

- How do I book packaged rates in HELiO?
 - Click on the “Create Itinerary” button located in the icons at the top of your Dashboard add desired components in actual traveling order. You must include a flight component if you wish to receive a packaged land rate.
- Can I find packaged rates in the Shopping Cart flow?
 - While packaged rates are not available when using Shopping Cart, you may find them when assembling your booking using the Create Itinerary flow.
- How do I revise a current reservation with flights previously booked through HELiO?
 - Please [Contact Us](#) and one of our experienced consultants will be happy to assist with any modifications or revisions involving air-inclusive packaged rates.
- What if I am unable to find my preferred flights when searching for my package?
 - While HELiO has a robust offering of flight options, we do understand there are some carriers and fares that may not always pull through. Please feel free to [Contact Us](#) and one of our experienced consultants can assist with adding your requested flights if available with GOGO.
- Am I able to modify a rate that was previously booked as a package rate, but did not have flight components attached?
 - No, you must cancel and rebook the hotel component and rates would be subject to current pricing and availability.
- How can I tell the difference between an air-inclusive packaged rate, and a land-only rate?
 - Hotels that have air required packaged rates have an airplane icon. Within the available room categories, the "Details" button will advise if a rate needs to be booked with air. There are also Advisory Notes that will remind you if you have utilized an Air Required Rate in your booking.
- How would I book air-inclusive package rates for future bookings where flights have not been released?
 - You must book the land-only rate in HELiO. Once flights are available to book and your clients are ready to move forward, you may reprice the booking as a package, but rates will be subject to current pricing and availability.
- What will happen if I have to cancel the air and I have booked an air-inclusive package rate?
 - Your booking will be subject to additional charges. If the air component is removed at any time after quote or booking, a 20% land only non-commissionable surcharge will be applied to the booking. Failure to pay the surcharge will result in a booking cancellation.