reservations of this nature, the system asks for the credit card online to serve as guarantee. The property or hotel will be the one to charge customers upon checkout.

You may cancel your reservation online by following these steps:

1. Click "My Itineraries" at the top of the Expedia.com page.
2. Enter your user name/e-mail address and password.
3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
4. Scroll down and click on "Cancel this hotel reservation".

We suggest that you review the full rules and restrictions on the itinerary prior to cancellation. For your reference, the hotel itinerary state that (insert policy).

Hotel Extra Guest Charge

Thank you for contacting us about the extra guest rate at (name of hotel).

Hotels generally base rates on double occupancy, and a reservation for more than two guests in one room is subject to extra-guest charges. This depends on the individual hotel's policy.

Your itinerary states that the base rate is for two people. This means that additional guests will entail additional charges. In your case, the additional amount will be (insert amount) per night.

Hotel Refund (Extenuating Circumstance)

Thank you for contacting us about your request for a refund of your reservation at HOTEL.

We are truly sorry to hear about what happened.

The rules and restrictions of your hotel reservation state that, "The room type and rate selected are non-refundable. Should you change or cancel this reservation for any reason, your payment will not be refunded".

Due to the reason for your cancellation, we may call the hotel on your behalf and coordinate a refund option. We would like to remind you that we cannot guarantee their approval. Based on this special rate and the original terms and conditions, most hotels will not refund any nights.

We are unable to handle refund requests via email. For security purposes, we must proceed by phone with the Expedia account holder.

You may contact the Expedia Customer Service Team at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Hotel Kick Back (with refund request)

We are truly sorry for what had transpired with your booking. We do not intend to mislead our customers as we rely solely on the information that the hotels post on our website.

Like many travel vendors, hotels sometimes overbook their inventory based on histories of previous "no-shows". Ordinarily, this does not create a problem for their customers, but when it does, it can be very frustrating.

Our records indicate that you did have a confirmed reservation, and we regret that the hotel did not have a room available for you.

In situations like these, we are unable to process a refund unless a manager of the hotel or a customer tells us about what transpired with the booking. We always have to get authorization from a hotel manager for refunds because we are under strict negotiated contracts with them.

We cannot handle refund requests through e-mail since we would need to get authorization from a hotel manager. For security purposes, we need to handle refund requests by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Hotel Taxes and Fees

The taxes and service fees of your booking is a combination of two separate charges: tax recovery charges that Expedia pays to the hotel to cover the taxes that the hotel owes for your hotel stay, and the service fees which Expedia retains as compensation. Expedia does not separate these amounts because of confidentiality obligations to the hotel suppliers.

Hotel Net Rate Disclosure

We are truly sorry for the misunderstanding with your travel purchase.

The hotel has revealed what is known as Expedia's net rate or their wholesale rate. This is the price that they charge us for the room and is lower than rates they offer to the public because of the large number of room nights that we purchase.

In order to offer the best rates to our customers, Expedia buys large blocks of rooms from hotels far in advance at a reduced rate. This allows us to provide our customers with the lowest prices available.

For your reference, the rate you paid for the room is still lower than the regular published rates that the hotel charges.

ESR Rate Higher than Hotel Rate

We are truly sorry for the misunderstanding with your travel purchase.

Expedia commits itself to delivering the best rates for our customers' travel plans. We guarantee that every purchase has the lowest rate available online during the time of booking, but it is beyond our control if the hotel offers a lower rate in their end afterwards.

Hotels sometimes reduce rates based on "no-shows" and last-minute cancellations in order to fill in the vacant rooms. This is because the likelihood of reselling it becomes very remote.

Opaque Request

We checked and verified that you booked an Expedia Unpublished Rate hotel. We can assure that your room is guaranteed. As much as we want to submit your request to the hotel, we do not have an option to do so. Please contact HOTEL directly at xxxx to make your request. Please have your confirmation number "" available when you call.

Expedia cannot guarantee changes to room options and preferences, as these are subject to availability.

We have checked your itinerary and verified this is for an Unpublished Rate Hotel. For reservations of this nature, ALL BOOKINGS ARE FINAL and cannot be cancelled, refunded, changed, exchanged or transferred.

As per your inquiry, we are unable to provide information regarding your bed type, as the hotel will only provide this upon check-in and it is subject to availability.

You may also want to contact HOTEL directly at xxx. Kindly have your confirmation number "" available when you call.

Please make sure that you bring along a printed copy of your itinerary to present to the hotel upon check-in, valid photo identification, and credit card are required upon check-in for incidental charges.

*

Please accept our apologies for the misunderstanding on the rates for Expedia Unpublished Rate hotel reservations.

When our brand-name hotel partners have unsold rooms, we offer them at incredible values in order to fill them. Hotels prefer not to publicize rates this low, so we hide the name until after booking.

We assure you that we are committed to delivering the best rates for your travel plans. We guarantee that every reservation has the lowest rate available online during the time that you made the booking on our website.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Making arrangement for airport transportation

We checked the "More lodging info" link in your itinerary and found that the hotel offers airport transportation with surcharges.

We suggest that you contact the hotel directly at xxxx to make your necessary arrangements. To ensure that your request is in order, please confirm your shuttle service directly with the hotel 24-48 hours before you check-in.

You may want to check the "More Lodging Info" link to find information about a hotel's room features, property amenities, location, and other important information about the hotel. The "More lodging info" link is located below the name of the hotel, right after the

description. The information you are looking for may specifically be found on one of the tabs on that page. Pictures and virtual tours may be provided.

Expedia.com acts as an intermediary for hotel reservations. All information found on our site is maintained by the individual property. We solely rely on the information they provide us.

*

Thank you for contacting Expedia about your airport transfer.

As per case ID S-00000, you have already advised by one of our agents that SVC AGT NAME do not offer complimentary airport transportation for reservations made through third parties.

Expedia acts as an intermediary for hotel reservations. All information found on our site is maintained by the individual property. We rely on the information they provide us. We apologize for the inconvenience.

You may want to add a rental car or shuttle transfer to your hotel reservation. Please note that rental car or shuttle transfer may not be available on all location.

Furthermore, you must show a printout copy of your itinerary, valid government-issued photo ID, and a major credit card for incidental charges when you check in at the front desk.

*

We have checked our records and found that the hotel property offers airport shuttle service.

Expedia has contracted with ground operators in a number of cities to offer transportation to and from the airport. If it is available in your destination city, you will find it among the activities offered when you customize your reservation. In addition, some hotels may provide free airport shuttle service.

Furthermore, we can request for airport shuttle service to the hotel property. However, we are unable to guarantee if the hotel will honor your request. Please call the hotel property directly at xxxxx. Please have your confirmation number "" ready when you call.

*

a request for airport pick-up on your reservation at HOTEL.

For a surcharge, the property provides an area shuttle within 10 km and a roundtrip airport shuttle (available 24 hours). You may wish to reconfirm your reservation directly with the hotel 24-48 hours before you check in at xxxxx.

Opaque Ratings

We do understand your frustration but we assure you that we put a lot of effort into making sure that we have provided the correct information for "Opaque Hotel" bookings. We calculate our star ratings by taking the average rating on three top travel sites and factor in customer feedback. In addition, we change our star ratings that we base on customer feedback.

Nonetheless, we do thank you for bringing this incident to our attention. We rely on our customers to provide us with the information we need to continue improving our services. We assure you that we will note your complaints.

We regret any inconvenience that may have occurred during your stay and would like to assure you that every reservation is important to us.

Hotel Ratings

Our records show that you have successfully booked your hotel reservation at the Live Aqua Limitless All Inclusive, with Please accept our apologies in regards to what had transpired during your vacation. We regret any inconvenience that may have occurred during your stay and would like to assure you that every reservation is important to us.

We would also like you to know that we do not intend to mislead our customers as we rely solely on the information that the hotels posted on our website give us. We do thank you for bringing this incident to our attention.

Our travel experts have rated a number of hotels using North American lodging industry standards, and have assigned class ratings to help with your lodging decisions. We evaluate many factors, including accommodations, facilities, price, variety of services, and overall quality.

These ratings are reviewed and updated frequently to provide you with current information. Hotel ratings should be regarded only as general guidelines designed to assist you in making your lodging decisions.

As you may know, Expedia.com acts as an independent agent for reservations for airlines, car rental companies, and hotels. Still, if an Expedia member has an unsatisfactory experience with travel booked through Expedia.com, we want to take appropriate action to ensure another member does not have a similar experience.

Should you need further assistance regarding this matter, do not hesitate to give us a call at the number provided below and a customer service representative will help you.

Again, we offer our sincerest apologies, and hope that you will offer us the chance to win back your loyalty and demonstrate our commitment to customer service in the future.

*

You booked a postpaid, regular hotel reservation. For reservations of this nature, Expedia used your credit card only to guarantee the booking; we did not charge you an advance payment. The property or hotel will charge your credit card when you check in or check out.

Hotel Wizard

Due to constant changes in rates and availabilities, we are unable to give price quotes by e-mail. However, we would be happy to help you make a reservation over the phone. Expedia customer service is available 24 hours a day, seven days a week at the number below.

Here is how to use the Expedia hotel wizard:

1. On Expedia.com, click the "Hotels" tab at the top of the page.
2. Under "SEARCH FOR A HOTEL", select "Hotel Only", "Flight + Hotel", "Flight + Hotel + Car", or "Hotel + Car".
3. Select a "Find hotels near:" option from the drop down list.
4. In the "Where are you going?" text box, enter your destination.
5. Enter your check-in and checkout dates.
6. Select the number of rooms, and how many adults and children will be staying at the hotel.
7. Under "Show Additional options" link, modify your search based on the hotel name or class.
8. Click "SEARCH" to see a listing of hotels that meet your search criteria.
9. Click "BOOK NOW" next to the hotel of your choice and to begin the purchase process; see the total room cost (including taxes), read the rules and restrictions, and select your booking option.
10. Click "More lodging info" for information on the hotels location, amenities, and room types. Many of our hotel pages also have photo galleries and virtual tours. You can select "CONTINUE BOOKING" button from any of these pages.

Narrow Your Search

The "More lodging info" link near the hotel name or star rating will show more information regarding the hotel. You will see several tabs that will reveal information such as location, hotel amenities, and room features. You may find the information that you are looking for on the "Hotel Details" tab and "See a list of property amenities" link.

You may also narrow your search to show only those hotels with the amenities you prefer, such as hotels that allow pets.

Adjoining Rooms/ Room Contact

As you have already mentioned, you have made your reservations under one main contact, GUEST NAME.

In order for your husband to check in, we suggest that you should change the room contact for the second room under his name.

Please note that in order to check in at the hotel, the first person to arrive must be listed as the room contact.

Please confirm the room contact's name for the second room by replying to this email.

*

Thank you for contacting us about request for adjoining rooms for itinerary xxxxx.

We have noticed that you have made your reservations under one main contact GUEST NAME.

We suggest that you should change the main contact of the itinerary 0000000; as this would result to the cancellation of one of your reservations. The hotel property might think that you have mistakenly made your reservation twice.

After changing the name of main contact, please email us and we will forward your request for adjoining rooms to HOTEL NAME.

We are unable to guarantee changes to room options and preferences, as these are subject to availability.

*

We have noticed that you have made your reservations under one main contact GUEST NAME.

We suggest that you should change the main contact of either one of your two itineraries; as this would result to the cancellation of one

of your reservations. The hotel property might think that you have mistakenly made your reservation twice.

GUEST NAME may be able to check-in if she can provide her itinerary with her name listed as the main contact.

Please confirm the names that you want to be on your two reservations by replying to this email.

*

In case wherein other guest will arrive first at the hotel other than the person in which the reservation is named, we need to change the room contact of the reservation. Please send us the complete name and contact number of the guest who will take charge of the room via e-mail or call our Customer Support desk at the number below.

Your itinerary includes documentation of your travel, the names and number of travelers, the itinerary number, and other information.

Please make sure that you bring along a printed copy of your itinerary to present to the hotel upon check-in. Government issued photo identification and credit card are required upon check-in for incidental charges.

Hotel Calendar Feature

Expedia.com does not have this hotel search tool at this time. This is currently offered for flights called the "Flight Fare Calendar".

As an Expedia customer, your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our Product Planning Team.

Add Guest Plan Number To Existing Itinerary

Since you have already booked your reservation, we can no longer add your *Hilton Honors number* to your existing itinerary. Please contact your frequent guest program provider for assistance. Expedia cannot guarantee that they will credit your *Hilton Honors account* for your reservation.

CAR

OPEL CAR (exotic car)

CRI does not covered this type of car.

We are not actually referring your rental car as an Opel car. We only use this, so you may have a view of which type of car you would get.

In this case, your economy car may be similar to an Opel car.

Car Late Pick Up

Generally, car rental airport locations remain open until the last scheduled or delayed flight has arrived.

Please provide accurate and timely flight reservation details when you reserve your rental car.

You may also call the car rental company to verify their policy on late rental car pick up.

Car Rental Insurance

Expedia no longer require customers who purchased car insurance to print a copy of their voucher and present to the car rental company.

An independent insurance company offered the Car Rental Insurance and is not affiliated with the car rental company from which you are renting your vehicle. Therefore, you do not need to present this voucher to the rental agency upon pick-up of your car.

Car Rental Insurance Not Honored

The Car Rental Insurance plan coverage is very similar to the "Collision Damage Waiver" plan that car rental companies try and sell renters at the time of rental, in that it provides reimbursement to customers purchasing the plan for charges they incurred due to loss or damage of the rental car.

If the car rental company did not accept your Car Rental Insurance, you will need to send a copy of your rental agreement and receipt to Expedia.

For your security, we must address this matter by phone with the Expedia account holder.

Please call the Expedia Customer Service Team at the number shown below. Please have your itinerary number and e-mail address available when you call.

Your comments are important to us and require further research.

CRI

The car rental insurance is associated only to its original rental car booking. In booking a new rental car, you must also purchase new car rental insurance.

Meanwhile, refunds for car rental insurance can be given until 12:01 a.m. Pacific Time on the day of the scheduled pick-up. Past this time, the insurance is non-refundable.

Car Rental Type

We have checked the information on our website and found out that [RENTAL NAME] did not provide any description about their Mini 4-door car.

Under these circumstances, we suggest that you contact the vendor at xxxxxx; as they are the ones who could best assist you with this issue. Please have your car confirmation number "" available when you call.

Expedia acts as an intermediary for car reservations. All information found on our site is maintained by the individual car company. We solely rely on the information they provide us.

We apologize for the inconvenience.

Furthermore, you must show a printout copy of your itinerary, valid driver's license, and a major credit card under the driver's name upon rental car pick up.

Car Rental Payment And Car Rental Insurance Mandatory

Please be informed that your reservation does not include car rental insurance unless you have purchase online.

Meanwhile, Expedia does not charge for standalone car reservations. The car rental company will make the charges upon rental car drop off.

As per your inquiry, please be advised that the rates shown reflect regular rate plan periods (e.g. daily, weekend, weekly, or monthly, as specified herein) based on available information at the time of reservation and could be subject to change.

For your reference, car rental insurance may or may not be mandatory on all rental locations/country. Please check with the vendor/city prior making your purchase.

Add Equipment in Rental Car in VP

Although this function is not currently available on vacation packages, we have forwarded your concern to the Expedia product planning team for consideration as a future enhancement.

Meanwhile, in cases wherein you need a hand controller for your car reservation, you would have to purchase your hotel and car in separate itineraries.

However, you may also book your hotel and car as a package but you would need to contact the car rental company directly to make your request. This equipment may not be available for all cars or at all rental locations. When you call, be sure to have your car confirmation number handy for a speedier response.

We are unable to guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this reservation has changed or no longer available.

Add Special Equipment

Upon checking your rental car, you have not included your ski rack request to your car reservation.

Since you have already made your reservation, you will need to contact VENDOR directly at xxxxx to make your request. Please have your car confirmation number "00000" available when you call.

This equipment may not be available for all cars or at all rental locations. You may have to pay an extra fee for the special equipment. Before you depart, be sure to confirm your request with VENDOR.

Expedia cannot guarantee requests and preferences, as these are subject to availability.

Car Change

We are unable to make changes to car reservations through email. However, you can make changes online or by calling Expedia Customer Service, 24 hours a day, seven days a week, at the number shown below.

To change a reservation, you need to create a new reservation and then cancel the original one.

Here is how to search for rental cars and make reservations on Expedia:

1. On Expedia.com, click the "Cars" tab at the top of the page.
2. From the "Car Wizard" page, under "SEARCH FOR CAR ONLY", choose from "Car Only", "Car + Flight", "Car + Hotel", or "Car + Flight + Hotel".
3. Select an option from the "Find car rentals near:" drop down list. Options include "An Airport" and "A place".
4. Enter the pick-up airport or city and drop-off airport or city.
5. Enter the pick-up and drop-off date and time.
6. Under "Car type:", select your car class preference from the drop down list.
7. Need special equipment? Click "Show Additional options:" link and choose the equipment you need.
8. Click "SEARCH".
9. Make your selection from the options shown by clicking "Select".
10. Review the car details and click "Continue with booking, I have read and accept the terms and conditions".

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this car reservation has changed or no longer available.

Once the new reservation is complete, you may now cancel your original car reservation. Here is how:

1. Go to "www.expedia.com".
2. Choose the "My Itineraries" link at the top of the page. Choose the radio button "Find my itinerary". Enter your itinerary number xxxx and email address "". You will find your reservation on the next page.
3. Under Car rental summary, click "Cancel Car Reservation" and follow the steps to complete the cancellation of the original reservation.

Expedia does not charge for standalone car reservation. The car rental company will make the charges upon rental car drop off.

To change your reservation, you need to create a new reservation and then cancel the original one. We suggest you book your new reservation first to ensure availability on the dates you requested. When your new reservation is confirmed, then cancel your original reservation on the website.

To cancel online, please do the following:

1. Go to "www.expedia.com".
2. Choose the "My Itineraries" link at the top of the page. Choose the radio button "Find my itinerary". Enter your itinerary number 000000 and e-mail address "". You will find your reservation on the next page.
3. Under Car rental summary, click "Cancel Car Reservation" and follow the steps to complete the cancellation of the original reservation.

Car Rental's Cross Border Policy

Cross border policies vary by Car Rental Company. To ensure that you get the most up-to-date information, we encourage you to review the full rules and restrictions for your chosen rental car. The "detailed rental information" link is located below your Car rental summary under "Car vendor rules and regulations".

If you seem the information is inadequate, please contact the Car Rental Company directly for more accurate information.

*

We suggest that you check the "detailed rental information" link to find information about your rental car's rules and restrictions. The "detailed rental information" link is located below your Car rental summary under "Car vendor rules and regulations".

If you seem the information is inadequate, please contact Alamo Rent A Car directly at 1-716-6349220; as they are the ones who could best assist you with your concern. Please have your car confirmation number "xxxx" available when you call.

*

We do offer a car rental insurance that is provided by BerkelyCare, which covers damage to the driver's rental car (called "collision"), not damage to other vehicles, persons, or property. Cost varies depending on the state and/or country.

The full terms and conditions of Expedia's Car Rental Insurance are available for review on our website, which you may access through the following link: "http://www.expedia.com/daily/promos/travel_protection_plans/car_rental.asp?activeTab=6".

Due to the ever changing nature of the travel industry, prices and availabilities are subject to change at any time prior to purchase.

*

Cross border and mileage policies vary by Car Rental Company, the city/country you are renting the vehicle in, the date that you want to pick the vehicle up, and the size of the vehicle you are renting. Each car rental location has the responsibility of setting their own cross border and mileage policies.

To ensure that you get the most up-to-date information, please review the full rules and restrictions for your chosen rental car. The "detailed rental information" link is located below your Car rental summary under "Car vendor rules and regulations".

If in case the details you find seem inadequate, we suggest that you contact the car rental company directly for more accurate information.

Car Change - Cancel

While we are unable to make changes to car reservations through e-mail, you can make changes online or by calling Expedia Customer Service at the number below.

If you have provided your credit card information to book your car reservation, we need to verify the cancellation penalties with the car rental company directly. Some car rental companies require customers to make changes or cancellations more than 72 hours before the scheduled pick-up time to avoid penalties.

If you have not provided your credit card information to book your car rental, you may proceed with changing your reservation online. To change your reservation, you need to create a new reservation and then cancel the original one. Here is how:

1. On Expedia.com, sign in and create a new reservation.

2. Once the new reservation is complete, find the original itinerary under “My Itineraries” at the top of the page.
3. From the “My Itineraries” page, select the itinerary you wish to access.
4. In the “Car” section of the itinerary, click “Cancel Car Reservation” and follow the steps to complete the cancellation of the original reservation.

