

E&I Members: Travel Guard, Business Travel Services Service Fee Structure

Account Name: Saint Lawrence University

Effective Date: May 1, 2011

SERVICE	FEE ASSESSED
ONLINE RESERVATIONS:	
Domestic airline reservation	\$8.00 per ticket
International airline reservation	\$8.00 per ticket
Rental car reservation (without airline ticket)	\$8.00 per reservation
Hotel reservation (without airline ticket)	\$8.00 per reservation
AGENT ASSISTED RESERVATIONS:	
Consulting fee (this fee will be assessed only if a reservations is not secured)	\$25.00 per call/email string
Domestic agent assisted airline reservation	\$35.00 per ticket
International agent assisted airline reservation	\$50.00 per ticket
Car rental reservation (without airline ticket)	\$35.00 per reservation
Hotel reservation (without airline ticket)	\$35.00 per reservation
GROUP RESERVATIONS:	
Request for proposal/quote (this charge will be applied towards the booking when booked or will be non-refundable if request is not secured)	\$100.00 per group
GROUP AIRLINE RESERVATIONS:	
	Definition of Group = a group of individuals traveling to/from the same destination, traveling on the same dates/time
Domestic groups of 10+ passengers	\$35.00 per person
International groups of 10+ passengers	\$50.00 per person
AIRLINE EXCHANGES/REFUNDS:	
Domestic airline reservations	\$35.00 per ticket
International airline reservations	\$50.00 per ticket
AFTER HOURS TRAVEL RESERVATION ASSISTANCE:	
	Hours: 7:00 p.m. to 7:00 a.m. (CST) Monday thru Friday, Saturday and Sunday. Holidays are also considered afterhours.
Assistance service	\$25.00 per call in addition to any additional service fees
ADDITIONAL ASSISTANCE ON EXISTING RESERVATION:	
(ex. seat change, frequent flyer upgrades, etc.)	\$25.00 per call (changes can be done through the online booking tool)
24/7 TRAVEL ASSISTANCE SERVICES:	
Emergency travel assistance	\$25.00 per call
Concierge services	\$45.00 per call
Worldwide travel assistance	\$45.00 per call
Travel medical assistance (in-depth medical assistance)	\$700.00 per case
MISCELLANEOUS SERVICES:	
Rail reservation	\$35.00 domestic / \$50.00 international per ticket
Paper ticket	\$25.00 per ticket
Visa/Passport assistance	\$50.00
Mileage or certificate ticket reservation	\$35.00 domestic / \$50.00 international per ticket

Travel is the second largest controllable expense for most organizations. So a corporation's travel policy – and the way it's managed – significantly impacts the bottom line. Travel Guard, Business Travel Services combines technology innovation and travel industry expertise to bring the best in online travel to travelers around the globe.