

American Express Travel Representative

BUSINESS TRAVEL SERVICES



**DAVISVILLE TRAVEL  
420 SECOND STREET  
DAVIS, CA 95616  
530-758-4510 916-448-1951 800-255-4567  
MONDAY - FRIDAY 8:30 TO 5:30**

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# Business Travel Reservation Handbook

*A Guide to Booking  
Business Travel Reservations  
For Travelers and Traveler Arrangers*

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# Getting Started

Now that you've joined forces with DAVISVILLE TRAVEL, an American Express Representative agency, making travel arrangements will become a great deal easier. However, starting off on the right foot is the key to a successful, long term working relationship. That means carefully following instructions to complete a few basic implementation steps, and becoming familiar with the many features and benefits of our business travel service.

## Your Company Profile

DAVISVILLE TRAVEL is working for you before you make your first call, because our counselors have already been trained in the unique rules and requirements of your company. This information, called the **Company Profile**, has already been entered into our computer and includes information on your company's approved billing method, delivery locations, and most important, your travel policy. This means that our counselors will always offer flight, hotel, and car rental options that are in compliance with policy and we'll always be able to confirm any special rates that your company has negotiated. We'll know in advance when travelers may fly first class, business class, or coach. We'll know that special rate at the hotel across the street from your field office. And we'll know what car rental agency offers your company the best rate. By keeping all this information on record, we'll save a lot of time on the phone and eliminate any problems that may arise during expense reporting due to travel policy violations.

## The Traveler's Profile

Just as your company has provided us with its operating requirements, so must you submit a traveler's profile. Our counselors will refer to the **Traveler's Profile** every time you call, so we'll already know details such as charge card numbers, seating preferences, airline or car club ID numbers, etc. Again, this will save you time on the phone and insure that you receive the services that you expect. Of course, all profile information is kept strictly confidential.

A **Traveler's Profile** should be completed for anyone who travels, even if it's only once a year. In completing the profile, accuracy is critical, as is thoroughness. If the traveler's preferences are too detailed to fit on our form, feel free to attach an additional sheet of paper.

## The profile is completed as follows:

**1 Name:** Enter the full name. Always enter the full name as it appears on a passport. This will avoid any problems that might occur during international travel if the name on the ticket does not match the name on the passport. The traveler's Employee ID is necessary to properly identify travelers on billing statements and management information reports. Instructions on your company's format for the ID code will be provided by your company's travel coordinator or agency representative. Names and numbers are essential so we may contact you with confirmations and changes.

**2 Business Information:** Company name, business phone and address, department and division, and, when appropriate, floor numbers are necessary so that we can deliver documents to the correct location and contact you whenever necessary. Information on whether tickets are to be charged to a corporate charge card or a company account will be provided by your company's travel coordinator or a DAVISVILLE TRAVEL agent representative. If your tickets are not charged to an individual corporate card, we will need a credit/charge card to guarantee your hotel reservations for late arrival.

**3 Travel Information:** This is your opportunity to relay information on travel preferences. Indicate seating preferences, special meal requests, club ID numbers, medical alerts, etc.

**4 Personal Information:** We need personal information to help us or an airline locate you in the event of any last minute schedule changes. Also, many customers ask us to record a personal charge card number so that personal travel expenses may be properly billed when requested.

**5. Authorization:** Each profile must be signed by the traveler and/or traveler arranger. You will be advised if your company requires an additional authorizing signature.





# DAVISVILLE TRAVEL Traveler Profile

Type or Print Clearly

Please Check One  New Profile

Profile Update (Enter your name, company name and revised info)

## Traveler Information

Full Name (First, Last)

Title:

Employee ID:

Company:

Division/Dept:

Business Address

City

State

Zip

Business Phone

Business Fax:

Email Address:

Cell Phone:

## Personal Information

Home Address

City

State

Zip

Home Phone

Emergency Contact:

Relationship:

Phone:

## Credit Card Info

All Business Air Tickets are charged to the following Credit Card:	Card Type	Account No:	Exp Date
My Personal Travel is charged to the following Credit Card:	Card Type	Account No:	Exp Date

## Airline Information

Frequent Flyer Numbers: List in order of Preference  
Please note, company preferences take priority

Airline:	No:	Airline	No:		
Airline:	No:	Airline:	No:		
Seating:	<input type="checkbox"/> NonSmoking	<input type="checkbox"/> Smoking	<input type="checkbox"/> Aisle	<input type="checkbox"/> Window	<input type="checkbox"/> Other

## Car Rental Information

Car Membership ID Numbers: List in order of Preference  
Please note, company preferences take priority

Car Co:	CD:	ID:	Car Co:	CD:	ID:
Car Co:	CD:	ID:	Car Co:	CD:	ID:

## Hotel Information

Frequent Guest Membership ID Numbers: List in order of Preference  
Please note, company preferences take priority

Hotel	CD:	ID:	Hotel:	CD:	ID:
Hotel:	CD:	ID:	Hotel:	CD:	ID:
	<input type="checkbox"/> Non Smoking	<input type="checkbox"/> Smoking	<input type="checkbox"/> Other		

## Passport / Visa Information

Passport No:	Name Exactly as it appears on Passport:	
Date of Birth	Country of Issue:	Exp Date:

I authorize charges to my credit card(s) for travel as requested.

X Signature of Traveler

Date

# Getting Started

## To Change or Add a Profile

From time to time it will be necessary to change a Traveler's Profile. For example, a transfer within the company often means that the Traveler's ID or department will change or marriage may involve a name change. When a new traveler joins your company, a new profile is required. Profile changes and additions may be handled simply by placing a call to Davisville travel. Changes to a charge card, however, must be made in writing.

Remember, submitting a completed profile to DAVISVILLE TRAVEL is essential for efficient service. The alternatives are long delays on the phone and unnecessary complications, particularly if the traveler needs to call the AFTER HOURS 24 Hour Emergency Service!

