

## Price Match Policy

### When does Price Match 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, a Price Match is not applicable.

Please ensure to always get a proof of the price match ( i.e 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.

### 1<sup>st</sup> 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	Maximum discount from website price
Bonotel	10%	5%
Hotelbeds	10%	5%
Stuba	3%	3%
Oceanbeds	5%	5%
Disney UK	N/A	10%
Theme Park Beds	N/A	12%

### 2<sup>nd</sup> 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 %

### 3<sup>rd</sup> Step: Flights- Advance reg only

After taking off the VAE and discounting the accommodation, you still have not met the required price you can then discount the flights.

#### 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

### 4<sup>th</sup> Step: **STILL NOT MATCHING ?**

- If all above still does not enable you to compete and your accommodation is sourced from OceanBeds, 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 price matches 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 **Price match 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 match the price you must fill in the price match template and send it over to the price match email including the **screen shot and OH number**
- The Screen shot 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.