



FAQ

Frequently Asked Questions

Frequently Asked Questions from Travel Agencies: anticipating concerns, facilitating sales

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Access & Registration

1. How do I access or register on the platform?

From the website's homepage, click on "Login" and then on "Create your account – Start" (if it is your first access) at the bottom left.

2. How does the registration process work?

You simply need to fill in the online form with the details of the person registering. Once registered, you will be able to make bookings.

3. Can I make a booking without registering?

No, registration is mandatory in order to book. You will be allowed to perform a search to build your itinerary, but at the end, if you want to book, you will be asked to log in or register.

4. Is there a registration fee or a cost to use the platform?

No, registration is free of charges.

Services and products types 1/2

1. Which services can I book?

It is possible to book Mangia's Resorts and MClubs, flights, ferries, and car transfers. The car rental service will also be available soon.

2. Which destinations are available?

Sicily and Sardinia.

3. Is it possible to create tailor-made packages or itineraries?

Yes. Once you start searching for your trip, before booking you will have the chance to save the itinerary as an "Idea" or proceed with payment and booking. The "Idea" can be shared via e-mail, social media, or WhatsApp, or it can be viewed in the user profile under the section "My Ideas".

4. How does the multi-destination mode work?

With the multi-destination option you can combine several stops in a single package while viewing the interactive map of available cities and properties.

Services and products types 2/2

6. What types of transfers are available?

Both private car transfers and shared shuttle buses can be booked, from and to the airport and the property.

Important – Private transfer capacity and luggage handling:

When booking a private transfer, it is essential to consider the limited capacity of the vehicle. In the case of 3 or 4 passengers (adults or children), the trunk can hold a maximum of 2 large pieces of luggage.

We recommend checking in advance the luggage needs of customers and, if necessary, opting for a larger vehicle, such as the shared shuttle bus, to ensure comfort and safety during the transfer.

7. Transfer booking timeframes:

Transfers can be booked up to 13 days before arrival. After this date, it will not be possible to book vehicles through the website, so it will be necessary to send an e-mail to booking@mdestinations.com to request availability.

8. Is it possible to book excursions?

Not at the moment, but the feature is under development and will be available soon.

9. Are the resorts pet-friendly?

Yes, pets up to 10 kg are allowed. It is recommended to check any additional costs directly with the property.

Flights and Baggage Fares 1/2

1. **Why does the flight show only the included small bag?**

To simplify the initial display, all flights are shown with the base fare, which includes only the small personal bag (e.g., small backpack or handbag that can be placed under the seat). Starting from this base, it is possible to customise the trip by adding baggage or extra services.

2. **How can I select a flight with a cabin bag or checked baggage included?**

Once you click on “Select fare”, a screen will open with the different fare options for that flight. Just choose the one most suitable for your trip and continue.

3. **And what if it only says “Select” and the fare choices do not appear?**

Some low-cost airlines do not allow other fares to be selected when choosing the flight. But no problem: the flight will still be booked with the base fare (small personal item only), but you will be able to add checked baggage later, when entering passenger details. The system will show you the cost of baggage for the outbound and return flight, and the total price of the package will update automatically.

Flights and Baggage Fares 2/2

4. And what if I am unable to add baggage even during the passenger details stage?

In rare cases, some airlines do not allow baggage to be added during the package booking process. No need to worry! In these cases, it is possible to purchase baggage directly on the airline's website, using the flight PNR (booking code). You will find the PNR inside the travel voucher or in the digital brochure you will receive once the package booking is completed.

5. Why Can't I find flights when I search by airport?

The search system does not work using the airport code or airport name, but by city name (preferably the main city or the nearest provincial capital). Correct example: Search for "Milan" (not "Linate" or "Malpensa"). Example to avoid: entering directly "LIN" or "MXP". By searching by city, the system will return all available options to/from that city, including all connected airports, ensuring more results and a wider selection.

6. what happens if my flight is cancelled?

If your flight is cancelled, the airline will send you an e-mail with the information needed to change dates or receive a refund. You can log into the airline's customer area and make any changes directly from there.

If the flight is cancelled at the last minute and you are not given any modification option, or the alternative flight offered does not allow you to enjoy the holiday as planned, you may contact the insurance directly for a refund.

Payments and Costs

1. Which payment methods are accepted?

Credit or debit card via Stripe portal.

2. Is it possible to pay for the booking in instalments?

Yes. When you are about to finalise the booking, you can choose whether to pay immediately with Stripe or use the instalment payment method with ScalaPay. The system will allow you to choose between three or four instalments and complete the payment directly on the ScalaPay portal.