### What You Need to Know

The Company and Traveler's Profiles provide us with all we need to know to deliver a full range of services. In addition to information about these services, which are provided in this Handbook, the following details are noted in a Fact Sheet at the back of this guide for easy reference:

- DAVISVILLE TRAVEL 420 Second Street, Davis, CA 95616, Monday – Friday 8:30 to 5:30
- 530-758-4511, 916-448-1951, 800-255-4567
- After hours 24 Hour Emergency Service **800-350-5172 USE CODE AL0**

# Trip Planning

The most critical component in arranging travel is getting clear and accurate understanding of the travel requirements. If you provide all the necessary details up front, you can avoid time consuming revisions later on.

The first rule of trip planning is to Write Down the travel requirements. Some important points to clarify before you call DAVISVILLE TRAVEL are:

## Air Travel

- 1 Desired travel day and dates.
- 2 Departure city and airport In cities with multiple airports (such as Chicago with O'Hare and Midway), be sure to specify the desired airport.
3. Desired departure and/or arrival times. In order to be flexible on flight options (and potentially save money for your company), clarify which is more critical - the requested departure or arrival time.
4. Desired airline.
5. If the traveler will be flying with someone, request adjoining seats in advance.

## Accommodations

1. Preferred hotel or location (travelers are encouraged to use your company's preferred hotels or an American Express preferred hotel partner).
2. Desired in/out dates.
3. Designate an alternate hotel in case the first choice is sold out.
4. Specify any special requirements such as late check in/check out, meeting rooms, audio-visual equipment, etc.

## Car Rental

- 1 Specify where the rental car is to be picked up and returned.
- 2 Clarify the number of people who will be riding in the car to determine the appropriate size car to reserve.

Don't Delay... With your notes complete, call DAVISVILLE TRAVEL at once. The earlier you call, the better your chances of:

- Securing the lowest logical airfare
- Confirming the most convenient flight
- Getting priority ranking on waitlists
- Confirming your first choice hotel

# Reservations

## Trip Record

Be sure to accurately record confirmations provided by the travel counselor. Accurately recording this information is essential because it's the only written record you'll have until the itinerary is delivered. Reviewing arrangements, making changes and checking the accuracy of documents become complicated endeavors if you don't maintain accurate notes.

## Telephone Tips

DAVISVILLE TRAVEL reservation phone numbers provided in this Handbook are answered by a team of counselors specially trained in the requirements of your company. Any counselor answering these phones is capable of handling your request. Although it's natural to develop a "favorite counselor" over time, such requests often result in the need for a call-back, or your having to wait 'on hold'. To avoid unnecessary delays, always book with the answering counselor.

When a counselor comes on the line, please give:

- 1 Your name
- 2 Your company's name
- 3 The traveler's name (if different than yours)
- 4 State that *"This is a new booking"* or *"This is a change"*

At this time, you should also record the travel counselor's name and the date in your notes.

### Interactive Travel

The increasing popularity of Interactive Travel has had a dramatic impact on the travel industry. Access to travel information from a personal computer in the office or on the road has provided a much-anticipated solution for many travelers.

DAVISVILLE TRAVEL offers an on-line booking system that enables travelers to make airline, car and hotel reservations on their personal computers in real time, in complete accordance with corporate travel policy, 24 hours a day, 7 days a week. With a click of the mouse, travelers may access comprehensive information such as lowest fares, seat maps, meal options, on time arrival information, hotel amenities and directions. Plus, our counselors have the ability to easily retrieve the traveler's record in order to provide support with a difficult request or unusual

## Airline Reservations

Because your travel counselor will be entering all information you provide into a computer, it will save time if you state the information in the proper order. In order, please provide the following.

- 1 Day and date of travel
- 2 Departure city and airport
- 3 Arrival city and airport
- 4 Desired departure and/or arrival time
- 5 Any special requirements

Your travel counselor will then offer the best available flight consistent with your company's travel policy. If this is acceptable, advise the agent to confirm. The counselor will recap flight data, which you should enter in your notes. Now go on to any additional flights. As a final step, seat assignments will be confirmed whenever possible.

## Hotel Reservations

When the air section of the itinerary is complete, you are ready to move on to hotels. It's important to note that, unlike air seats, hotel rooms cannot always be confirmed over the phone. Your counselor will advise you whether accommodations are confirmed or "on request." To book a hotel, please provide:

- 1 Name of requested hotel and city
- 2 Arrival/Departure dates
- 3 Type of room (single, double, suite)
- 4 Any special requirements (non-smoking room, king bed, etc.)

Or

- 1 The type of hotel (first class, deluxe) and desired location. Remember to use your company's preferred hotels or DAVISVILLE TRAVEL American Express Preferred Hotels whenever possible!



# Reservations

## A Word About Hotel Guarantees. . .



Hotel reservations are often guaranteed for late arrival by DAVISVILLE TRAVEL on behalf of the traveler. Because a commitment to pay for that room has been made, the hotel will not sell the room under any circumstances. If for any reason, a trip is canceled or the traveler's itinerary changes, it is the responsibility of the traveler to advise either DAVISVILLE TRAVEL or the 24-hour Emergency Service or the hotel directly by the cancellation note on your itinerary time of the hotel to prevent a one night no-show penalty from being charged to the traveler.

If the reservation is canceled directly with the hotel:

- Secure either a cancellation number or the full name of the hotel employee with whom you cancelled the reservation.
- Note the date and time of the cancellation.

## Car Rentals

Most car rentals can be confirmed while you are on the phone. Remember that the travel counselor has already referred to your Company and Traveler Profile, so we already know the preferred car rental company, corporate ID, club and express service numbers. Please advise your counselor if this information has changed. To reserve a car:

- Specify the type of car required (compact, intermediate, standard) within corporate travel policy. Special orders (such as an SUV) may require as long as 24 hours to confirm.
- Advise where the car will be picked up and dropped off, if not at the airport.

