



GLOBAL BUSINESS TRAVEL

Dear Traveler:

American Express Global Business Travel (GBT) is now our exclusive travel management service provider. You are encouraged to make all your travel arrangements through GBT. One element of the value in our relationship with GBT is the Web Fare Guarantee. If you find an available domestic web airfare lower than the lowest airfare found provided by GBT, they will match that airfare or pay the difference*.

The Web Fare Guarantee applies to all business travelers at our company. If you believe you have found a lower fare online, please follow these 3 easy steps:

1. Ensure you are at the purchase page that would include all taxes and service fees (which are already included within the GBT fares). Print or take a screenshot of the web page displaying the flight information, airfare that includes the purchase page on the site you are viewing. Please do not purchase the Web fare prior to calling GBT.
2. If you booked your ticket online with GBT, immediately contact a GBT travel counselor at 669.272.1301 prompt 2 and mention that you found a lower fare and want to take advantage of the "web fare guarantee".
3. Provide the record locator of the booking created within GBT (found on your invoice/itinerary) to the travel counselor and advise of the fare you found on the Web. The travel counselor will either match the fare or issue a refund for the difference between the fares.

The American Express GBT fare and Web fare must be quoted on the same day. Please see more details below.

Thank you for continuing to use American Express GBT for all your business travel arrangements.

* Client must provide flight information that confirms that a lower Web fare was available for the same routing (within plus or minus one hour of the departure times on the American Express GBT itinerary) of the lowest airfare offered by American Express GBT. The airfare must be on the same class of service and available for purchase at the rate posted. The Web fare and the American Express GBT fare must be quoted on the same day. Consolidator and soft dollar tickets and tickets offered through auction Web sites such as Priceline and Hotwire, are excluded from the guarantee. Clients must purchase the airline ticket through American Express GBT to be eligible for the Web Fare Guarantee. Valid for US travel only. American Express GBT reserves the right to cancel, modify, or otherwise change the program at any time, with or without notice. The Web Fare Guarantee is only available during normal business hours and is not available afterhours or on weekends.