



**Q: Will all current bookings be honored?**

A: Yes. All current GOGO FIT and Group bookings will be serviced and supported throughout the lifecycle of the booking.

**Q: How will FIT bookings with no deposit be handled?**

A: GOGO now requires a deposit of \$100 per adult on all confirmed bookings. This deposit must be applied to all current bookings where no payments have been received no later than March 15, 2024. Failure to make a deposit by March 15, 2024, will result in the cancellation of the booking.

**Q: Is the deposit refundable?**

A: GOGO does not charge a cancellation fee. Providing there are no supplier penalties at the time of cancellation that would require use of the funds, the deposit is fully refundable.

**Q: My booking has money on it, but it's less than \$100 per adult or has payment for air tickets only. Do I need to add additional monies?**

A: No. As long as there are funds on the booking, you don't need to add any additional payments. The \$100 per adult deposit is required on any booking where no monies have been collected.

**Q: Who do I contact for assistance with existing FIT bookings?**

A: All FIT bookings can continue to be maintained or cancelled in Helio. For additional support, you can chat through Helio Knowledge Hub, email: [onlinesupport@gogowwv.com](mailto:onlinesupport@gogowwv.com) or call 888-567-0600 and select prompt "2".

**Q: Who do I contact for assistance with existing Group bookings?**

A: All Group bookings can continue to be maintained in Softrip. For additional assistance, you can call 888-567-0600 and select prompt "4" or email [groupservice@gogowwv.com](mailto:groupservice@gogowwv.com) for maintenance or [groupfinalization@gogowwv.com](mailto:groupfinalization@gogowwv.com) for finalization after final payment.

**Q: What are your hours of operation?**

A: FIT booking support and maintenance and agent in destination support is available 24/7/365. Group booking maintenance and finalization is available Monday through Friday from 9am to 5:30pm ET.

**Q: Can I continue to maintain my booking in Helio?**

A: Yes. You can continue to make payments, add flight details, and print documents in Helio. To make a revision to a component in Helio or for air ticket exchanges, please use chat through Helio Knowledge Hub, email [onlinesupport@gogowwv.com](mailto:onlinesupport@gogowwv.com) or call 888-567-0600 and select prompt "2".

**Q: Can I modify my booking in Helio?**

A: No. Please contact us via chat through Helio Knowledge Hub, email [onlinesupport@gogowwv.com](mailto:onlinesupport@gogowwv.com) or call 888-567-0600 and select prompt "2" to make a revision to a component in Helio or for air ticket exchanges.

**Q: Am I able to make a new booking or confirm a pending quote?**

A: No. GOGO is no longer accepting new FIT or Group bookings. The Helio dashboard has been updated and you will notice the options to make a quote or new booking have been removed. In addition, the option to convert a quote has been removed from the booking summary. All current bookings remain in good standing and will be serviced through the lifecycle of the booking.

**Q: Am I able to add a new component to an existing FIT booking?**

A: Yes, you can modify your existing booking to include a new component such as a transfer or sightseeing activity, change a room category or make a change in hotels by contacting us directly. Please use chat through Helio Knowledge Hub, email [onlinesupport@gogowwv.com](mailto:onlinesupport@gogowwv.com) or call 888-567-0600 and select prompt "2" for assistance.



**Q: Can I cancel my booking?**

A: Yes. If you choose to cancel your booking any applicable supplier cancellation penalties will apply.

**Q: How can I cancel my FIT booking?**

A: Cancellations can be done directly in Helio. For further assistance, you can chat through Helio Knowledge Hub, email [onlinesupport@gogowwwv.com](mailto:onlinesupport@gogowwwv.com) or call 888-567-0600 and select prompt "2".

**Q: How can I cancel my Group booking?**

A: Please contact the Groups team by calling 888-567-0600 and select prompt "4" or email [groupservice@gogowwwv.com](mailto:groupservice@gogowwwv.com).

**Q: Can I cancel the land portion of my booking and keep the air intact?**

A: Yes. GOGO will continue to service and maintain the air PNR.

**Q: If I have access to my own GDS, can the air PNR be released to my agency?**

A: No. GOGO cannot release the PNR to another agency.

**Q: Can I receive a refund for Trip Secure if I cancel my booking outside of any penalties?**

A: No. Trip Secure is nonrefundable at the time of purchase and will not be refunded due to cancellation.

**Q: Can I still add Allianz insurance to my client's FIT booking?**

A: Allianz World Travel Protect and World Travel Protect Cancel Anytime plans can still be quoted and added to FIT bookings through April 30, 2024, based on booking eligibility and per policy terms & conditions. Effective May 1, 2024, GOGO will no longer offer travel insurance products on FIT bookings.

**Q: Can I still add Allianz insurance to my Group booking?**

A: Yes. Allianz World Travel Protect and World Travel Protect Cancel Anytime plans can still be quoted and added to existing group bookings, based on booking eligibility and per policy terms & conditions.

**Q: Can I still add Trip Secure to my client's booking?**

A: No. Trip Secure is no longer available for purchase.

**Q: My client purchased Trip Secure Credit and needs to cancel and file a claim. Will they still receive an FTC?**

A: No. GOGO will no longer be issuing Future Travel Credits. All customers who file a claim under the Trip Secure Credit policy will receive a refund to the original form of payment for any non-refundable cancellation penalties.

**Q: Who can I contact to complete a Trip Secure claim?**

A: Please call 888-567-0600 and select prompt "5" for FIT bookings and prompt "4" for Group bookings for assistance with filing a claim.

**Q: What happens to my client's Future Travel Credit?**

A: GOGO will provide a refund for valid non-expired Future Travel Credits. Please contact us at 888-567-0600 and select prompt "5" to request a refund of the valid FTC. All refund requests must be submitted by March 29, 2024.

**Q: Am I able to apply a price match to my booking?**

A: No. GOGO no longer accepts price matches.

**Q: Will I still receive commission on my existing bookings?**

A: Yes. Commission will continue to be paid at time of departure. FIT commissions are paid weekly, and group commissions are paid bi-weekly.



**Q: Who can I contact for a commission payment issue?**

A: Please email [commissiondirect@us.flightcentre.com](mailto:commissiondirect@us.flightcentre.com) for any commission payment related questions or discrepancies.

**Q: Will GOGO still offer In Destination after hours support to my client?**

A: Yes. Should your customer need assistance while in destination, the After Hours team is available to help Monday through Thursday from 7pm ET to 9am ET and Fri 7pm ET through Monday 9am ET. They can be reached by calling: 877-901-4646 or 201-746-4396.

**Q: Will I still have access through a 3<sup>rd</sup> party documentation tool to import my GOGO booking?**

A: Yes. You can continue to use your 3<sup>rd</sup> party documentation tool until further notice.

**Q: I no longer have access to Helio. Who can I contact to reset my password?**

A: Please call 888-567-0600 and press prompt "5" for assistance.