## Special Services

After air transportation, lodgings and car rentals have been taken care of; indicate any special services that are needed by the traveler. This could simply be booking a limousine or conference room, scheduling someone to meet the traveler at the airport, or arranging for special dietary needs with a local hotel. It could also be something more complicated like arranging for helicopter transportation or chartering private aircraft. Whatever you need, our staff can arrange many things that are, indeed, special.

## Ticketing Arrangements

An e-ticket itinerary will be **emailed** directly to your office. If you have requested a paper ticket, confirm the date and time that travel documents will be delivered to your location. Except in cases of advance ticketing requirements for discounted fares or late bookings, this will generally be 2-3 days prior to departure.

## Those Inevitable Changes

Because we're encouraging you to book as early as possible, we realize that the itinerary may change several times before the trip is taken. Don't worry, we expect it; changes are a part of our business. One thing to note is that any of DAVISVILLE TRAVEL's counselors can access your itinerary in order to handle the changes. There is no need to wait on hold or to request a call back from the original counselor.

Just be sure to advise the answering counselor that you are changing an existing record. Also, be sure to note all changes, the date they were made and the counselor's name.

## If You Have to Cancel

Record the date and the name of the DAVISVILLE TRAVEL counselor who canceled your reservation(s). Note that cancellation of some fares will result in the assessment of a penalty. The counselor will advise you if any apply. Immediately return all unused tickets or any unused part of a ticket to DAVISVILLE TRAVEL. (See pages 10-11 for further information on refund procedures.)

# International Travel

In these uncertain times, international travel can be stressful, with security restrictions often causing unexpected delays. However, attending to a few extra details can insure a smoother international trip.

- **Documentation** – DAVISVILLE TRAVEL can alert you to any special documents required for international destinations.
- A valid **Passport** is required for most international destinations.
- Several countries require a **Visa**, usually in the form of a stamp in the passport obtained prior to arrival in the country. Japan, Brazil, Egypt, France and China are examples of popular destinations currently requiring visas.
- A **Tourist Card** is required by some countries, notably in Latin America. While Tourist Cards can often be obtained aboard the aircraft, sometimes they must be obtained in advance.
- An **International Drivers License** is sometimes required of people planning to drive at their destination.
- Although proof of immunization is no longer mandatory for most destinations, various inoculations may be recommended.

## Passports and Visas

DAVISVILLE TRAVEL will handle all the details of obtaining these documents. We'll advise you of all requirements and provide you with all the necessary applications. When they're completed and returned to us, we'll send them to the passport office, embassy or consulate on your behalf. Remember, these documents may take anywhere from 24 hours to 21 days to secure, so advance planning is essential. Although DAVISVILLE TRAVEL assesses a service charge for our Passport and Visa Service, fees charged by the passport office or foreign consulates will be passed on to your company. One limitation worth noting is that we can only process passport renewals, not first time passports, because first time passport applicants must appear in person to take the required oath.

- **International Air Travel** has a few special rules of its own.

**1** International Airfares, especially for multi city trips, can be very complicated. In order to insure the lowest possible airfare, your travel counselor will often refer these itineraries to the originating airline for fare calculation or to the American Express International Rate Desk. In these cases, we will not be able to confirm a fare to you at the time of booking.

**2** As with all flights, departure and arrival times for International flights are confirmed in "Local Time," not in your time zone. This is especially important to note for trips to or from the Far East and Australia, where there will be a date difference as well. Your travel counselor can advise you how to compute the difference between your local time and that of another time zone.

**3** Reconfirmation of return or continuing reservations on international flights is required 72 hours prior to departure. Reconfirm directly with the airline, and let them know where you are staying.

**4** Within Europe, train travel is a popular and less expensive alternative to flying. DAVISVILLE TRAVEL can book and confirm rail travel in most international destinations.

- **International Hotel Bookings** - In most cases, DAVISVILLE TRAVEL will confirm the cost of international hotels in dollars. It's important to note that the dollar cost is often based on conversion rates on the day the booking was made, and may differ from the conversion rate actually used when the room is billed.
- **Special Services** assume a greater importance in International travel. A Meet and Assist escort may be a welcome sight to a first time traveler in a foreign city. For business purposes, a translator may be essential. Whatever special services you require, be sure to ask your travel counselor for assistance. For such services, local tariffs apply. For help en route, a traveler can stop in at any of the over 1700\* American Express Travel Service locations worldwide. We call it Worldwide Customer Care!

\*Comprises Travel Service locations of American Express Travel Related Services Company, Inc., its affiliates and Representatives Worldwide.



# Travel Documents

## Electronic Tickets

Electronic ticketing operates similar to the way hotel reservations are made. An electronic airline ticket resides on the airline's computer database. At the time of booking, you are given a flight confirmation number by the travel counselor. The traveler simply presents the confirmation number and a valid photo ID at either the airline check-in counter or at an e-ticket kiosk at the airport in order to receive a boarding pass.

**Note:** If you use an e-ticket kiosk at the airport to obtain your ticket, a credit card or your flight(s) reservation number is required for identification purposes.

- Travelers retain advance seat assignments, curbside baggage check in and through flight boarding pass for all connecting flights
- Electronic ticketing is accepted by all major U.S. airlines and a growing number of international carriers.
- Travelers do not have to worry about tickets being lost or stolen since there is no actual ticket issued.

A detailed travel itinerary may be sent via fax, email or regular mail. A receipt for back up documentation and expense reporting is sent regular mail.

## FAQs

### *How do I check in with an Electronic ticket?*

Just like a paper ticket, you can check in at the ticket counter, at the gate or at an electronic ticket kiosk.

### *How do I change or cancel my flight?*

Just call your travel counselor. All changes can be made right over the phone.

