

What Should I Know Before Buying a Ticket on HumanitarianAirfare.com?

The following applies to all booked tickets:

- For security, all reservations must be made in the exact name of the person traveling. The name on the ticket must match your Photo ID - nicknames cannot be used. For international travel, the name on the reservation must be exactly as it appears on the traveler's passport.
- Seat assignments will be made at the airport on the day of departure. For advance seat assignments, please contact your airline directly.
- U.S. Billing and Delivery addresses are required.
- Ticket purchases of \$1500.00 and over are not accepted.
- We reserve the right to cancel requests for High Security Risk Areas.
- It is the traveler's responsibility to know the entry requirements for the countries to which they are traveling or entering. If you're traveling internationally you'll almost always need a passport but you may need to show some other documentation - at your destination and in connecting cities. Check these sites for more information: www.travisa.com and www.travel.state.gov.
- Purchasing a **HumanitarianAirfare.com** ticket does not guarantee a passenger's ability to enter the chosen country of destination. Traveler understands that **HumanitarianAirfare.com** takes no responsibility for determining passenger eligibility to enter any specific country.

How will my tickets be issued?

Whenever possible, **HumanitarianAirfare.com** will issue an e-ticket. An E-ticket (or "electronic ticket") is a paper-less ticket. Instead of using a physical ticket, your photo ID (such as a driver's license) and a printed copy of your itinerary, are all that you need to receive your boarding pass. The airlines may ask you to present the credit card that you used to book your flight. Using an E-ticket is very simple and completely secure. Most airlines offer E-tickets, especially for U.S. domestic travel. Many international airlines also offer E-ticketing on select routes.

IMPORTANT TRAVEL TIP:

Some carriers require travelers to present the credit card they used to purchase the ticket online. Note about E-tickets: If your reservation is not eligible for an E-ticket, we will issue a paper ticket and mail it to you. In the event a paper is issued and mailed, a FedEx shipping charge of \$15.00 will apply.

I Need a Copy of my Itinerary, What Do I Need to Do?

E-Mail us at: reservations@ViningsTravel.com.

IMPORTANT TRAVEL TIP:

It is the traveler's responsibility to contact your airline prior to departure and reconfirm your flight schedule.

Can I Use and/or Earn Frequent Flyer Miles When I Buy From HumanitarianAirfare.com?

Each participating airline has different rules about Frequent Flier mile eligibility. Some deeply discounted fares are not eligible for Frequent Flier miles. In order to verify whether you can earn miles, present your account information at the check-in counter prior to the departure of your flight.

At this time, all airlines require you purchase Frequent Flier miles to purchase airline tickets through their toll free numbers.

IMPORTANT TRAVEL TIP:

Always ask for miles when you check-in. If you are very polite, most reservation agents will award you mileage.

How do I Cancel or Change an existing Ticket or Reservation?

In the event that your trip must be cancelled or changed and you need to exchange your tickets, please call customer service at 770.436.1334. Any changes to your itinerary must be made prior to the date of departure. Most fares have an airline-imposed penalty fee of at least \$100 for domestic and more for international itineraries. In some cases, airlines will also charge the difference between the old fare and the new fare.

For example, if you paid \$200 for a ticket from New York to Los Angeles and needed to change it for a later date and the new fare is \$275, the airline might charge you as follows:

- \$100 (Airline imposed change fee - per ticket)
- \$75 (Difference in the fares)
- \$175 (Total charge for changing the ticket)
- (Add \$35 service fee from Vinings Travel if we handle the exchange)

We recommend that you contact the airline you are flying and request the change. In some cases, the airline might honor the old fare. Sometimes airlines will not do changes and will refer passengers back to us. If that occurs, we will change the flights for you. Please note that you will be subject to the MissionaryAirFareSearch.com change fee of \$35.00 per ticket we complete the changes.

IMPORTANT TRAVEL TIP:

Prior to calling, please check the fare rules and restrictions for your ticket, so you will know what penalty fees may be associated with changing it.

What are the Rules & Restrictions of Tickets Purchased thru HumanitarianAirfare.com?

- A non-refundable processing fee of \$15.00 per ticket is charged at the time of booking. The charge will show up on your credit card statement as Vinings Travel.
- All fares are non-refundable and non-transferable.
- Any changes to your itinerary, at no charge or penalty, must be made prior to the ticket being issued.

- Most fares have an airline-imposed penalty fee of \$100 or more per passenger for changes and cancellations, plus any applicable increase in the fare. International tickets carry a higher penalty.
- The processing fee of \$15.00 per ticket will not be refunded if your tickets are changed or cancelled.
- If you do not use your tickets, and do not make changes to your itinerary prior to your date of departure, the airline will consider you a “no-show” and your tickets will have no value.

