

AAA Vacations® 24/7 Member Care & Best Price Guarantee

AAA Vacations® 24/7 Member Care

AAA Vacations® 24/7 Member Care vouchers are only available to AAA Vacations® customers. At least one member of the traveling party must be a AAA member.

24/7 Member Care Services provides the following services:

- Assistance with reservation changes or cancellations en route
- Assistance with missed, canceled, or delayed flights
- Assistance with reservation issues en route (hotel check-in, car rental pick-up, cruise check-in, etc.)
- Lost ticket and document replacement (passport, visa, etc.) arrangements
- Directions to nearest U.S. or Canadian embassy or consulate
- Lost luggage assistance
- Access to an emergency message center
- Prescription replacement arrangements

Referrals and Information:

- Medical provider referral
- Emergency cash arrangements
- Lost or stolen credit card replacement information
- Legal assistance
- Travel advisories

By making a AAA Vacations® booking, you agree as follows:

1. Any additional cost associated with Member Care services, including, without limitation, third party fees, fines and penalties, are the responsibility of the AAA Vacations® customers at the time services are rendered.
2. Your use of the 24/7 Member Care is solely at your own risk. Neither AAA, Inc. or affiliated AAA Motor Club and/or AAA Travel Agency shall be liable or responsible to any person or entity for any loss or damage, including special, incidental, consequential, punitive, or indirect damages caused or to have been caused directly or indirectly by or from the information/referral provided through the 24/7 Member Care. You hereby release and forever waive any and all claims you may have against AAA, Inc., its affiliated AAA Motor Club and/or AAA Travel Agency, its travel providers, and any of their respective officers, directors, employees, and agents, from any losses or damages you may sustain in connection with your use of the 24/7 Member care even if you have advised AAA, Inc. or affiliated AAA Motor Club and/or AAA Travel Agency, or any of its travel providers of the possibility of such damages.
3. You agree to indemnify and hold harmless AAA, Inc., AAA Motor Club, and/or AAA Travel Agency, its travel providers, and their respective officers, directors, employees, agents, information providers, and suppliers from and against any claims, lawsuits, proceedings, costs, attorney's fees, damages, or other losses resulting from your use of the 24/7 Member Care.

24/7 Member Care is provided by Allianz Global Assistance, AAA's preferred travel insurance provider. 24/7 Member Care is not travel insurance. Contact your AAA or CAA Travel Agent about available options to protect your vacation investment.

AAA Vacations® Best Price Guarantee

If you make a booking with us for a qualifying AAA Vacations® cruise, tour, hosted or independent vacation and you find a valid better rate for the exact itinerary within 24 hours of your booking, AAA Vacations® will match the lower rate and send you a \$50 AAA Vacations® future travel credit certificate. Certain restrictions apply. Best Price Guarantee is valid only for new bookings made through a participating AAA Motor Club and/or AAA Travel Agency.

Exclusive Cruises, Exclusive River Cruises and the 2018 "Rockin' the Caribbean" Oldies Music Cruise sailings are not eligible for the Best Price Guarantee.

A valid better rate is a lower rate offered by a North American IATA/ARC registered business that satisfies the requirements of the Best Price Guarantee Terms and Conditions below as determined by AAA Vacations® in its sole discretion.

AAA Vacations® Best Price Guarantee Terms and Conditions:

1. The AAA Vacations® Best Price Guarantee ("Best Price Guarantee") applies to any AAA Vacations® cruise, tour, hosted or independent vacation that is booked by a member of a participating AAA Motor Club and/or AAA Travel Agency, on or after January 1, 2012, for which the member has paid a deposit or paid in full. Limit one (1) Best Price Guarantee claim per calendar month per AAA member.
2. If you have booked a AAA Vacations® cruise, tour, hosted or independent vacation booked through a AAA Motor Club and/or AAA Travel Agency and within 24 hours of your booking with us, you find a Valid Better Rate, you will receive the following per booking, so long as your claim under the Best Price Guarantee has been verified and approved by us:
 - a. Either: (a) a refund of the difference between the price you paid us and the Valid Better Rate, if you have previously paid in full (which refund will be in the form of a check and will be mailed to you within ten (10) business days from the approval date of your claim), or (b) a matching of the rate, if you have previously paid only a deposit.c. Should you cancel a booking that has received a price match, you agree to return the dollar amount refunded back to AAA.
 - b. \$50 AAA Vacations® Future Travel Credit Certificate that may be redeemed toward the purchase of a future AAA Vacations® cruise or tour vacation with one of our Preferred Travel Providers booked through AAA Motor Club and/or AAA Travel Agency. Additional terms and conditions apply (see below). (The certificate will be mailed to you within ten (10) business days from the approval date of your claim.)
 - c. Should you cancel a booking that has received a price match, you agree to return the dollar amount refunded back to AAA.
3. The Best Price Guarantee is applicable only for exact itinerary matches. To qualify as a Valid Better Rate, the lower rate must be for an identical booking. Accordingly, all booking details, including, without limit, the following, must exactly match the details of the vacation you booked with us: itinerary, specific carrier or provider (including class of service), hotel (including room type), cruise line (including ship and cabin category), Tour operator, rental car company and vehicle class, dates and times of travel or service, routings (for example, same stopovers).



