



SUSTAINABLE TRAVEL COMPANY

Our Worldwide Professional Services:

- Sustainable Travel Company is an affiliate of WTI PDX, which includes membership in Virtuoso.
- Airline reservations and ticketing worldwide. Once your requested reservations are made, you will be sent an itinerary by email or fax for approval prior to ticketing.
- Once approved and ticketed all reservations/tickets are subject to the cancellation and change fees and penalties.
- Traveler is responsible for advising full legal name, date of birth and gender for TSA information as printed in your passport. Name changes on tickets are not allowed by the airlines unless offered under special group contracts.
- Will add frequent flyer numbers in air, car or hotel reservations, however, we **do not** search flights, book reservations or ticket frequent flyer **award tickets or upgrades using miles**.
- Negotiated international air, including discounted Business and First Class.
- Hotel and Resort reservations worldwide. *Specializing in luxury accommodations.*
- Negotiated Virtuoso hotel rates
- Car Rentals worldwide and also access to our Virtuoso discount contracts
- Train reservations and ticketing worldwide
- Custom Foreign Independent Travel (FIT) in-depth planning and research
- Meetings and conventions – including hotel and air contracts
- Conference = registration and hotel meeting room space/av equipment/sleeping rooms and meals negotiated.
- Cruises, specializing in small luxury ships worldwide.
- Villas and vacation home rentals worldwide.
- Private yacht charters worldwide.
- Private Air charters worldwide
- Adventure travel (from the easy to the extreme)
- Tours and unique vacation packages.
- Rail ticketing: Amtrak, Eurail including all rail passes and point-to-point tickets, British Rail including London Underground, Japan Rail Pass, Australian Rail, NZ Rail, VIA Rail Canada.
- Transfers and transport at your arrival/departure.
- Family vacations and reunions.
- Preferred visa and passport service supplier
- Travel insurance. Trip Cancellation, Medical, Emergency Evacuation, trip delay, baggage, & accident.
- Group Travel
- Educational and Volun-tour Group and Individual Travel with contacts worldwide
- Film production and Sport production travel specialist
- VIP Airport Concierge service



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Our Service Fees & Charges are nonrefundable and subject to change:

By payment and providing us your credit card information and authorization it is understood that you agree to the following:

The following is a chart of service charges for the most common travel services: **Please note that part of the terms and conditions of ticketing is that it is the responsibility of the traveler to reconfirm his/her flights at least 24 hours prior to departure with the carrier. You can do this by going on to airline website or call the carrier directly**

- For all individual **domestic airline tickets**: \$35.00 per ticket (Group tickets 15.00 per ticket)
- For all individual **international tickets**: \$50 per ticket. (Group tickets 20.00 per ticket)
- For **intra-European, intra-Asia**: \$45 per ticket.
- Fees for changes and to re-issue to an existing International or domestic ticket are \$50.00 plus airline penalties and any applicable change in fare per person.
- **Domestic Internet Air reservations and ticket \$35.00 (Southwest, Allegiant, Virgin or Jet Blue)**
- **Voiding a ticket.** Sometimes the airline allows us to void a ticket within 24 hours of the ticket being issued. If it is allowed, (and sometimes it is not allowed by the airline) and you need the ticket voided we are happy to provide this service to you. This only applies to tickets issued by us with Sabre **Fee for this void: \$50.00 per ticket.**
- VIP Airport Concierge service - \$35.00 per airport plus cost of service
- Issue fee for **paper ticket** \$45* plus the airline service fee.
- **Name changes** (spelling, correct ID name change) **If allowed** by the carrier are \$35 per ticket plus Airline fee and reissue service fee.
- **Reissue, refund, exchange** of air ticket: Domestic US: \$35.00, International: \$50* per ticket – PLUS COST OF AIRLINE PENALTY FEE
- **Car or hotel reservations**: No charge for normal hotel and car reservations made through our Airline GDS – Sabre system. Reservations to small



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boutique hotels or inns that are not in our system are subject to \$35.00 administrative fee per booking/reservation.

- **Conference registration:**
\$10.00 per attendee for basic registration (plus conference registration fee) when hotel sleeping rooms are contracted, reserved and booked by STC Travel.
- **\$20.00 per attendee for basic registration (plus conference registration fee) if hotel is already contracted by conference organizers and non commissionable to STC travel.**
- **Changes to an existing hotel reservation** (NON GDS/Airline system) are subject to a \$25.00 to \$35.00 service fee. Cancellation fees are imposed by the hotels for certain changes and cancellations and will be charged to your credit card. (again these are the small inns/boutique properties not in our GDS system)
- **Rail** (Amtrak, Eurail, Japan Rail Pass, ViaRail, Aussie Rail, China Rail, NZ Rail) \$35* per person/per ticket/pass, as well as Point-to-Point rail tickets in Europe.
- **Documents & Shipping.** Most common is electronic ticketing and no longer necessary to have actual paper documents, however there are a few cases where you must carry hard copy documents/tickets with you on your trip. For security and safety we will ship your documents to you FedEx/UPS. This Fed Ex charge, while it will be the least expensive rate, **will be automatically billed to the credit card** you have given us to purchase your travel arrangements or you can give us your FedEx /UPS account number for billing. If you lose your documents or they are destroyed there is a fee of \$50 to replace them plus any fee imposed by the supplier and any shipping charges involved.
- **Cruises and Tour Cancellation, Changes, cancellations & refunds: \$35.00*** per person in addition to any penalty by the cruise or tour company for changes to an existing reservation. A cancellation is not considered a change. Once you have made your deposit there are charges to make any changes - \$35.00 per person in addition to any penalty imposed by the cruise line or tour operator. This service fee is charged out at the beginning of the change/cancel request to your credit card.
- **Group Air** - Cancellations, and excess amendments (i.e. change of dates) will charge a \$150.00 administrative fee per group, for groups with excess of 3 quotes or date changes, or cancellation of group entirely after confirmed.
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- **Group land** – Nonrefundable research fee of \$250.00 which will be applied toward final payment if group is actualized.
- **Travel insurance**, with trip cancellation protection, is strongly recommended and always offered when you are making your initial reservation and deposit.
- FIT (Foreign Independent Travel) offer you the greatest versatility (as opposed to group travel) With Virtuoso On-Sites and a selected collection of the finest tour operators and ground personnel in the world, and am able to arrange most any type of travel anywhere in the world. Hotels, private transfers, rail tickets, boat/ferry tickets, private tours and excursions, safaris, charter air, private car and guide, entrances to the world's great museums and sites, dinner reservations and theatre tickets along with many other options.
- **Customized itinerary** planning for FIT (Foreign Independent Travel) starts at \$100.00 per person nonrefundable research fee. This fee is non-refundable even if you cancel and is charged out to your credit card as a service fee at the initial stages of work.
- **FED EX** delivery of travel documents. Your travel documents are important and critical for a successful trip. This is why we take care to ship to you via Fed Ex on your behalf. Yes, this is your expense and you will be automatically charged for this service as it is not included in the price of your travel. All travel documents (cruise, tour, etc) will be expertly packaged and shipped to you via Fed Ex and this will be charged to your credit card or your FedEx Account (if you have one). Please advise us if you have someone to sign for the documents when they arrive. Otherwise we will ship with no signature required. And, if you want your documents sent to you overnight (the most expensive way) you will need to tell us this, otherwise we will ship to you the least expensive way possible.

* = plus any fees imposed by the carrier/supplier