

Winspire Travel FAQs

How do you determine the Bid Price for each Experience?

Because of the constantly fluctuating prices of travel, we have found the most consistent way to value our items is to use tariff rates for airfare, rack rates for hotel rooms and brochure rates for cruises. These are the highest values for which the room or airfare could be booked. Other components are valued individually, and the total value is calculated. If any component of an item is not readily accessible or available to the public, the package is valued as priceless. This pricing method allows Winspire to offer the most flexible travel options to ensure the best Winning Bidder experience.

What is a Booking Voucher?

The Booking Voucher is what the Winning Bidder needs in order to redeem their Experience. Only after Winspire has received payment for all the Experiences sold at your event will Booking Vouchers become available.

How soon after the event can Winning Bidders book their Experience?

A Booking Voucher will become available within 1 week of receiving payment from your Nonprofit. The Winning Bidder's name and email address is also required to be able to deliver the voucher. Once a Winning Bidder receives their Booking Voucher, they can immediately begin the redemption process. Our experiences do need to be booked at least 60 days prior to the requested travel date.

How long are trips valid?

Most of our Experiences are valid for at least one year from the event date as stated in the full package description.

How do Winning Bidders redeem their Experiences?

All of our Experiences include a Winspire Booking & Concierge Service. Winning Bidders simply follow the redemption process directions outlined on the Booking Voucher and one of our travel professionals will take it from there, handling reservations and booking the Experience from start to finish.

What is the Winspire Booking & Concierge Service?

Winspire provides a team of seasoned travel professionals that will help you redeem your once-in-a-lifetime Experience. We take care of all travel related details, handling reservations for every part of your Winspire trip. We operate as a full-service travel

agency, able to assist with additional hotel nights, airfare upgrades, or adding extra people to your Experience. In addition, our Concierge Service gives you an established network of onsite contacts for each Experience who can help you book additional excursions, activities and sightseeing tours.

Can my Winning Bidder change details of the Experience after the event?

Of course! Our team of travel professionals acts as a fully functional travel agency, able to accommodate requests from the Winning Bidder. We can upgrade air and rooms (depending on the property), add additional nights and flights, and even book excursions and sightseeing tours.

I won a trip at a recent fundraising event, how do I book it?

You will receive an email voucher from the non-profit you purchased the trip from with a unique trip ID number and link to our redemption site. If you do not yet have an email voucher we recommend you first follow-up with the non-profit. If you need further assistance feel free to contact our office.

I have my voucher, how to I begin the booking process?

The first step in getting the booking process started is to submit your information and date request on the redemption site.

How does the booking process work once I submit my information?

Here is what you can expect once your information is submitted:

- One of our booking agents will be assigned your trip and personally contact you within the next 7 days.
 - Availability will be checked and reservations held for your requested dates (*turn-around time varies by trip / experience*).
 - You will have the ability to bring up any other requests or questions you have regarding the trip.
 - Our agent will ask for your approval before finalizing any reservations.
 - Have an amazing experience!
-

Does my trip have an expiration date?

Your trip must be redeemed within one year from the non-profit event date when it was purchased. Travel may take place beyond the one year mark as long as the trip is redeemed within one year.

EXTRAS & ADD-ONS

Can I add extra nights to the trip?

Yes, our agents can assist with this during the booking process. Please include specific details for your request in the “comments” section when completing the redemption form.

Can I bring additional people on the trip?

Yes, with a majority of our trips and experiences additional people can be added. Our agents can assist with this during the booking process. Please include specific details for your request in the “comments” section when completing the redemption form.
