

DreamTrips Website FAQs

Q: Can a DreamTrips Membership™ be in more than one person's name or in a business name?

A: We're a travel community made up of some pretty amazing individuals like you, and that's one of our strengths. So we require every membership to be in the name of one person. This means we can't accept membership applications in multiple names or the names of partnerships, trusts or business entities.

Q: When do new DreamTrips get posted for booking?

A: Every Friday we launch new and unbelievable DreamTrips at [DreamTrips.com](https://www.dreamtrips.com). If you're a Platinum Member, you get a sneak peek a day early! Visit [DreamTrips.com](https://www.dreamtrips.com) or follow us on [Facebook](#), [Google+](#) and [Twitter](#) for more up-to-the-minute information when these DreamTrips launch.

Q: How do I book a DreamTrip?

A: Booking a DreamTrip is easy. The challenge is deciding which amazing trip to take! After you log in to your account at [DreamTrips.com](https://www.dreamtrips.com), choose **Browse Experiences** and click on **DreamTrips**. Either check out everything or enter search features then click **Update Results**. When you've found the perfect DreamTrip, click on it and use the tabs to check out all the trip details and policies, especially "What's Included" that covers all the amazing DreamTrips extras. Select **Book It**, then follow the prompts. You'll be traveling in no time.

Q: As a DreamTrips Member, who can I bring with me on my DreamTrip?

A: You may have many great friends and family members, which is terrific, but you'll have to decide who joins you on a DreamTrip because we do have some limits. A maximum of two (2) adults aged 18 or older may travel on a DreamTrip per booking provided at least one (1) adult on the booking is a member or is an adult aged 18 or older who resides in the same household as the member.

The booking terms also allow one room to be booked per adult on each DreamTrip, with pricing based on double occupancy per room. Some hotels, resorts or cruise operators require the adult in each room to be older than 18, so be sure to check out these details in each DreamTrip listing.

Q: I'd like to bring my children on a DreamTrip. What do I need to know?

A: First, be prepared to be voted coolest parents around! Oh, and other important information. You can bring your dependent children by paying the designated trip charge. Dependent children are those children who reside with you as their parent or legal guardian, are in school and 18 years of age or under. If you have children who are between 19 and 25 years of age, are not married, live with you as their legal parent or guardian and attend school, they're also considered dependent children. Additionally, a child who is permanently disabled, no matter what age, and is under your direct care as his/her parent or legal guardian, is considered your dependent and can join you on a DreamTrip.

The age range that defines who is considered a child may vary, depending on each hotel, cruise ship or country's policies. There may be other restrictions from the destination on the number of additional people in each room and whether or not you can book an additional room for dependent children. So be sure to check these details in each DreamTrip listing before you book a trip. When in doubt, reach out to your DreamTrips vacation specialist. That's what we're here for!

Q: What is the minimum age requirement to go on a DreamTrip?

A: Each DreamTrip can be different so be sure to check the details in the DreamTrip listing before booking. Cruises require that you are age 21 or older to have your own cabin. If you're under 21, there must be a person age 25 or older in the cabin with you. With most land packages, you must be age 18 or older to have your own room. Most of our DreamTrips will indicate if children younger than age 18 can come along, if they can participate in excursions or other tour activities, and the additional cost, if any, when they do.

Q: What is the maximum number of people who can occupy one room or cabin?

A: The more the merrier we say! But, it's not always up to us and many hotels and cruise lines have a maximum occupancy of four (4) guests per room. If there are more than four guests in your party (for example, two [2] adults and three [3] children), you may be required to book a second room. However, both rooms would be booked at the same per-person rate. Be sure to ask for adjoining rooms to see if they're available.

You can also request an additional room for dependent children under the age of 18 years not sharing accommodations with you as the adult guest, but we can't guarantee another room will be available. Understandably, additional rooms will be subject to additional charges which may vary.

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Q: If I want to add extra days or nights to my DreamTrip, can I stay longer than the dates of my trip?

A: If you're having a blast, why not stay a little longer? Extending your DreamTrip depends on availability of the destination location. Just contact your DreamTrips vacation specialist to see about adding days at the beginning or extending your stay so you can continue that remarkable experience. The room rate will reflect rates available at the hotel or resort at the time you add to your stay, so the cost for extra nights may vary from what you paid in your original booking.

Q: Can I upgrade my DreamTrips accommodations while at a resort or on a cruise?

A: If you want to indulge yourself, upgrading your DreamTrips accommodations is a great option, as long as space is available and you accept an upgrade charge, if one is required. You'll need to confirm the hotel or cruise line's rates at that time, which may vary from the rate when you made your original DreamTrip booking. As a DreamTrips Member, you may get to upgrade for less. This is one more thing your DreamTrips vacation specialist can help with, so contact them to discover the possibilities.

Q: When I looked at a DreamTrip I wanted to book, it had a specific price, but when I started booking the trip, the price changed. Why?

