

AGENT LOYALTY PROGRAM

FREQUENTLY ASKED QUESTIONS

Who can redeem earnings?

Earnings can only be accredited to the agent whose name is on file.

Do Group Bookings count towards earnings?

Yes, your air only or package group bookings count.

How do you redeem your earnings?

After verifying your earnings with our sales department then you **must** book your vacation by emailing sales@holasunholidays.ca. You decide where and when you want to spend your holiday and how many passengers are travelling with you and let us know. We will book you at system rate minus 8% commission, then we will adjust the file with your earnings. No cash value, non transferable, non refundable.

Are you required to sign up?

No sign up required.

Who is considered as a passenger?

Adults and children count towards being a passenger. Infants are excluded.

If agent name is used on one file, but agency ID on another booking will the earnings count towards same agent?

NO, agent name must be the same on every file in order to redeem earnings. (ex, John Doe OR 010JD on all files, it must be one or the other) If you wish to update any files already booked so that the agent name is the same please email sales@holasunholidays.ca

Is there an expiry or use by date for redeeming the earnings?

Earnings can be redeemed up to 900 days after the passenger has travelled. If the earnings are not used within 900 days post travel they are no longer valid.

Do I have to use all of my earnings at once?

No, earnings can be used to pay for the total (including taxes) or partial cost of your next holiday with Hola Sun.