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Researching and booking packages

1. What is Hyatt Travel Packages?

Hyatt has partnered with The Mark Travel Corporation (TMTC) to bring you Hyatt Travel Packages, which lets you travel around the world by packaging our great Hyatt hotel rates with discounted flights and car rentals.

2. Why should I book a vacation package instead of booking my flight, hotel, and car separately?

Savings and convenience. Bundling our great hotel rates with discounted flights and car rental rates typically will cost less than booking each component separately. Plus, you can plan and purchase your entire trip in one convenient transaction.

3. Am I booking this package directly with Hyatt?

No. Hyatt Travel Packages has partnered with a third-party company (TMTC) that specializes in bundling Hyatt hotels with other travel components to create packages.

4. Will I earn Hyatt Gold Passport points?

Yes, if you are a Hyatt Gold Passport member you will earn points based on your hotel stay.

5. Why is the Hyatt hotel I want not listed?

Your preferred hotel may not appear because it may not be available for the travel dates you specified. If the hotel is sold out for even one of the travel dates, it does not appear in the list. If you feel strongly about a particular hotel, you can change your travel date in the New Search box, or check back frequently to see if availability has changed for your preferred hotel.

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6. How do I book more than one hotel room?

You can select the number of rooms (four maximum) you need from the Rooms dropdown menu on the main search page. You will then have to select the number of adults and children in each room.

7. Can I rent a car or stay at the hotel for only part of my package?

Yes. You can adjust the amount of days needed for your car rental and/or hotel reservation. Click on advanced search and enter your desired dates for these travel components.

8. Can I book first class or business class airline tickets?

Yes. Select your class option from the Cabin preference drop-down menu in the More Options section on the main search page.

9. Do you accommodate physically challenged travelers?

Please check the extensive hotel profiles that outline the number of available handicap rooms a Hyatt hotel or resort offers. Click the name of a hotel anywhere in the booking process to review the hotel profile for that property. You can also click the name of the hotel that appears in the itinerary on Step 1 of the checkout process. If you need to request special arrangements for a physically challenged traveler, contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com.

10. Why do I have to provide the children's ages?

We require the children's ages to correctly calculate the price for your reservation. The hotel rates for children of varying ages may differ, or their stay may be eligible for discounts. Hyatt Travel

Packages also uses a child's age to accurately classify and apply the appropriate flight and hotel rules and prices.

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11. Do I need to purchase an airline ticket for an infant?

For flights within the United States, infants under two years old at the time of travel may fly in the lap of an adult without requiring the purchase of a separate ticket. If you are booking domestic travel with a child less than two years of age and prefer to have the child sit in your lap, please select "IN" in the "Children's Age" drop down box. If you would like to purchase a seat for your infant, select "01" in the "Children's Age" drop down box. For flights outside of the United States, you must purchase a separate ticket for all travelers, regardless of age.

12. Why did the reservation automatically change the dates of my hotel stay?

When you select a flight pair on the flight availability pages, take note of the flight times. Some flights arrive the day after you depart (for example, red-eye flights). If you select a departing flight that has a different-day arrival, an advisory message appears on the screen. When you click Checkout, Hyatt Travel Packages automatically reduces the hotel stay dates and re-prices the package to reflect your actual length of stay. If the advisory message does not appear, Hyatt Travel Packages does not consider the package a different-day arrival and does not adjust the dates or prices.

13. How do I know what the package price includes?

When you search for a package, the availability prices always include the combined hotel and flight prices, feature prices, fees, and all applicable flight and hotel taxes. Hyatt Travel Packages does not add any surprise taxes or fees to the flight and hotel package prices when you confirm the reservation. However, certain rental car taxes and fees may be due directly to the rental car company when you pick up your car. You may also be responsible for baggage fees, payable to the airline when you check in. Click the **Additional baggage charges** link at the top of the flight availability page to view up-to-date airline baggage fees.

14. What surcharges will I have to pay?

Your final package price may include surcharges, such as airport facility charges, federal taxes, departure taxes, passenger facility charges, government fees, and fuel price surcharges. Often, surcharges are taxes and fees imposed by the U.S. or foreign government regulations. You can select certain taxes & fees to review a description of taxes and fees included and excluded from your package price.

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15. Is transportation between the airport and hotel included in the package price?

Hyatt Travel Packages offers airport transfers as an optional feature for select locations. You need to click **View Add-ons** on Step 1 of the checkout process, and then select your desired transfer to add it to your itinerary. Hyatt Travel Packages also offers car rentals at select U.S. locations. Select **Cars** from any availability page to search for a car. You can also select **View Cars** on Step 1 of the checkout process, if available. You must be at least 25 years old to rent a car, except where state law indicates otherwise.

16. Will I be guaranteed that my room will have the bed type, view or location I requested?

When making a reservation online, you can select either a bed type specific room (such as City View 1 King Bed) or a non-bed type specific room (such as Hyatt Guestroom). Choices vary

depending on availability. After selecting a non-bed type specific room, you will be able to request a particular bed type. You will also be able to note your smoking preference, type in comments and make additional requests, such as asking for a crib or rollaway bed. Hyatt is committed to accommodating room type preferences and requests. Occasionally, we receive more requests than are available at a particular hotel or resort. If this happens, every effort will be made to meet your room preferences.