ACCOUNT

Receipt

The only receipt we can provide you is the copy of the itinerary. The Expedia itinerary is an official document of your travel that includes the names and number of travelers, the rate paid, your itinerary number, and other valuable information. We will send you a copy in a separate e-mail, which you will receive within 24 hours.

We will send you a copy of your itinerary in a separate e-mail, which you will receive within 24 hours.

Please check the spam or junk mail folder in your e-mail to make sure your confirmation e-mail was not blocked. You may need to add Expedia to your “allowed” senders list to receive confirmation e-mails and information regarding future bookings.

Vendor Issue

To expedite your request, please send an e-mail to our vendor support team at “dshelp@expedia.com”. The team is also available to assist you by phone at 1-877-EXPEDIA (1-877-397-3342).

More information is also available at “www.expedia.com/vendor”.

E-mail Notification Reflects Old Name

Our records indicate that our system is already updated with your name xxxxx. However, since e-mail notifications are system generated, it may take some time to your updated full name to appear in your e-mails. Nevertheless, this will not create problem or inconvenience to your Expedia Rewards enrolled Expedia account.

Agent Assisted Booking

We appreciate your interest in booking a vacation package with us.

Due to constant changes in rates and availabilities, we cannot give price quotes and advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone. Expedia Customer Support is available 24 hours a day, seven days a week at the number shown below.

You may also search through our website from time to time to check on the availabilities.

Frequent Flyer – Earning Miles

Although we passed your frequent flyer information to the airline, we cannot guarantee that your JetBlue TrueBlue account will be credited for your reservation. Please check directly with your program provider to confirm that you are credited the appropriate miles. You may also want to review the terms and conditions of your frequent flyer program.

ThankYou Account

Expedia is no longer a sponsor of the Citi ThankYou Rewards Network.

For inquiries about ThankYou point balances, ThankYou member account information, travel rewards you have redeemed with your ThankYou points, or any other point-related questions, please call ThankYou Customer Support directly at 1-800-THANKYOU.

Disabled Account

Expedia may disable an account due to invalid activity, policy violation, or user inactivity.

You may review Expedia's Terms of Use at "<http://www.expedia.com/p/info-other/legal.htm>".

Our records indicate that you used a Passport/Windows Live ID account, which we no longer support.

As we work to continuously improve the service we provide you, it is sometimes necessary to make changes. Unfortunately, recent upgrades required we end our support of Passport/Windows Live ID service.

For this reason, we cannot restore your account with user name "xxxx". However, you can create a new account with the e-mail address formerly associated with your disabled account, but you will not be able to utilize the same user name. We suggest you use a private and secure password.

Guest Change E-mail

Currently, customers using guest account are unable to update their e-mail address online.

However, we have updated your e-mail address from "xxxx" to "xxxx" in your account. Moreover, we have forwarded your new e-mail address to AIRLINE for flight notification purposes.

This change will not reflect on your itinerary page.

Foreign Language

At this moment, we can only entertain e-mails written in English. Please contact us again as soon as you can get your comments/questions/needs translated in English.

Saved Itinerary

We checked and verified that the reservation you are referring to was not successfully booked and it remains as an unreserved itinerary on our system.

Itinerary Transfer

Due to technical and security reasons, we are systematically unable to transfer an existing reservation in one account to another account.

Unsubscribe

You may unsubscribe from receiving e-mail surveys by following the simple unsubscribe instructions in any e-mail survey you receive. In addition, you can unsubscribe now by sending us an e-mail with "unsubscribe" in the subject line to "stopsurvey@customercare.expedia.com" that includes your e-mail address associated to your Expedia.com Account.

*

We received your request and are sorry to see you go.

We have canceled your e-mail subscription. The cancellation takes up to 10 days to process. During this time, you will continue to receive promotional e-mail.

For additional questions or concerns, please call the Expedia Customer Service Team at 1-800-EXPEDIA (1-800-397-3342) and reference case ID: xxxxx.

*

We checked your account details and found that you have opted out from receiving promotional e-mails on xxxx.

You may also receive promotional e-mails as a result of a subscription to Expedia Traveler (which Hotmail distributes) or because of information you supplied to other sources, such as MSN or Yahoo.

*

Up

How can I subscribe / unsubscribe from Expedia travel emails?

You can sign up to receive travel deals and offers via e-mail from Expedia. On the Expedia home page, enter your e-mail address in the "Deals" under "More great deals delivered to your inbox." You are prompted to provide your home airport location so we can send you offers and deals customized for you. When you click on "complete sign up," you will receive a confirmation message with important information about managing your subscription. Save this message for future reference.

To edit your e-mail preferences (i.e. change your address or subscribe to other topic lists), you need an Expedia account registered to your e-mail address. Sign in to your Expedia account (or create a new account if you don't have one yet), go to E-mail settings, and select the trip types about which you would like Expedia to send you e-mail. You can change your settings on this page at any time. To unsubscribe from all Expedia e-mails, click the link provided at the bottom of your confirmation message or any e-mail message received from Expedia. (Please note that in order to unsubscribe an e-mail address, you must click a link within an e-mail message sent to that same address.) You are directed to an e-mail management page, where you can select other subscription options, unsubscribe, and update your e-mail and home airport. After you have made your changes, click "Submit".

Up

Website Upgrade Notification

Since our worldwide travel website operates 24 hours, seven days a week, it will be difficult for the system to shutdown or to put on hold for a longer period of time.

We do not provide site notification upgrade since the website page will prompt an error message during your online purchase. Please see below examples:

- "The credit card number is not valid"
- "No available flights as requested"
- "Error pricing itinerary"
- "Unable to complete your request at this time. Please try again later".
- "Your request cannot be completed at this time. Please try again later".

In addition, one possible reason why you are unable to complete the purchase is that the rate you are trying to purchase is already sold-out. You may also want to check if there is a credit card problem. If so, you may also want to check with your credit card company. However, site upgrade/maintenance technically do not last more than 24 hours.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Form of Payment

For most bookings, you can pay with Visa, MasterCard, American Express, Discover, Diners Club, and debit cards. When booking your reservation, please make sure you have sufficient daily spending limits so your credit card company/bank will not block your account. Call the bank ahead of time if you are making a large payment with your credit card.

Credit Card Authorization

Our system places the temporary security hold on the account so that if the bank or credit card company validates the purchase, those funds are available to be forwarded to Expedia. If the purchase is invalid due to your account not meeting its daily spending limits or having unavailable funds, our system will return the authorization amounts to the credit card or bank account. Generally, your credit card company will remove it from your account within 72 business hours.

If the amounts does not fall off after this time period, please call us at the number provided below so that we can coordinate with your bank to release these amounts. This is for security reasons and Expedia needs to investigate on the authorization.

We appreciate your patience regarding this matter.

*

That amount is simply an authorization, not actual charges. Generally, your credit card company will remove it from your account within 72 business hours.

Additional Discounts For Membership Programs

Expedia is unable to process discounts for members of AARP, AAA, Costco and AmEx Blue. However, we have accommodations offering special rates for members of AARP and AAA. You may also visit our "Deals and Offers" page to find the best travel offers, including deals on last-minute travel bookings, and "More Ways to Save" page for current Expedia Travel Coupons.

You can earn coupons in conjunction with a special online promotion. From time to time, we will offer coupons for travelers who make qualifying purchases through Expedia.

Coupon Redeem

Our records indicate that you booked a pay later hotel reservation.

Your \$50 Expedia Rewards Hotel Coupon can only be redeemed for bookings at Expedia Special Rate hotels on Expedia.com.

Coupons must be redeemed during the initial booking of an Expedia Special Rate hotel and cannot be applied after purchase.

*

Generally, we do not issue a coupon if the account has already six or more coupons deposited within the past 12 months.

We do understand your concern and wish we were in a position to do more however; we need to comply with the rules and restrictions of Expedia.

Why won't my coupon work?

If a message is displayed stating that your reservation does not meet the rules of the coupon, review the coupon's complete rules and restrictions, which can be accessed by clicking the coupon's Rules link. Make sure you select a qualifying reservation in order to redeem the coupon.

How do I save an emailed coupon to my account?

If you receive an Expedia coupon via email, you can save it to your account by clicking the link to claim your coupon in the e-mail. You may need to sign in before you can save your coupon to your account. Your coupons are then displayed on the Coupons page.

How can I get an Expedia Coupon?

From time to time, we offer special promotional discounts and coupons on various travel deals. To find out about promotions:

- Sign up for our Travel Deals e-mails
- Visit our More Ways to Save page for current Expedia coupons

Be sure to sign up for an Expedia account, and always book your travel through that account. We sometimes offer coupons and discounts to our most loyal customers, and will then assign a coupon to your account.

Deals

Expedia offers travel deals from time to time, which usually last for up to 36 hours. In addition, rates and availabilities are constantly changing. Thus, we cannot guarantee you will get the lowest/offered deal unless purchased and reserved. (General Info)

Outlook Calendar

We can include iCalendar attachment in sending your itinerary, which allows your trip to be added as a calendar appointment.

Add Insurance

With the exception of Car Rental Insurance plan, all travel protection plans must be included in the same transaction as the covered travel. The Car Rental Insurance plan can be obtained anytime up to the day prior to your departure.

As much as we would like to help you, we are unable to add travel insurance towards a purchased flight reservation.

We understand your concern and wish we were in a position to do more however; we need to comply with the rules and restrictions of the insurance as this is provided by BerkelyCare.

You may want to contact the provider directly at 1-800-797-4514 for available travel insurance they may offer.

Change E-mail Address

Here is how to change it in your Expedia.com account:

1. On Expedia.com, click "My Account" at the top of the page.
2. From the "Account Overview" page, click "Update e-mail settings".
3. From the "E-mail settings" page, click "Change your e-mail address" and enter your new e-mail address in the text box.
4. Scroll down to Select an option, click "Accept these changes" and go to Account Overview.

We have now updated your new e-mail address on Expedia.com.

Change Main Contact

Due to our privacy policy, we are unable to make changes to your account information through e-mail. However, you may update your account information online at any time.

Here is how to change the main contact:

1. Go to "www.expedia.com" and sign in to your Expedia account by clicking the "Sign in" link at the top of the page.
2. Click on the "My Account" link at the top of the page.
3. Go to the second section entitled "Travelers associated with this account".
4. Click on the name listed under "Main contact".
5. Delete the existing information and type in the new information for the main contact.
6. Click "Accept these changes" at the bottom of the page.

If the person you wish to be the main contact is already listed in the account under "Other travelers", there are additional steps you must take.

1. Follow steps 1 to 3 above.
2. Under "Other travelers", there is a small box to the left of each traveler's name. Click on the box next to the name of the person you wish to be the main contact.
3. Click on "Delete selected traveler".
4. Click on the name under "Main contact".
5. Delete the existing information and type in the new information for the main contact.
6. Click on "Accept these changes" at the bottom of the page.

Change Phone Number

To change your phone number in your Expedia.com account, please do the following:

1. On Expedia.com, click "My Account" at the top of the page.
2. On the "Account Overview" page, go to the second section entitled "Travelers associated with this account".
3. Click on your name listed under "Main contact" or "Other travelers".
4. At the "Traveler information" page, under "Contact phone number", enter your new phone number.
5. Click the link "Accept these changes" and go to Account Overview.

We have now updated your new phone number on Expedia.com.

Home Airport

To update your account information, please do the following:

1. On Expedia.com, click "My Account" at the top of the page.

2. To sign in, enter your email address and password.
3. From the "Account Overview" page, click "Home airport" on the left side of the page.
4. From the "Home airport" page, enter your city and state/province, or city and country, or airport name, or airport code in the text box.
5. Then click "Accept these changes" and go to Account Overview.

Password Reset

After reviewing our records, we discovered that an account already exists for the following e-mail address: "xxxx".

If you share this e-mail address with another individual who has an account with Expedia, you will need to have your own e-mail address in order to create a new account. If this email address is yours alone, you most likely have an account already.

In the event that you need your login information, please follow these steps:

1. Please visit the "Password Reminder" page at "<https://www.expedia.com/pub/agent.dll?qscr=apwd&rfr=E3-Forgot>".
2. Enter your e-mail address in the "E-mail address" text box.
3. Click on the link titled "I need to reset my password" or "Just send me my user name", depending on your needs.

Our system will send you via e-mail a temporary access code with a link that will direct you to an Expedia page where you can provide the new password. The link will only work within 24 hours.

Expedia Rewards

To earn Expedia Rewards points, there are terms and conditions to be met. Once a reservation is valid, you will earn points that will be recorded in your account.

Since the reservation was booked prior to enrollment, your itinerary did not qualify under the terms of Expedia Rewards program.

We appreciate your thoughtful comments, and we are sorry we disappointed you on this matter. We rely on customers like you to provide us with the information we need to continue improving our services.

As an Expedia customer, your feedback is key to the decisions we make as we learn and grow, so we will be sharing your comments with the appropriate members of our management team.

In the meantime, we will work hard to regain your loyalty and trust.

*

We checked our records and confirmed that you enrolled in Expedia Rewards program on xxxxx. While you booked your flight reservation on xxxxxx. Since you booked your reservation prior to enrollment, your itinerary did not qualify to earn points. To earn points, sign in to your Expedia Rewards-enrolled Expedia account prior to booking.

You may review the full terms and conditions of Expedia Rewards program at "<http://www.expedia.com/p/info-rewards/expdiarewards/terms.htm>".

*

We checked our records and confirmed that you enrolled in Expedia Rewards program on xxxxx. While you booked your xxxxx reservation on xxxxxx.

To earn points on your trip, your reservation must be booked in a regular account and must be enrolled in Expedia Rewards program prior to booking your eligible travel. For this reason, your itinerary did not qualify to earn points.

You may review the full terms and conditions of Expedia Rewards program at "<http://www.expedia.com/daily/highlights/rewards/expdiarewards/terms.asp>".

*

For your security, we can only verify the qualification criteria of your itinerary for points by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number and e-mail address available when you call.

*

Your points will be added to your Expedia Rewards account automatically 30 days after your trip is completed. If for any reason you do not receive your points, please let us know and we will be happy to assist you.

*

Up

REDEEM

We checked our records and confirmed that you have 11,655 Expedia Rewards points that are available for redemption. Expedia Rewards points must be redeemed for a Rewards Hotel coupon prior to hotel booking and cannot be applied after purchase.

How do I check my Expedia point balance?

To view your stored Expedia Rewards points:

1. Click the Rewards tab and "Sign In."
2. Your available points will display below your name.
3. You'll be able to view all pending Expedia points for travel booked but not completed, as well as available Expedia points.
4. Expedia points are moved from pending to available status 30 days after travel is complete.

Expedia points will show as "pending" on your Rewards Summary within 30 minutes of making an eligible booking. Points move from "pending" to "available" status 30 days after travel is complete. Please note, cancellations or changes to all or portions of your trip will potentially result in the available Expedia points posted to your account being different from the pending Expedia points reported at the time of booking. If your Expedia points have not appeared as available in your Rewards Summary six weeks after your eligible travel is complete, please call us.

*

Currently, standalone car rentals, cruises and insurance products do not qualify for Expedia Rewards points.

*

Your Expedia Rewards account history shows all itineraries within the last six months. For this reason, you will no longer be able to view itineraries you completed beyond the time frame. However, the points reflected include the points earned from your past eligible travels.

To earn points on your trip, your reservation must be booked in a regular account and must be enrolled in Expedia Rewards program prior to booking your eligible travel.

You may review the full terms and conditions of Expedia Rewards program at ["http://www.expedia.com/daily/highlights/rewards/expediarewards/terms.asp"](http://www.expedia.com/daily/highlights/rewards/expediarewards/terms.asp).

How do I redeem my Expedia points?

Click the Rewards tab and "Sign In." You can redeem your points for a hotel Reward Coupon or for a flight by clicking "Redeem for Hotel" or "Redeem for Flight."

For a hotel redemption, you must first exchange your Expedia points for a Reward coupon. Use the interactive sliding bar to select the desired amount and click "Select." Also remember, when redeeming for a hotel coupon the more you redeem at once, the more your points are worth!

For a flight redemption, follow the link and look for your flight on our search page. Select your desired flight and complete the booking. All costs associated with each flight will be displayed in Expedia points.

At this time, Expedia points can only be redeemed for travel rewards on Expedia and cannot be used directly when shopping on Expedia.com. Expedia points are not redeemable for cash.

Up

Can I pay for a flight or hotel with a combination of Expedia points and cash?

You can redeem your available Expedia points for hotel coupons ("Rewards Coupons") in a variety of increments which can be used to discount the cost of your hotel. Be sure to redeem available Expedia points for a Rewards Coupon prior to shopping so that your Rewards Coupon code is available when you're ready to book. For hotels, your hotel Rewards Coupon will cover the coupon value, and you will pay the remainder with your credit card.

To redeem for flights, you must have enough available Expedia points to cover the full cost of the airline ticket you're booking, you cannot combine points with cash for flights. Flights are converted into a corresponding Expedia Rewards point value. You will see the cost of flights in Expedia points when booking reward travel.

To redeem points, click here, and select either "Redeem points for a hotel coupon" or "Redeem points for a flight."

Expedia points will show as "pending" on your Rewards Summary within 30 minutes of making an eligible booking. Points move from "pending" to "available" status 30 days after travel is complete.

Please note, cancellations or changes to all or portions of your trip will potentially result in the available Expedia points posted to your account being different from the pending Expedia points reported at the time of booking. If your Expedia points have not appeared as available in your Rewards Summary six weeks after your eligible travel is complete, please call us.

I thought I was earning bonus points for the trip I just booked. Why are the bonus points not showing up as "pending" on my statement?

Bonus points for certain Expedia Rewards bonus offers—such as partner offers or offers for a limited group of hotels or airlines—will not appear as pending on your statement. Bonus points for those offers will be posted to your account as "Available" points within 4–6 weeks after travel is complete. Check the terms and conditions for the bonus offer to verify point posting timelines.

I'm trying to redeem my points for a flight and am receiving a message that states "We were unable to complete your booking at this time." What should I do?

Check the My Itineraries page and look to see if the name of your saved flight redemption itinerary includes an ampersand "&." If it does, please remove it and try completing the transaction again. If the problem persists, please contact us.

Site Upgrade

The Expedia.com Product Planning Team made several changes to our website to bring you even better travel shopping tools and services. There may be some features that they disabled temporarily or permanently to give way to applications that they think would be more beneficial to our customers.

We have taken a great deal of feedback from customers and partners and looked at how the current economic landscape impacted travel today.

Customer feedback and suggestions are important part of the product-improvement process, so we appreciate your taking the time to write to us.

Up

Site Redirect

Due to technical reasons, sites today normally redirect traffic to their local country. This is a World Wide Web technique that can be used for privacy protection and for less innocuous purposes such as phishing attacks.

*We're having trouble accessing our ESR **Extranet** account. Whom do we contact?*

Please contact your Expedia Market Manager for assistance with accessing your HotelExtranet account. You may also call our vendor support team at 1-877-EXPEDIA (1-877-397-3342).

Can't locate itinerary or account

We were unable to locate your reservation based on the information you provided. We will be glad to answer your question if you could reply to this message with your itinerary number, user name, or the e-mail address you used to create your account (if it is different than the address from which you sent this message).

Where can I find my travel history?

Your online Expedia account currently stores past itineraries for six months. To view the details of your past trips, sign in to your account and go to the "My Itineraries" page. Your travel history is listed under "Completed trips". Click the trip link to open up a more detailed view of your trip.

Past itinerary – more than 6 months

We are unable to provide you with a copy of your past itinerary, as we can no longer retrieve it from our system. Our system routinely removes all completed itineraries older than six months and the saved itineraries that you have not reviewed within 30 days from your "My Itineraries" page. We apologize for any inconvenience this may cause you.

Not booked with Expedia

We were unable to locate your reservation based on the information you provided. You have reached the customer service desk of Expedia U.S. and we can only retrieve reservations booked on "www.expedia.com".

You may need to verify the travel agency that you booked your reservation with.

Up

If you don't see your reservation under My Itineraries (or under "Trips" in your Expedia mobile app), it could be for one of the following reasons:

You booked as a Guest: If you don't have an Expedia account or were not signed in to your account when you made your reservation, you booked as a Guest. Your reservation will not be saved to your account, but you can still access your booked itinerary on the Sign-in page by selecting "Find my itinerary" and entering the your email address and your itinerary number. If you don't know your itinerary number, select "Forgot your itinerary number?" link, then we will forward all your itineraries to your email address and you will be ready to login to your itinerary details.

You booked a cruise: You can review your cruise reservation details and make online payments on thecruise itineraries page. If you need assistance with your cruise reservations, call our Cruise Experts at 1-888-249-3978.

