

BARCELO VACATIONS FAQs

Updated 02/2014

General Questions

Q: Am I booking this package directly with Barcelo Resorts?

A: No. Your booking is handled through Global Booking Solutions, who specializes in bundling travel components like hotel and air to create a complete vacation package.

Q: Why should I book a vacation package instead of booking my flight and hotel separately?

A: Booking a vacation package allows you to plan and purchase your entire trip in one convenient transaction, often saving money when compared to booking travel components separately.

Q: Will I earn frequent flyer miles?

A: Eligibility for earning frequent flyer miles is determined by the rules and restrictions of the selected airline's frequent flyer program.

Q: Who do I contact if I need support or personal assistance?

A: If you need assistance before, during or after your trip contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Planning

Q: Can I book more than one resort room?

A: Yes. You can select the number of rooms (up to four) you need from the Rooms drop-down menu on the main search page. You will then have to select the number of adults and children in each room.

Each room will automatically be selected with the same room type (standard, studio suite, one bedroom suite, etc.).

Q: Can I stay at the resort for only part of my package?

A: Yes. You can adjust the number of days needed for your hotel reservation; however minimum night stay requirements do apply. Click **More Options** from the New Search box to modify these dates.

Q: Can I book first class or business class airline tickets?

A: Yes. Click **More Options** from the New Search box to select your class option and modify your search.

Q: How do I know what the package price includes?

A: When you search for a package, the availability prices always include the combined hotel and flight prices, fees, and all applicable taxes. We don't add any surprise taxes or fees to the flight and hotel package prices when you confirm the reservation. You may be responsible for baggage fees, payable to the airline, when you check in. Click the Additional baggage charges link at the top of the flight availability page to view up-to-date airline baggage fees.

Q: Do I need to purchase an airline ticket for an infant?

A: For flights within the United States, infants under two years old at the time of travel may fly in the lap of an adult without requiring the purchase of a separate ticket. For flights outside of the United States, you must purchase a separate ticket for all travelers, regardless of age.

Q: Is transportation between the airport and hotel included in the package price?

A: Barcelo Vacations offers airport transfers as an optional feature. You need to click **View Add-ons** on Step 1 of the checkout process, and then select your desired transfer to add it to your itinerary. There are also car rental options available in select destinations.

Q: Do you accommodate physically challenged travelers?

A: Please check the hotel profile for your desired hotel or resort for information about the number of available handicap rooms. To view the profile, select the name of the hotel anywhere in the booking process, or select the name on the review package details screen to view the hotel profile for that property. If you do not find the information you are looking for or if you need to request special arrangements for a physically challenged traveler, contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Q: Can I email others or myself my vacation itinerary before I confirm?

A: You can click **Email** at the bottom of the view package details screen during the check-out process to email yourself an itinerary quote before you confirm the reservation. This email includes the itinerary details for the vacation package you created. It is not a confirmation, and the inventory and price are subject to change any time before you confirm your vacation.

Purchasing

Q: Can I use my frequent flyer miles to purchase a package?

A: No. You cannot use frequent flyer miles to purchase our vacation packages.

Q: How do I pay for my vacation?

A: You apply payment after you select **Complete Booking** on the billing and information page. You must pay the full amount to confirm the reservation.

Q: Can I use more than one credit card to apply payment?

A: Yes. Select the number of credit cards you want to use from the drop-down menu next to the *"Select the number of credit cards to use to pay for this vacation"* verbiage on the billing and information page. The screen automatically refreshes to display the multiple payment sections.

Q: What charges will appear on my credit card statement?

A: Depending on the travel components and the travel suppliers in your package, you will either see one charge for the full amount of your package from Barcelo Vacations or separate charges (equal to the full package amount) from the airline supplier and Barcelo Vacations. You will be charged at the time of booking for the entire cost of your package.

Q: Are payments processed on a secure server? How do I know?

A: Yes, all payments process through a secure server. The DigiCert Secured icon that appears on the screen signifies a secure purchase. You can also see the secure URL displayed briefly on the bottom left of the screen immediately after you click **Complete Booking**.

Q: What surcharges will I have to pay?

A: Your final package price may include surcharges, such as airport facility charges, federal taxes, departure taxes, passenger facility charges, government fees, and full price surcharges. Often, surcharges are taxes and fees imposed by the U.S., Mexican or other government regulations. You can select **includes certain taxes and services** to review a description of taxes and fees included and excluded from your package price.

Q: Will the price of my package change after I confirm it?

A: No. After you apply payment and confirm your reservation, the final price does not change.

Q: Do you offer Travel Protection?

A: Yes, Travel Protection is available and may be purchased at the time of booking and paid in full. Click here for our [Travel Protection FAQs](#).

Troubleshooting your vacation purchase

Q: Why did the reservation automatically change the dates of my hotel stay?

