

AIRFARE INSTRUCTIONS

USE OF THE STATE CONTRACTED TRAVEL AGENCY - SHORT'S TRAVEL MANAGEMENT IS MANDATORY FOR ALL AIRFARES!!

NOTE: HOWEVER, WHEN USING SHORT'S TRAVEL MANAGEMENT - YOU HAVE OPTIONS FOR THE TYPE OF AIRFARE TICKET PURCHASED.

This office strongly encourages use of lowest logical airfares. You should ask the contracted travel agency to check for the lowest logical rates based on your personal needs as well as ask if there are other refundable airfares available.

The State always supports purchasing the "**best value**" ticket. The airlines have come out with "Basic Economy Fares" that are lower economy fares that Short's have blocked from their STO or agent bookings due to the fact that these fares are highly restrictive. Example: no carry-on baggage, seat assignments at airport and no changes or refunds allowed. You may see these fares on airline websites and Short's do not offer or book these types of fares.

Therefore, once all rates are received, the traveler must compare cost and options to determine which fare would be the "**best value**" for their trip. To make this determination, the traveler must ask the question: Is there a likely-hood my itinerary could change or be cancelled? Depending on the response, you must determine if the costs associated with changing a non-refundable ticket (usually around \$200 domestic and \$300+ for international) would still be the best value.

Another factor to assist having the state's contracted travel agent search the lowest fare is being able to advise the agent if you are flexible in either your dates or time of travel. By informing the contracted travel agent of your "window of time" for your departure and return will assist them to search for the best price. Travelers are to seek airfares allowing an ample amount of lead time prior to departure date. The lead-time should be about (10) ten it's suggested 14 to 21 days in advance of travel dates to ensure the lowest fares are available. Generally, the earlier a ticket is purchased, provides for lower airfares.

1. ON-LINE BOOKING FEE FOR FISCAL YEAR 2019-2020 WILL BE \$2.00.
2. THE TRANSACTION FEE FOR FISCAL YEAR 2019-2020 WILL BE \$19.50 WHICH IS NON REFUNDABLE.
3. REMEMBER: A ticket is not purchased until you confirm your reservation with a credit card! Until payment is confirmed with our travel agency, there will not be an electronic ticket issued at the airport.

Note: When you ask the travel agent to hold a specific flight that means the seat is being held, not the price of the ticket, the price can change at any time.

Many travelers contact the travel agency to inquire about travel arrangements. If you select specific flights and dates (an itinerary) and ask the travel agent to hold that itinerary, a ticket is still not purchased. You must give specific instructions to purchase the ticket and receive a receipt which contains a ticket number to confirm that a ticket has been issued in your name.

Before purchasing an airline ticket, please confirm that your itinerary is correct, make sure that the spelling of your name on the itinerary/ticket is the same as on your driver's license and passport, check dates, times, fares, services, etc.

Once you receive your itinerary receipt, please review that all is accurate within 24 hours of receipt. If any item is incorrect, contact the agent team and they can void the ticket within 24 hours to avoid penalties.

IF THE STATE'S CONTRACTED TRAVEL AGENT DOES NOT OFFER YOU OPTIONS ----- ASK!