

## **Frequently Asked Questions About Travel**

### **Question: What if I book a ticket and the fare goes down.**

Answer: On a website booking agent you must use the ticket purchased.

Flagship Travel will research the fares until the day you depart. If the fare goes down a new ticket will be issued at the lower price and credit you the difference between the old and new ticket.

### **Question: What if I have to cancel my scheduled trip?**

Answer: On a website booking agent this becomes a “dead ticket” and the majority of the time the money is lost.

Flagship Travel will bank the value of the original ticket and apply it against a future reservation.

### **Question: What if I have to change my reservation after business hours?**

Answer: On a website booking agent you will have to log back on and get a new ticket issued.

Flagship Travel may be reached 24 hours a day at 1-800-373-8616 and a travel professional will assist you with your new reservation.

### **Question: What happens if I lose my luggage?**

Answer: On a website booking agent you log on to their website and they will try to track your lost luggage.

Flagship Travel may be reached at 1-800-373-8616 24 hours a day and your agent will personally track your luggage through the airline’s system.

### **Question: What happens if I am issued a seat at the time of ticketing and I want to change my seat assignment later?**

Answer: From a web site booking agent, unfortunately, there is nothing they can do.

Flagship Travel will check your reservation until the time of departure and if a preferred seat becomes available they will make a change.

### **Question: I am a vegetarian and travel a lot. How can I guarantee that I receive a special meal?**

Answer: When you make your reservation on a website booking agent you enter your meal request in the appropriate section.

Flagship Travel will enter all of your pertinent travel information into your profile and every time you make a reservation, the pertinent information is transmitted to the appropriate vendor automatically.

### **Question: What do I do if my flight is cancelled while I am at the airport?**

From a website booking agent you will have to call an emergency number or log on to their website and purchase a new ticket.

Flagship Travel will get you a ticket on the next available flight.