Refund Protect – Business Case Study

Product Details

'Refund Protect' is a white-label API which goes into the booking flow where customers can opt-in for the service and in case of cancellation Protect Group provides a 100% to our customers and *[Travel Agent Name]* retains the original booking amount as an added revenue.

Benefits For End Customer

- Quick & direct refunds within 24-48 hrs
- 100% transaction is refunded including booking fees and any extras in the package
- Broadest set of included refund reasons in the market
- Increased confidence when purchasing advance bookings

Also 75% of their refunds are done by the AI at an average time of 4hrs.

Commercial Benefits for *[Travel Agent Name]*

[Travel Agent Name] will earn the markup amount on Refund Protect in addition to Total booking amount retained in case of cancellation by a customer.

Example: How it works example of a single booking made with Refund Protect:

- Bookings value - **$10,000**
- Refundable booking upgrade tick - 10% (Supports last minute cancellations & no-shows due to broadest emergencies)
- Total booking value - **$11,000** - (This is the total amount coming directly to *[Travel Agent Name]* account as a normal booking process paid by the customer)

When a booking is cancelled - Customer will click on Protect Magic link (added in the ticket) for the refund application to avail a refund - Protect group will refund the total amount to the end consumer after a successful refund application - 100% - **$11,000** (Within 24-48 Hrs.).

- To secure the liability of safeguarding the booking, Protect will invoice *[Travel Agent Name]* for **6% = $600** at the end of each month.

- *[Travel Agent Name]* will be keeping the full booking amount **of $10,000 + Markup made 4% extra every time with this option**