

- **How do I book packaged rates in HELiO?**
 - Click on the blue “Create Itinerary” button located in the icons at the top of your Dashboard and 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?**
 - You may select the option to “Load more flights” or “More times” on specific flights. If the requested flights are still not populating in your search, please feel free to [Contact Us](#) and one of our experienced consultants can assist.
- **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.
 - Once the packages reaches a Quote or Definite status, informational banners will appear at the top of the Booking Summary page, on the Hotel component, as well as when any cancellations or modifications are attempted.
- **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?**
 - Removing a flight component from a booking including a packaged rate is not permitted and will result in an additional 20% land only non-commissionable surcharge applied to the booking. Failure to pay the surcharge will result in a booking cancellation.