### *What if I need to get a refund?*

Requesting a refund or an electronic ticket to be reissued is as easy as a phone call. There are no special trips to [Agency Name] or to the airport required in order to have your paper ticket reissued or refunded.

### *What about a lost ticket?*

This is not a problem with electronic ticketing because there is no paper ticket to lose!

### *Where do I get a receipt?*

Your electronic ticket receipt will be emailed to you.

## e Check-In

In an ongoing effort to ease security-related delays at airports, airlines are turning to the Internet and technology-enabled options that provide advance boarding passes. Currently the major airlines (American, United, Continental, Delta, Northwest and USAir) allow their passengers to print out boarding passes or security documents from their home or office, reducing the need to visit the ticket counter before heading for the airport security checkpoint. The process is especially convenient for those who are not checking bags and want to rush right to the gate. Most online systems currently allow only domestic check in, though Northwest allows for destinations in Asia, Europe, Mexico and Canada. Northwest also offers the widest window of check-in time, up to 30 hours ahead. Continental provides a 12-hour window, matching AA's. To check-in online, most airlines require:

- your departure city/airport AND
- confirmation number OR
- eTicket number
- Frequent Flyer number

# Travel Documents and Deliveries

## Prepaid Tickets

In certain instances, when an airlines does not allow for electronic ticketing, DAVISVILLE TRAVEL will arrange for a prepaid ticket to be picked up by the traveler at the airport:

- When a late booking precludes any other means of delivering the ticket OR
- When a new booking is made after business hours through the 24-Hour Emergency Service.

Airline regulations state that prepaid tickets may only be offered for reservations made within 24 hours of departure (excluding Saturdays, Sundays, and holidays). Also, airlines assess a service charge for prepaid tickets.

Travelers should be advised to arrive at the airport at least three hours before flight time to claim their prepaid tickets; they should know the originating airline and flight number and should be prepared to show proof of identity to the airline agent. If a prepaid ticket is not claimed, DAVISVILLE TRAVEL must be notified as soon as possible in order to arrange a refund.

## Paper Tickets

Documents received from DAVISVILLE TRAVEL will include air tickets and a copy of the itinerary.

- Airline Tickets should be checked carefully against your notes to insure accuracy. Check the passenger name and the routing, and insure that there is a coupon for each flight segment. Also check the status box for the code "OK". Any other notation means that your reservation is not confirmed. RQ indicates that space is still on request, and WL signifies that your traveler is waitlisted.
- The Itinerary includes all the pertinent details of the trip and should be checked against your notes. A copy of the itinerary should go with the traveler, and a second to secretary, spouse, or anyone needing to know the traveler's plans. Items of particular value on the itinerary are hotel names, addresses, and phone numbers (for contacting a traveler enroute), hotel and car rental confirmation numbers (in cases when a front desk-clerk or car-rental agent denies knowledge of a confirmation), and the 24-Hour Emergency Service Number.
- Ticket stuffers on a variety of topics are occasionally included. "Important Information" is a periodic update explaining a service issue that is of interest to both travelers and travel arrangers. It also offers helpful tips.

## Deliveries

Documents are mailed via ups and there is a traceable method id number for tracking purposes.



# In Transit

## Checking in at the airport

Early arrival at the airport is the best insurance against missing a flight or getting bumped. Travelers should plan to arrive at least two hours early for domestic flights and at least three hours early for international flights. Keep in mind that as of January 1, 2003, The Travel Security Administration began screening 100% of checked baggage at all 429 commercial airports across the United States.

- If a flight is **delayed**, travelers should be advised to stay close to the gate. It is not uncommon for airline personnel to give conflicting information on when a delayed flight is likely to depart. When the flight finally begins boarding, a traveler wandering through the airport may not hear the call and consequently miss the flight.
- If a flight is **overbooked**, airline personnel will ask for volunteers willing to give up their confirmed seat for monetary compensation and/or reduced rate travel. Many companies regulate the use of such compensation, so check your corporate travel policy. If there are not enough volunteers, the airline will deny boarding to confirmed passengers in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. Note that these practices do not necessarily apply to foreign carrier flights originating outside of the United States. Also, travelers checking in less than 10 minutes prior to a domestic departure or 40 minutes prior to an international departure may not be eligible for denied-boarding compensation.
- If a flight is **cancelled** during regular business hours, the traveler should immediately call DAVISVILLE TRAVEL. After hours, the traveler should contact the 24 Hour Emergency Service. The phone number is printed both on the ticket jacket and the itinerary. By calling DAVISVILLE TRAVEL, 1) the traveler does not have to wait in line with potentially hundreds of other stranded passengers, 2) DAVISVILLE TRAVEL will confirm the next/best flight, not just the next flight on the same carrier and 3) DAVISVILLE TRAVEL is able to make any other itinerary changes that the delay causes, such as protecting a car rental reservation, changing a limousine pick up time, etc.

## Checking in at the hotel

Like airlines, hotels often overbook as a matter of policy. Rooms booked by DAVISVILLE TRAVEL are always Guaranteed for late arrival. Most hotels adhere to the following "Walk Policy" i.e. if no room is available despite a guaranteed late arrival, the hotel will:

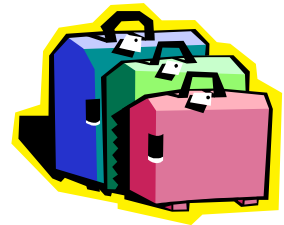
- 1 Provide accommodations at a comparable hotel.
- 2 Provide free transportation to the hotel.
- 3 Pay the cost of the first night's lodging.
- 4 Provide one free long distance call.

If a hotel does not acknowledge your reservation, ask to speak to the night manager and show your itinerary with the confirmation number. If this is unsuccessful, phone the Emergency Service from the front desk. Our Emergency Service counselors are often able to prove that the hotel acknowledged and confirmed the booking.

