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CLASS OF SERVICE AND FARE INFORMATION

At present there are three classes of service, First Class, Business or Executive Class, Coach or Economy Class and there are five levels of airfares:

1. First Class Fares
2. Business or Executive Class Fares
3. Coach Class Fares
4. Discount Coach Fares
5. Super-Saver/Excursion Coach Fares

- First Class is a non-restricted, full fare seat in the First Class cabin of the aircraft.
- Business or Executive Class is a non-restricted, full fare seat in the Business or a designated section of the aircraft. This section was created for the Business Traveler desiring a work environment.
- Coach Class is a non-restricted, full fare seat in the Coach or Economy section of the aircraft.
- The Discount Coach fares are coach seats usually reserved without any advance purchase or minimum/maximum stay restrictions, but are usually only available on selected days of the week or off-peak time schedules.
- Super-Saver/Excursion fares are coach seats reserved with restrictions, ranging from 7-14 days advance purchase of the ticket, minimum stay restrictions ranging from over a Friday or Saturday night to 7 days and maximum stay is usually 60 days.

Although you are paying sometimes up to 50% less than the full paying passenger, seat preference is still the same.

Discounted Coach and Super-Saver/Excursion fares are limited. Since we are all concerned with cost and keeping our Travel Budgets at a minimum, it is recommended that you request your reservations as early as possible to guarantee the best available fares.

LOST LUGGAGE

To avoid the inconvenience of misplaced or lost luggage, outlined below are a few helpful hints:

- It is advantageous to carry bags on board whenever possible. The standard requirements for carry-on are the bags must fit under the seat or in the overhead compartment of the plane.
- If bags are checked, be sure the bags are tagged with your name and address. Use the office address on the outside and place a tag with your home and business address, along with both phone numbers inside the bag.
- Make sure check-in clerk securely attaches the color coded, three letter destination tag to the luggage. (Make sure the destination code is for your destination.)
- In the event your bags fail to show up, pack an emergency kit; razor, toothpaste and toothbrush, spare set of underwear and socks, stockings, make-up, in your attache case or carry-on bag. If your bags can't be traced, most airlines will provide emergency toilet items. If you need more than the necessary toilet items, a clean shirt, etc, major airlines will reimburse the cost, providing you prove the necessity, if the price is reasonable and you present a dated receipt for the purchase.
- If your luggage is irretrievably lost, you should seek reimbursement by filing a written claim to the airline immediately. The liability limit on domestic flights is \$750.00 per bag and approximately \$9.00 a pound on international flights.
- If anything packed in your luggage is of value, you should consider buying additional Luggage Insurance.