You booked a flight with Expedia Rewards Points: You can view flight itineraries that you booked with Expedia Rewards Points in your Expedia Rewards account.

All completed itineraries older than six months and saved itineraries not reviewed within 30 days are routinely removed from your My Itineraries page.

How do I get to Elite Plus status?

Expedia Elite Plus status is available to Expedia Rewards members who book and complete at least USD10,000 worth of travel or book and stay at least 15 hotel nights within a calendar year. Certain Program offers may not be available to members who are not U.S. residents.

Positive Feedback

We appreciate your kind words and we are happy to know that your travel experience was a good one.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Feedback – Research Required

Your comments are important to us and require further research. We have forwarded your e-mail to the appropriate research group and a representative will contact you within two business days.

Feedback – Complaint – Vendor service

Your words carry a lot of weight with us and we are distressed to hear that your experience with xxxxx was not a good one.

Your trip is the reason we exist, our goal is to give our customers superior service. We want to ensure that you feel respected, valued, and cared for from the time you plan the trip, to the time you return home, and everything in between.

Expedia acts as an independent reservations agent for travel suppliers. However, if one of our customers has an unsatisfactory experience, we take appropriate action to ensure that other customers do not have a similar experience.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Up

Feedback – Complaint – Customer service

Your words carry a lot of weight with us and we are distressed to hear that your experience in using our services was not a good one.

Your trip is the reason we exist, our goal is to give our customers superior service. We want to ensure that you feel respected, valued, and cared for from the time you plan the trip, to the time you return home, and everything in between. We apologize for letting you down.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Program terms/Fare rules dispute

Your words carry a lot of weight with us, and we regret to hear that you are not satisfied with the coverage of the Expedia Flight Protection Plan. We offer travel insurance in partnership with BerkelyCare, a subsidiary of the Berkely Group, which provides the protection coverage and administers claim settlements.

Your trip is the reason we exist, and our primary goal is to give our customers superior service. Comments such as yours help shape our policies and practices as we learn and grow. We will forward your comments and feedback to BerkelyCare and to the appropriate members of our management team.

Up

Additional Templates...

Our records indicate that you called us on [DATE] to make a hotel reservation. To book your itinerary, our agent has created an Expedia account for you. For this reason, we have sent you your login information in order for you to access your account and itinerary online.

The temporary access code with a link will only work within 24 hours from the time we created your account.

*

Due to constant changes in rates and availabilities, we cannot advise hotels cancellation policies and room availabilities via e-mail. Cancellation and change policies vary by property, the city/country your lodging is located, the date that you want to check in and check out, and the type of room you are reserving.

During booking, please review the full rules and restrictions related to your selected hotel and room type.

-

Access Guest Account

Our records show that you booked your itinerary under a single-use or guest account. You can access your itinerary by providing your e-mail address and itinerary number. Here is how:

1. Go to "www.expedia.com".
2. Choose the "My Itineraries" link at the top of the page.
3. Under the "Find your itinerary without signing in", enter your e-mail address and itinerary number.
4. Click the button "Find Itinerary". You will find your reservation on the next page.

-

Additional Discounts for membership programs

Expedia is unable to process discounts for members of AARP, AAA, Costco and AmEx Blue. However, we have accommodations offering special rates for members of AARP and AAA. You may also visit our "Deals and Offers" page to find the best travel offers, including deals on last-minute travel bookings, and "More Ways to Save" page for current Expedia Travel Coupons.

-

Post paid BPG denial

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- The lower rate must be quoted, booked, and paid for in US dollars.

We checked your email attachment and verified that the itinerary shown on "www.booking.com" is a post-paid hotel reservation. It clearly indicates that payment will be settled directly at the property in the hotel's local currency.

-

Price Match Claim Regular E-mail

To make a claim under the Best Price Guarantee, you must file a Best Price Guarantee Application form within 24 hours after your Expedia.com booking.

Our records indicate that you have booked your flight reservation on xxxxxx. For this reason, your itinerary no longer qualify for a price match under the Best Price Guarantee program.

You may review the terms and conditions of Expedia's Best Price Guarantee program at "<http://www.expedia.com/p/info-other/guarantees.htm?mcid=hp.bpg>".

BEST PRICE GUARANTEE

Denial - Consolidator

Your Best Price Guarantee request does not meet the criteria established in the terms and conditions:

- "The lower priced itinerary should appear on a website that is available to everyone; Membership sites and websites offering consolidator fares/rates are not eligible for price match".

We checked "www.xxxx.com" and found that the website offers consolidator fares/rates. For this reason, we are unable to process your Best Price Guarantee claim.

You may review the terms and conditions of Expedia's Best Price Guarantee program at "http://www.expedia.com/p/info-other/BPGterms_linkoff.htm".

If you believe this decision is in error, please attach the necessary documentation that refute the missed criteria listed above and forward this e-mail to "bpgreview@expedia.com".

Denial Templates

- "The Best Price Guarantee is available only for exact itinerary matches, including the specific airline, applicable refund policy, same number of travelers, and the exact same dates and times of travel as booked through Expedia.com."

- "Additionally for flight claims, the itineraries must have the same Cabin Class and Booking Code. The Cabin Class is First, Business, Premium Economy or Coach/Economy. The Booking Code is determined by the fare purchased and the airline rules associated, which will be indicated as a letter (L, Y, U, etc.)."

- "For standalone flights, the Best Price Guarantee applies only to the cost of booked travel, without including the non-refundable USD7.00 Expedia multi-carrier fee."

- "Stand Alone Spirit Airlines Flights are not eligible for Best Price Guarantee. Spirit Airlines flights within a package could be eligible per standard BPG rules."

- "Travel itinerary for Best Price Guarantee claims must be purchased using a valid Expedia Account and paid in full at time of claim. Expedia itineraries purchased with a Single Use, Guest Account, or Partial payment are ineligible for Best Price Guarantee Awards."

- "Best Price Guarantee can be claimed towards existing reservations or on booked and active itineraries only."

- "Best Price Guarantee cannot be applied to itineraries created to completely process a past-date exchange."

- "Best Price Guarantee cannot be processed on cancelled itineraries."

We found your attached screenshot invalid since it does not have the same exact airline for your Beijing to Guiyang flight and Economy/Coach class booking code.

We checked "www.xxxx.com" and found that the economy/coach class booking code available for your flight is "G", while your booked class of service was "G", "L" and "Y". In addition, your booked Beijing to Guiyang flight is with Shenzhen Airlines operated by Air China. For this reason, we are unable to process your Best Price Guarantee claim.

Up

*

Spirit Airlines BPG Denial Feedback

Expedia desires to offer its Best Price Guarantee program to the widest possible airline carriers, but due to technical, regulatory, and other limitations, standalone Spirit Airlines flights are not eligible for Best Price Guarantee.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

-

Consolidators purchase rooms directly from the properties at specially negotiated rates, and then resell them to travel agents or consumers for prices lower than published rates.

We checked "www.xxxx.com" and found the following statements on their home page:

- "We negotiate the cheapest deal for you, every day"
- "We're constantly working with hotels to arrange special hotel deals just for CheapTickets customers."

-

Expedia desires to offer its Best Price Guarantee program to the widest possible travel websites. However, to qualify for price match, there are terms and conditions to be met. The terms that are in effect at the time of your booking will determine your eligibility under the Best Price Guarantee.

Consolidators are reseller of airline tickets sold for a discounted price. They work to negotiate and retain profit independently. You searched your flights on Kayak.com but you are actually booking through Vayama.com, which offers consolidator fares as well. We do understand your concern and wish we were in a position to do more however; we need to comply with the rules and restrictions of the program.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our Best Price Guarantee team.

Up

What is BOOKING code

Each airline ticket has a booking code associated with the purchase price, which is related to the airline rules and restrictions. Thus, a difference in booking code may indicate different cancellation and change policies.

We do sympathize with your situation and wish we were in a position to do more however; we need to comply with the terms and conditions of Expedia's Best Price Guarantee program. We hope that you would reconsider using our services for your reservations in the future. Expedia values your business and we hope to retain you as a customer.

Nevertheless, your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

BPG - No Booking yet

The Best Price Guarantee is subject to the terms and conditions stated on Expedia.com. We can only verify every claim once you have submitted a Best Price Guarantee application form within 24 hours of booking with Expedia.com.

[INSERT LINK OF BPG TERMS]

Up

BPG Denial Guest Acc Feedback

Expedia desires to offer its Best Price Guarantee program to the widest possible travelers. However, Expedia reserves the right in its sole discretion to restrict its availability to any person, at any time, for any or no reason, and without prior notice or liability. The terms that are in effect at the time of your booking will determine your eligibility under the Best Price Guarantee.

[INSERT LINK OF BPG TERMS]

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Hotel Approved

your Best Price Guarantee claim for your reservation at .

We have great news!

We have approved your request and initiated a refund for USD to the original form of payment used during your purchase. The time it takes to post to your account will depend on how quickly your credit card company processes these funds.

In addition, we added a \$50 Best Price Guarantee Coupon to your account. Once signed in, access the "My Account" link and select the "View My Coupons" link to view the coupon and its terms of use. Please allow 7-10 business days for your coupon to reflect in your account.

REVISED Terms

Meanwhile, the \$50 Best Price Guarantee Coupon will be added to your account within 6 to 8 weeks after you complete your qualifying travel itinerary. Changed or cancelled bookings are not eligible to receive the coupon. Once signed in, access the "My Account" link and select the "View My Coupons" link to view the coupon and its terms of use.

[INSERT LINK OF BPG TERMS]

*

Meanwhile, we are unable to add a \$50 Best Price Guarantee Coupon to your account. Your account has already reached the maximum number of coupons that can be added to an account.

-

Up

Negative Feedback

Expedia assures you that we conduct our business that is guided by what is right and fair. We are not discharging ourselves from any responsibility. We only want to convey that we were able to provide you with the necessary information related to the Best Price Guarantee program. We did not hide these terms or attempt to deceive our valued customers. At the time these were shown, we have given you the option to review and continue your claim, stop the process or have you call us for clarification.

You may review the terms and conditions of Expedia's Best Price Guarantee program at "<http://www.expedia.com/p/info-other/guarantees.htm?mcid=hp.bpg>".

Again, we apologize for any inconveniences in this matter, and our regrets that we are unable to offer you a more satisfactory solution to this problem.

As an Expedia customer, your feedback is key to the decisions we make as we learn and grow, so we will be sharing your comments with the appropriate members of our management team.

*

Expedia apologizes for the dissatisfaction that you have experienced with our company. It is never our intent to delay the resolution of a case for a valued client. However, when you submitted the Best Price Guarantee Application form online, the system emails you an acknowledgement that we have received your request and the response will take within 72 hours.

Meanwhile, since you cancelled your flight within 24 hours of booking, the charge may not have gone through on your credit card. If so, the authorization on your account will be removed within 72 hours.

As an Expedia customer, your feedback is key to the decisions we make as we learn and grow, so we will be sharing your comments with the appropriate members of our management team.

-

Up

POST TRAVEL

After your travel has completed, please reply to this e-mail and attach the item listed below and we will process the refund of USD32.34 and provide the \$50 Best Price Guarantee Coupon to your account.

- Final rental car receipt e-mailed within 30 days of the last day of travel.

When attaching the receipt, please black out any personal information, such as home address and credit card number.

Your Best Price Guarantee claim, including receipt, is subject to verification by Expedia.

-

Voided Flight - Guest Account

-“Best Price Guarantee can be claimed towards existing reservations or on booked and active itineraries only.”

-“Best Price Guarantee cannot be processed on cancelled itineraries.”

Our records show that you booked your itinerary under a single-use guest account. In addition, we found that you have already cancelled your flight reservation on [DATE]. Since you cancelled your flight within 24 hours of booking, the charge may not have gone through on your credit card. If so, the authorization on your account will be removed within 72 hours.

To be eligible for the Best Price Guarantee program, please create or sign in to your Expedia Account prior to booking.
[INSERT BPG TERMS]

NEED MORE INFO

In order to consider your Best Price Guarantee request, please respond to this email and provide the following information:

-

Up

Cancelling your Expedia e-mail subscription.

We received your request and are sorry to see you go.

We have canceled your e-mail subscription. The cancellation takes up to 10 days to process. During this time, you will continue to receive promotional email.

For additional questions or concerns, please call the Expedia Customer Service Team at 1-800-EXPEDIA ([1-800-397-3342](tel:1-800-397-3342)) and reference case ID: XXXXX.

-

Cancelling your account, Elite Plus enrollment and email subscription

Thank you for contacting us about cancelling your account, Elite Plus enrollment and email subscription.

We received your request to opt out of the Elite Plus program. You will be removed from the Elite Plus membership list within 60 days. By opting out of Elite Plus, you will also be removed from the Expedia Rewards program.

In addition, we have forwarded your account closure request to the appropriate department. The cancellation takes up to 48 hours to process.

We will have to delete all your completed trips and saved itineraries in your account to cancel your Expedia.com account. Deleted itineraries cannot be retrieve in the future.

Meanwhile, we canceled your e-mail subscription. The cancellation takes up to 10 days to process. During this time, you will continue to receive promotional email.

We regret that your experience in using our services was not to your satisfaction. Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

-

Credit Card authorization feedback explanation

The Best Price Guarantee applies only to the cost of booked travel without including insurance fees.

Our records indicate that we have processed your courtesy cancellation for itinerary 160617920709 on August 1, 2013. Since you booked this within 24 hours, the charge may not have gone through on your credit card. If so, the authorization on your account will be removed within 72 hours. However, if the charge did go through, Expedia has requested the refund through the airline that collected your payment at the time of booking. In general, once the credit card company receives the refund from the airline, they will post to your account within one to two weeks.

For your reference, authorizations occur between our billing system and your bank's billing system to ensure that the card is valid and the necessary funds are available in your account before the order is charged. This serves as protection to the merchant and improved customer service for the account holder.

We apologize for the inconvenience this has caused you and we would like you to know that Expedia has your best interests at heart. Nevertheless, your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

-

Creating an alert message

Thank you for contacting Expedia about getting points from your flight reservations and suggesting to create an alert message on our website.

Due to technical and security reasons, we are systematically unable to combine/associate multiple Expedia accounts.

Meanwhile, you can redeem your available points for booking a flight reservation on Expedia.com. However, we cannot merge points earned from other Expedia Rewards enrolled accounts.

For your security, we can only verify the qualification criteria of your flight itineraries for points by phone with the Expedia account holder. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary numbers and email addresses available when you call.

Nevertheless, your feedback and suggestions about creating an alert message are important part of the website improvement process, so we appreciate your taking the time to write to us.

-

Cross border and mileage policies

Cross border and mileage policies vary by car rental company, the city/country you are renting the vehicle in, the date that you want to pick the vehicle up, and the size of the vehicle you are renting. Each car rental company location has the responsibility of setting their own cross border and mileage policies.

To ensure that you get the most up-to-date information, please review the full rules and restrictions for your chosen rental car. The "detailed rental information" link is located below your Car rental summary under "Car vendor rules and regulations".

If in case the details you find seem inadequate, we suggest that you contact the car rental company directly for more accurate information.

-

DISABLED Account

Expedia may disable an account due to invalid activity, policy violations, or user inactivity. Please review Expedia's Terms of Use at "<http://www.expedia.com/p/info-other/legal.htm>".

Our records indicate that you used a Passport/Windows Live ID account, which we no longer supports.

As we work to continuously improve the service we provide you, it is sometimes necessary to make changes. Unfortunately, recent upgrades required we end our support of Passport/Windows Live ID service.

For this reason, we cannot restore your account with user name "nlindsey5". However, you can create a new account with the email address formerly associated with your disabled account, but you will not be able to utilize the same username. We suggest you use a private and secure password.

-

ELITE ESCALATION

We will forward your request for a refund to the Elite Plus desk. We will notify you with the result within 24-48 hours.

Expedia cannot guarantee that the hotel will honor your refund request.

-

Expedia Commercial

Thank you for contacting us about your feedback in our Find Yours campaign.

We know that every trip is unique, personal and has the potential to be transformational. With more travel options than anyone else, we exist to help each individual find exactly what it is they are looking for. This is the reason why we came up with the "Find Yours" campaign.

In the "Expedia Find Yours: Find Your Understanding" ad, we are proud to share the family's unique experience. At the heart of the story is the idea that travel is deeply personal.

We respect your feedback, which is key to the decisions we make as we learn and grow, so we will be sharing this with the appropriate members of our management team.

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EXPEDIA MOBILE APP OFFER

Customers can take advantage of the offer when they download the Expedia Mobile App and made their initial hotel booking using the coupon code "MOBILE25". The coupon must be redeemed by December 31, 2013 for travel completed between August 20 to December 31, 2013.

Our records show that you booked your itinerary under a single use guest account.

This coupon cannot be applied to guest registration bookings. For this reason, your itinerary did not qualify under the terms of the Expedia Mobile App promotion.

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FARE TRACKER

When you subscribe to Fare Tracker, you can choose up to three flight routes you would like to track. We will then post fare reports to your "My Itineraries" page on a regular basis. If you sign up to receive our newsletter, we also send you an e-mail report, including your fares and travel deals, every week.

To subscribe to Fare Tracker:

1. On Expedia.com, click on "My Account" on the top of the page.
2. To sign in, enter your user name and password.
3. From the "Account Overview" page, under "E-mail settings", click "Update e-mail settings".
4. Under "E-mail address", ensure your e-mail is entered correctly.
5. Under "Preferences", click the "Please send me Expedia emails with travel deals, special offers, and other information" box.
6. Under "What routes are you interested in?", choose up to three flight routes.
7. If you are interested in more travel information, under "Preferences", click on your travel preferences.
8. Click "Accept these changes and go to Account Overview".

Availability of these fares is not guaranteed by the airlines, and a number of factors can affect availability of these fares. For example, a limited number of seats are available at the discounted fare and they sell out quickly. Specific rules and restrictions, such as expiration dates, departure and return dates, length of stay, and applicable days of the week also affect the availability of fares.

-

Flight Availability

As of this time, the information that we post on the website are the current availabilities given to us by the airlines. Expedia.com displays up to 10 months flight availabilities from the date of booking.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of the reservation has changed or no longer available.

-

Flight Exchange

AIRLINE rules indicate that your ticket is refundable/non-refundable. The airline-imposed fee to change your ticket will be USD plus any increase in fare per passenger, and you must book by DATE and travel by DATE to be able to use this ticket.

If you decide to change your flights, please call us before your departure to avoid losing the value of this ticket.

*

The airline's rules indicate that your ticket is [refundable or non-refundable]. [airline] charges [\$amount] to change your ticket plus any increase based on the current price of the fare.

If you decide to change your flights, please call us before your departure to avoid losing the value of this ticket.

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Form of Payment

For most bookings, you can pay with Visa, MasterCard, American Express, Discover, Diners Club, and debit cards. A "Bill Me Later" payment option is not offered at this time because most reservations require either a deposit or payment at the time of booking. When booking your reservation, please make sure you have sufficient daily spending limits so your credit card company/bank will not block your account. Call the bank ahead of time if you're making a large payment with your credit card.

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Foreign language

As of this time, we can only entertain e-mails in English. Please contact us again as soon as you can translate your comments, questions, or needs in English. We apologize for the inconvenience this may cause you.

-

Frequent Guest

Many hotel reservations booked through Expedia can help you earn points on your Frequent Guest program, if they qualify under the terms of your program. You can enter your program name and membership number as you make your reservation, or you can store your Frequent Guest membership number with your Expedia account, to be available whenever you are booking travel through Expedia.

Expedia Unpublished Rate hotels are not eligible to award frequent guest points.

Please read the full terms and conditions of your Frequent Guest program.

-

Up

HPG asking for \$50 BPG == Pay Later

Our records indicate that you sent a Hotel Price Guarantee claim for your reservation at The Allerton Hotel on Magnificent Mile. The \$50 Best Price Guarantee Coupon is added only if you filed your claim using the Best Price Guarantee application form. For this reason, we cannot deposit this coupon to your account.

If you will claim for a price match with a \$50 coupon, please file your claim using the Best Price Guarantee application form within 24 hours after your Expedia.com booking to make a claim under the Best Price Guarantee program.

To find the terms and conditions related to Expedia's Best Price Guarantee program, click the link "<http://www.expedia.com/p/info-other/guarantees.htm#1>".

*

Your Hotel Price Guarantee request does not meet the criteria established in the terms and conditions:

- The Hotel Price Guarantee applies to Expedia Special Rate hotel bookings only.

We found that you booked an Expedia Pay Later hotel reservation, which is postpaid.

If you will claim for a price match with a \$50 coupon, please file your claim using the Best Price Guarantee application form within 24 hours after your Expedia.com booking to make a claim under the Best Price Guarantee program.