## 24 Hour Emergency Service

Travelers and travel arrangers are never more than a phone call away from DAVISVILLE TRAVEL. Our 24 Hour Emergency Service will provide assistance for travelers on the road or make reservations that cannot wait until business hours. Our Emergency Service counselors can easily access your Company Profile and Traveler Profile so you can expect the same high level of service that you receive from DAVISVILLE TRAVEL. When calling the Emergency Service, be prepared to state:

- Your Emergency Service traveler access code
- Your company name
- The traveler's name
- If making changes to an existing trip, give the date of the first flight.



# Post-trip Details

Although a traveler has returned to the office, a business trip is not over until all the accounting details are settled, and any customer service issues are resolved. Prompt attention to these matters prevent billing problems from surfacing later on.

- **Refund Procedures:** All unused paper documents (air and rail tickets, prepaid hotel and car vouchers, etc.) must be re-turned to the Agency that issued the document in order for credit to be obtained. **Documents that are mailed must be sent by a traceable method back to the issuing office location.**
- How to refund a **Wholly Unused Refundable Ticket** (i.e., the traveler did not use any coupon of the ticket):

If it is a paper ticket, return the ticket to DAVISVILLE TRAVEL where it was issued. If it is an electronic ticket notify DAVISVILLE TRAVEL.

The airlines will be notified of the unused ticket and a credit will appear on your credit card statement.

- How to refund a **Partially Used Refundable Ticket** (i.e., one or more coupons were used):

**1** If a paper ticket is unused return the ticket to DAVISVILLE TRAVEL..

**2** If an e-ticket is returned please notify DAVISVILLE TRAVEL

**Note:** Credits for some tickets may reflect airline-imposed cancellation fees. DAVISVILLE TRAVEL will advise the traveler of any cancellation penalties at the time of booking. Also, partial refunds on some tickets (especially international) must be processed by the airlines. This can often result in long delays before the credit is issued.



# Post-trip Details

- How to obtain a refund on an **Unused Refundable Prepaid Ticket** (i.e. the traveler did not pickup a prepaid ticket):
  - 1 Advise DAVISVILLE TRAVEL as soon as possible that the ticket was unclaimed and will not be used. Note that DAVISVILLE TRAVEL is not automatically notified by the airline when a prepaid ticket has not been claimed.
  - 2 DAVISVILLE TRAVEL will obtain authority to refund from the airline.
  - 3 As soon as authority is received (usually immediately) credit will be processed as described above.
  - 4 The Prepaid service charge imposed by the airline is **nonrefundable**. If a prepaid ticket has been claimed and issued to the traveler, and all or any part of it has not been used, standard refund procedures apply.

- How to obtain a refund on a **Lost Ticket**
  - 1 Request a "Lost Ticket Application" from the airline or DAVISVILLE TRAVEL to be completed and signed by the traveler. The passenger copy should be retained by the traveler, and the other copies returned to the issuing Location.
  - 2 If the ticket has not been used, credit will be processed as soon as the refund is received by DAVISVILLE TRAVEL from the airline (allow 120 days). The credit will reflect an airline-imposed processing fee, which varies according to the airline.

**Note:** Airlines do not accept responsibility for ticket usage if the lost ticket is found and used by someone else. A refund will not be issued in these situations. Also, some airlines and Amtrak will not refund a lost ticket.

- How to obtain a refund on **Deposits On Hotel Reservations:**
  - 1 Notify DAVISVILLE TRAVEL as soon as possible that hotel accommodations will not be used. The DAVISVILLE TRAVEL counselor will provide a cancellation number for records.
  - 2 DAVISVILLE TRAVEL will initiate and follow up on the refund request.
  - 3 A credit memo will be issued only after receipt of the refund from the hotel (allow at least 30 days).

**Note:** Some hotels impose cancellation fees that will be deducted from the refund.

## A Note about NONREFUNDABLE Fares

Nonrefundable fares for most airlines must be used for the specifically ticketed flight and have no value once the flight has departed. Some airlines will allow changes to the non-refundable itineraries *before* scheduled departure, subject to certain restrictions and fees.

**With the ever-changing Airline Industry, it is imperative that you review specific fare rules and change fees with our agency staff for the most complete and updated information.**

# Account Service

## Account Service Procedures

Although we all strive to anticipate any problems and assure a hassle-free business trip, problems inevitably surface from time to time. Following is a list of the most commonly occurring problems, and some tips on how to handle them.

- **Hotel or Car Rental Reservations or Confirmed Rates Not Honored:** Contact DAVISVILLE TRAVEL. If a rate is being disputed, be sure to save any applicable receipts. DAVISVILLE TRAVEL maintains the complete reservation record on file and will represent you to the hotel or car rental agency.
- **Inaccurate or Unsatisfactory Reservations, Documentation, or Counselor Service:** Contact DAVISVILLE TRAVEL. All such complaints will be followed up with the travel counselor and with office management until resolved.
- **Billing Problems:** Inaccurate debits or credits to a credit or charge card statement should be followed-up directly with the card company. If any back-up documentation is required, DAVISVILLE TRAVEL can usually provide it. If your company is centrally billed by the Agency, contact your company's paying location or the Agency's accounting department.

### How Are We Doing?

At DAVISVILLE TRAVEL, we carefully monitor our performance to make sure you are getting the best possible service. One way we measure this is through a telephone or email customer service questionnaire. It's important to let us know how we're doing, and it's helpful to get the good news as well as the bad. So respond to our survey questions and keep us on our toes!



# Travel Tips

## **Packing Luggage**

Pack most loose items in the bottom of your suitcase. Leave your clothes on their hangers in dry cleaner bags. Put them all into the suitcase at once and before folding over, put in a row of small items to avoid a crease in the innermost garment. When you reach your destination, you only have to pick up the whole batch of hangers and put them in the closet.

## **Call Ahead**

Phone the hotel or access their Internet website before you go to find out what amenities the room will have, such as hair dryers, shampoo, bathrobes. That way you can avoid packing whatever the hotel provides.

