



Frequently Asked Questions

What is All Points Travel?

All Points Travel is a full-service travel agency with two locations to serve you! We provide travel and tourism-related services to the military and DoD community, including attraction tickets, airline tickets, car rental, cruises, hotels, travel insurance, and vacation/travel packages.

Why should I go through All Points Travel versus an online travel site?

We have access to military-specific discounts for major attractions that are not offered on the internet or through other avenues. We also offer discounts on attractions in the local area. Additionally, any travel booked online that requires subsequent changes or modifications usually results in a great deal of your time being spent on the phone with a call center. If you book with All Points Travel, you would simply call us and we can assist you directly. Please note that any travel booked online is not accessible to us, so we unfortunately have no way to help you if something goes wrong. However, if you book through us, we have the capability to address issues that may arise.

Do you offer refunds?

All sales are final for attraction tickets and airfare. The refund policies for vacation/travel packages vary due to cancellation policies and insurance disclaimers.

Can attraction tickets listed on the All Points Travel web page be purchased online?

No, not at this time.

Can you send me tickets?

Yes! We ship tickets via FedEx; the cost is \$10. Proof of eligibility is required for this service. For more information, please contact one of our offices at 910-451-3535 or 910-449-6530.

Why do you not offer some attraction tickets?

All Points Travel makes an attempt to carry as many attraction tickets as possible. However, there are times that the vendor will give you a better discount at the gate with your military ID card. The tickets included on our price list are the most frequently requested and purchased. If there's a specific attraction you're looking for, just ask! We'll do what we can to assist you!

Do you help plan vacations?

Yes! Call or stop by to start the planning process. We'll need to know where you want to go, any interests or attractions you want to see, and the dates of travel. From there, we can begin building your customized vacation package!

Do I need an appointment to plan a vacation?

It's not necessary to make an appointment. However, scheduling an appointment in advance will ensure that we have an opportunity to do research prior to the meeting and that one of our travel agents is ready to assist you.

Where/how can I get a passport?

The closest Passport Acceptance Facility is downtown Jacksonville at City Hall. For requirements, fees, and application process, visit passports.state.gov.

What is the Armed Forces Vacation Club (AFVC)?

AFVC is a complimentary travel service for our military to have instant access to Space-A resort rentals worldwide. For more information, visit afvclub.com.

Do you accept the Military Star card?

Yes. Additionally, All Points Travel accepts MasterCard, Visa, Discover, American Express, debit cards, and cash.

Do you sell sporting event tickets?

Generally, we don't carry sporting event tickets, though we do have tickets for some of the NASCAR races. Occasionally we also receive promotional tickets to give away. For availability or specific information, please contact one of our offices.

Can DoD civilians utilize our services?

Yes, but there are tickets and/or services that are for military ID holders only. For specific information, please contact us.

Can you book airline tickets?

Yes. We have the ability to book all classes of airfare including one way, round trip, domestic, and international.

Can you book hotels and resorts?

Yes, we can book a hotel for one night or several nights.

Do you book cruises or all-inclusive packages?

Yes, we book both! You can enjoy up to a 40% military discount on cruises and up to a 50% military discount on all-inclusive packages (both subject to availability).