-

Up

HPG Denial

Thank you for contacting us about your Hotel Price Guarantee claim for your reservation at .

Your Hotel Price Guarantee request does not meet the criteria established in the terms and conditions:

- The Hotel Price Guarantee benefit is available only to Elite Plus customers.

We found that you are not an Elite Plus member.

If you will claim for a price match, you may file a Best Price Guarantee application form within 24 hours after your Expedia.com booking to make a claim under the Best Price Guarantee program.

To find the terms and conditions related to Expedia's Best Price Guarantee program, click the link "<http://www.expedia.com/p/info-other/guarantees.htm#1>".

*

Your Hotel Price Guarantee request does not meet the criteria established in the terms and conditions:

- The lower price cannot require a membership number, coupon, or promotion code.

We found that the price quoted in "www.travelocity.com" is still USD. The price quoted cannot require a coupon or promotion code as offered on Travelocity.

To find the terms and conditions related to the Hotel Price Guarantee, click the link "<https://www.expedia.com/p/info-rewards/expediarewards/terms.htm>".

*

Your Hotel Price Guarantee request does not meet the criteria established in the terms and conditions:

- The Hotel Price Guarantee applies to Expedia Special Rate hotel bookings only.
 - The Hotel Price Guarantee can be processed from the time of booking until 24 hours prior to checking into the hotel check-in time.
- We found that you booked an Expedia Pay Later hotel reservation, which is postpaid. In addition, your hotel reservation is already in progress.

*

Our records indicate that you booked a Pay Later hotel reservation. However, you have already cancelled this itinerary online. In addition, you have submitted your claim using the Hotel Price Guarantee form. Hence, we cannot process your Hotel Price Guarantee claim for your cancelled reservation at Stone Villa Inn San Mateo.

For Hotel Price Guarantee request, the \$50 Best Price Guarantee Coupon is not applicable. The Hotel Price Guarantee qualifies if you find a better price up until 24 hours prior to the hotel check-in time, and only Expedia Special Rate hotel bookings will qualify. To be eligible for the \$50 Best Price Guarantee Coupon, please submit a Best Price Guarantee claim using the Best Price Guarantee form within 24 hours after booking your Expedia.com itinerary.

*

Your Hotel Price Guarantee request does not meet the criteria established in the terms and conditions:

- The same itinerary must be available for booking at the time you contact us, as determined by our customer service representatives.
- We checked "www.bookit.com" and found that the hotel has no rooms available for your travel dates.

You may make a claim under the Hotel Price Guarantee from the time you book your standalone hotel on Expedia until 11:59 p.m. local time at the hotel's location, the day prior to hotel check-in.

To find the terms and conditions related to the Hotel Price Guarantee benefit, please click the link "<https://www.expedia.com/p/info-rewards/expediarewards/terms.htm>".

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Network Operations

We apologize that there was such difficulty with filling up our hotel survey form.

We will alert our network operations center of the error message our members are encountering, and they are working to resolve errors like this.

We appreciate your patience regarding this matter and look forward to offering you continued service.

-

PASSWORD RESET

To reset your password, please do the following:

1. Please visit the "Password Reminder" page at "<https://www.expedia.com/pub/agent.dll?qscr=apwd>".
2. Enter your e-mail address in the "E-mail address" text box.
3. Click on the link titled "I need to reset my password" or "Just send me my user name", depending on your needs.

You will receive your username, temporary access code, and a link that will direct you to an Expedia page where you can provide the new password. The link will only work within 24 hours.

-

PayLater Hotel Cancel Online Guest

Due to security reasons, we are unable to cancel hotel reservations through e-mail. However, you may cancel online or by calling our customer service department, 24 hours a day, seven days a week at the number shown below.

Please review the hotel's cancellation and change policy. The cancellation and change policies indicated in your itinerary are as follows:

- Cancellations or changes made after 12:00 PM local hotel time, September 15, 2013 are subject to a hotel fee equal to 1 night(s) plus taxes and fees.
- Cancellations or changes made after check-in are subject to a hotel fee equal to 100% of the total amount paid for the reservation.

To cancel your reservation online, please do the following:

1. On Expedia.com, choose the "My Itineraries" link at the top of the page.
2. At the "View your itineraries" page, enter your e-mail address and itinerary number under the "Find your itinerary without signing in" section. You will find your reservation on the next page.
3. Click the "Cancel Room" link.
4. Follow the remaining steps to complete your cancellation.

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REDRESS NUMBER

During the reservation/purchase process, you can select a pre-stored TSA Redress number or enter a new number. If you forget to enter it at the time of purchase, we can add it to your existing, confirmed itinerary using the airline reservation system. You can store your Department of Homeland Security Trusted Traveler or TSA Redress information to your account at any time. Here is how:

1. Click "My Account" at the top of Expedia.com page.
2. To sign in, enter your user name and password.
3. On the "Account Overview" page, go to the second section entitled "Travelers associated with this account".
4. Click on your name listed under "Main contact" or "Other travelers".
5. At the "Traveler information" page, click the link "I have a TSA Redress Number", enter your number.
6. Click the link "Accept these changes" and go to Account Overview.

*

Global Entry program

The Expedia.com website does not have option to add this information at this time.

Global Entry program participants may enter their number using automated kiosks located at select airports.

For information about Global Entry program, please visit "<http://www.globalentry.gov/>".

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Refund timing

Our records show that you called us on [DATE] to cancel your [ITEM] reservation. Expedia has initiated your refund of USD, which will go on the card used to make the booking. The time it takes to post to your account depends on how quickly your credit card company processes refunds. In general, most credit card companies will post to your account within one to two weeks.

*

Expedia has initiated your refund of USD on [DATE], which will go on the card used to make the booking. The time it takes to post to your account depends on how quickly your credit card company processes refunds. In general, most credit card companies will post to your account within one to two weeks.

-

Request for price breakdown

We are unable to provide a breakdown of the Expedia charges within a vacation package, as the rates that we offer are confidential, contracted rates.

Expedia negotiates with travel suppliers in order to offer our members incredible savings for packages. The itinerary displays the total price of the reservation to allow our partners to keep their net rates private. This also allows us to continue negotiating great rates with our suppliers and offer the savings to our customers.

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Security Verification Failed

The e-mail address from which you sent your message is different from the address in your account. To ensure the security of your account, our policy is not to disclose any information regarding your itinerary unless you use the e-mail address on the account.

If you have multiple e-mail addresses, please resend your request from the address associated with your account.

You may also give us a call at the numbers below for further assistance.

-

Unsubscribing in our e-mail survey

You may unsubscribe from receiving e-mail surveys by following the simple unsubscribe instructions in any e-mail survey you receive.

In addition, you can unsubscribe now by sending us an e-mail with "unsubscribe" in the subject line to

"stopsurvey@customercare.expedia.com" that includes your e-mail address associated to your Expedia.com account.

-

Update name on account

To update your account information, please do the following:

1. Go to "www.expedia.com" and click the "My Account" link at the top of the page.
2. To sign in, enter you e-mail address and password.

3. In the "Account Overview" page, scroll down to the "Travelers associated with this account" section.
4. Click on your name listed under "Main contact" or "Other travelers".
5. At the "Traveler information" page, enter your married name as shown exactly on the government-issued photo ID you use when traveling.
6. Click the link "Accept these changes" and go to Account Overview.

-

VOID

In the future, if you need to cancel a flight that you just booked, you can log in to your reservation using Expedia.com and cancel your flight. The courtesy cancellation window generally lasts until 11:59 pm Pacific Time on the business day following your purchase. DELETE "In the future" for void inquiries or ticket is still voidable.

-

Website upgrade notification

Since the Expedia worldwide travel website operates 24 hours, seven days a week, it will be difficult for the system to shutdown or to put on hold for a longer period of time.

We do not provide site notification upgrade since the website will prompt an error message during your online purchase. Please see below examples:

- "The credit card number is not valid"
- "No available flights as requested"
- "Error pricing itinerary"
- "Unable to complete your request at this time. Please try again later."
- "Your request cannot be completed at this time. Please try again later."

In addition, one possible reason why you are unable to complete the purchase is that the rate you are trying to purchase is already sold-out. You may also want to check if there is a credit card problem. If so, you may also want to check with your credit card company. However, site upgrade/maintenance technically do not last more than 24 hours.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

LONG HOLD

We are sorry for the inconvenience we have caused you. We are experiencing heavy volume of calls and emails lately. However, we are trying our very best to accommodate all customers.

We are happy that we are able to help you with your concern.

We apologize if we are unable to reply more in accordance to your wishes on this occasion.

Should you need further assistance regarding this matter, please give us a call at the number provided below. Please have your itinerary number and e-mail address available when you call.

For further assistance regarding this matter, please give us a call at the number provided below. Please have your itinerary number and e-mail address available when you call.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this flight reservation has changed or no longer available.

As per your inquiry, we are unable to provide information regarding your bed type, as the hotel will only provide this upon check-in and it is subject to availability.

Furthermore, you must show a printout copy of your itinerary, valid government-issued photo ID, and a major credit card for incidental charges when you check in at the front desk.

Furthermore, you must show a printout copy of your itinerary, valid driver's license, and a major credit card under the driver's name upon rental car pick up.

have issued electronic tickets for your flight reservation, and a printed copy of your itinerary serves as your electronic tickets.

DOMESTIC

Airport security checkpoints may require you to display both your boarding pass and valid government-issued photo ID before proceeding to the gate, so we recommend that you obtain your boarding pass before proceeding to the security checkpoint. The Transportation Security Administration (TSA) also requires you to provide your full name, date of birth, and gender for the purpose of watch list screening. In order to meet the Transportation Security Administration (TSA) security requirements, we will need to add the date-of-birth and gender information to your flight reservation. The airlines require these information in order to obtain a boarding pass at check-in.

For information about TSA's Secure Flight program, please visit "<http://www.tsa.gov/>".

We suggest that you confirm your itinerary with the airline at least 24 hours prior to departure to ensure that you have the most updated flight times and numbers. Expedia might not release last minute changes due to weather or crew related issues in time for us to notify you. You may also want to verify your frequent flyer numbers, seat assignments, and any other special requests at this time. You are also encouraged to arrive at the airport at least two hours prior to the scheduled departure of your flight. You may contact xxxxx directly at 1-xxxxx. Please have your airline confirmation code "xxxxx" available when you call.

Up

INTERNATIONAL

Airline check-in locations require a passport and a proof of current date travel (such as an electronic ticket receipt or paper tickets) to issue a boarding pass. Airport security checkpoints may require you to display both your boarding pass and passport before proceeding to the gate, so we recommend that you obtain your boarding pass before proceeding to the security checkpoint. The Transportation Security Administration (TSA) also requires you to provide your full name, date of birth, and gender for the purpose of watch list screening. In order to meet the Transportation Security Administration (TSA) security requirements, we will need to add the date-of-birth and gender information to your flight reservation. The airlines require these information in order to obtain a boarding pass at check-in.

For information about TSA's Secure Flight program, please visit "<http://www.tsa.gov/>".

Proof of citizenship is required for international travel. When children are traveling, additional documentation may also be necessary. You are responsible to meet entry requirements for the countries you are traveling.

We suggest that you confirm your itinerary with the airline at least 72 hours prior to departure to ensure that you have the most updated flight times and numbers. Expedia might not release last minute changes due to weather or crew related issues in time for us to notify you. You may also want to verify your frequent flyer numbers, seat assignments, and any other special requests at this time. You are also encouraged to arrive at the airport at least three and a half hours prior to the scheduled departure of your flight.

All passengers travelling to the USA must provide country of residence and details of the address they will be staying upon arrival (street name and number, city, zip code and state), during check in. Failure to provide this may result in flight boarding being denied by the airline.

You may contact xxxxx directly at 1-xxxxx. Please have your airline confirmation code "xxxxx" available when you call.

Up

2 destinations with 2 hotels

Currently, Expedia.com does not support this type of itinerary, as well as offer train tickets. However, you may reserve your flights and hotels as a package by clicking on the "Search two destinations" link at the Vacation Packages tab. Then, fill in the cities and dates as you normally would. You can click on "I will find other transportation" button since you are taking a train between France and London.

We checked our records and confirmed that you have booked your reservation under a guest account. Since you have a guest account, you only need your itinerary number and the email address you used when you made the booking to access your itinerary online.

We sent you a copy of the itinerary in a separate e-mail, which you will receive within 24 hours.

Meanwhile, you can access the Seat Pinpointer by using the "Choose seats" link after clicking the "Change/Cancel" button. If the airline has made the seating chart available to us, the Seat Pinpointer will display seating information and allow you to request a particular seat. If no charts are available, we will send a generic request with your seating preference to the airline for you.

You will find assigned seats for each flight in your itinerary listed under the flight number. You will find your seat assignment in parentheses after the "Economy/Coach Class" designation.

While we offer the Seat Pinpointer as a service to our members, the airline ultimately controls the assignment of seats and we cannot guarantee that they will honor your seat request. Please confirm your specific requests with the airline before departure via the carrier's website, "

<http://www.delta.com/>

".

Citibank will rebate the USD75.00 directly to the **Citi PremierPass/Expedia World MasterCard** card that was used for the purchase. The credit will reflect on your card statement.

Car reservations that are not booked as part of a vacation package (via the "Vacation Package" tab on the Expedia.com site), cruise bookings, and hotel reservations for non-"Expedia Special Rate hotels" do not qualify.

For more information, you may contact the Citi PremierPass/Expedia World MasterCard Customer Service at [1-866-4584271](tel:1-866-4584271) or you can review the "PremierPass Card Overview" page at "http://www.expedia.com/p/info-rewards/cobrand_card_compare.htm".

Thank you for contacting us about accessing Expedia.com in China and your feedback in flights availabilities.

Due to technical, regulatory, and other limitations, sites today normally redirects web traffic or access to their local country. This will depend to which country you are currently located. However, you may still be able to access Expedia.com site by clicking the flag of the United States at the bottom of the page.

Expedia desires to provide its services to the widest possible audience, and this is one of the reasons why we partners with AirAsia.

This airline offers everyday low fares and services around the globe.

Your feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team.

Up

We appreciate your interest in booking a flight reservation with us. We do offer a flight reservation that can book up to five destinations in a single itinerary.

To search for fares and availabilities of flights, please do the following:

1. On Expedia.com, click the "Flights" tab at the top of the page.
2. From the "Flights Wizard" page, under "SEARCH FOR FLIGHT ONLY", select "Flight" radio button.
3. Under "What type of flight do you need?", choose the radio button for "Multiple Destinations".
4. Enter the departure, arrival cities and travel dates.
5. Enter the number of travelers.
6. Select "Show Additional options" to further define your search (leaving these unchecked increase your chances of finding lower fares).
7. If you have a specific Airline, select it from the "Preferred airline:" drop down list or if you would like to fly a certain class select the class from the "Class:" drop down list.
8. Click "SEARCH".

Up

Working with Itineraries

When you use Expedia to make a reservation or tell us you want to save information, the details about a flight, car rental, or hotel room are stored in an itinerary for you. An itinerary is like a folder that holds the flight, car rental, and/or hotel information for each trip.

You may keep up to 20 itineraries. If you already have 20 and want to add a new itinerary, you will be prompted to delete one of your existing itineraries.

Starting a new itinerary

To start planning a trip, click the Flight Wizard, Car Wizard, or Lodging Wizard links anywhere on Expedia. You can

save information on any flight, rental car, or hotel room that interests you, or any item that has been reserved or ticketed, in an itinerary.

Viewing an itinerary

You can always view a list of your itineraries, by clicking the My Itineraries link found in the upper right corner of most pages on the site.

To open and view an itinerary, click the itinerary name. This page will display the information that you added to your itinerary while using Expedia, including the [item status](#) and confirmation numbers.

Itineraries are named with the first destination and date of departure. For example, you might have an itinerary named Vancouver, BC Saturday, March 1, 2008, in which you have a flight reservation and a rental car reservation; an itinerary named Paris, France Thursday, May 1, 2008 in which you have a flight reservation and a hotel reservation; and an itinerary named Seattle, WA Sunday, March 16, 2008 in which you have only a rental car reservation.

You can view or change the information in an itinerary unless your trip is in progress, and you can always delete an itinerary that contains information you no longer want by clicking Delete below each item, or by clicking Delete on the [Options menu](#).

Flight, car, and hotel status

Above each itinerary item (flight, rental car, or hotel room information), you will see the status of that item. The status of an item may be:

Not reserved, which indicates that you have done one of the following:

Saved information about a flight by clicking Save this information in an itinerary while using Flight Wizard. You have *not* reserved a seat or purchased an airline ticket on any flight. Flight availability is not guaranteed until you have completed a reservation, while fares are not guaranteed until your ticket is purchased. To reserve or purchase your ticket, click Reserve this ticket or Purchase this ticket below the flight item.

Saved information about a rental car by clicking Save this information in an itinerary while viewing the Car Details page. You have *not* reserved the rental car and car availability and rates are not guaranteed until reservation. To begin a reservation process, click Reserve this car below the car item.

Saved information about a hotel room by clicking Save this information in an itinerary while using Lodging Wizard. You have *not* reserved the hotel room, and room availability and rates are not guaranteed until you reserve the room. To reserve the room, click Reserve this hotel below the hotel item.

Reserved, which indicates that you have done one of the following:

Reserved a seat on a flight by clicking Reserve until midnight tomorrow while using Flight Wizard. You have reserved seats and supplied credit card information to reserve an airline ticket. Your confirmation number is displayed beneath the flight and status information. Note: Fares are not guaranteed until your tickets are issued. Reservations are only kept until midnight of the day following the day you supply your credit card.

Reserved a rental car by clicking Reserve in Car Wizard and by supplying credit card information. If you cannot pick up your car on the specified date, you must cancel your car reservation or the rental car company may impose a "no-show" charge.

Reserved a hotel room by clicking Reserve in Lodging Wizard and by supplying credit card information. If you cannot check into your room on the specified date, you must cancel your room reservation in advance to avoid a cancellation charge. To view the hotel's cancellation policy, click Detailed view in the left margin.

Pending (cars and hotels only), which indicates that a confirmation number has not been received and you should check back within 24 hours.

Purchased (flights only), which indicates that your airline tickets have actually been issued and are being or have been delivered. If you cannot use the ticket(s) as reserved, you must return the tickets to Expedia for a refund or exchange. Some tickets may not be refundable and can only be used in exchange for another trip. In some instances, cancellation charges may apply.

Up

Working with each item

Depending on the status of each item, you may want to perform one or more actions using the links below them. The links that appear depend on the state (purchased, reserved, or not reserved) of the item. Any of the following links may be present.

Purchase appears beneath unreserved and reserved flights. This link will start the appropriate wizard so you can supply credit card and other information to make a ticket purchase. During the purchase process, you may be notified that previously selected flights are no longer available or that the price has changed.

Reserve appears beneath unreserved items. This link will start the appropriate wizard so you can supply credit card and other information to make a reservation. During the reservation process, you may be notified that previously selected flights, cars or hotels are no longer available or that the price has changed.

Change appears beneath unreserved items. This link will start the appropriate wizard so you can change dates, destinations, and other pertinent details of your trip as necessary.

Delete appears beneath unreserved items. This link will remove an unreserved item from your itinerary. A message will confirm that you want to delete the item. For more information, see [help about deleting or canceling your reservations](#).

To cancel or change a reservation, use the following links.

To cancel a flight purchase, click Cancel this purchase beneath a flight item. When clicked, this link will display a message with instructions on how to cancel the purchase. You must return any printed tickets that you have received to our agents before your account will be credited with any refunds due. Cancellation charges may apply.

To cancel a reserved rental car or hotel, click Cancel this reservation. This link will display a message box that asks you to confirm that you want to cancel the reservation, and gives you the option of canceling other reservations in the same itinerary. Cancellation charges may apply.

To change a reservation, click Change this (flight/car/hotel) beneath itinerary items that are reserved but not purchased. This link takes you back to the appropriate wizard, so that you can change some element of your itinerary item. For example, you might want to change the date of a reserved flight or the type of rental car. Changes may result in new prices or in change fees.

Making additions, changes, or deletions

For general information, see the items below. For more detailed steps on making changes to various itineraries, see [Itinerary Changes and Cancellations](#).

Add a flight reservation by selecting the airplane icon or link below the itinerary summary at the top of your itinerary page. This begins the search for a flight. If you already have a flight on your itinerary, this icon and link are not available.

Add a car rental by selecting the car icon or link below the itinerary summary at the top of your itinerary page. This begins the search for a rental car. If you already have a car rental on your itinerary, this icon and link are not available.

Add a hotel reservation by selecting the hotel icon or link below the itinerary summary at the top of your itinerary page. This begins the search for a hotel. If you already have a hotel on your itinerary, this icon and link are not available.