## **No Leaks**

Avoid leaking liquids. Pack solid perfume, deodorant, cosmetics, etc.

## **Special Favors**

If you or someone you're traveling with is in a wheelchair or is somewhat disabled, ask your airline whether you can use their executive lounge. This hospitality is often extended.

## **Luggage**

Tag your luggage, both carry on and checked bags. Use your business address on the inside and outside of all luggage.

## **Carry On**

NEVER check any items in your luggage you can't live without (i.e. medication, credit cards, cash, toiletries, etc.) Many items are not easily replaced if lost in your luggage.

## **Secret Address**

You don't want to announce that your home is empty – even to people in another city. You might want to register at hotels using your business address. Remove address labels from magazines and newspapers before leaving them in a plane, train or hotel room.

## **Sign Language**

Putting out the doorknob sign to request maid service is like hanging a red flag that says, "This room is empty." Don't do it.

## **No Frills**

Many consumers wonder whether no-frills airlines are safe. According to the FAA, "All carriers must follow the same rigorous standards." The low fare airlines fly the same types of planes as the major carriers and are just as safe.



# Safety Tips

- Allow plenty of time to check your luggage and get to the gate. Generally speaking, you should plan to arrive at the airport two hours before your domestic flight and three hours before your international flight. If you are flying domestically from a busy international airport you will want to give yourself some added time.
- Double-check your purse and bags before you leave home for items that might cause a delay at the security checkpoint.
- All airlines require a government issued photo ID (i.e. driver's license or passport) at check-in. Have yours ready to present at the ticket counter and security gate.
- Carry a cell phone or other wireless communication device (e.g. a blackberry) at all times while traveling. If you haven't done so already, pre-program [Agency Name]'s toll-free travel reservations telephone number into your phone.
- Make certain you record and carry with you at all times a hard copy of DAVISVILLE TRAVEL's toll-free travel reservations number, as well as our Emergency Travel Services toll-free number.
- If you change your plans at the last minute (i.e. at the airport and directly with the airline) and cannot make that change through our agency, call us so that we can be up to date on your current travel plans. If you do not, and an incident occurs that could impact your new plans or would have impacted your previous plans, it will be more difficult for the travel department to track you and assist you.
- Many traveling employees book their trips through third-party Internet sites. Trips booked through these channels will not be accessible to a travel counselor in the event of an emergency. This would impair the travel department's ability to track you or book you on another flight. It is imperative during these uncertain times that you do not book outside our designated travel agency.
- Call your airline's toll-free customer service number, or visit their website, prior to leaving for the airport for up-to-date departure information on your flight.
- Carry backup documents. Make a photocopy of your passport photo page and any required visa documents. Keep the originals in a safe place and keep the photocopies with you.
- Be alert and aware of the people around you and avoid anyone who looks suspicious. Contact airport security if you have, or anticipate, a problem.
- Before embarking on the trip, familiarize yourself with local customs and laws.
- Plan ahead to make sure you know where you are going. If you rent a car, ask the car rental company for a road map and directions for arriving at your destination.
- If you are traveling overseas, know the location, direction, and phone number of the nearest U.S. embassy or consulate, available via the Internet at <http://usembassy.state.gov/>. Also, you can check current travel warnings by accessing the U.S Department of State at [http://www.travel.state.gov/travel\\_warnings.html](http://www.travel.state.gov/travel_warnings.html)

# Glossary

This glossary contains some of the expressions, abbreviations and jargon commonly used in the travel industry

## **Airport Check-In**

The airline has assumed control of pre-reserved seating. Traveler must obtain seat assignments at airport counter.

## **ARC**

Airlines Reporting Corporation. Provides services to the travel industry primarily related to travel agency accreditation, transactions reporting, financial settlement and ticket assignment and distribution and control.

## **Assured Reservations**

Unique to rooms guaranteed with an American Express Card. If a hotel does not have the room that was guaranteed, it is required to find alternate lodging at its own expense.

## **Back-to-Back Ticketing**

Ticketing method in which the traveler books two overlapping roundtrip reservations that meet discount fare restrictions (such as a Saturday-night stay) in order to lower the overall cost of the trip. This practice violates FAA and airline rules and regulations and is generally prohibited.

## **Boarding Pass**

A permit to board a ship, plane, train, or other form of transportation.

## **Bumping**

The practice of removing a confirmed passenger from a full flight to make room for a passenger with higher priority; a full-fare passenger may bump an industry discount or free passenger.

## **Concierge**

The individual or desk (conciergerie) in a hotel that attends to guests' needs, including making theater reservations, portage, general information, etc.

## **Confirmation**

A confirmed reservation exists when a supplier either orally or in writing acknowledges that a booking has been accepted. Most confirmations are subject to certain conditions.

## **Consolidator**

A travel agency that specializes in liquidating airline seats (primarily international) that would normally go unsold. Although there may be significant cost savings, inventory is limited and tickets are highly restricted i.e. non-refundable, non-endorsable and non-changeable.

## **Connecting**

Any two things that are directly linked to each other. Connecting flights enable a client to change planes to complete a journey. Connecting rooms or cabins enable guests to move from one to another without going outside.

## **Corporate Hotel Rate**

A hotel rate that is set in advance for a full year and is not subject to change. Corporate rates are generally below or in the low end of the rack rate range and often offer upgraded accommodations. Only corporations or travel agencies enrolled in a hotel or chain's corporate rate program are eligible.

## **CRS**

Computer Reservation System. An interactive electronic system linking individual travel agencies to a central, airline-owned computer, allowing agents to make availability inquiries and travel reservations

## **Coupon, Flight**

A coupon is a ticket issued for transportation, which contains the itinerary of the passenger but is valid only for carriage between the passenger's point of enplanement and deplanement on a single flight as noted on the coupon. It also includes the class of service, stopover code, carrier, date of travel, flight number, and applicable fare.

