



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: 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: 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 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 for maintenance or 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 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 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 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@gogowwv.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@gogowwv.com.

GOGO
VACATIONS
FAQ's

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: No GOGO no longer offers 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: Trip Secure can be added to new child bookings within an existing group. Trip Secure is no longer available for purchase on FIT bookings.

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: How do I file a Trip Secure claim?

A: Click [here](#) to access the claim form. You can also find the link to the claim form on the GOGO [website](#).

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 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 3rd party documentation tool to import my GOGO booking?

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

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

A: Please email Online Support (onlinesupport@gogowww.com) to request a password reset.