Delete an itinerary item by selecting the "Delete this flight"–or whatever item you want to remove (flight, car, hotel, activity)–link at the bottom of the item section.

E-mail an itinerary to other people by selecting the "E-mail itinerary" link in the Trip Tools section to the left of your itinerary.

Delete an itinerary by selecting the "Delete itinerary" link in the Trip Tools section to the left of your itinerary.

Change an itinerary name by selecting the "Change name" link next to the current itinerary name at the top of the page.

Making immediate changes to purchased or ticketed itineraries

The Hotel Search Results page shows the properties that qualify based in the information you have provided. In addition, Expedia uses a real-time reservation database listing actual hotel room availability. As properties fill rooms or change rates, the database immediately reflects those changes. Rates and availabilities online change at a moment's notice and are never guaranteed unless purchased and reserved. However, we cannot control these because if the hotels change it in five minutes or an hour then we will have to go with the current price and

availability at the time of booking.

We do not intend to mislead our customers as we rely solely on the information that the hotels posted on our website give us. Thank you for bringing this incident to our attention. We rely on customers like you to provide us with the information we need to continue improving our services. Rest assured, your feedback have been duly noted.

As an online provider, Expedia respects reviews being post online that are based solely on customer feedbacks and experiences. These comments are read by numerous people within Expedia and help shape our policies and practices as we learn and grow.

As one of the world's leading online travel companies, we make it easy to plan your next business or leisure trip. Our North America site provides travelers with the best deals and offers in the United States and abroad. We are constantly sourcing new hotels, flights, car, and cruise promotions to provide the best deals available. We also have more than 20 sites across the globe, from the United Kingdom to Singapore, that provide localized offers for our customers throughout Asia, Australia, Canada, Europe, and Mexico.

Because your trip is the reason we exist, our No. 1 goal is to give our customers superior service, the feeling that they are respected, valued, and cared for from before you make your reservation to after you have returned home, and everything in between.

Thank you for taking the time to write us. We rely on customers like you to provide us with the information we need to continue improving our services.

VP Wizard [not updated]

Thank you for contacting us about booking a **two-destination package reservation**.

We appreciate your interest in booking a vacation package with us. We do offer a two-destination vacation package and you may build your trip from the vacation package wizard page.

To search for a two-destination vacation packages, please do the following:

1. On Expedia.com, click the "Vacation Packages" tab at the top of the page.
2. Under "SEARCH FOR FLIGHT + HOTEL", select "Search two destinations" link.
3. In the "Depart From:" text box, enter the departure city.
4. In the "Destination 1:" text box, enter where you are going to first. Then enter your hotel check-in and checkout dates.
5. In the "Traveling between destinations", select "I will find other transportation" radio button.
6. At "Destination 2:" text box, enter where you are going to second. Then enter your hotel check-in and checkout dates.
7. Then provide your return date at "Returning home" text box.
8. Under "Cars: Will you need a rental car during your trip?", select the fourth radio button for two cars. Then supply your required pick-up and drop-off time/location.
9. Enter the number of rooms and travelers.
10. Click "Search".
11. Once you find a vacation package you like, click "SELECT and CONTINUE" to begin the purchase process. If you want to purchase an activity or service, you will have the opportunity before you finalize your purchase.

requesting a detailed receipt with the cost of your flight and hotel listed separately.

As much as we would like to process your request, we cannot provide you with a breakdown of the rates. You have booked a package deal, the rates given would be for the whole package. We are not privy to the breakdown of the package rate since these are contracted rates with our vendors.

The rates that we have for vacation package reservations are contracted rates with our partner vendors and we do not have a breakdown for this as it is put together by the system.

However, Aeroflot-Russian Airlines directly charged the flight portion of your trip. This will result in you receiving a separate credit card charge for the flight, but the total charges on your credit card will be equal to the trip price.

We are sending the itinerary in a separate email, which serves as your official receipt. Your itinerary includes documentation of your travel, the names, and number of travelers, the rate you paid, the itinerary number, and

other information.

Up

SEND HOTEL RECEIPT via P&B for Published flight in VP

-

Thank you for contacting Expedia about the complimentary honeymoon or anniversary offer for your reservation at Excellence Riviera Cancun Luxury Adults Only All Inclusive.

The property directly offers the "Complimentary Honeymoon or Anniversary Package" promotion.

For your security, we can only verify the promotion's terms and conditions directly with the hotel once we have you over the phone as well. Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number or booking ID available when you call.

Expedia is subject to the rules and restrictions of the vendors whose services we sell. We act only as an agent for their product and do not have the authority to override or to change their promotion policies.

VP with one HOTEL

We are sorry that there was such difficulty with your booking.

We noticed that your trip has two destinations. If you only need one hotel reservation, you may book your Las Vegas trip as a package and purchase your San Francisco flight in separate itinerary. Another option is for you to book a multiple destination flight and purchase your hotel reservation in separate itinerary.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this reservation has changed or no longer available.

-

Up

VP cancel with EP3

Due to security reasons, we are unable to cancel reservations online and via email.

You have purchased a ticket that is non-refundable and non-transferable but reusable. Upon cancellation, the original passenger will receive a credit of USD276.20 for future travel with US Airways. The airline does not allow name changes or transferring the credit to another, and will charge a fee of USD150.00 plus any increase in fare per ticket upon rebooking. You must rebook and complete travel by April 17, 2013.

If you cancel your trip for any reason prior to the start of your trip, all package cancellation fees imposed will be waived, except the cost of non-refundable ticket. Expedia will absorb the USD150.00 fee upon rebooking your credit.

You may only use your Expedia Package Protection Plan one time prior to the start of your scheduled departure. For complete details of the Protection Plan terms, conditions, and exclusions are set forth in the Description of Coverage, please click the link "<http://www.expedia.com/daily/travelshops/insurance/PPP.asp>".

UPDATED PACKAGE WIZARD

Due to constant changes in rates and availability, we cannot give price quotes and advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone. Expedia Customer Support is available 24 hours a day, seven days a week at the number shown below.

Here is how to search for vacation packages:

1. On Expedia.com, click the "Vacation Packages" tab at the top of the page.
2. Under "SEARCH FOR FLIGHT + HOTEL", select the travel products you need: "Flight + Hotel", "Flight + Hotel + Car", "Flight + Car", or "Hotel + Car".
3. In the "Leaving From:" text box, enter the departure city.
4. In the "Going to:" text box, enter where you are traveling to.

5. Enter the dates and time of travel.
6. Enter the number of rooms and travelers.
7. Click "Search".
8. Once you find a vacation package you like, click "SELECT and CONTINUE" to begin the purchase process. If you want to purchase an activity or service, you will have the opportunity before you finalize your purchase.

Up

2 destinations 2 htl and 2 cars

Thank you for contacting us about booking a two-destination vacation package.

We appreciate your interest in booking a vacation package with us. We do offer a two-destination vacation package and you may build your trip from the vacation package wizard page.

For your convenience, here is how to search for a two-destination vacation packages:

1. On Expedia.com, click the "Vacation Packages" tab at the top of the page.
 2. Under "Search type:" select two destinations.
 3. Select the travel products you need: "Flight + Hotel + Car".
 4. In the "Depart From:" text box, enter the departure city.
 5. In the "Destination 1:" text box, enter where you are going to first. Then enter your hotel check-in and checkout dates.
 6. In the "Traveling between destinations", select "I need a flight" radio button. Then enter your departure date from Destination 1.
 7. At "Destination 2:" text box, enter where you are going to second. Then enter your hotel check-in and checkout dates.
 8. Then provide your return date at "Returning home" text box.
 9. Under "Cars: Will you need a rental car during your trip?", select the fourth radio button for two cars. Then supply your required pick-up and drop-off time/location.
 10. Enter the number of rooms and travelers.
 11. Click "Search".
 12. Once you find a vacation package you like, click "Book it" to begin the purchase process. If you want to purchase an attraction or service you will have the opportunity before you finalize your purchase.
- For more information, see the "Vacation Packages FAQ" page: www.expedia.com/daily/vacations/all-inclusive-vacations/faq.asp.

You can only book a maximum of only two destinations in a multiple-destination vacation package. In cases wherein your flight has more than two destination cities, you would need to purchase your flight, hotel and car on separate itineraries. Furthermore, you can book flights with up to five destinations on Expedia.com. Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this reservation has changed or no longer available.

-- ♣ ♣ ♣ --

Up

Thank you for contacting us about booking an **all-inclusive vacation package for adults only**.

Due to constant changes in rates and availability, we cannot give price quotes and advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone. Expedia Customer Support is available 24 hours a day, seven days a week at the number shown below.

Here is how to search for vacation packages:

1. On Expedia.com, click the "Vacation Packages" tab at the top of the page.
2. Select either one or two destinations by clicking "Search two destinations" link.
3. Select the travel products you need: "Flight + Hotel;" "Flight + Hotel + Car;" "Flight + Car;" or "Hotel + Car".
4. In the "Leaving From:" text box, enter the departure city.
5. In the "Going to:" text box, enter where you are traveling to.
6. Enter the dates and time of travel.
7. Enter the number of rooms and travelers.
8. Click "Search".

Then the HOTEL SEARCH RESULTS page opens. At the left section of the page under "Hotel preferences", check the box for "All-Inclusive options available".

You may also add in the "Hotel Name Contains" box, ADULTS ONLY, then click "Go" button.

9. Once you find a vacation package you like, click "Book it" to begin the purchase process. If you want to purchase an activity or service, you will have the opportunity before you finalize your purchase.

For more information, see the "Vacation Packages FAQ" page: www.expedia.com/daily/vacations/all-inclusive-vacations/faq.asp.

Hotels generally base their rates on double occupancy, and a reservation made for more than two guests in one room is subject to extra guest charges, depending on the individual hotel's policy.

For your reference, here is how to search for vacation packages:

1. On Expedia.com, click the "Vacation Packages" tab at the top of the page.
2. Under "SEARCH FOR FLIGHT + HOTEL", select the travel products you need: "Flight + Hotel", "Flight + Hotel + Car", "Flight + Car", or "Hotel + Car".
3. In the "Leaving From:" text box, enter the departure city.
4. In the "Going to:" text box, enter where you are traveling to.
5. Enter the dates and time of travel.
6. Enter the number of rooms and travelers.
7. Click "Search".

At the left section of the Search Results page, under "Hotel preferences", check the box for "All-Inclusive options available".

8. Once you find a vacation package you like, click "SELECT and CONTINUE" to begin the purchase process. If you want to purchase an activity or service, you will have the opportunity before you finalize your purchase.

Expedia cannot guarantee prices and availabilities until you have purchased the itinerary. You will be notified along the purchase path in case the price of this package reservation has changed or no longer available.

Up

TWO DES VP

Due to constant changes in rates and availability, we cannot give price quotes and advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone. Expedia Customer Support is available 24 hours a day, seven days a week at the number shown below.

Here is how to search for vacation packages:

1. On Expedia.com, click the "Vacation Packages" tab at the top of the page.
2. Under "SEARCH FOR FLIGHT + HOTEL", select the travel products you need: "Flight + Hotel", "Flight + Hotel + Car", "Flight + Car", or "Hotel + Car".
3. Click "Search two destinations" link.
4. In the "Depart From:" text box, enter the departure city, date and time.
5. Under "Destination 1: Where are you going to first?", enter your first destination, hotel check-in and checkout dates.
6. Click the "I will find other transportation" radio button.
7. Under "Destination 2: Where are you going to second?", enter your second destination, hotel check-in and checkout dates.
8. Enter your returning date and time under "Returning home: When do you want to fly from Destination 2 to home?".
9. Do you need car, choose under "Cars: Will you need a rental car during your trip?".
10. Enter the number of rooms and travelers.
11. Click "Search".
12. Once you find a vacation package you like, click "SELECT and CONTINUE" to begin the purchase process. If you want to purchase an activity or service, you will have the opportunity before you finalize your purchase.

Up

Air Fare Quote / Flight Create Booking

We are unable to give you price quotes or availabilities via e-mail. Airlines are constantly updating pricing and availabilities for their flights. Because of that, prices and availabilities are not guaranteed until you actually book your flight. However, we would be happy to help you make a reservation over the phone. You may call the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time.

Here is how to search for fares and availabilities of flights:

1. Go to "www.expedia.com", choose the "Flight" radio button.
2. Under "Flight" category, select from "Roundtrip", "One way" or "Multiple Destinations".
3. On the "Leaving from:" text box, enter your preferred departure city or airport, date and time.
4. On the "Going to:" text box, enter your preferred departure city or airport, date and time.
5. Below "Going to:" text box, enter the number of adults, seniors, and children who will be traveling.
6. Click "Show Additional Options" to further define your search (leaving these unchecked increase your chances of finding lower fares).
7. If you have a specific airline, select it from the drop down list. If you would like to fly a certain class, select the class from the drop down list.
8. Click "SEARCH FOR FLIGHTS" button.

Note: Kindly refer to EA 15354 for updates.

Adding passengers to an existing flight reservation

Ages 0 to 14

For your request, you will need to call (airline name) at (airline's reservations number). Provide them the (airline confirmation number) and inform them that you wish to add (an infant or a child) to this existing reservation.

Ages 15 and up

For your request, we will need to create a new booking subject to current airline rates and availabilities. As much as we would like to assist you with your concern, we are unable to book reservations via e-mail correspondence due to certain limitations. However, we would be happy to help you make a reservation over the phone. You may call the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time.

Note: Kindly refer to EA 9705 for updates.

Up

Receipt Request

Expedia can only provide you a copy of the itinerary as the receipt. The printed itinerary is an official document that includes documentation of your travel, the names and number of travelers, the fare you paid, itinerary number, and other valuable information.

For your convenience, we have sent a copy of your flight reservation in a separate e-mail. You will receive it within a few minutes. If you do not receive it in the next few minutes, please check your Inbox or Junk Mail folders within 24 hours.

You may also call (the airline/s) directly to check if they can provide you a receipt, as they are the ones who charged for the airfare. The number is (phone number). As reference, you may use the airline ticket number: (enter

number) or airline confirmation code (enter code).

Changing Seats - Pinpointer Available

You will find assigned seats for each flight in your itinerary listed under "Flight summary". You will find your seat assignment in parentheses after the "Economy/Coach Class" designation.

You may select your preferred seats by accessing the Seat Pinpointer link that says "Change seats using the Seat Pinpointer" which is located under the "Want to make changes?" section of your itinerary page.

Here is how to access your Expedia itinerary online:

Guest

1. Go to "www.expedia.com", click on "My Trips" on the upper right corner of the page.
2. Under "Find your itinerary without signing in" section, enter your e-mail address "XXX@gmail.com" and itinerary number XXXXXXXXXXXX.
3. Click "Find Itinerary" button.

Permanent

1. Go to "www.expedia.com", click "Account" on the upper right corner of the page.
2. If you are prompted to sign in, enter your e-mail address "XXX@gmail.com" and password.
3. From "Saved itineraries and favorite destinations" page, select the itinerary number you wish to access.

While we offer the Seat Pinpointer as a service to our members, the airline ultimately controls the assignment of seats and we cannot guarantee that they will honor your request. We recommend that you verify the seat assignment with the airline before your departure.

You may also call (the airline) directly at (phone number) to make your request. Please have the confirmation code, "XXXXXXX", available when you call.

Selecting Seats - Pinpointer Unavailable

(Airline Name) is not assigning specific seats on your flight as of this time. Seats will be assigned when you check in.

Thus, if you are in need of specific seat assignments, you may call (Airline Name) directly at (phone number) to make your request. Please have the confirmation code, "XXXXXXX", available when you call.

The airline ultimately controls the assignment of seats and we cannot guarantee that they will honor your request. We recommend that you verify the seat assignment with the airline before your departure.

Up

Frequent Flyer Inquiry

Once a traveler enters his or her frequent flyer number into Expedia.com for an itinerary, we automatically send a message to the airline with the itinerary information. Once the member completes a flight, the airline awards the credit.

When the name and mileage number entered into the itinerary do not exactly match the name of the flyer as recorded by the airline, the airline cannot credit the miles.

The airlines will credit customers the mileage award if the customer can provide proof that he or she actually took the flight. The fastest way to provide that proof is to send the airline a copy of your boarding pass or receipt. Most frequent flyer programs have an address for this purpose and include it with frequent flyer statements.

Once the airline receives your receipt or boarding pass, it will conduct research to confirm that you actually took the flights and then credit your account.

Adding Frequent Flyer

When booking your reservation, you can select a pre-stored frequent flyer number or enter a new number. If you forget to enter it at the time of purchase, you can add it to your existing, confirmed itinerary or give it to the airline agent at check in.

Here is how to add your frequent flyer number to an existing itinerary:

Guest

1. Go to "www.expedia.com", click on "My Trips" on the upper right corner of the page.
2. Under "Find your itinerary without signing in" section, enter your e-mail address "XXX@gmail.com" and itinerary number XXXXXXXXXXXXX.
3. Click "Find Itinerary" button.
4. Under "Traveler Information" section, click "Add Frequent Flyer number" link (next to traveler's name) and follow the steps to complete your request.

Permanent

1. Go to "www.expedia.com", click "Account" on the upper right corner of the page.
2. If you are prompted to sign in, enter your e-mail address "XXX@gmail.com" and password.
3. From "My Trips" page, select the itinerary number you wish to access.
4. Under "Traveler and cost summary", click "Add frequent flyer number" (next to traveler's name) and enter the frequent flyer information.
5. Click "Save changes".

Meanwhile, you may enter frequent flyer information at any time. Simply access your Expedia.com profile:

1. Go to "www.expedia.com", click "Account" on the upper right corner of the page.
2. If you are prompted to sign in, enter your e-mail address "XXX@gmail.com" and password.
3. On the "Account Overview" page, under "Travelers associated with this account", click "Flight" across the traveler's name.
4. Under "Frequent flyer information", select a frequent flyer program and enter the associated frequent flyer number.
5. Click "Accept these changes" to go to "Account Overview".

We will pass your information to the airline, but we cannot guarantee that you will earn your frequent traveler points. Please confirm your frequent traveler information when you check in at the airport.

Infant Inquiry

Infants are children under the age of two (2). Each traveler over the age of twelve (12) may accompany up to two infants, each seated in its own seat, or one infant seated in the traveler's lap.

For domestic flights, children under the age of two (2) do not need an airline ticket if they sit on an adult's lap. Airlines permit only one lap infant per adult traveler. If you do not want your child to sit on your lap, you need to book a separate ticket for the child.

When traveling internationally, all infants must have an airline ticket even if they will be sitting on an adult's lap.

Note: Kindly refer to EA 7574 for updates.

Up

Flight Cancel Inquiry

With Refund

We are unable to cancel reservation through e-mail correspondence due to certain limitations. However, you may cancel by calling the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Meanwhile, we checked the cancellation policy of your flight reservation with itinerary number XXXXXXXXXXXXX and verified that your ticket is refundable. (Airline Name) charges (cancellation fee) to cancel each ticket.

If you decide to cancel, please call us before (latest date and time to cancel) to avoid losing the value of this ticket.

With Airline Credit

We are unable to cancel reservation through e-mail correspondence due to certain limitations. However, you may cancel by calling the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Meanwhile, we checked the cancellation policy of your flight reservation with itinerary number XXXXXXXXXXXXX and we have listed it below:

- If you cancel your flight, you will get a flight credit of USDXXX.XX. (Airline Name) will collect USDXXX.XX change fee per person and any additional increase in fare upon using the flight credit. The new ticket must be for the same passengers as originally booked and must have at least one flight segment with (Airline Name). The flight credit must rebook/begin/complete (ticket validity). Moreover, since the ticket originally booked is non-refundable, the ticket that you will book with the flight credit will also be non-refundable.

If you decide to cancel, please call us before (latest date and time to cancel) to avoid losing the value of this ticket.

No changes, no refunds, no credits

We are unable to cancel reservation through e-mail correspondence due to certain limitations. However, you may cancel by calling the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Meanwhile, we checked the cancellation policy of your flight reservation with itinerary number XXXXXXXXXXXXX and verified that no refunds are permitted, and the value of this ticket cannot be used for a future flight. If you wish to continue, you will lose the value of this ticket.

If you decide to cancel, please call us before (latest date and time to cancel) to avoid losing the value of this ticket.

Note: Kindly refer to EA 8253 for updates.

Up

Flight Exchange Inquiry

Pre-travel / En-route

We are unable to change reservation through e-mail correspondence due to certain limitations. However, you may change by calling the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Meanwhile, we checked the airline's rules indicate that your ticket is (refundable or non-refundable). (Airline Name) charges USDXXX.XX to change each ticket.

