



Start With Trust®

Vacation Package Checklist:

1) Check online at www.bbb.org for a Business Review on the company providing the vacation certificate and any other company involved in an offer that requires you to listen to a sales presentation or purchase a product.

2) Do not make a first payment until you receive complete details in writing of total cost, terms and conditions and restrictions.

3) Determine all costs involved in the vacation. It will be your responsibility to pay for anything not specifically mentioned. This may include:

- Hotel, timeshare resort or other lodging
- Transportation from your home to the airport
- Transportation from the airport to the lodging accommodation
- Additional fees for the peak tourist season
- Any port taxes if you are visiting a foreign country

4) Before traveling, confirm all arrangements directly with the:

- Airlines, cruise lines and other transportation services
- Hotel, condominium or resort
- Restaurants and resort attractions included in the package

5) Ask the travel company what happens if the hotel or other accommodations are completely booked.

6) If a refundable deposit is required prior to booking, when and how do you get it back? Find out what the deadline is for getting your money back if you decide to cancel and any fees associated with it.

For more Austin area consumer tips, scams and alerts, read the BBB blog (Austin.bbb.org/blog) for the most up-to-date details. If there are specific topics you'd like to get advice on from BBB, please let us know by calling 512-445-2911 or email us at info@austin.bbb.org.