

Best Value Guarantee Agent Policy (BVG)

When does BVG apply?

When a customer notifies you, they have a better price on an identical holiday and have provided us with a quote. If you are already making 5% + profit, the BVG is not applicable.

Please ensure to always get a proof of the other company's quote (e.g:- screenshot/forwarded email)

How much discount can I use?

You can use as many discounts required, keeping within the set maximum amounts below, providing you follow the order, policy rules and you are not making more than 5% profit.

You can apply this policy on all kind of holiday packages, but you have to follow the below order for discounting elements of a booking. **Do NOT take off the Ocean/Global Explorer from any packages.**

1st Step: Accommodation

- Apply the discount on the accommodation up to the maximum discount as per below chart

Accommodation Supplier – DT	Maximum discount from TopDog price
Bonotel	10%
Hotelbeds	10%
Stuba	10%
Ocean Beds	5%
Mark International	10%
Yalago	10%
Total Stay/Jac Travel	10%

Accommodation Supplier – DT	Maximum discount from website price
Disney UK	10%
Theme Park Beds	12%

2nd Step: Car Hire

- Discount the price for the car hire as per below

Car Hire Supplier - DT	Discount from screen / TopDog price
Flexible Car hire	5 %
15-seater cars ONLY (via Flexible)	15 %

3rd Step: Flights- Advance Reg only

If after taking off all the discounts as per the above, you still have not met the required price you can then discount the flights. Please note, **IF** you get a special live price directly from the Flights Team you cannot apply any further discounts on those as they have given you already the best possible price.

How much can I discount off flights?

- Minimum 3 **paid** elements = **up to** 20% off screen price
(accommodation, flights, transportation car/transfer or attraction tickets except for Disney packages)
- Maximum 2 **paid** elements = **up to** 10% off screen price
(accommodation, flights, transportation car/transfer or attraction tickets except for Disney packages)
- Single element = 0% off screen price

What flights does it applies too?

Departure days	Destinations	Departure airport	Airlines
Tuesday	TPA	LHR	VS
Wednesday	MCO	LGW	BA
Sunday		MAN	UA
		GLA	DL

- Monday, Thursday, Friday & Saturday departures are full fare, no reductions
- Child reductions on all fare types up to 20% off
- Infant fares £125pp
- No flight should be sold less than £500
- If the seats on the flight are oversold for the date you need and you are given a new Flight Price, you cannot then apply any discounts to the new price. This will be your final price

4th Step: STILL NOT MATCHING ?

- If all above still does not enable you to compete and your accommodation is sourced from Ocean Beds, please speak to Sales Management & Destinations team to check the opportunity for further discounts

T & C's

- Applicable for 2020 also
- You may take up to the maximum discount, but you may **not exceed more than 5% profit**
- Any BVGs where the order of discount isn't applied correctly or too much is offered, the difference will be passed to you as an **agent profit loss**
- This is to be used for **BVG only for the exact same holiday only** – Like for Like
- If the holiday is not the same, i.e. different Highlands Reserve Home, please see SM or DT for possible discounts
- **IF** none of the above helps you to give you the BVG, you must fill in the BVG template and send it over to the 'Price Match Email' including the **screenshot and OH number**
- The screenshot must show the **COMPANY NAME, DATE, DEPT DATES, AIRLINE, ACCOMODATION, ROOM TYPE, VEHICLE TYPE/TRANSFER, PASSENGER AMOUNT, FULL COST** and any other elements i.e. tickets
- Competitor quote must be within the last 48 hours