

# BEST VALUE GUARENTEE

## When can we use BVG?

- When a customer notifies you, they have a better price on an identical holiday **WITH A RELIABLE / COMPETITOR COMPANY** and they have provided us with the quote as proof
- BVG is not applicable if you are already making more than 5% profit on the booking

## Who are our competitor companies and why?

- You can only apply the BVG policy against the below Tour Operators
- Not all travel companies are deemed reliable and have been properly vetted – As you all know, we are fully bonded by the Travel Trust Association (TTA), as well as ATOL (T7523), ensuring that every customer is 100% protected and secured when they book with us
- When you read some company T&C's they advise that the holiday cost is not actually confirmed and can increase after the customer has paid a deposit! Crazy huh....
- We however confirm the price of the holiday at time of booking!
- The below companies we deem to be our competitors and therefore we should be competitive against them
- If the company, you have a quote from is NOT on this list then we will not be able to price match

Travel Company	
American Holidays	Love Holidays
American Sky	Your Florida Holidays
Audley Travel	Southall Travel
BA Holidays	Thomas Cook
Best at Travel	Trailfinders
Bon Voyage	Travel Republic
Destination 2	Travelbag
First Choice	Travelplanners
Flight Centre	TUI
Florida4Less	USA Direct
Gold Medal	USAirtours
Kenwood Travel	Virgin Holidays
Kuoni	

## What discount can I apply?

### 1) Accommodation

Accommodation Supplier	Maximum discount from Top Dog Price
Bonotel	10%
Hotelbeds	10%
Stuba	10%
Ocean Beds Villas	10%
Expedia	5%
Yalago	10%
Total Stay/Jac Travel/ DOTW	10%

Accommodation Supplier	Maximum discount from Website Price
Disney UK	10%
Theme Park Beds	12%

## 2) Car Hire

Car Hire Supplier	Maximum discount from Screen/Top Dog Price
Flexible Car Hire	15%

## 3) Flights - applies to Adv Reg Flights ONLY

- Elements ARE number of elements on the booking e.g. Flights, Accommodation, Car Hire, Transfers or attraction tickets except for Disney packages
- For example, 3 Paid elements could be 1) Flights 2) Hotel 3) Transfers
- Child reductions on all fare types up to 20% off / Infant fares £125pp
- No flight should be sold less than £500
- **IF** you get a special live price directly from the Flights Team you cannot apply below discount
- **IF** the seats on the flight are oversold for the date you need and you are given a new FlightPrice, you cannot then apply below discounts to the new price
- Discounts are **ONLY** applicable to Adv Reg flight prices within TD, **PREMIUM or Prices you have outside of TD** need a Flight Case if discounts needed.

Number of Elements	Maximum discount off Top Dog Flight price
3 paid Elements	20%
2 paid Elements	10%
Single Element (Flight only)	0%

### ONLY APPLIES TO THE BELOW FLIGHTS

Departure Days	Destinations	Departure Airport	Airline
Wednesday	TPA	LHR	VS
Sunday	MCO	LGW	BA
		GLA	UA

## 4) Ocean Explorer

- If we are matching a like for like competitor quote – We cannot include these tickets therefore need to remove from the quote
- This is for all adults and children aged 3 and above
- You can **only** use Ocean/Global Explorer Tickets for up to December 2023

## What if it is still not matching?

Complete the below form and send to [pricematch@ocean-holidays.co.uk](mailto:pricematch@ocean-holidays.co.uk)

**MUST INCLUDE IN EMAIL A SCREENSHOT/DETAILS OF THE COMPETITOR QUOTE**

PRICE MATCH FORM	
CUSTOMER DETAILS	
OF QUOTE REFERENCE	
No. of Adults	
No. of Children & Ages	
No. of Infants	
FLIGHT DETAILS	
Departure Date	
Total Duration (E.g. 14 nights)	
Departure Airport	
Arrival Airport	
Airline	
OUR FLIGHT NETT COST	
TTA COST (£12PP)	
ACCOMODATION DETAILS	
Accommodation Name	
Room Type / No of rooms	
OUR ACCOMODATION NETT COST	
CAR HIRE	
Accommodation Name	
Car Hire Type / Duration	
TICKETS	
Ticket Type	
OUR TICKET COST	
OUR QUOTE	
OUR TOTAL QUOTE NETT COST	
COMPETITOR QUOTE	
Company	
COMPETITOR QUOTE COST	

## **BVG Terms and Conditions**

- Any BVGs where the order of discount isn't applied correctly, the difference will be passed to you as an **agent profit loss**
- Only to be used for **LIKE FOR LIKE** holidays
- 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