E&I Members: Travel Guard, Business Travel Services Service Fee Structure

Account Name: Drexel University

Effective Date: May 1, 2011

SERVICE	FEE ASSESSED
ONLINE RESERVATIONS:	
Domestic airline reservation	\$8.00 per ticket
International airline reservation	\$8.00 per ticket
Rental car reservation (without airline ticket)	\$8.00 per reservation
Hotel reservation (without airline ticket)	\$8.00 per reservation
AGENT ASSISTED RESERVATIONS:	
Consulting fee (this fee will be assessed only if a reservations is not secured)	\$25.00 per call/email string*
Domestic agent assisted airline reservation	\$35.00 per ticket
International agent assisted airline reservation	\$50.00 per ticket
Car rental reservation (without airline ticket)	\$35.00 per reservation
Hotel reservation (without airline ticket)	\$35.00 per reservation
GROUP RESERVATIONS:	
Request for proposal/quote (this charge will be applied towards the booking when booked or will be non-refundable if request is not	\$100.00 per group
secured)	
GROUP AIRLINE RESERVATIONS:	Definition of Group = a group of individuals traveling to/from the same destination, traveling on the same dates/time
Domestic groups of 10+ passengers	\$35.00 per person
International groups of 10+ passengers	\$50.00 per person
VIP SERVICES:	Optional Service
Agent assisted domestic reservation	\$50.00 per ticket
Agent assisted domestic reservation Agent assisted international reservation	\$65.00 per ticket
AIRLINE EXCHANGES/REFUNDS:	ψ05.00 per ticket
Domestic airline reservations	\$35.00 per ticket
International airline reservations	\$50.00 per ticket
ONLINE BOOKING TOOL SET UP & MAINTENANCE:	\$50.00 per ticket
Online portal set up fee	\$500.00 one time fee
Online maintenance fee	\$50.00 per month
AFTER HOURS TRAVEL RESERVATION ASSISTANCE:	Hours: 7:00 p.m. to 7:00 a.m. (CST) Monday thru Friday,
AFTER HOOKS TRAVEL RESERVATION ASSISTANCE.	Saturday and Sunday. Holidays are also considered
	afterhours.
Assistance service	\$25.00 per call in addition to any additional service fees
ADDITIONAL ASSISTANCE ON EXISTING RESERVATION:	\$20.00 per can in addition to any additional convict root
(Ex. seat change, frequent flyer upgrades, etc.)	\$25.00 per call*
24/7 TRAVEL ASSISTANCE SERVICES:	\$20.00 por oan
Emergency travel assistance (in travel status)	Any additional services fees (Ex. exchange, refund, new
Emergency have accidence (in have states)	reservation, etc.)
Concierge services	\$45.00 per call
Worldwide travel assistance	\$45.00 per call
Travel medical assistance	\$700.00 per case
MISCELLENOUS SERVICES:	
Rail reservation	\$30.00 domestic/\$50.00 international per ticket
Paper ticket	\$25.00 per ticket
Visa/Passport assistance	\$50.00
Mileage or certificate ticket reservation	\$30.00 domestic / \$50.00 international per ticket
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^{*} It is our goal to drive bookings to our online booking tools as this is the most efficient and cost effective way to book travel in today's environment. Use of our tool will streamline the reservation process and allow the traveler to view his/her profile, seat assignments and other travel information at their convenience. Our 24/7 support center allows travelers to book quickly and with confidence at anytime of day in a secure environment.

Travel is the second largest controllable expense for most organizations. So a corporation's travel policy – and the way it's managed – significantly impacts the bottom line. Marathon Travel combines technology innovation and travel industry expertise to bring the best in online travel to travelers around the globe.