## **Coupon, Passenger**

That portion of the ticket that is so marked and that ultimately is retained by the passenger.

## **Denied Boarding Compensation**

Compensation paid to a passenger holding confirmed reserved space, who finds the airline cannot accommodate them. The traveler must have complied fully with the airline's requirements as to ticketing, check-in, and reconfirmation procedures and be acceptable for transportation under the carrier's tariff.

## **Direct/Thru Flight**

Flight that makes one or more intermediate stops en route to destination, but no change of planes.

## **Duplicate Booking**

Refers to two reservations made for same traveler for the same or similar dates; will be canceled by airline if discovered. Travel counselors are not allowed to make duplicate bookings.

**E Ticket**

An electronic or 'e' ticket is similar to a hotel reservation. An electronic airline ticket resides on the airline's computer database. At the time of booking, the traveler receives a confirmation number. The traveler presents the confirmation number at check-in along with photo ID and receives a boarding pass.

**Leg**

The portion of a journey between two scheduled stops.

**Minimum Connection Time**

Time established as the minimum required in order to make a connecting flight; can vary with airport and airline.

**No-Show**

A passenger or hotel guest who fails to use or cancel a reservation.

**Nonrefundable**

Refers to a ticket that if unused has *no value* once the flight has departed.

**Nontransferable**

Refers to a ticket that cannot be changed to another's name once it's been issued.

**Nonstop**

Flight that does not make any stops enroute to a destination.

**Open Ticket**

A ticket that is valid for transportation between certain points, but indicates no specific reservation.

**Overbooking**

The practice of confirming more seats, cabins, or rooms than are actually available to insure against no-shows. Overbooking can be unintentional, too.

**Penalty**

Refers to a fee imposed by airline to change or cancel flights once ticket has been issued. Generally applies to advance purchase-discounted fares.

**PNR**

Passenger Name Record. A computerized version of the traveler's reservations (air, hotel, car) created by travel counselors.

**Prepaid Ticket**

Reservation is booked and charged to a charge card and picked up by the passenger at the airline ticket counter. Airlines assess a nonrefundable service charge for this process. If the prepaid ticket is not claimed by the passenger, your travel counselor must be notified in order to arrange with the carrier for an "Authority to Refund" in order to process a credit. If this procedure is not followed, the passenger will continue to be charged for the ticket.

**Promotional Airfares**

Discounted airfares offered by carriers on selected routes and flights. Promotional fares may have a variety of restrictions, such as advance purchase or staying over a Saturday night. Many promotional fares are also "capacity controlled; that is, only a certain number of seats on specific flights are available at the discounted fare. In addition, some carriers impose cancellation fees on promotional fares.

**Refund Credit**

Credit due a traveler or corporation for an airline ticket or portion of a ticket that was not used and returned to the issuing office after it was generated. A cancellation can be considered a void if a ticket was issued and returned within the same day as issued.

**Red Eye**

A scheduled flight that departs at night and arrives in the morning. Refers to the passenger's eyes on arrival.

**Revalidation**

The authorized stamping or writing upon the flight coupon showing that it has been officially altered by the carrier.

**Segment**

A leg or group of legs of essentially continuous travel.

**Segment Status Codes**

OK Reservation confirmed.

RQ Reservation requested, but not confirmed.

WL Waitlisted. Flight booked and passenger put on a priority standby basis.

**Split Ticketing**

Ticketing method in which two one-way tickets are issued instead of a roundtrip in order to obtain a lower fare. Most often applies to international itineraries so that travelers can take advantage of currency exchange rates.

**Standard Ticket**

An air ticket issued by travel agents that is valid for travel on any ARC member airline and other designated airlines.

**Standby**

A passenger on a waitlist, or one prepared to travel if space becomes available at the last moment.

**Stopover**

An intentional interruption of a journey, which either prevents a continuous through fare, or is permitted by the carrier in conjunction with a through fare.

**Ticketless Travel**

With “ticketless travel”, flights must be reserved by either the travel agency or traveler by contacting the airline directly. Carriers who offer ticketless travel do not participate in any of the computer reservation systems (CRS) and do not allow filing of their tickets through the Airline Reporting Corporation (ARC).

**Upgrade**

To move a client to a better class of service or accommodations.

**VAT**

Value Added Tax. A consumer oriented tax charged on a number of European business transactions including hotels, car rentals, restaurants, trade shows and more. VAT rates vary in each country from 3.5% to 25%.

**Validate**

To imprint a ticket or voucher with the identifying mark of an airline or agency, using a plate with raised lettering and a special machine. Necessary to make a standard ticket legal for travel.

**Visa**

A permit to enter a country for a specific purpose. Recorded in a passport.

**Void**

A ticket that is issued and returned to the issuing office within the day it was ticketed, thereby avoiding processing through the ARC accounting system.

**Waitlist**

A list of clients seeking transportation or accommodations at times when they are unavailable. Waitlisted clients are confirmed as a result of subsequent cancellations.

# Airlines Reporting Corp

## Participating Carriers

As of February 27, 2003  
[www.arccorp.com/carriers.htm](http://www.arccorp.com/carriers.htm)

