

Vacation Travel Packages



The Office of the
Minnesota Attorney General
helping people afford their lives and live with dignity, safety, and respect

The Minnesota Attorney General's Office urges consumers to safeguard themselves from deceptive vacation packages. Although many legitimate packages exist, misleading vacation packages can coax consumers into an experience far below their expectations.

If you have purchased or plan to purchase a vacation getaway, consider the following tips before you purchase or leave:

Buy Your Vacation Travel Package From a Business You Know

If you're not familiar with a company, check it out. Get its complete name, address and phone number. Several travel organizations belong to professional associations, including the American Society of Travel Agents, which has over 300 members in Minnesota, the National Tour Association, and the United States Tour Operators Association.

Beware of "You've Won a Prize" Solicitations

Businesses may call or fax you unannounced notices offering "deals" that sound too good to be true. Make sure you understand all the terms and conditions before you accept any prize.

Watch Out for Hidden Costs

These "deals" often contain hidden costs, or the company may not be telling you that you must attend a sales presentation to qualify for the trip or discount.

Avoid Immediate and Rushed Payments

If a company is trying to rush you, they may be trying to scam you before you have enough time to think about it.

Verify Arrangements With Your Travel Agent Before You Pay

Get everything in writing and consider whether you want cancellation insurance. Make sure to get names, addresses, and telephone numbers for accommodations, airlines, and cruise ships you will be using. The bottom line is to verify everything before you pay.

Consider Using a Credit Card to Make Your Purchase

If you don't get what you paid for, you may be able to dispute the charges with the card issuer.

Be Aware of the Terms

Read the fine print and watch out for travel opportunities that are "subject to availability" or can't be used during the holidays or peak seasons.

Resources

If you feel that you have been the victim of a deceptive travel package, you may contact the following agencies:

Office of Minnesota Attorney General Keith Ellison

445 Minnesota Street, Suite 1400
St. Paul, MN 55101
(651) 296-3353 (Twin Cities Calling Area)
(800) 657-3787 (Outside the Twin Cities)
(800) 627-3529 (Minnesota Relay)
www.ag.state.mn.us

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue NW
Washington, D.C. 20580
(877) 382-4357
TTY: (866) 653-4261
www.consumer.ftc.gov

American Society of Travel Agents

Consumer Affairs Department
675 N. Washington Street, Suite 490
Alexandria, VA 22314
(703) 739-2782 or (800) 275-2782
www.asta.org

National Tour Association

101 Prosperous Place, Suite 350
Lexington, KY 40509
(800) 682-8886
www.ntaonline.com

United States Tour Operators Association

345 Seventh Avenue, Suite 1801
New York, NY 10001
(212) 599-6599
information@ustoa.com
www.ustoa.com

**Better Business Bureau
of Minnesota and North Dakota**

220 South River Ridge Circle
Burnsville, MN 55337
(651) 699-1111 or (800) 646-6222
www.bbb.org/minnesota