

ALASKA TRAVEL DESK

Agency Services & Fee Schedule

Airline Reservations – Basic	\$35
<p>ATD will look for the best rates & schedules for your trip to a single destination in North/Central America/Caribbean and handle the booking & monitoring of your flights (which includes schedule changes and rebooking during cancellations/delays during business hours). This fee covers up to 4 passengers in one reservation. This is only for paid tickets using credit card/cash. This includes flight monitoring of your travel (flight updates, delay notifications, etc). Additional fee of \$10 USD for 5-7 passengers. Additional fee of \$5 per person when split ticketing is performed (eg: connections between Alaska & Delta, for example, require 2 separate tickets in one reservation).</p>	
Airline Reservations – International/Complex	\$60
<p>ATD will look for the best rates & schedules for your trip to up to two destinations in North/Central America/Caribbean; OR one International Destination and handle the booking & monitoring of your flights (which includes schedule changes and rebooking during cancellations/delays during business hours). Mileage redemption reservations are also covered under this plan. This fee covers up to 4 passengers in one reservation. This is only for paid tickets using credit card/cash. This includes flight monitoring of your travel (flight updates, delay notifications, etc). Additional fee of \$10 USD for 5-7 passengers. Additional fee of \$5 per person when split ticketing is performed (eg: connections between Alaska & Delta, for example, require 2 separate tickets in one reservation).</p>	
Hotel Only Reservations	\$0 - \$25/night
<p>ATD will research, provide, and book the BEST hotel rates for your trip, including opaque and non-commissionable rates (we get paid a commission from most hotels). If there is no commission, our service fee is \$25/night.</p>	
Car Only Reservations	\$25
<p>ATD will research, provide, and book the BEST car rental rates for your trip, including opaque and package rates for car rentals. Service fee is per reservation.</p>	
Cruise Vacations – up to 3 cabins	\$125 refundable planning fee
<p>At ATD, we love to cruise! In fact we've been on ever major cruise line and have logged hundreds of cruise dates. Our knowledge is impeccable along with our experience in the current state of cruising. Our Ensemble franchise also includes access to special rates & discounts with most cruise lines. Our fee covers our time to assist in finding you the best options to fit your needs and is refundable after the final deposit has been paid, or we can apply it as onboard credit. Fee is based on each travel request up to 3 cabins.</p>	
Cruise Vacations – 4 to 7 cabins	\$175 planning fee
<p>Once we start helping with larger families and groups, our workload significantly increases and we want to ensure that all of your travelers enjoy the cruise and take part in our expertise and knowledge. This fee is non-refundable and is per group (defined as same cruise line, same dates, deposits paid at same time).</p>	

ALASKA TRAVEL DESK

Cruise Vacations – 8 to 15 cabins	\$275 planning fee
Groups aren't always fun to help manage and keep track of people, payments, and requests. The time component is significant and we are more than happy to help! This fee is non-refundable and is per group (defined as same cruise line, same dates, deposits paid at same time).	
Travel Insurance	\$0
ATD works with Allianz and other vendors to offer you the best deals and best protection.	
Ticket Void	\$35
This applies only to tickets issued on Friday/Saturday and reservations that need to be cancelled/refunded outside of the 24 hour period.	
Voluntary Flight Changes / Cancellations	\$35-Domestic, \$50-International
If a traveler requests a voluntary change to a flight or cancellation, this fee is collected upon rebooking and reissuing of the ticket. This fee is NOT charged for airline-driven schedule changed, or flight delays/cancellations by the airline. This includes name, flight, and date changes.	
After Hours Support – 24/7	\$35
This service is payable to Travel Edge, that staffs a 24/7 call center with live agents to assist when Alaska Travel Desk is not available.	
Travel Research	\$75 / hour
This fee is charged per hour in ½ hour increments for any travel requests outside of flights, hotel, cruise, and car rentals. This covers our time assisting with destination research, tours, shore excursions, transfers, etc.	
Travel History	\$0 - \$15
This fee covers any resubmission of previous itinerary details or receipts. \$15 is only charged on airline tickets and is per request/reservation.	
Waivers/Favors	\$50 to \$150 per traveler
ATD calls this the “Rabbit trick” – if we need to reach out to a vendor for a fare rule/tariff waiver or something outside of the ordinary (such as reinstating a ticket when traveler checks in, doesn't board, and becomes a “NO SHOW”) we will charge an Agent Experience Fee for this. This can include – we put a flight on hold for you, failed to pay, and still need to go and the new fare is now double – but we are able to restore the original fare and get a lower rate; or if you booked a cruise with another agency and forgot to make final payment, the new rate is significantly higher or sold out, and we are able to get you on the same cruise/similar rate, this will be subject to this fee.	

Unless otherwise stated, fees are non-refundable and subject to a 5% City & Borough of Juneau Sales Tax.