4. In order to constitute a Valid Better Rate, the lower rate must be advertised and available to the general public from a North American IATA/ARC registered business. Without limiting the generality of the foregoing, the following do not qualify as Valid Better Rates:
 - Rates on Web sites where the booking details (such as carrier, property, rental car company, itinerary, or similar details) are opaque or unknown until after purchase or where prices are determined by any sort of auction or bidding
 - Rates that result from errors or mistakes
 - Consolidator rates
 - Prices available only by using a coupon
 - Charter rates
 - Rates offered on a Web site which require the customer to call to get the rate
 - Rates offered through membership programs through any sales channel including, without limitation, websites operated by membership programs
 - Rewards program rates
 - Group rates
 - Corporate discounts or rates
 - Convention or meeting rates
 - Rates offered in an email
5. To qualify for the Best Price Guarantee, you must meet all applicable residency, regional, membership, age-related, and other requirements otherwise imposed to qualify for the lower rate, and the AAA Motor Club and/or AAA Travel Agency must be satisfied, at its sole discretion, that you meet those requirements.
6. The Best Price Guarantee applies only to the base price of a cruise, including port charges, or base price of tour, hosted or independent vacation company. Without limiting the generality of the foregoing, the following will not be considered in determining whether a Valid Better Rate has been found: Government taxes and fees as well as the cost of additional items included in your booking, such as air or land components, insurance, shipboard credits, free upgrades, transfers, pre- or post-cruise hotel stays, onboard amenities, gift cards/certificates, cash back and/or dollars off, or other add-ons or optional items.
7. The Valid Better Rate must be quoted and booked in U.S. dollars (without reference to currency converters).
8. AAA Vacations® reserves the right in its sole discretion to modify or discontinue the Best Price Guarantee or to restrict its availability to any person, at any time, for any reason, and without prior notice or liability to you; provided, that, any modification to the Best Price Guarantee will only be effective upon communication of modified Best Price Guarantee Terms and Conditions on the AAA Motor Club and/or AAA Travel Agency's website, and any cancellation of the Best Price Guarantee will only be effective upon removal of any references to the Best Price Guarantee Terms and Conditions from the AAA Motor Club and/or AAA Travel Agency's website. The terms that are in effect at the time of your booking will determine your eligibility under the Best Price Guarantee. No change in the Best Price Guarantee program will affect any program benefits that have already been issued or provided to you. The AAA Motor Club and/or AAA Travel Agency failure to enforce any provision of these Terms and Conditions shall not constitute a waiver of that provision.
9. These Best Price Guarantee Terms and Conditions include and incorporate by reference the standard AAA Motor Club and/or AAA Travel Agency Terms and Conditions applicable to the sale of land and cruise vacations and constitute the entire understanding between you and your AAA Motor Club and/or AAA Travel Agency relating to your vacation purchase.
10. Void where prohibited by law.

To File a Claim Request:

1. To determine if you are eligible to receive the benefits of the Best Price Guarantee, you must contact your AAA Motor Club and/or AAA Travel Agency (or your AAA branch) within twenty-four (24) hours of completing your booking with them, to request the Best Price Guarantee for your booking. To make a claim, please provide a genuine written quote for a lower rate from a North American IATA/ARC registered business. The written quote must set forth full details of the booking and the date on which the quote was issued. To be a Valid Better Rate, the lower rate must be available for booking at the time we review your claim. We will not accept screenshots or other purported evidence of a lower price.
2. If we are unable to replicate the lower rate, your claim will be denied and closed and we will contact you via email or phone to notify you of our decision.
3. All requests, including receipts and required documentation, are subject to our verification. The AAA Motor Club and/or AAA Travel Agency's decisions are final. By submitting a Best Price Guarantee claim request, you fully and unconditionally agree that you are bound by these Terms and Conditions and by our decisions. We will not grant any Best Price Guarantee claim request that we believe, in our sole discretion, is the result of a printing or other error, omission, or is made in bad faith.

AAA Vacations® Best Price Guarantee Future Travel Credit Certificate ("AAAVAC-BPGFTCC") Terms and Conditions:

1. The AAAVAC-BPGFTCC is valid for a discount of up to fifty U.S. dollars (\$50.00) off the purchase price of a future AAA Vacations® cruise or tour vacation, booked through the AAA Motor Club and/or AAA Travel Agency. The cost of the booking (excluding taxes and fees) must be at least five hundred U.S. dollars (\$500). The AAAVAC-BPGFTCC is good only on a new reservation booked and deposited by the AAAVAC-BPGFTCC's expiration date.
2. The AAAVAC-BPGFTCC is usable only by the member designated thereon (who must have a valid AAA membership at time of redemption) for travel by the date that is fifteen (15) months after date of issuance (as identified on the AAAVAC-BPGFTCC), shall expire one (1) year from the date of issuance, is not transferable, and shall not be replaced if lost or stolen.
3. The AAAVAC-BPGFTCC may not be combined with or applied to other discounts, special offers, coupons, or promotions.
4. The AAAVAC-BPGFTCC cannot be applied to taxes, fees, charges, and surcharges applicable to the booking, nor to the cost of cancellation or change penalties, prepaid reservations, administrative fees or other miscellaneous charges.5. The AAAVAC-BPGFTCC is not applicable to online bookings.
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6. The original AAAVAC-BPGFTCC must be submitted to a AAA Motor Club and/or AAA Travel Agency at time of reservation, photocopies will not be accepted.
7. When you make a qualifying reservation and ask to apply your AAAVAC-BPGFTCC to the reservation, we will deem your AAAVAC-BPGFTCC to have been used and it will not be returned or replaced, even if you subsequently cancel your vacation.
8. The AAAVAC-BPGFTCC has no residual value and no credit will be issued if the purchase amount is less than the certificate amount. Member is responsible for the cost of the booking above the value of the redeemed certificate.
9. The AAAVAC-BPGFTCC is not redeemable for cash. Coupon cash value 1/100¢.
10. Terms and conditions of the AAAVAC-BPGFTCC are as written herein and cannot be changed by any representation of any unauthorized person, including employees of AAA Motor Club and/or AAA Travel Agency.
11. Void where prohibited by law.