3. Why do I need to pay for the booking immediately even if I selected free cancellation?

The platform requires full payment of the stay, and in the case of a booking with free cancellation, once cancellation is requested, we will refund the total amount paid for the unused service.

4. What are the refund policies?

The refund will be made to the same card used for payment.

Booking Managements and Support

1. Is technical support and customer assistance provided?

Yes. The team is active from Monday to Friday, from 9:00 to 18:00.

2. How does cancellation or modification of a booking work?

Each service has its own dedicated policy. You cannot modify or cancel the booking on your own: you must open a ticket using the proper form in the user profile area (“My Bookings”) on the website or contact assistance directly.

3. How can I contact customer assistance?

By sending an e-mail to **info@mdestinations.com** for technical assistance and general information; for bookings and questions about the properties via e-mail **booking@mdestinations.com** or by calling **+39 091 7434270**. Alternatively, for general questions and information, you can contact us on WhatsApp with a message to **+39 334 6635529**.

Insurance 1/3

1. What type of insurance coverage is included with bookings made through MDestinations.com? Is it mandatory or optional for travelers?

MDestinations provides a mandatory, non-refundable BeSafe insurance policy for bookings flights + hotels. The insurance coverage is automatically included in the booking.

2. What exactly does the BeSafe policy cover (e.g., cancellation, medical expenses, lost luggage)?

The BeSafe policy offers several coverages, including:

Cancellation Guarantee: Refund of up to 100% of the amount paid in case of cancellation due to unforeseen events such as illness (including hospitalization of just 1 day), convalescence, injury, or death. All cancellations not related to health reasons that require hospitalization (e.g., vacation cancellations, etc.) are subject to a 15% deductible.

Assistance during the stay: Coverage of medical expenses and medication in case of injury or illness, reimbursement guarantee in case of theft or non-delivery of luggage, on-site roadside assistance, and coverage of accommodation expenses in case of forced stay in the city of the trip.

Trip cancellation for multiple documented reasons, including:

- Illness (including pets such as dogs/cats);
- Injury;
- Vacation revocation;
- Unexpected work commitments;
- Serious damage to the home;
- Acts of terrorism;
- Death of the insured or family members/travel companions;
- Any objectively documentable reason that prevents the trip.

Arrival delay: Coverage of the cost of the **first night** (up to €100 per person / max €250) if the traveler is unable to reach the accommodation due to documentable reasons (car breakdown, natural events, etc.).

3. What happens in case of overbooking, flight cancellation, or rescheduling by the airline?

The airline reimburses the ticket to the customer.

If the event makes it impossible for the customer to use the other services included in the package within the originally scheduled timeframe, the customer has the option to:

- Cancel the entire package and be reimbursed 85%.
- Find an alternative that allows partial use of the package (for example, depart on a later flight independently booked, with the support of the agent and/or MDestinations), with the possibility to receive a refund for unused services as covered under the "arrival delay" case.

Important: Refunds are issued only if the flight is cancelled and the airline does not offer alternatives. If the airline offers valid alternatives and the customer refuses, no refund will be issued.

4. How is a claim handled? Does the agency intervene or does the customer take care of it directly? How much time does the customer have to report the claim?

In case of a claim, the insured must report the event to the insurance company within 30 days, providing all necessary documents. The management of the claim is the customer's responsibility, who must submit the claim and the required documentation directly to the insurance company through the digital channel provided by BeSafe.

Properly, the customer files the claim via the online portal and receives updates on the claim status via email and WhatsApp, if this channel was chosen. If approved, the settlement is made by bank transfer or, if the customer cannot or does not want to receive it, through a voucher usable on over 300 online e-commerce platforms.

BeSafe also provides support through a specialized customer care team, both for information about the insurance product and assistance in managing the claim.

5. Is it possible to obtain a copy of the full insurance policy to show the customer before booking?

Yes, it is possible to obtain a copy of the full policy and review the coverage details before booking. Once you have selected the various services and created your itinerary, just before reaching the payment method section at the bottom, you will see the included policy. There, you can click on “more details” and download the PDF of the policy.

6. How long does it take to process the claim and refund?

BeSafe guarantees the processing of refunds within just 7 days for any objectively documentable cause. The 7-day period starts from the complete receipt of all required documentation. If the customer uses the online portal to file the claim, the process is guided and simplified, allowing—in 90% of cases—the claim to be opened already accompanied by all necessary documents, significantly speeding up the refund process.



MDestinations

Design, customize and book your ideal trip!