IMPORTANT TRAVEL TIP:

Always double-check your travel dates and passenger names prior to submitting the reservation for ticketing. The airlines imposed change fees apply even when you make a simple mistake.

What is the Cost to Change My Ticket?

Most fares have an airline-imposed penalty fee of \$100 or more per passenger for any changes and cancellations, plus any applicable increase in the fare.

HumanitarianAirfare.com charges a \$35 per ticket processing fee on any Changes after the ticket is issued. We recommend you first try calling the airline to change the ticket.

For example, if you paid \$200 for a ticket from New York to Los Angeles and needed to change it for a later date and the new fare costs \$275, the math might look like this:

- \$100 (Airline imposed change fee - per ticket)
- \$75 (Difference in the fares)
- \$175 (Total charge for changing the ticket)
- (\$35 service fee if we do the exchange)

Can I Purchase Tickets if I Live Outside of the United States?

Travel booked through HumanitarianAirfare.com may originate outside the US, but ALL payments must be in US dollars and all credit cards used to book travel must have a U.S. billing address.

What Forms of Payment Do You Accept?

HumanitarianAirfare.com accepts VISA, American Express, Discover, and" MasterCard. ALL payments must be in US dollars and all credit cards used to book travel must have a U.S. billing address.

What Taxes & Fees Are Associated with the Airfare?

All taxes vary based on the cities you are traveling between. Flights within the U.S. and U.S. Territories include the domestic U.S. government percentage based taxes, currently 7.5%, and any related domestic fuel surcharges that vary based on fuel prices.

Total fees for domestic flights include, passenger facility charges, passenger segment fees, and a September 11th security fee. International taxes and surcharges are included in the price of your ticket as displayed on our site. The HumanitarianAirfare.com processing fee of \$15.00 per ticket is applied on top of the price of the ticket and will show up as separate charge on your credit card statement as Vinings Travel. Remember, our processing fee is nonrefundable.

I Need to Travel With an Infant or Small Child, What Do I Need to Know?

By Airline definition, an infant is a person 24 months of age or less. A person 2 to 11 years of age is considered a child. For domestic flights, an infant does not need a ticket, but will be required to sit on an adult's lap. If you do not want your child to sit on your lap, you will need to purchase a separate ticket. The airlines permit only one lap infant per adult traveler. You'll need to purchase a seat for each infant exceeding the number of adult travelers.

On international flights an infant must have a ticket, even if the infant sits on an adult's lap. In addition, full standard departure, arrival, passenger, airport and security taxes apply to all infants.

IMPORTANT TRAVEL TIP:

For international travel, all persons, including newborn infants, are required to obtain passports in their own name.

How and when are Paper Tickets Delivered?

Domestic paper tickets will be printed the business day following your purchase. Please be aware that a charge for shipping (your choice of FedEx or DHL/Airborne) will be applied for all paper tickets sent and will show up as a separate charge on your credit card statement.

International tickets may take an extra day to be confirmed. Once confirmed, they will also be sent to you via DHL/Airborne 2-day service.

Our telephone lines are open Monday through Friday from 8:00am to 5:00pm Eastern Time. Tickets purchased over the weekend will be printed Monday morning. Please keep this in mind when estimating the date that your travel documents will arrive. If you have additional questions, you may call our Customer Service Department at 770.436.1334

Can I Have the Tickets Mailed to a Different Address than the Billing Address?

You can specify a specific delivery address at purchase where you would like paper tickets to be delivered. Remember, we only issue paper tickets if e-tickets are not available.

I found a cheap rate the other day and now it's not there. What happened?

Airfares are subject to change until you actually purchase your ticket. Airlines reserve the right to pull fares at anytime and seats can sell out in a particular booking class between the time you checked rates and the time you actually purchased. The best thing to do is to purchase your ticket when you find an acceptable airfare.

I Received an E-mail that said "Airfare Pulled" After I Booked my Reservation?

Quoted airfares are not guaranteed until processed by one of our Travel Specialists. Between the time you click purchase and the time that the reservation was processed by an agent the airline reserves the right to remove rates. This happens in very limited situations. If you have received this type of e-mail, your reservation has been cancelled and your credit card was not charged. If you would like to re-book,

you can do so on this site or call one of our agents at 770.436.1334 . We apologize in advance for the inconvenience.

Can I Change the Name on a Reservation?

Once tickets are purchased they are non-transferable. Airline tickets are valid for one year from the date that they were issued. If the passenger wishes to change the ticket, he or she should re-schedule the trip by contacting the airline directly. Remember the ticket will have NO VALUE if you fail to cancel the flight with the airline prior to the date of departure.