

## Carlson Wagonlit Travel (CWT) Low Airfare Guarantee

CWT shall offer the lowest airfare **available** at the time of booking, taking into account Ascension's travel policy and configuration setup. Fares are not guaranteed until time of ticketing.

Should an Ascension associate find a cheaper airfare available for the identical booked itinerary including the same airports, departure and arrival times and dates, booking class, with the same fare restrictions/flexibility and if the fare is found within one (1) hour of the original booking, CWT will meet the fare or refund the difference plus ten percent (10%) of the cost of the fare. This is provided that the booking is in fact available to purchase through CWT's Global Distribution System (GDS) or the GetThere online booking tool.

## Terms and Conditions

- 1) The booking must be **first** researched via GetThere or a CWT Travel Counselor **and then booking must be put on hold**. This will ensure CWT has captured the lowest possible inventory for the desired flight. In some cases availability is limited and fluctuates; if the inventory is pulled up from a website first, this will cause inventory reduction prohibiting GetThere and the GDS to obtain the lowest available class of service in the inventory bucket. Putting the reservation on hold with CWT also provides an official date and time stamp.
- 2) The comparison will be made with lowest fare offered by CWT, within the Client's travel policy, and not the fare accepted.
- 3) The traveler must email CWT with the CWT confirmation and a screen print of the cheaper fare found, including all charges, services fees, credit card fees and taxes and confirming the availability of this fare for booking, within one (1) hour of the original reservation being made with CWT. **Email to: [atsresolve@carlsonwagonlit.com](mailto:atsresolve@carlsonwagonlit.com)**
- 4) Any fares found after CWT closing hours will not be included in the scope of this guarantee.
- 5) Fares found through "wholesale websites" (e.g., Expedia, Travelocity, etc.) must be purchased to provide a true comparison; proof of purchase is necessary.
- 6) CWT will only look for fares available within the country of booking, i.e., CWT cannot be challenged on a fare if the booking needs to be made in another country or on a website located in another country in order to obtain such fare.
- 7) If a fare difference is due to a GDS surcharge which an airline does not charge via its website, CWT will not be responsible for this fare difference.
- 8) Bookings made through CWT's emergency service numbers (outside office hours) are exempt from this airfare guarantee.