If you decide to change your flights, please call us before your departure to avoid losing the value of this ticket.
(*Pre-travel*)

If you decide to change your remaining flights, please call us before (latest date and time to cancel) to avoid losing the value of this ticket. (*En-route*)

Up

Past-date (with airline credit)

We are unable to handle your request through e-mail correspondence due to certain limitations. However, you may do so by calling the Expedia Customer Service Team, 24 hours a day, seven days a week, at the numbers below at a suitable time. Please have your itinerary number and e-mail address available when you call.

Upon review of the record, you have an airline credit of USDXXX.XX. (Airline Name) will collect USDXXX.XX change fee per person and any additional increase in fare upon using the flight credit. The new ticket must be for the same passengers as originally booked and must have at least one flight segment with (Airline Name). The flight credit must rebook/begin/complete (ticket validity). Moreover, since the ticket originally booked is non-refundable, the ticket that you will book with the flight credit will also be non-refundable.

Meanwhile, you can redeem your airline credits by:

- Calling us at the numbers below and a customer service representative will search for your flights, advise of any penalties and/or fare differences, and recap your new itinerary before completing the exchange.

Adding Special Service Request (SSR) Inquiry

Shopping

You may send special requests and notifications to the airline on the "Traveler Info" page during your purchase. After you have specified the full name of the passenger, click "Special Assistance (optional)" drop-down menu, you may choose now from the types of assistance needed.

On the "Edit traveler information" page, you may update the contact information, seat, and meal preference of the traveler as well as the type of assistance needed (wheelchair). Click "Update this traveler and continue checkout".

Post-Purchase

Wheelchair

We will be glad to forward your request for wheelchair assistance to the airline. In order for us to forward accurate information, please reply to this e-mail and specify the type of assistance you need from the choices below:

- Wheelchair (Passenger must be carried)
- Wheelchair (Passenger can walk stairs)
- Wheelchair (Passenger can walk to seat)

We will forward your preferences and requests to the airline, but we strongly advise that you call (Airline Name) directly at (phone number) within 24 hours of departure to confirm that your request has been accommodated. We also recommend that you check in early. Please have your confirmation code "XXXXXX" ready when you call them.

Meal

Below is a list of meal choices as provided by the airlines offered on Expedia. Should you wish to request for one, kindly reply to this e-mail with your preference.

- Baby Meal
- Bland Meal

- Child's Meal
- Diabetic Meal
- Fruit Platter Meal
- Gluten Intolerant Meal
- Hindu Meal
- Kosher Meal
- Low Calorie Meal
- Low Fat Meal
- Low Salt Meal
- Low Lactose Meal
- Moslem Meal
- No Salt Added Meal
- Seafood Meal
- Vegetarian Hindu Meal
- Vegetarian Raw Meal
- Vegetarian Vegan Meal
- Vegetarian Jain Meal
- Vegetarian Lacto-Ovo Meal
- Vegetarian Oriental Meal

We checked our record and verified that your (specific meal) request has been forwarded to the airline. We strongly advise that you call (Airline Name) directly at (phone number) within 24 hours of departure to confirm that your request has been accommodated. We also recommend that you check in early. Please have your confirmation code "XXXXXX" ready when you call them.

Up

HOTEL CREATE BOOKING

Here is how to search for hotels online:

1. Go to "www.expedia.com", click the "Hotels" tab.
2. Under "SEARCH FOR HOTEL ONLY", choose from "Hotel only", "Flight + Hotel", "Flight + Hotel + Car", or "Hotel + Car".
3. Enter your destination on the "Find hotels near:" text box.
4. Enter your check-in and checkout dates.
5. Select the number of rooms and guests.
6. Under "Show Additional Options", modify your search, based on the hotel name or class.

7. Click "SEARCH" to see a listing of hotels that meet your search criteria.

HOTEL GROUP BOOKING

You may book up to eight hotel rooms on a single itinerary on Expedia.com. To book more than eight rooms, please visit our "[Group Hotel Reservation Request](#)" page at "<http://groups.expedia.com/GroupForm.cfm>" or call us at 1-800-916-3290. One of our group travel specialists will research your request and contact you to complete your reservation.

PRICE QUOTE

We are unable to give price quotes and advise availabilities via e-mail; however, we would be happy to help you make a reservation over the phone. Please call Expedia Customer Service Team at our toll-free numbers indicated below for further assistance.

PRICE CHANGE

Expedia, like travel agents worldwide, uses a real-time reservation database, listing actual ticket prices and hotel/car availability. For example, as airlines fill flights or change fares, the database immediately reflects those changes. Rates online change at a moment's notice and are never guaranteed unless purchased and reserved. However, we cannot control these prices because if the airlines or hotels change it in five minutes or an hour, then we will have to go with the current price at the time of booking.

OR

We are committed in delivering the best rates for your travel plans. We guarantee that every reservation has the lowest rate available online during the time that you made the booking on our website.

In our commitment to provide you the best price online, we will refund the difference and give you a \$50 travel coupon 6-8 weeks once you have completed your travel if you find a better one for the exact itinerary within 24 hours from the time you booked your reservation. Best Price Guarantee is subject to terms and conditions, which you may find on this link "<http://www.expedia.com/p/info-other/guarantees.htm?mcicid=hp.bpg>".

Please check KB 14063 Expedia and Travelocity Price Guarantees for updates in bpg

HOTEL RECONFIRM

Our record shows that (hotel name) confirmed your reservation. Your confirmation number is (insert).

We have sent a copy of your itinerary in a separate e-mail. You will receive it within a few minutes.

no need to add pre-travel advise. If the cust has special request, tell the customer we forwarded these requests to the hotel (please check 1914 Reconfirming travel details for updates)

Up

NO HOTEL CONFIRMATION NUMBER

Certain properties do not generate confirmation numbers. This is due to electronic booking. However, we checked our hotel notification log and verified that we sent the booking information to the hotel on (date). It has a confirmed status, but the hotel was unable to provide you the confirmation number.

OR

Some hotels request that we wait to submit guest names until 7 days prior to check in. In such a case, your hotel room is reserved, but your name is not yet on file with the hotel. In case the hotel confirmation number does not appear on your itinerary page within this period, please call us at the numbers below.

BED/SMOKING PREFERENCE

You may indicate your bed or room type request on the "Trip Preferences" page within the purchase path prior to completing the booking.

This option depends on the type of reservation you will be booking. For an Expedia Special Rate, the traveler preferences page will provide you an option to make the request. However, if you are booking for a regular hotel, you would need to contact the property directly regarding your room preferences.

Nevertheless, special requests for bed types and smoking preferences are not guaranteed by the hotel and are based on availability.

Up

SPECIAL REQUEST

ESR

We have forwarded your request for XXXXXXXX to the property, but these are not confirmed and are subject to availability at check in.

To ensure that your request is in order, you may wish to reconfirm your reservation directly with the hotel 24-48 hours before you check in at XXXXXXXX.

please check KB 12005 for updates

Expedia Unpublished Rate hotel

Our record shows that you have booked an Expedia Unpublished Rate hotel. With this, you will need to contact the hotel directly at XXXXXXXXX to make your request.

As stated on the rules and restrictions of the hotel "All rooms are guaranteed to sleep the number of guests you provided during your search, but we cannot guarantee the number of beds".

REQUIRED DOCUMENTS

You must bring a valid photo ID and a credit card to guarantee hotel incidentals upon check in.

HOTEL REVIEW

After your hotel stay, our system will automatically send you an e-mail message with a link to submit a hotel review. If you are unable to do so, you may still write a review by visiting our "Community Guidelines" page at "<http://www.expedia.com/p/info-other/community-guidelines.htm>".

OR

You may submit a review by accessing your itinerary online. Once you have access your itinerary, click on the "More lodging info" link. On the left-hand side of the page, you will then need to click on "Traveler Opinions". Here is how to access your itinerary online:

1. Go to "www.expedia.com" and click "My Itineraries" at the top of the page.
 2. Enter your e-mail address "XXXXXXX" and password.
 3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
- Please allow up to five business days for the review to appear on the website. If the review does not appear after five days, this indicates the review has been rejected. You should go back on the site and re-submit the review, making sure that you read the information about what is acceptable and what is not. Expedia reserves the right to refuse or remove at any time any review that does not comply with the guidelines and the Expedia terms of use. Expedia is not responsible or liable in any way for ratings and reviews posted by users. A posted review will generally be removed from the site one year after the posting date.

TYPE OF HOTELS

There are two types of hotel reservation you can make through Expedia. The first one is for an Expedia Special Rate (ESR) hotel, wherein we charge customers the full cost of the reservation upon purchase. The other is with a Regular hotel, wherein the property or hotel will be the one to charge customers upon check out.

(For booked reservations only)

FREQUENT GUEST PLAN

(permanent account)

You can enter your frequent guest plan information in your Expedia.com account at any time. Here is how:

1. Go to "www.expedia.com" and click "My Account".
2. Enter your e-mail address "XXXXXXXXXX" and password.
3. Under "Travelers associated with this account", click the "Hotel" link under "Travel preferences" after a specific name.
4. Under "Select a frequent guest plan:", choose the membership program and enter the number.
5. Click "Accept these changes".

Although Expedia passes this information to our travel partners, we cannot guarantee that you can get credit with your frequent guest plan account. To be sure that you receive your credit, we recommend that you verify it directly with the property.

Up

HOTEL RATINGS

Expedia has rated a number of hotels using widely recognized industry standards and assigned a class to help with your lodging decisions. Expedia reviews these ratings update them as frequently as possible to provide you with current information. Customers must regard hotel ratings as general guidelines only designed to assist in making lodging selections

HOTEL ADDITIONAL CHARGE

The price shown on your itinerary did not include any applicable hotel service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges. The property will assess these fees, charges, and surcharges upon check out.

We would suggest that you call us at the numbers below while we verify the charge directly with the hotel.

ESR EXTRA GUEST CHARGE

Hotels mostly base their rates on double occupancy, and a reservation for more than two guests in one room is subject to extra-guest charges, depending on the individual hotel's policy.

HOTEL TAXES AND FEES

The taxes and service fees of your booking is a combination of two separate charges: tax recovery charges that Expedia pays to the hotel to cover the taxes that the hotel owes for your hotel stay, and the service fees which Expedia retains as compensation. Expedia does not separate these amounts because of confidentiality obligations to the hotel suppliers. We cannot provide a refund since you have used the entire stay.

Up

TAX EXEMPTION

You have booked an Expedia Special Rate hotel. For this type of hotel reservation, we have offered a promotional rate. Therefore, tax exemptions would not apply.

OR

Tax exemption only applies to direct purchases of government or federal employees.

OR

Expedia does not honor tax-exemption requests because we do not charge customers taxes that are remitted to taxing authorities. In this instance, we recommend that you check with the hotel if it is possible that they can honor your request for a tax refund on their end.

please refer to KB 239

RECEIPT REQUEST

Expedia can only provide you a copy of the itinerary as the receipt. The printed itinerary is an official document that includes documentation of your travel, the name and number of guests, the rate you paid, itinerary number, and other valuable information.

We have sent a copy of your itinerary in a separate e-mail. You will receive it within a few minutes.
(You may provide the steps as needed)

We have also sent a copy of the credit card transaction to your e-mail. This includes the date and amount of charge, the credit card type, and the cardholder's name.

NET RATE

We apologize for the confusion these two rates have caused you. We want to assure you that the amount Expedia has charged you, (enter amount), is the correct one. This rate is lower than the rates regularly charged by (Hotel Name) for this room.

We have initiated your refund of [enter amount], which will go on the card you used to make the booking. The time it takes to post to your account depends on how quickly your credit card company processes refunds.

please check KB 15633 for updates

Up

RACK RATE

Expedia/Travelocity commits itself in delivering the best rates for our customers' travel plans. We guarantee that every purchase has the lowest rate available online during the time of booking. However, it is beyond our control if the hotel offers a lower rate walk-in rate afterwards.

Hotels sometimes reduce rates based on "no shows" and last-minute cancellations in order to fill in the vacant rooms. This is because the likelihood of reselling it becomes very remote.

REFUND REQUEST EXTENUATING

We are sorry to hear about the circumstances in which you have to cancel your trip.

We will be glad to assist you over the phone, as we are unable to process refund request via e-mail correspondence.

Expedia will contact the property on your behalf and ask for a refund, but we cannot guarantee their approval.

Please review the hotel's cancellation or change policy below:

(insert policy)

Up

ADDITIONAL MAIN CONTACT

There can only be one name on the reservation. We suggest that you make the first person, who will be arriving in the hotel, the main contact. Please confirm the name that you want to be on your reservation by replying to this e-mail.

EARLY CHECK-IN

Usually, hotels would allow guests to check-in earlier if there are available clean rooms of the same type as on your reservation.

You may also arrive to your hotel earlier as they have a baggage counter area where you could leave your belongings first while waiting for your check-in time. We would suggest that you contact the hotel directly at XXXXXX to verify this matter.

LATE CHECK-IN

ESR

All reservations are guaranteed for late arrival up to midnight local hotel time. If the customer will be checking in after midnight, you must notify the hotel. This prevents the hotel from charging a no show fee or selling the room inside penalty window/non-refundable

If the customer will be checking in after midnight, the hotel will not accommodate them. Arrival after midnight is not a guarantee. We would suggest that you call us at the numbers below while we verify this directly with the hotel.

please check KB 3458 for updates

HOTEL CHANGE

ESR outside penalty

We are unable to change reservations via e-mail correspondence. You need to call us at the numbers below for further assistance.

Please review the hotel's cancellation or change policies below:

- insert policy

Aside from any applicable change fee, the hotel would be charging any possible difference in the rate at the time of change.

Please have your itinerary and/or e-mail address available when you call.

ESR inside penalty

We are unable to change reservations via e-mail correspondence. You need to call us at the numbers below for further assistance.

Please review the hotel's cancellation or change policies below:

- insert policy

The hotel's policy says as of [date and time], they will charge a penalty of [one night or entire stay or \$ amount]. This penalty comes directly from [hotel name]. Expedia does not charge anything for hotel changes.

please check KB 1916 for updates

Up

GDS

We are unable to change or cancel reservations via e-mail correspondence, but you may cancel online or by calling us at the numbers below.

Our record shows that you have booked a regular hotel reservation wherein the property or hotel will be the one to charge customers upon check out.

Please review the hotel's cancellation or change policies below:

Here is how to cancel your existing reservation online:

1. Go to "www.expedia.com" and click "My Itineraries" at the top of the page.
2. Enter your e-mail address "XXXXXXX" and password.
3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
4. Scroll down to the link titled "How to cancel this hotel reservation".
5. Click on it and follow the steps to complete your cancellation.

HOTEL CANCEL

ESR

We are unable to cancel reservations through e-mail correspondence. You may cancel online or by calling us at the toll-free numbers indicated below for further assistance.

Please review the hotel's cancellation or change policies below:

(Insert policies)

Here is how to cancel your hotel reservation online:

1. Go to "www.expedia.com" and click "My Itineraries" at the top of the page.
 2. Enter your e-mail address "XXXXXXX" and password.
 3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
 4. Scroll down to the link titled "How to cancel this hotel reservation".
 5. Follow the remaining steps to complete your cancellation.
- Expedia Unpublished Rate hotel (opaque)

Our record shows that you have booked an Expedia Unpublished Rate hotel wherein we do not allow changes or cancellations after booking the reservation.

As stated on the rules and restriction of your hotel "ALL BOOKINGS ARE FINAL and cannot be cancelled, refunded, changed, exchanged or transferred".

HOTEL FEEDBACKS/COMPLAINTS

Misleading info

We are truly sorry for what had transpired with your reservation. We regret any inconvenience that you encountered, and we would like to assure you that every reservation is important to us. We would also like you to know that we do not intend to mislead our customers as we rely solely on the information that the hotels post on our website.

We are unable to process refund request via e-mail correspondence. Please call us at the numbers below. Expedia will contact the hotel on your behalf and ask for refund, but we cannot guarantee their approval. **Please review the hotel's cancellation or change policy below:**

- Insert Rules

We appreciate your patience.

Bad hotel experience

We are truly sorry for the inconvenience. Expedia goes to great lengths to supply our clients with the information and opportunity to make well-informed travel purchases, and we are more than willing to assist our clients in any way commercially possible. We are dedicated to providing knowledgeable service and support to our clients, but

we have to follow the policies of the vendors whose services we provide on our website. When you purchase a trip through Expedia.com, we act as the agent between you and the vendor. These vendors' rules and regulations govern any transactions on the reservations.

Your comments are important to us, and we regret that your hotel experience was not to your satisfaction. We would like to assure you that the entire team is dedicated to not only providing the most efficient, user friendly, and accurate travel application, but also to the highest standards of support for our members.

The feedback that you have provided to us will be helpful in looking at our customer service and gauging our customers' satisfaction and perceptions. For your assurance, we are forwarding this to the appropriate department to take into consideration in our continuous effort to provide better service to our customers.

Manager promised refund-

In situations like these, we are unable to process a refund unless a manager of the hotel or a customer informs us about what transpired with the booking. We always have to get authorization from a hotel manager for refunds because we are under strict negotiated contracts with them.

We are limited in providing assistance via e-mail correspondence. For security purposes, we must proceed by phone with the Expedia account holder.

Please call the Expedia Customer Service Team at the number below at a suitable time. Please have your itinerary number available when you call.

Under renovation

We are truly sorry for what had transpired with your booking. We regret any inconvenience that you have encountered, and we would like to assure you that every reservation is important to us. We would also like you to know that we do not intend to mislead our customers, as we rely solely on the information that the hotels post on our website. There are times when properties do not notify us about some activities done on their end.

We are unable to process refund request via e-mail correspondence. Please call us at the numbers below. Expedia will contact the hotel on your behalf and ask for refund, but we cannot guarantee their approval. **Please review the hotel's cancellation or change policy below:**

- Insert Rules

We appreciate your patience.

Up

HOTEL KICKBACK

We are truly sorry for what had transpired with your booking. We regret any inconvenience that you have encountered, and we would like to assure you that every reservation is important to us. We would also like you to know that we do not intend to mislead our customers, as we rely solely on the information that the hotels post on our website.

Like many travel vendors, hotels sometimes overbook their inventory based on histories of previous "no shows". Ordinarily, this does not create a problem for their customers, but when it does, it can be very frustrating.

Our records indicate that you did have a confirmed reservation, and we regret that the (name of hotel) did not have a room available for you.

In situations like these, we are unable to process a refund unless a manager of the hotel or a customer tells us about what transpired with the booking. We always have to get authorization from a hotel manager for refunds because we are under strict negotiated contracts with them.

We are unable to process refund request via e-mail correspondence. Please call us at the numbers below. Expedia will contact the hotel on your behalf and ask for refund, but we cannot guarantee their approval. **Please review the**

hotel's cancellation or change policy below:

- Insert Rules

We appreciate your patience.

HOTEL BPG

Application

In able to validate your request, you need submit your Best Price Guarantee claim within 24 hours of booking with the use of our Best Price Guarantee application form online. You may visit "http://www.expedia.com/p/info-other/best_price_guarantee.htm". If you were not able to do so, you are not qualified in this offer.

Our record shows that you have booked your reservation on (date). Thus, we are unable to refund the difference of your itinerary to the current price. Best Price Guarantee is applicable only to trips booked within 24 hours. Therefore, we are unable to adjust the price and provide a refund if it becomes less expensive after 24 hours.

Qualified

Thank you for contacting us about your Best Price Guarantee claim for your reservation at XXXXXXXXXX.

We have great news!

We have approved your request and initiated a refund for USDXXXX to the original form of payment used during your purchase. The time it takes to post to your account will depend on how quickly your credit card company processes these funds.

Meanwhile, we will add the \$50 Best Price Guarantee Coupon on your account after 6-8 weeks once you have completed your travel. If the reservation has been cancelled or changed, we will not issue a Best Price Guarantee Coupon.

Paypal

We have great news!

We have approved your request and initiated a refund for USDXXXX. These will be returned and posted back to your PayPal balance. You can view your refund history via your PayPal account.

Meanwhile, we will add the \$50 Best Price Guarantee Coupon on your account after 6-8 weeks once you have completed your travel. If the reservation has been cancelled or changed, we will not issue a Best Price Guarantee Coupon.

Post Travel

After your travel has completed, simply reply to this e-mail within 30 days of the last day of travel and attach the items listed below and we will process the refund of [INSERT AMOUNT HERE] and provide the \$50 Best Price Guarantee Coupon to your account.
[INSERT CRITERIA HERE]

Please check KB 14063 for updates

Reconfirm

Our records show that [Car Rental Company name] confirmed your reservation with itinerary number [insert itinerary number]. Your car confirmation number is ["Insert here"].