A: When you select a flight pair on the flights screen, note the highlighted times. Some flights arrive the day after you depart (for example, red-eye flights). An advisory message appears below the times to indicate a next day arrival. When you click **Checkout**, the system automatically reduces the hotel stay dates and re-prices the package to reflect your actual length of stay and displays a warning message at the top of the review package details screen. If the advisory message does not appear, we do not consider the package a different-day arrival and do not adjust the dates or prices.

Q: I clicked the back browser button and I returned to the homepage. What happened?

A: When you select an item to add to your vacation package, a smaller window opens on your screen that shows a summary of your current vacation selections. If you selected your web browser's back button from this screen, you return to the homepage.

If this happens, click your web browser's forward button to return to your search results.

When you return to your summary view, select one of the icon links in the "**Where do you want to go next**" section to view different vacation components or to check out. You can also click **Close** from the upper-right corner of the window to return to your search results.

Q: What happens when the website rejects my credit card?

A: The website rejects a credit card if you enter the wrong information, enter an invalid credit card, or exceed the credit card limit. If one of these situations occurs, an error message appears on the screen. If the card you are currently using is expired or over its limit, try using a different credit card. If you do not receive an email confirmation within 24 hours of purchase or if you continue to have problems, contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Q: I was in the middle of confirming a reservation when my computer froze. What should I do now?

A: If the reservation confirmation screen did not appear before you were disconnected, then the website probably did not have an opportunity to complete your reservation. To verify this, contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Q: How do I report errors?

A: Contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com. When reporting an error, include the error message you received and the reservation information.

After purchasing

Q: How do I know my reservation is confirmed?

A: After you click **Complete Booking**, a confirmation number appears at the top of the confirmation screen. It may take several minutes for the confirmation screen to appear.

Only click **Complete Booking** one time, and do not stop or leave the website prior to receiving your confirmation number. If you click the stop button and then click **Complete Booking** again, you may confirm the reservation more than once and incur double charges on your credit card. After you confirm the reservation, you will receive an email confirmation within 24 hours.

Q: What documents will I receive after I confirm my reservation?

A: When you book a package, all travel documents you receive are electronic. After you confirm the reservation, you will receive an e-travel confirmation. This e-travel confirmation verifies the travel

components you selected when you booked the reservation. Within three days, we will email you an e-travel document. The e-travel document can include confirmation numbers, destination information, dining options, contact information, and policies. If the scheduled departure date is within two days of booking (including reservations with next-day departure), we automatically email the e-travel document on the evening of the same day you book the reservation.

You will also receive an e-ticket for most flight reservations. However, some flights may require paper tickets. If e-tickets are not available, paper tickets will be issued and mailed to you. If there are changes to the flight component (for example, flight times or flight numbers), the system automatically updates the reservation to include the new flight information. You then receive an updated e-travel confirmation.

Q: I did not receive a confirmation e-mail; what should I do?

A: If it has been more than 24 hours since you purchased your vacation, please check your junk/spam e-mail folder. You can also contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Q: How do I confirm my reservation before I leave?

A: Locate your package confirmation number (the number will end in BC or BD) in the confirmation email that you received at the time of booking and contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Q: How do I make changes to or cancel my reservation?

A: Contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com to change a reservation.

Q: What forms of identification do I need when I travel?

A: All travelers (regardless of age) must carry a valid, non-expired government ID that matches the name(s) on the reservation. A passport is required if you are traveling outside of the US. Your passport must be valid for the entire duration of your vacation. Married or divorced individuals traveling under any name other than that printed on their travel documentation must supply a marriage license and/or divorce decree (a copy is acceptable).

Important: Due to rapidly changing travel requirements, please contact your local U.S. Passport office for the most recent updates. For non-US citizens, contact the appropriate Embassy of the country you are traveling to for more information.

Q: Can I add passengers to a confirmed reservation?

A: You cannot add passengers to a confirmed reservation online. Please contact Customer Care at 1-800-622-8959 or barcelocustomerservice@globalbookingsolutions.com.

Q: How early should I arrive at the airport?

A: On the day of travel, please call the airline directly to reconfirm flight times. Recommended airport check in will begin three hours prior to departure.

Q: What items can I bring through security?

A: Air travelers may now carry liquids, gels, and aerosols in their carry-on bag when going through security checkpoints. All liquids, gels, and aerosols must be in three ounce or smaller containers. All liquids, gels, and aerosols must be placed in a single quart-size, zip-top, clear plastic bag. Each traveler can use only one, quart-size, zip-top clear plastic bag. For the most up-to-date information on prohibited and permitted items, please visit the Transportation Security Administration website.

Q: What are the checked baggage requirements?

A: Click **Additional Baggage Charges** from the top of the flight availability page to view current baggage fees and requirements.