17. How do I know my reservation is confirmed?

After you click Complete Booking, a confirmation number appears at the top of the confirmation screen. It may take several minutes for the confirmation screen to appear. Only click Complete Booking one time, and do not stop or leave the website prior to receiving your confirmation number. If you click the stop button and then click Complete Booking again, you may confirm the reservation more than once and incur double charges on your credit card. After you confirm the reservation, you automatically receive an email confirmation within 24 hours.

18. What documents will I receive after I confirm my reservation?

When you book a package, all travel documents you receive are electronic. After you confirm the reservation, you immediately receive an e-travel confirmation. This e-travel confirmation verifies the travel components you selected when you booked the reservation. Within three days, Hyatt Travel Packages emails you an e-travel document. The e-travel document can include confirmation numbers, destination information, dining options, contact information, and policies. If the scheduled departure date is within two days of booking (including reservations with next-day departure), Hyatt Travel Packages automatically emails the e-travel document on the evening of the same day you book the reservation. You will also receive an e-ticket for most Hyatt Travel Packages flight reservations. However, some international flights may require paper tickets. If e-tickets are not available, paper tickets will be issued and mailed to you. If there are changes to the flight component (for example, flight times or flight numbers), Hyatt Travel Packages automatically updates the reservation to include the new flight information. You then receive an updated e-travel confirmation.

19. How can Travel Agents redeem commissions for booking Hyatt Travel Packages?

Packages booked on Hyatt Travel Packages are not eligible for Travel Agent commissions.

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Payment & Reservation Confirmation

1. How do I apply payments?

You apply payment when you confirm your reservation on Step 3 of the checkout process. You must pay the full amount to confirm the reservation.

2. Can I use my Hyatt Gold Passport points or frequent flyer miles to purchase a package?

No. You cannot use Hyatt Gold Passport points or frequent flyer miles to purchase a package from Hyatt Travel Packages

3. Can I use more than one credit card to apply payment?

Yes. Select the number of credit cards you want to use from the drop-down menu on Step 3 of the checkout process. The screen automatically refreshes to display the multiple payment sections.

4. What charges will appear on my credit card statement?

Depending on the travel components and the travel suppliers in your package, you will either see one charge for the full amount of your package from Hyatt Travel Packages, or separate charges (equal to the full package amount) from the airline supplier and Hyatt Travel Packages. You will be charged at the time of booking for the entire cost of your package.

5. Are payments processed on a secure server? How do I know?

Yes, all payments process through a secure server. The VeriSign Secured icon that appears on the screen signifies a secure purchase. You can also see the "secure" URL displayed briefly on the bottom left of the screen immediately after you click Complete Booking.

6. What happens when the website rejects my credit card?

The website rejects a credit card if you enter the wrong information, enter an invalid credit card, or the credit card exceeded its limit. If one of those situations occurs, an error message appears on the screen. If the card you are currently using is expired or over its limit, try using a different credit card. If you do not receive an email confirmation within 24 hour of purchase or if you continue to have problems, contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com.

7. Will the price of my package change after I confirm it?

No. After you apply payment and confirm your reservation, the final price does not change.

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Modifying Existing Reservations

1. How do I confirm my reservation?

Locate your package confirmation number (the number will end in H6) in the confirmation email that you received at the time of booking and contact Customer Care at 1-800-364-6002.

2. How do I make changes to or cancel my reservation?

Contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com to change a reservation.

3. Can I add passengers to a confirmed reservation?

You cannot add passengers to a confirmed reservation online. Please contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com.

4. Who do I contact if I need support or personal assistance?

Contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com if you need support or personal assistance.

5. What forms of identification do I need when I travel?

When you travel, you are required to provide identification to verify your identity, as well as that of any of your traveling companions. For domestic travel (inside the U.S.), you need to carry a non-expired government-issued photo ID (for example, a U.S. driver's license) that matches the name on the reservation. For U.S. citizens, during international travel, acceptable forms of proof of citizenship include:

- Valid passport
- Certified, state-issued (not hospital-issued) birth certificate with a raised seal and a government-issued photo ID
- Certified naturalization certificate and a government-issued photo ID

Note: Due to rapidly changing travel requirements, please contact your local U.S. Passport office for the most recent updates. Married or divorced individuals traveling under any name other than that printed on their travel documentation must supply a marriage license and/or divorce decree (a copy is acceptable). In addition, special requirements apply to children traveling with only one parent or without parents.

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Issues, errors & general support

1. I was in the middle of confirming a reservation when my computer froze. What should I do now?

If the reservation confirmation screen did not appear before you were disconnected, then the website probably did not have an opportunity to complete your reservation. To verify this, contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com.

2. I did not receive a confirmation e-mail; what should I do?

You will receive an email confirmation within 24 hours of purchase. If you did not receive an email confirmation within that time frame, please check your junk/spam email folder. You can also contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com.

3. How do I report errors?

Contact Customer Care at 1-800-364-6002 or customerservice@hyatttravel.com. When reporting an error, include the error message you received and the reservation information.

4. Where can I find your Terms and Conditions?

You can click **Terms & Conditions** on the bottom of any screen to review Hyatt Travel Packages' terms and conditions about your package.

5. Will my email address be used for marketing purposes?

No. Your email address will only be used to communicate with you regarding your upcoming trip, and provide your e-travel confirmation.

Previous Answer: When you submit your email address to us, it may be added to our mailing list or sold to our third-party affiliates.

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