As reference, we have sent your itinerary in a separate e-mail. You will receive it within a few minutes. If you do not receive it in the next few minutes, please check your Inbox or Junk Mail folders within 24 hours.

Meanwhile, you can always confirm the status of your reservation on Expedia.com website. Here are the steps to view, print, or e-mail your Expedia.com itinerary:

For guest acct:

1. Go to "www.expedia.com" and click on "My Itineraries" link on top of the page.
2. Choose the option "Find your itinerary without signing in".
3. Type-in your itinerary number xxxxxx and the e-mail address "xxxxxxxxxx" you used when you made the booking and then click "Find my itinerary". You would find your reservation on the next page.
4. Under "Trip Tools" at the left side of the page, click "Print version".
5. On the top of the page, click "Print this page".
6. If you want to e-mail your itinerary, click "Back to itinerary page".
7. Under "Trip Tools", click "E-mail itinerary".

Your itinerary includes documentation of your travel, the driver's name, the amount that you will pay, the itinerary number, and other information.

Up

For regular acct:

1. Go to "www.expedia.com" and click "Sign in" at the top of the page.
2. Enter your e-mail address "xxxxxxxxxxxxxx" and password.
3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
4. Under "Trip Tools" at the left side of the page, click "Print version".
5. On the top of the page, click "Print this page".
6. If you want to e-mail your itinerary, click "Back to itinerary page".
7. Under "Trip Tools", click "E-mail itinerary".

Age Requirement

Up

No Reservation:

Most car companies have a minimum age requirement for renters, which is 25 years old. Some may allow you to rent, but they will charge you for young renter's fee. We recommend that you review the full rules and regulations prior to completing the purchase.

With Reservation:

Age requirements for car rentals depend on the specific company you will be renting from. You may check the information by clicking the links "[detailed rental information](#)" and "[Age restrictions](#)" in your itinerary.

Car Cancellation

While we are unable to make cancellations to car rental reservations through e-mail, you can do so online or by calling Expedia Customer Service, 24 hours a day, seven days a week, at the numbers below.

Before you do so, you may want to review the car vendor rules and regulations below:

-Insert rules-

Meanwhile, here is how to cancel your reservation online:

1. Go to "www.expedia.com" and click "Sign in" at the top of the page.
2. Enter your e-mail address "xxxxxxxxxxx" and password.
3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
4. In the "Car" section of the itinerary, click "Cancel this car".

Some car rental companies require that changes or cancellations can be made at least 72 hours before scheduled pick-up time to avoid penalties.

If your credit card was provided during the booking process please call us at a suitable time. We will call the car rental company to have the reservation cancelled and verify the cancellation policy.

If your credit card was not provided during the reservation, you may leave the res as is . No credit card information was transmitted to the vendor, so you will not be charged if you did not pick up the car.

Up

See Eureka 1023

Car change inquiry [Pre-travel]

Standalone:

While we are unable to make changes to car reservations through e-mail, you can make changes online or by calling Expedia Customer Service, 24 hours a day, seven days a week, at the numbers below.

In order to change [specify if dates, times, location, or driver] on your reservation, you would need to cancel your original reservation and book a new one. We suggest you book your new reservation first to ensure availability on the dates or times you requested. When you have a new, confirmed reservation, you may then cancel the original on the website. Meanwhile, rates depend on the specific date and time of your rental.

This is how to cancel your car reservation online:

-Steps-

Or:

To change a reservation, you need to create a new reservation and then cancel the original one. Here's how to cancel or change a reservation online:

During Trip:

Since your trip is already under way, you will need to call [INSERT COMPANY NAME] directly at [INSERT PHONE NUMBER]. Please be sure to have your confirmation number [insert here] handy to give to the reservation agent.

Car in VP:

We cannot handle changes through e-mail. We must process these by phone with the Expedia account holder for security purposes.

The rules and restrictions of your reservation are as follows:

- Insert Rules

You may contact the Expedia Customer Service Team at the numbers below. Please have your itinerary number available when you call.

Here is how to search for rental cars and make reservations on Expedia:

1. On Expedia.com, click "Cars" at the top of the page (if you have already set up flight arrangements, access your itinerary by clicking "Itineraries" on the top of the page, then click "Add car rental").
2. Under "Search for Car", choose from "Car only", "Flight + Car", "Hotel + Car", or "Flight + Hotel + Car".
3. Enter the pick-up airport or city and the date and time.
4. Enter the drop-off airport or city and the date and time.
5. Under "Car type", select your car class preference from the drop down list.
6. Enter a discount code (if applicable) from the "Do you have a discount code?" list.
7. If you have a car company preference, select it from the "Rental car company", drop down list.
8. If you need special equipment, click "Show Additional Options".
9. Click "Search".

Car Payments

Standalone:

Most car companies require a credit or debit card featuring the MasterCard or Visa logos to make a reservation. Although some companies do not apply these rules, you may want to check with them first before making a reservation.

Expedia does not charge for standalone car rentals. The car rental company will make the charges directly upon drop-off.

The amount we have quoted for your standalone car rental only includes estimated taxes and fees, as showing on the itinerary.

As stated on your itinerary, "A valid credit card in the driver's name must be presented at pickup to guarantee against additional charges. Some rental car agencies also accept debit cards."

Up

Car Rates Inquiry

Standalone:

As shown on the itinerary, the amount we have quoted for your standalone car rental only includes estimated taxes and fees.

The rates shown reflect regular rate plan periods (e.g. daily, weekend, weekly, or monthly, as specified herein) based on available information at the time of reservation and could be subject to change.

Furthermore, taxes and fees included in the total amount quoted are just estimates. To verify the exact amount, you may inquire upon pick-up or you may contact [car rental company] directly at [insert phone number]. As reference, you may use the car confirmation number [insert here].

Car rates do not often include all hourly rates, taxes and local fees, which can often increase the cost of rental.

Some things that may affect the cost of a rental are:

- Additional day charges, which will be applied in addition to the weekly rental fee
- Taxes that may be charged separately
- Insurance, if purchased, would be charged separately.
- Refueling fees
- Special equipment fees
- Airport surcharge fees
- Facility usage fees
- Underage driver fees
- Transportation fees
- Additional mileage charges, if not an unlimited mileage rental

On our end, we do post the information our vendors send to us. It is the car company that charges your card directly upon drop-off. You may want to clarify the charges with them directly. We would like to apologize for the inconvenience this may have caused you.

The total price is based on information provided by the car rental agency at the time of booking. If the agency has provided information about the base rate, taxes, and fees, then we will be able to give you an estimated total. You will see that total on the "Car Details" page during the booking process.

The car rental price quoted on Expedia is an estimated total. State and local taxes and airport fees are included. Those taxes and fees are subject to change. If an estimated total is not available, only the base rate will be displayed.

If you require more detail for your reservation, please contact the rental car rental company directly and provide the agent with the confirmation number.

If your rental car is part of a vacation package reservation, the quoted total price is final.

The car rental agency provides the reservation details and total price at the time of booking.

The vehicles we show online are examples that the car rental company provided. Specific models within a car class may vary in availability and features such as passenger seating, luggage capacity, equipment and mileage.

Car in a VP:

The car rental in a vacation package itinerary is prepaid in the rate that we charge for the whole trip.

Up

Confirmed Reservation No Car – GDS

We are truly sorry for what had transpired with your booking. We regret any inconvenience that you have encountered, and we would like to assure you that every reservation is important to us. We would also like you to know that we do not intend to mislead our customers as we rely solely on the information that the car rental companies post on our website.

Like many travel vendors, car companies sometimes overbook their inventory based on histories of previous "no shows". Ordinarily, this does not create a problem for their customers, but when it does, it can be very frustrating.

Our records indicate that you did have a confirmed reservation, and we regret that (insert name of car company) did not have a vehicle available for you.

Special Equipment for Car – Post Purchase

Since you have made your reservation already, you will need to contact [INSERT CAR COMPANY NAME] directly at [INSERT PHONE NUMBER HERE].

Special equipment may not be available for all cars or at all rental locations. As reference, you may use the confirmation number [Insert here].

Special Equipment for Car – Pre-Purchase

You may select your special equipment preferences (such as an infant car seat or a navigational system) on the "Cars Search" page. The link is located at the bottom of the search box under "Show Additional Options". We will forward all special equipment requests to the rental car company, but we cannot guarantee that they will honor your request. Be sure to contact the rental car company directly to confirm your equipment will be available before you depart.

When you go through the reservation process, you will be able to select a number of special-equipment options, including car seats, left or right-hand control, ski racks, snow chains, and navigational systems.

Here are a few things to keep in mind when you book:

- Special equipment options may not be available on all cars or at all locations.
 - Your selections will be sent to the car company as a request and are not guaranteed.
 - You may have to pay an extra fee for the special equipment.
 - Before you depart, be sure to confirm your request with the car company that your equipment will be available.
- Here is how to search for rental cars and make reservations:

1. On Expedia.com, click "Cars" at the top of the page (if you have already set up flight arrangements, access your itinerary by clicking "Itineraries" on the top of the page, then click "Add car rental").
2. Under "Search for Car", choose from "Car only", "Flight + Car", "Hotel + Car", or "Flight + Hotel + Car".
3. Enter the Pick-up airport or city and the date and time.
4. Enter the Drop-off airport or city and the date and time.
5. Under "Car type", select your car class preference from the drop down list.
6. Enter a discount code (if applicable) from the "Do you have a discount code?" list.
7. If you have a car company preference, select it from the "Rental car company", drop down list.
8. If you need special equipment, click "Show Additional Options".
9. Click "Search".

Confirmed Reservation No Car – GDS

We are truly sorry for what had transpired with your booking. We regret any inconvenience that you have encountered, and we would like to assure you that every reservation is important to us. We would also like you to know that we do not intend to mislead our customers as we rely solely on the information that the car rental companies post on our website.

Like many travel vendors, car companies sometimes overbook their inventory based on histories of previous "no shows". Ordinarily, this does not create a problem for their customers, but when it does, it can be very frustrating.

Our records indicate that you did have a confirmed reservation, and we regret that (insert name of car company) did not have a vehicle available for you.

International Driver's License

The restrictions in using an international driver's license depend on the specific booking. We recommend that you view the information prior to completing a purchase. On the "Car Details" page of the purchase path, click on "detailed rental information" to view the available details.

You may also contact the car company you wish to choose for the rental so they may give you the most up-to-date information. [Provide the corresponding phone number]

[Up](#)

Bringing the Car Across the Border

Driving a rental car across the border can be subject to some restrictions. The rules depend on a variety of factors, including the car rental company and which border you are trying to cross.

The majority of car rentals in both Canada and the U.S. will allow you to take your rental car across the border, as long as you are planning to come back again. The exception to this rule is if you are a resident of the country that you are driving into. For example, if you are a Canadian citizen, you cannot take an American rental car into Canada unless it has Canadian license plates.

In addition, if you are going to be taking a rental car across the border into Canada, you will need to show your rental documents to the border officials, so have them handy. In addition, you will probably need to purchase additional insurance, since the insurance that comes with the car rental won't cover accidents or theft outside of the U.S. You will probably need to have a Canadian non-resident insurance card in this case.

More Specific:

Customs and Border Protection (CBP) has treaties with Canada and Mexico to prevent the import or export of stolen vehicles. In order to enforce these treaties, CBP officers might ask to see documentation that the driver of a vehicle leaving or entering the U.S. is either the lawful owner or authorized driver of that vehicle. In matters such as these, you must obtain written permission from the rental company to drive the car in another country.

The majority of car rental companies will allow you to take your rental car across the border, provided you are bringing it back to the original rental location.

Car Rental Issues/Vendor Complaint

Your words carry a lot of weight with us and we are distressed to hear that your car rental experience was not a good one.

Your trip is the reason we exist. Our number one goal is to give our customers superior service. We want to ensure that you feel respected, valued, and cared for from the time you plan the trip to the time you return home and everything in between.

As you may know, Expedia acts as an independent reservations agent for airlines, car rental companies, and hotels. However, if one of our customers has an unsatisfactory experience, we take appropriate action to ensure that other customers do not have a similar experience.

We have taken note of your comments and forwarded them to the management of (insert car company name).

Customer feedback is important to the decisions we make to improve our travel services. We will share your comments with the appropriate members of our management team as well.

[Up](#)

Refund Request for Standalone Car/Extra charges

Expedia does not charge for standalone car rentals. The car rental company will make the charges directly upon drop-off. In a case like this, we suggest that you contact [Car Rental Company] directly to request for a refund.

Expedia does not charge for standalone car rentals. The car rental company will make the charges directly upon drop-off. In matters such as these, we suggest that you contact Expedia Customer Service Team at the numbers below. We will contact [car rental company] to verify the extra charges on your reservation.

Late Pick-up/Drop-Off

Your reservation will be held for you at the rental car company until you pick up your vehicle. Please cancel your reservation if you will not be picking the car up. Some companies may charge an extra fee if your car is not returned by the indicated time.

Our records show that your pick-up time is [insert here]. We are unable to guarantee that your reservation will be held until the time you arrive at the airport. In a case like this, we suggest that you contact [car rental company] directly to verify if they will hold your reservation until you pick up the car.

Up

Extra Driver

We checked the "[detailed rental information](#)" on your itinerary and determined that [car rental company] will charge [amount] for extra driver.

We are unable to add a driver to a booked reservation. Nevertheless, we suggest that you contact [car rental company] directly at [insert phone number] to verify the charge for extra driver and add it to your reservation.

Pick-up Instruction/Location

COUNTER AND CAR IN TERMINAL - Rental counter in terminal and walk to vehicle

COUNTER IN TERMINAL, SHUTTLE TO CAR - Rental counter in terminal, shuttle to vehicle

RENTAL CMPY SHUTTLE TO COUNTER AND CAR - Take rental company provided shuttle to rental counter and vehicle

AIRPORT SHUTTLE TO COUNTER AND CAR - Take airport provided transportation to rental counter and vehicle

MULTI-SHUTTLE TO COUNTER AND CAR - Take airport provided transportation to a drop point and then additional shuttle to rental counter and vehicle

CALL FOR PICK-UP - Call rental company for pick up

RENTAL CMPY SHUTTLE TO OFF AIRPORT - Rental company shuttle to off airport location

SHUTTLE TO COUNTER AND CAR - Take shuttle to rental counter and vehicle, no information provided on type of shuttle

SHUTTLE INFORMATION NOT AVAILABLE - No shuttle information provided

*source: Amadeus.com - <http://www.amadeus.com/newsletters/cars/may08/shuttle.html>

Up

Adding Additional Travelers:

We are sorry to inform you that we cannot add additional travelers to an existing vacation package. However, if you need additional flights and hotel rooms, you can simply purchase an additional package for the extra travelers.

If you need additional flights but do not need rooms, you can purchase separate airline tickets and call us to add the extra travelers to your existing rooms. Meanwhile, this may result in extra-guest charges if you have more than two guests in a room.

You may contact us at the number below and a customer service representative will be happy to assist you. Please have your itinerary number and e-mail address available when you call.

Package Cancel:

We are unable to cancel package reservations via e-mail requests. However, you may cancel by calling Expedia Customer Service Team at the number below.

For your reference, we have listed below the cancellation policy of your package reservation.

For the flight portion:

- (policy) eg. The rules and restrictions state that your ticket is non-refundable and the airline is not permitting any change.

For the hotel portion:

- (policy) eg. "Cancellations or changes made after 3:00 PM (Eastern Standard Time (US & Canada)) on March 5, 2014 are subject to a hotel fee equal to the first night's rate plus taxes and fees."

For the car portion:

- (policy) eg. You may cancel the car without penalty 72 hours before your scheduled pick-up time.

(If voidable provide the temp below)

Meanwhile, if you need to cancel a flight that you just booked, we can process a courtesy cancellation without any penalty. Please call us immediately because the courtesy cancellation window generally lasts until 11:59 pm Pacific Time on the business day following your purchase.

(With insurance Expedia Vacation Waiver EP3)

Meanwhile, our records show that you booked an Expedia Vacation Waiver. *The Expedia Vacation Waiver offers one-time protection against penalty charges and change fees should you need to change or cancel your trip before it begins, for any reason.*

Package Change:

We are not able to change your package reservation without having you on the line with us. You would need to get in touch with us at the numbers below. As much as we would like to assist you with your concern, there are processes that we are restricted to do via e-mail correspondence. Please have your itinerary number and e-mail address available when you call.

For your reference, we have listed below the cancellation and change policy of your package reservation.

For the flight portion:

- (policy) eg. The rules and restrictions state that your ticket is non-refundable and the airline is not permitting any

change.

For the hotel portion:

- (policy) eg. "Cancellations or changes made after 3:00 PM (Eastern Standard Time (US & Canada)) on March 5, 2014 are subject to a hotel fee equal to the first night's rate plus taxes and fees."

For the car portion:

- (policy) eg. Some car rental companies require that changes or cancellations be made at least 72 hours before scheduled pick-up time to avoid penalties.

(With insurance Expedia Vacation Waiver EP3)

Meanwhile, our records show that you booked an Expedia Vacation Waiver. *The Expedia Vacation Waiver offers one-time protection against penalty charges and change fees should you need to change or cancel your trip before it begins, for any reason.*

Eureka Article: 11707

Multiple Destinations:

Our multiple destinations vacation packages must have 2 hotels. We are unable to book this type of vacation package if only one hotel will be included. You would need to change the search type to "Two Destinations", so the website would adjust to what you are requesting for. Here are the complete steps on how to do it:

1. Click the "Vacation Packages" link at the top of the page.
2. Under "SEARCH FOR Flight + Hotel" or ""SEARCH FOR Flight + Hotel + CAR", click the "Search two destinations" link.
3. On the next page, enter your departure city and the date.
4. Enter your first destination city and your preferred dates of stay for your first hotel.
5. Mark the radio button for "I will find other transportation".
6. Enter your second destination city and your preferred dates of stay for your second hotel.
7. Enter your return date.
8. Select the option for "Car in Los Angeles (and vicinity) and Las Vegas (and vicinity)".
9. Mark the checkbox(es) for your preferred options for the car rental.
10. Enter the number of travelers, and then click the "Search" button.

Up

Vacation Package Booking:

Due to constant changes in rates and availabilities of vacation packages, we cannot give price quotes or advise availabilities via e-mail. However, we would be happy to help you make a reservation over the phone. Expedia Customer Support is available 24 hours a day, seven (7) days a week at the number provided below.

Meanwhile, here is how to search for vacation packages:

1. Go to "www.expedia.com" and click the "Vacation Packages" tab at the top of the page.
2. Choose from "Flight + Hotel", "Flight + Hotel + Car", "Flight + Car", or "Hotel + Car".
3. Enter the departure and destination cities and the dates of travel.

4. Choose the number of rooms and travelers from the drop-down list.
5. Click the "SEARCH" button.
6. Once you find a package you like, click "SELECT & CONTINUE" to begin the purchase process.
7. If you want to change the flight for the package, click the "Choose a different flight for this package." link at the bottom of the flight details section.
8. If you want to change the hotel for the package, click the "Choose a different hotel for this package." link at the bottom of the hotel details section.
9. If you want to change the car for the package, click the "Choose a different car class or vendor for this package." link at the bottom of the car section.
10. If you would like to purchase an attraction or service, you will have the opportunity to do that before you finalize your purchase.
11. After finalizing the travel products and choosing an activity or service, click the link "Continue booking this package".

Up

Vacation Package Breakdown Receipt:

(PVA)

We are sorry for the inconvenience this may cause you. We are not able to provide a breakdown of the Expedia charges within your package reservation, as the rates we offer are confidential and contracted. Expedia can only provide you a copy of the itinerary as the receipt.

Nevertheless, we sent a copy of the Expedia charge receipt for (ENTER APPLICABLE MERCHANT ITEMS) to your e-mail. This includes the date and amount of charge, the credit card type, and the cardholder's name. Furthermore, you may also contact (AIRLINES) to check if they can provide you a receipt, as they are the ones who charged for the airfare. The number is (PHONE NUMBER). As reference, you may use the airline confirmation code ("CODE") or ticket number (NUMBER).

We appreciate your patience.

(SVA)

How To Book Big Groups/Group Rates:

We currently do not have a special group rate to offer big groups who plan to travel together at the same time. You can book up to 6 travelers in a flight itinerary. However, each itinerary you book will be subject to the most current price and availability at the time of booking.

If you were thinking of booking a vacation package reservation, you can book a maximum of six (6) people per package. You would need to book 2 separate rooms to accommodate six people since a hotel room can only accommodate a maximum of 4 people.