A: DreamTrips rates are based on two adults per room. If you are booking for just yourself, for example, or yourself and a child, the room rate will often be different even though the DreamTrips extras stay the same. You're still getting a terrific experience. Be sure to see the inclusions and check out everything the DreamTrip offers.

Q: Can I use DreamTrips Points from my friend or family member's account as payment for my DreamTrips booking?

A: It's great that others want to share with you, but DreamTrips Points are a member-only benefit. These points are personal to each member and can only be used by each member on the trips he or she books and travels on. Points can't be combined or transferred between memberships. But there are great ways to earn additional DreamTrips Points that you may not know about! Just ask your DreamTrips vacation specialist or check out the details on the Perks page when you're signed in at [DreamTrips.com](https://www.dreamtrips.com).

Q: I need help booking my airfare for my DreamTrip. Is that something DreamTrips can help me with?

A: Absolutely! You can search airfares and book them on your DreamTrips site. If you need help, click "Contact Us" at the top. You can use "Live Help," email or call!

Q: When booking a DreamTrip, can I use my nickname?

A: While "Pumpkin" may be a great nickname, the name you use to book your DreamTrip must be the same, full legal name used on your official government IDs, such as your driver's license or passport. The full legal names of other travelers in your party must also be used.

Q: What if I gave the incorrect name or spelling when booking a DreamTrip?

A: Let us know as soon as possible. The DreamTrip booking must be made in and show the member's full legal name. The full legal names of other travelers in your party must also be used. Our preferred travel vendor tells us no name changes can be made within 30 days of departure. There is typically a name change fee and you'll be responsible for that. These are reasons it is super-important that you provide correct information when booking.

Q: I need information about obtaining or renewing my passport. Where do I go?

A: You'll need to contact the government department that issues passports in your country. They're the experts who can help you. Be sure to contact them in advance so there's plenty of time to get your request processed before your DreamTrip dates. This isn't something DreamTrips can do for you; you'll have to take care of this yourself.

Q: Where can I find information about visa requirements for my DreamTrip?

A: Confirming visa requirements in other countries is another task you'll need to handle yourself. Each country's official government website should have information available about their tourism visa requirements, so you should be able to find the answers you need there.

Q: Do I need any vaccinations to go on my DreamTrip?

A: Maybe so, it really depends on the country you are visiting. To learn about foreign health requirements and possible health alerts, check the website of your destination country's government and consult with your healthcare provider. Again, this is your responsibility and we encourage you to take care of this early so you can travel safely and on time.

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Q: What if I have special dietary requirements?

A: Let us know about your dietary requirements, and we'll find out if the hotel, resort or cruise line can accommodate you. While many offer dietary options, it all depends on their meal policies. We'll do our best to help with these arrangements. Just let your DreamTrips vacation specialist know at least 60 days before you travel.

Q: What if I need wheelchair or disability assistance?

A: While many DreamTrips activities can accommodate travelers who require wheelchair or other disability assistance, some activities, tours or accommodations may have restrictions. Whenever it is available, we will confirm wheelchair or disability assistance for you, either setting it up for you or directing you to the resource that can assist. Just let your DreamTrips vacation specialist know at least 60 days before you travel.

Q: How much luggage may I bring on my DreamTrip?

A: Hey, if it fits, it goes, right? We don't mind, but each airline, cruise line and tour service may have rules around the amount of luggage that you may check or carry on, and even the maximum weight of a bag. So be sure to check with them online before you pack your entire shoe collection.

Q: Can you tell me any extra information about my safety and security during my DreamTrip?

A: Security information is constantly changing all around the world, so it's best to research this yourself regularly until you head out on your DreamTrip. No matter where your travels take you, we always recommend following basic safety habits. These include being aware of your surroundings, avoiding being alone at night in unfamiliar areas, leaving expensive jewelry at home and dressing appropriately in other countries to respect local cultural standards.

We'll advise you if we decide it's best to cancel a trip and, if we do, our [Terms and Conditions](#) will apply regarding refunds of your booking fees. If we have not notified you that a trip is canceled and you decide to cancel a booking on your own, you will be responsible for any booking fees based on our general DreamTrip cancellation terms and the trip's specific rules, which can be found on the trip's details page.

Q: How do I cancel a DreamTrip?

A: Who would, ever? But if you need to cancel, there's a cancellation policy in our booking terms that's included in your DreamTrips confirmation email and on the trip's detail page. Contact your DreamTrips vacation specialist as soon as possible if you need to change your travel plans.

Q: What if my question is not covered here?

A: We're here to make your next DreamTrip a great experience and will gladly answer any questions you may have. Simply log in to [DreamTrips.com](#), select **Contact Support** at the top and talk to a vacation specialist by clicking on **Live Help**, or choose **Email Support** and send us a message.

DREAMTRIPS™