

## Vacations for Vets FAQs

Q: How close to my vacation can I cancel?

A: We understand that unforeseen things arise, therefore you can cancel up to the day before travel. However, 2-3 weeks' notice would be preferred. If you are planning to rebook your vacation, the more advanced notice the better in order to ensure we can get you your choice.

Q: How many people can I bring? And who can come with me?

A: Depending on the resort that you request, you can have a maximum of 8 people. There are no restrictions on who can accompany you.

Q: Are you able to check when a specific resort is available for me?

A: Since Shell Vacations is responsible for all bookings, we are unable to see what resort is available and when. If you want a specific resort, your best option is to provide us with a date range as opposed to a specific week.

Q: If I cancel can I rebook for a later date?

A: As long as the date is within the same calendar year you have the ability to rebook. Since points are allocated per year (ie 2018), your spot has been allocated to that year, and therefore rebooking also needs to remain within that year.

Q: If I cancel and can't travel this year do I automatically get put on the list for next year?

A: With the recent changes to the application process, if you are given one of the regular 52 spots and have to cancel, and are unable to rebook for later in the year, you will be placed at the bottom of the waitlist. At the end of the year, those on the waitlist that have not received a spot will automatically be moved to the regular list for the following year. This will ensure that everyone will receive a vacation before they have to apply again.

Q: Once I submit my dates and locations, can I change them if needed?

A: Yes, if you want to change anything about your request please contact the program manager and they will make the adjustments for you. Please do not contact the hotel directly as they simply hold the booking for us. Please email [vacationsforvets@cfmws.com](mailto:vacationsforvets@cfmws.com) to contact the program manager.

Q: Can I change my date and locations even after I have received a confirmation?

A: Yes, we do our best to accommodate all requests. However, if the change is requested closer to your travel date, there is no guarantee that the same resort, or the new dates will be available.

Q: What is the best way to get my first choice?

A: Since bookings can only take place based on donated points from the various resorts, being able to provide a date range (ie Anytime between February 15 and April 15) as opposed to a specific week (January 5 – January 12) will give Shell Vacations a better chance of booking your first choice. However, there is still no guarantee you will be given your first choice.

Q: How many spots are available for each travel year?

A: We are allocated 52 spots each year from timeshare owners donating their points or weeks that they will not be using.

Q: Is there a waitlist if I don't get one of the 52 spots?

A: Yes, we generally accept an additional 40-50 applications to be put on the waitlist (the waitlist is also organized based on when applications are received.)

Q: How many people usually cancel and get offered vacations from the waitlist?

A: We average 8-10 cancellations each year from the regular list that we offer to the waitlist.

Q: When will I find out what dates and resort I get?

A: Shell Vacations is only able to start bookings 9 months out from your requested dates (ie if you request to travel in February 2020, the request cannot be sent before June 2019). Once the dates are within the 9-month window, the program manager will contact you again to re-confirm the dates and locations you originally requested. This will limit the request for cancellations and rebookings.

Q: Are there any additional charges that I have to be aware of?

A: For those travelling to Hawaii, there is a nightly tax rate that you are responsible for paying. Charges vary depending on unit size and resort. Relevant charge will be provided with your confirmation. You can also see them [here](#) (hyperlink to table)

Q: I can't find the application form anywhere on the website, are you able to send me one?

A: Applications are now ONLY accepted through the online application form on the Support Our Troops website. If the link is no longer available on the site, this means the lists are full and the application period has closed.

Q: My reservation only says that there are adults booked but I'm travelling with my kids. Are they on the reservation?

A: Yes, Shell Vacations only indicated the number of adults on the confirmation, but if your children were listed they are booked with you.