For more information on booking a flight see the "Flight" FAQ page at
["http://www.expedia.com/pub/agent.dll?qscr=hgen&rhtx=HTX_FLTSRCH_RT&hfnm=h_SC_shopfaq.htm"](http://www.expedia.com/pub/agent.dll?qscr=hgen&rhtx=HTX_FLTSRCH_RT&hfnm=h_SC_shopfaq.htm)

Alternatively, for questions on our vacation packages you may proceed to look at the following FAQ pages below as well.

Vacation package FAQ page:

["http://www.expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_PK_faqs.htm&rfr=-1658"](http://www.expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_PK_faqs.htm&rfr=-1658)

Vacation package shopping tips:

"http://www.expedia.com/pub/agent.dll?qscr=hgen&hfnm=h_PK_tips.htx&rfr=-1659"

As rates and availabilities can change so quickly, we cannot give price quotes and advise availabilities via e-mail.

Up

Partial Payment:

The partial payment feature which is currently available for certain packages only allows you to make a deposit at the time of booking with the final payment due at a later date, generally 30 days prior to departure.

If you are offered this option and choose it, you will be shown the amount required for the deposit and the date the final payment is due.

You will also be able to pay via the "automatic payment" option, which will automatically charge your credit card on the date final payment is due.

If you don't want to use the automatic payment feature, you can still make a deposit and call us back no later than the final due date to let us know which credit card you would like to use.

Package Price Change:

Expedia.com uses a real-time reservation database used by travel agents worldwide, listing actual ticket prices, hotel, and car availability. For example, as airlines fill flights or change fares, the database immediately reflects those changes. Rates online change at a moment's notice and are never guaranteed unless purchased and reserved. However, we cannot control these prices because if the airlines or hotels change it in 5 minutes or an hour then we will have to go with the current price at the time of booking.

We apologize for the misunderstanding with your travel purchase.

Split Payment:

We are pleased to inform you that we are now offering a split payment feature for our vacation packages and this is offered on the "Billing and Delivery" page of the purchase path. This feature will be available for all packages greater than \$100.

Meanwhile, split payment option will not be available for same day bookings.

Vacation Package Confirmation:

We checked our records and verified that your package reservation is confirmed. Your confirmation code for your flight reservation is "provide confirmation code". In addition, your hotel confirmation number is (conf num). This information is indicated on your itinerary. We suggest you keep a copy of your confirmation e-mail or print a copy of your itinerary for your records.

Meanwhile, here is how to access and print your itinerary online:

1. Go to "www.expedia.com".
2. Click "My Itineraries" at the top of the page.
3. When prompted to sign in, enter your user name "[insert USER NAME]" and password.
4. From the "My Itineraries" page, select the itinerary you wish to access.
5. To print your itinerary, click "Print version" under "Trip Tools" at the left side of the page.
6. At the top of the page, click "Print this page".
7. If you want to e-mail your itinerary, click "Back to itinerary page".

8. Under "Trip Tools", click "E-mail itinerary".

For your convenience, we have sent your itinerary in a separate e-mail. You will receive it within a few minutes. If you do not receive it in the next few minutes, please check your Inbox or Junk Mail folders within 24 hours.

*Confirm special request / Seats for flight (Eureka Article: 1914)

Can't locate itinerary or account

We were unable to locate your reservation based on the information you provided. We will be glad to answer your question if you could reply to this message with your itinerary number, user name, or the e-mail address you used to create your account (if it is different than the address from which you sent this message).

Where can I find my travel history?

Your online Expedia account currently stores past itineraries for six months. To view the details of your past trips, sign in to your account and go to the "My Itineraries" page. Your travel history is listed under "Completed trips". Click the trip link to open up a more detailed view of your trip.

Past itinerary – more than 6 months

We are unable to provide you with a copy of your past itinerary, as we can no longer retrieve it from our system. Our system routinely removes all completed itineraries older than six months and the saved itineraries that you have not reviewed within 30 days from your "My Itineraries" page. We apologize for any inconvenience this may cause you.

Not booked with Expedia

We were unable to locate your reservation based on the information you provided. You have reached the customer service desk of Expedia U.S. and we can only retrieve reservations booked on "www.expedia.com".

You may need to verify the travel agency that you booked your reservation with.

Can I earn a frequent flyer/frequent guest points?

Any car rental or published flight reservation and many hotel reservations booked through Expedia can help you earn points on your Frequent Flyer/Frequent Guest program, if they qualify under the terms of your program. You can enter your program name and membership number as you make your reservation or you can store your Frequent Flyer or Frequent Guest membership number with your Expedia account, to be available whenever you are booking travel through Expedia.

To save your Frequent Flyer number to your account, sign in to Expedia.com and click "My Account". From your Account Overview page, click "Flight," "Hotel," or "Car" under Travelers Associated with this Account. On the following page, select your frequent flyer or guest program from the drop-down list, add your number, click "Add this account" and then "Accept these changes". Your information will be accessed whenever you are booking travel under your account name.

If your frequent flyer program offers mileage for hotel stays, be sure to check with the airline to confirm that you are credited the appropriate miles. Also, be sure that the name on your Frequent Flyer/Guest program membership matches the name on your ticket and reservation.

*Expedia Unpublished Rate hotels are not eligible to award frequent guest points.

Regular account with user name

Thank you for contacting Expedia/us about accessing the itinerary for your [insert PRODUCT] reservation.

Our records show that you booked your [insert PRODUCT] in your account with user name "[insert USER NAME]". Here is how to access your itinerary online:

1. Go to "www.expedia.com".

2. Click "My Itineraries" at the top of the page.

3. When prompted to sign in, enter your user name “[insert USER NAME]” and password.
4. From the “My Itineraries” page, select the itinerary you wish to access.
5. To print your itinerary, click “Print version” under “Trip Tools” at the left side of the page.
6. At the top of the page, click “Print this page”.
7. If you want to e-mail your itinerary, click “Back to itinerary page”.
8. Under “Trip Tools”, click “E-mail itinerary”.

For your convenience, we have sent your itinerary in a separate e-mail. You will receive it within a few minutes. If you do not receive it in the next few minutes, please check your Inbox or Junk Mail folders within 24 hours.

Email sign-in account

You can access your account and itinerary by providing your e-mail address and password to sign in. Here is how:

1. Go to “www.expedia.com”.
2. Click “My Itineraries” at the top of the page.
3. When prompted to sign in, enter your e-mail address “[insert EMAIL ADDRESS]” and password.
4. From the “My Itineraries” page, select the itinerary you wish to access.
5. To print your itinerary, click “Print version” under “Trip Tools” at the left side of the page.
6. At the top of the page, click “Print this page”.
7. If you want to e-mail your itinerary, click “Back to itinerary page”.
8. Under “Trip Tools”, click “E-mail itinerary”.

For your convenience, we have sent your itinerary in a separate e-mail. You will receive it within a few minutes. If you do not receive it in the next few minutes, please check your Inbox or Junk Mail folders within 24 hours.

Guest account

Our records show that you booked your itinerary under a guest account. You can access your itinerary by providing your e-mail address and itinerary number. Here is how:

1. Go to “www.expedia.com”.
2. Click on “My Itineraries”.
3. Choose the option “Find your itinerary without signing in” and customer needs to enter their e-mail address and itinerary number.
4. Click the "Find Itinerary”.

For your convenience, we have sent your itinerary in a separate e-mail. You will receive it within a few minutes. If you do not receive it in the next few minutes, please check your Inbox or Junk Mail folders within 24 hours.

Transferring itinerary

We are unable to transfer an existing reservation from one account to another.

We have checked your (product) reservation with itinerary number () and verified that you booked it under a guest account.

We strongly suggest that you use your permanent account next time you book a reservation, so you can see your itineraries when you pull up your account.

Deleting Non-Active itineraries

You can delete non-active itinerary in your Expedia.com account online.

Here are the steps how to delete your itinerary:

1. Go to "www.expedia.com". Choose the "My Itineraries" link at the top of the page.
2. To sign in, enter your [user name/email address] and password.
3. From the "My Itineraries" page, locate the itinerary you wish to delete under the "Completed trips" or "Non-active trips" section.
4. Check the box beside the itinerary you want to delete.
5. Click the "Delete selected trips" link to delete the itinerary.

For your reference, once we delete an itinerary, we can no longer retrieve or reinstate it.

Change E-mail Address

Here is how to change the email address on your account:

1. On Expedia.com, click "My Account" at the top of the page.
2. If you are prompted to sign in, enter your [user name/email address] and password.
3. From the "Account Overview" page, click "Update email settings".
4. From the "E-mail settings" page, click "Change your email address" and enter your new e-mail address in the text box.
5. Scroll down to "Select an option" and click "Accept these changes" to bring you back to the "Account Overview" page.

The system will update the records with the new e-mail address.

Change Password

In the event that you need your login information for your permanent account, please follow these steps:

1. Visit the "Username and/or password reminder" page at "www.expedia.com/pub/feedback.dll?qscr=apwd&&zz=1077470496755".
2. Enter your e-mail address in the "E-mail address" text box.
3. Click "I need to reset my password" or "Just send me my username" depending on your needs.

Once you receive the e-mail, please do the following within 24 hours:

1. Open the e-mail.
2. Click the link in the e-mail to reset your password. This will take you to a page where you will choose a new password.
3. Save the new password.

Up

Change Phone Number

We are unable to change the contact number on your itinerary, but you may update it on your Expedia.com account. Here is how to do it:

1. On Expedia.com, click "Sign in" at the top of the page.
2. If you are prompted to sign in, enter your [user name/e-mail address] and password.
3. Click "My Account".
4. From the "Accounts Overview" page, select a name under "Travelers associated with this account".
5. Proceed to change the phone number and click "Accept these changes".

Change user name

We are unable to change user names for customers' accounts. Currently, the only way to obtain a new user name is to create a new Expedia account and delete your old one.

Here is how to create a new account:

1. On Expedia.com, click "Sign in" at the top of the page.
2. From the "Sign in or select an option" page, select "Create a new account".
3. Enter the requested information.
4. Review the "Terms and conditions" and select that you have read it.
5. Click "Create Expedia account".

Changing account information

Here is how to do change your account information online:

1. On Expedia.com, "click Sign in" at the top of the page.
2. If you are prompted to sign in, enter your [user name/e-mail address] and password.
3. Click "My Account" at the top of the page.
4. From the "Accounts Overview" page, select the profile option you would like to change.

Keep in mind that you cannot change your user name.

Changing main contact information

The name on your account is the name of the person listed as the main contact. To change the main contact, please follow the steps below.

1. Go to "www.expedia.com".
2. Click "My Itineraries" at the top of the page.
3. When prompted to sign in, enter your [user name/e-mail address] and password.
4. Go to the second section entitled "Travelers associated with this profile".
5. Click on the name listed under "Main contact".
6. Delete the existing information and type in the new information for the main contact.
7. Click "Accept these changes" at the bottom of the page.

If the person you wish to be the main contact is already listed on the account under "Other travelers", there are additional steps you must take:

1. From above, follow steps one to three.
2. Under "Other travelers", there is a small box to the left of each traveler's name. Click on the box next to the name of the person you wish to be the main contact.
3. Click on "Delete selected traveler".
4. Click on the name under "Main contact".
5. Delete the existing information and type in the new information for the main contact.
6. Click on "Accept these changes" at the bottom of the page.

Unsubscribe

We received your request and we are sorry to see you go.

We have cancelled your e-mail subscription. The cancellation takes up to 10 days to process. During this time, you will continue to receive promotional e-mails.

Unsubscribe -- Escalation

We have sent your request to unsubscribe to our fulfillment team. Please allow three to five business days for that department to complete your request. During this time, you may continue to receive promotional e-mails.

We appreciate your patience regarding this matter.

Delete account with active/saved itineraries

Our records show that you still have active itineraries on your account. In order for us to close your account, we need to delete these itineraries.

You may reply to this message with your approval. For your reference, once we delete an itinerary, we can no longer retrieve or reinstate it.

Account closures are permanent. In addition, any rewards points you have acquired will be lost at the time of closure.

Up

Delete account- Escalation

We have submitted your request to the appropriate members of our management team to close your Expedia account. Please allow us 24-48 hours to process your request.

Account closures are permanent. In addition, any rewards points you have acquired will be lost at the time of closure. For your reference, once we delete an itinerary, we can no longer retrieve or reinstate it.

Delete account-walk through

You may delete your account online by following the steps below:

1. Go to "www.expedia.com".

2. Click "My Itineraries" at the top of the page.
3. When prompted to sign in, enter your [user name/e-mail address] and password.
4. Select "Account Closure" on the left column of the "Account Overview" page.
5. Select the reason for closing and leave a comment (optional). Remember that you cannot close your account until you have completed or canceled all active itineraries booked through Expedia.
6. At the bottom of the page, click "Close this Account".

You will receive an e-mail verifying the closure of your account.

Account closures are permanent. In addition, any rewards points you have acquired will be lost at the time of closure. For your reference, once we delete an itinerary, we can no longer retrieve or reinstate it.

A \$1-\$5 authorization charge

The amount of \$XX you are describing is a temporary hold by credit card companies or banks to validate an online purchase. The amount was posted on [transaction date] to validate the purchase of [product] on the itinerary with the number [itinerary number]. The credit card authorizations will fall back on an account no longer than three business days.

Above \$5 authorization charge

We are not able to expedite your request without having you on the line with us. You would really need to get in touch with us at the numbers below. As much as we would like to assist you with your concern, there are processes that we are restricted to do via e-mail correspondence. Please have your itinerary number and e-mail address available when you call.

We apologize if we are unable to reply more in accordance to your wishes on this occasion.

Eureka Article: 669

Coupon – How to Redeem

You can find your coupon in the "My Account" section of Expedia.com.

Here is how to access and use your coupon:

1. Go to "www.expedia.com".
2. Click "Account" at the top of the page.
3. When prompted to sign in, enter your [user name/e-mail address] and password.
4. From the "Account Overview" page, click "Coupons" on the left side of the page.
5. From the "Your saved coupons" page, click the appropriate links to check the terms and conditions and to proceed with a booking.

On the payment page of the purchase path, select the button for the saved coupon and click "Apply and reprice" to apply the coupon value on your reservation.

We are unable to apply coupons to purchased itineraries. The option to enter the coupon code will appear during the booking process. After selecting a qualifying reservation, you need to click "I have a coupon", enter the code, and click "Apply and reprice" to receive the discount.

Booking Error

We are truly sorry for the inconvenience.

There are several reasons why a customer cannot complete a purchase on the website. Here are some of them:

1. The rate that a customer is trying to purchase is already sold-out.
2. The vendor is updating their rates in our system.
3. Expedia is upgrading its system.
4. Customer has a credit card problem.

As of this time, there are no reported errors on the system. We recommend that you retry the purchase.

If you still encounter any error, you may contact the Expedia Customer Service Team at the number below. Our representatives would be more than happy to assist you with the booking.

Since we operate on a real-time basis, we are unable to guarantee rates and availabilities until a customer completes a purchase.

Up

A & S CREATE BOOKING

Here is how to search for activities online:

1. Go to "www.expedia.com", click the "Things to Do" tab.
2. Under the "THINGS TO DO", provide the city and arrival date.
3. Click "SEARCH" to see a listing of activities.

A & S CANCEL

We are unable to cancel reservations via e-mail correspondence. You need to call us (time frame) prior to your trip for further assistance.

This activity can only be cancelled with a refund on (date or time) or (policy). Past this time, this is non-refundable.

A & S CHANGE

We are unable to change reservations via e-mail correspondence. You need to call us (time frame) prior to your trip for further assistance.
(insert policy)

CHANGING ONE OF THE NAME IN THE VOUCHER

We are unable to change the name on your vouchers. The name of the main contact in the itinerary will appear on all the vouchers. You must present a corresponding number of vouchers upon redemption.

UNABLE TO PRINT VOUCHER

You will have to view and print your vouchers by accessing this trip on your account, and not via the confirmation e-mail sent out to you. Here is how to access your itinerary online:

1. Go to "www.expedia.com" and click "My Itineraries" at the top of the page.
2. Enter your e-mail address and password.

3. From the "Saved itineraries and favorite destinations" page, select the itinerary you wish to access.
4. Scroll down to attractions and services summary and click on the link "View and print all vouchers".

PRE-TRAVEL ADVICE

Please make sure to review the redemption instructions on your voucher. You may need to print the voucher or make a reservation for this activity.

What is Expedia Rewards?

Expedia Rewards is a free rewards program available exclusively to Expedia.com customers. Customers will earn rewards points when booking eligible travel on Expedia.com, including hotels, flights, vacation packages, and itineraries that include hotel and flight. Customers may also earn additional points through promotions and special offers.

For more information about Expedia Rewards program, please visit ["http://us.expdiacustomer.com/daily/highlights/rewards.asp"](http://us.expdiacustomer.com/daily/highlights/rewards.asp).

How do I join Expedia Rewards?

If you already have an Expedia account, simply sign in to "My Account", and click "Join" on the Account Overview page. If you do not already have an Expedia account, you will be able to join Expedia Rewards when creating your new Expedia account.

Can I earn Expedia Rewards for my reservations booked under a single-use account?

Our records show that you booked your [product] reservation with itinerary number xxxxxx under a single-use or guest account. In order to earn points, you must be signed in to your Expedia Rewards-enrolled Expedia account prior to booking.

For more information about the Expedia Rewards Terms and Conditions, you may visit ["http://us.expdiacustomer.com/daily/highlights/rewards/expdiarewards/terms.asp"](http://us.expdiacustomer.com/daily/highlights/rewards/expdiarewards/terms.asp).

For your security, you may contact our customer service team at the number we have provided below. Please have your itinerary number and e-mail address available when you call.

Redeeming rewards points for hotel/flight

When redeeming points for flights, you must have enough available points to cover the full cost of the airline ticket. You can redeem or apply the points for flights during the booking process. You will also see the cost of flights in Expedia Rewards points when you search for flights through the "Rewards" tab on top of our home page.

You can redeem your available points for hotel coupons in a variety of increments. You must redeem your points for a Rewards Coupon prior to searching for hotels so that your Rewards Coupon code is available when you are ready to complete the booking. Our system will deposit the coupon directly into your Expedia.com account. You can select the coupon when you click the "I have a coupon" link during checkout and apply the discount towards your Expedia Special Rate hotel reservation.

When is the expiration of my rewards points?

Your rewards points will not expire as long as you book and complete qualifying travel on Expedia.com or redeem points for a travel reward at least once every 18 months.

Pending Expedia Rewards

Expedia Rewards points will show as pending on your Rewards Summary within 30 minutes of making an eligible booking. Points move from pending to available status 30 days after travel is complete.

If your Expedia Rewards points have not appeared as available in your Rewards Summary six weeks after your eligible travel is complete, please call Expedia Customer Support at the number below. Representatives are available 24 hours a day, seven days a week.

Expedia Rewards prior to booking

We cannot add points for itineraries that a customer has booked prior to his enrollment on the new rewards program.

Apologies

We apologize that there was such difficulty with your booking. Expedia is a company that prides itself in providing the highest level of customer service to our valued clients. If there was any lack of outstanding service presented to you at any point in your contacts with us, please accept our sincerest apologies.

Or

We are sorry that your call has been disconnected many times. It is never our intent to delay the resolution of a case for a valued client.

Or

We are sorry to hear about your health/medical condition and wish you a speedy recovery.

Or

We apologize for the inconvenience in contacting our customer service hotline.

Or

We are sorry for being on hold for a long time.

Or

We regret that your experience in using our services was not to your satisfaction. Expedia is committed to providing excellent standard of service to our customers but, there are times when we are unable to reach all of their expectations. Customer service is one of our priorities and we apologize that the customer service you received did not reflect this.

Comments such as yours are read by numerous people within Expedia and help shape our policies and practices as we learn and grow.

Or

Expedia regrets that this has influenced your travel and would like to restore the faith lost in our company as a result of this experience.

Or

The feedback that you have provided to us will be helpful in looking at our vendor's customer service, and gauging our customer's satisfaction and perceptions. When you book on Expedia, we hope and expect that your travel will be a flawless event. Should unforeseen circumstances arise, we anticipate that our travel partners will step in to fix whatever difficulties occur; we apologize that you were made to feel that this could not, or would not happen.

Or

We understand your issue and hope that we can come to a positive resolution. Expedia values your business and we hope to retain you as a customer.

Or

Please be assured that the entire team at Expedia is dedicated not only to provide the most efficient, user friendly, and accurate travel application, but also to the highest standards of support for our members.

Or

We apologize if we are unable to reply more in accordance to your wishes on this occasion.

Or

Your feedback is a key to the decisions we make as we learn and grow, so we will be sharing your comments with the appropriate members of our management team.

Or

We are truly sorry to hear about the circumstances in which you opted to shorten/delay your trip.

Or

We sincerely apologize for any inconvenience you have encountered to get this issue resolved.