Number	Code	Carrier Name
450	9B	ACCESRAIL
137	VX	ACES AIRLINES
053	EI	AER LINGUS
078	JR	AERO CALIFORNIA
929	N6	AEROCONTINENTE
555	SU	AEROFLOT RUSSIAN AIRLINES
044	AR	AREOLINEAS ARGENTINAS
440	N2	AEROLINEAS INTERNACIONALES
926	BQ	AEROMAR
139	AM	AEROMEXICO
152	VH	AEROPOSTAL AIRLINES
870	VV	AEROSVIT AIRLINES
014	AC	AIR CANADA
427	TX	AIR CARAIBES
999	CA	AIR CHINA INTERNATIONAL CORP.
996	UX	AIR EUROPA
057	AF	AIR FRANCE
098	AI	AIR INDIA
201	JM	AIR JAMAICA
646	IW	AIRLIB
643	KM	AIR MALTA CO. LTD.
086	NZ	AIR NEW ZEALAND
260	FJ	AIR PACIFIC LTD.
244	TN	AIR TAHITI NUI
649	TS	AIR TRANSAT
332	FL	AIRTRAN AIRWAYS
027	AS	ALASKA AIRLINES
055	AZ	ALITALIA AIRLINES
205	NH	ALL NIPPON AIRWAYS
902	LL	ALLEGRO AIRLINES
327	AQ	ALOHA AIRLINES
401	HP	AMERICA WEST AIRLINES INC.
001	AA	AMERICAN AIRLINES
366	TZ	AMERICAN TRANS AIR
554	2V	AMTRAK
988	OZ	ASIANA AIRLINES
257	OS	AUSTRIAN AIRLINES

095	6A	AVIACSA AIRLINES
134	AV	AVIANCA
994	ZE	AZTECA AIRLINES
111	UP	BAHAMASAIR
387	GQ	BIG SKY AIRLINES
125	BA	BRITISH AIRWAYS
236	BD	BRITISH MIDLAND AIRWAYS LTD.
106	BW	BWIA INTL AIRWAYS LTD.
557	8B	CARIBBEAN STAR AIRLINES
160	CX	CATHAY PACIFIC AIRWAYS LTD.
378	KX	CAYMAN AIRWAYS
297	CI	CHINA AIRLINES
781	MU	CHINA EASTERN AIRLINES
784	CZ	CHINA SOUTHERN AIRLINES
005	CO	CONTINENTAL AIRLINES
230	CM	COPA
724	LZ	CROSSAIR DBA SWISS
064	OK	CSA CZECH AIRLINES
006	DL	DELTA AIR LINES INC.
559	K8	DUTCH CARIBBEAN AIRLINES
077	MS	EGYPTAIR
114	LY	EL AL ISRAEL AIRLINES
176	EK	EMIRATES
808	7H	ERA AVIATION
071	ET	ETHIOPIAN AIRLINES ENTERPRISE
695	BR	EVA AIRLINES CORPORATION
105	AY	FINNAIR OY
422	F9	FRONTIER AIRLINES INC.
126	GA	GARUDA INDONESIAN AIRWAYS
237	GH	GHANA AIRWAYS
846	ZK	GREAT LAKES AVIATION LTD.
507	ZO	GREAT PLAINS AIRLINES
072	GF	GULF AIR
169	HR	HAHN AIR
641	9C	HAITI CARIBBEAN AIRLINES
173	HA	HAWAIIAN AIRLINES
075	IB	IBERIA
580	I9	INDIGO AIRLINES
108	FI	ICELANDAIR
131	JL	JAPANAIR LINES
589	9W	JET AIRWAYS
180	KE	KOREAN AIR

229	KU	KUWAIT AIRWAYS CORP.
133	LR	LACSA AIRLINES
045	LA	LAN CHILE AIRLINES
544	LP	LANPERU
069	MJ	LAPA AIRLINES
140	LI	LIAT (1974) LTD.
051	LB	LLOYD AEREO BOLIVIANO
080	LO	LOT POLISH AIRLINES
266	LT	LTU INTERNATIONAL AIRWAYS
220	LH	LUFTHANSA GERMAN AIRLINES
232	MH	MALAYSIA AIRLINES SYSTEM
182	MA	MALEV HUNGARIAN AIRLINES
129	MP	MARTINAIR HOLLAND
533	YV	MESA AIR LINES INC.
132	MX	MEXICANA AIRLINES
076	ME	MIDDLE EAST AIRLINES
453	YX	MIDWEST EXPRESS AIRLINES INC.
455	NA	NORTH AMERICAN AIRLINES INC.
012	NW	NORTHWEST AIRLINES INC.
050	OA	OLYMPIC AIRWAYS
214	PK	PAKISTAN INTL AIRLINES
339	KS	PEN AIR
079	PR	PHILIPPINE AIRLINES
162	PH	POLYNESIAN AIRLINES
081	QF	QANTAS AIRWAYS
157	QR	QATAR AIRWAYS
147	AT	ROYAL AIR MAROC
512	RJ	ROYAL JORDANIAN AIRLINES
065	SV	SAUDI ARABIAN AIRLINES
117	SK	SCANDANAVIAN AIRLINES
618	SQ	SINGAPORE AIRLINES
377	4S	SOLAIR
083	SA	SOUTH AFRICAN AIRWAYS
242	A4	SOUTHERN WINDS
526	WN	SOUTHWEST AIRLINES
680	JK	SPANAIR S.A.
487	NK	SPIRIT AIRLINES
337	SY	SUN COUNTRY AIRLINES
202	TA	TACA INTERNATIONAL AIRLINES
957	JJ	TAM AIRLINES
047	TP	TAP - AIR PORTUGAL
281	RO	TAROM ROMANIAN AIR TRANSPORT

217	TG	THAI AIRWAYS INTERNATIONAL
235	TK	TURKISH AIRLINES INC.
566	PS	UKRAINE INTERNATIONAL AIRLINES
016	UA	UNITED AIRLINES
751	UW	UNIVERSAL AIRLINES
037	US	USAIRWAYS INC.
042	RG	VARIG AIRLINES
830	2R	VIA RAIL CANADA
932	VS	VIRGIN ATLANTIC AIRWAYS



Welcome to **DAVISVILLE TRAVEL**  
**420 SECOND STREET**  
**DAVIS, CA 95616**

Fact Sheet

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Reservations: (800)-255-4567  
(530)-758-4510  
(916)-448-1951

Fax: (530)-758-2401

24 Hour Emergency Service (800)-350-5172  
Access Code is ALO5

Office Hours 8:30 AM – 5:30 PM  
Monday through Friday

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