

**GROUP TRAVEL CANCELLATION POLICIES AND FEES:**

CANCELLATION FEES ARE VOLUNTARY, THAT IS; THE CONTRACT CARRIER MAY BUT IS NOT REQUIRED TO ASSESS THE CANCELLATION FEES. THIS CLAUSE IS APPLICABLE TO ALL INDIVIDUALS IN GROUPS OF 10 TO 20 PASSENGERS. GROUPS OF 10 OR MORE PASSENGERS WILL BE BOOKED THROUGH THE CARRIER'S GROUP BOOKING PROCEDURES. GROUPS OF 21 OR MORE PASSENGERS ARE NON-MANDATORY USERS OF THIS CONTRACT AND ARE NOT COVERED BY THIS CLAUSE IF CONTRACT FARES ARE NOT USED.

(A) EXCEPT AS OTHERWISE PROVIDED IN (C) BELOW, THE FOLLOWING CANCELLATION FEES/POLICIES APPLY:

**(1) GROUP TICKETING REQUIREMENTS:  
DOMESTIC AND INTERNATIONAL TRAVEL**

A. GROUP SEAT RESERVATIONS MADE MORE THAN (15) CALENDAR DAYS PRIOR TO THE DEPARTURE DATE MAY BE CANCELLED BY THE AIR CARRIER IF NOT TICKETED AND NAMES APPLIED BY (7) CALENDAR DAYS OF THE DATE OF DEPARTURE. THE AIR CARRIER WILL NOTIFY THE COMMERCIAL TRAVEL OFFICE (CTO) BEFORE ANY CANCELLATION IS MADE.

B. GROUP SEAT RESERVATIONS MADE LESS THAN (15) AND MORE THAN (5) CALENDAR DAYS OF THE DATE OF DEPARTURE MAY BE CANCELLED BY THE AIR CARRIER IF NOT TICKETED AND NAMES APPLIED BY (5) DAYS OF THE DATE OF DEPARTURE. THE AIR CARRIER WILL NOTIFY THE CTO BEFORE ANY CANCELLATION IS MADE.

C. GROUP SEAT RESERVATIONS MADE LESS THAN (6) CALENDAR DAYS OF THE DATE OF DEPARTURE MAY BE CANCELLED BY THE AIR CARRIER IF NOT TICKETED AND NAMES APPLIED BY 24 HOURS OF THE BOOKING. THE AIR CARRIER WILL NOTIFY THE CTO BEFORE ANY CANCELLATION IS MADE.

D. ONCE TICKETED, NAME SUBSTITUTIONS IN A GROUP WILL BE PERMITTED WITH NO PENALTIES, AS LONG AS THE GROUP SIZE REMAINS INTACT.

**(2) GROUP CANCELLATION FEES: DOMESTIC TRAVEL**

A. TWENTY FIVE PERCENT OF THE TICKET PRICE IF TICKET CANCELLED LESS THAN (8) CALENDAR DAYS BUT MORE THAN (3) CALENDAR DAYS FROM THE DEPARTURE DATE.

B. FIFTY PERCENT OF THE TICKET PRICE IF TICKET CANCELLED (3) CALENDAR DAYS UP TO 24 HOURS PRIOR TO DEPARTURE TIME.

C. REFUNDS ARE NOT REQUIRED FOR ANY GROUP THAT CANCELS 24 HOURS OR LESS PRIOR TO DEPARTURE, OR NO SHOWS ON THE DEPARTURE DATE. TRAVELERS WILL BE ALLOWED TO TRAVEL STANDBY WITHIN 24 HOURS OF THE ORIGINAL TIME OF DEPARTURE, BUT THE CARRIER IS NOT

BOUND TO KEEP THE GROUP TOGETHER. IF THE GROUP MUST TRAVEL TOGETHER, A NEW TICKET MUST BE PURCHASED.

**(3) GROUP CANCELLATION FEES: INTERNATIONAL TRAVEL**

A. FIFTY PERCENT OF THE TICKET PRICE (EXCLUDING TAXES AND FEES) IF TICKET CANCELLED LESS THAN (8) CALENDAR DAYS BUT MORE THAN (3) CALENDAR DAYS FROM THE DEPARTURE DATE.

B. SEVENTY-FIVE PERCENT OF THE TICKET PRICE IF TICKET CANCELLED (3) CALENDAR DAYS UP TO 24 HOURS PRIOR TO DEPARTURE TIME.

C. REFUNDS ARE NOT REQUIRED FOR ANY GROUP THAT CANCELS 24 HOURS OR LESS PRIOR TO DEPARTURE, OR NO SHOWS ON THE DEPARTURE DATE. TRAVELERS WILL BE ALLOWED TO TRAVEL STANDBY WITHIN 24 HOURS OF THE ORIGINAL TIME OF DEPARTURE, BUT THE CARRIER IS NOT BOUND TO KEEP THE GROUP TOGETHER. IF THE GROUP MUST TRAVEL TOGETHER, A NEW TICKET MUST BE PURCHASED.

(B) GROUP TRAVEL CANCELLATION FEES UNDER THIS CLAUSE ARE PREDICATED ON TICKET ISSUANCE. CANCELLATION FEES MAY APPLY TO ALL SCHEDULED SERVICE GROUP MOVES, INCLUDING THOSE ARRANGED AT THE LOCAL LEVEL BY COMMERCIAL TRAVEL OFFICES (CTO). THE CANCELLATION FEE WILL BE DETERMINED ON THE BASE, ONE-WAY FARE (EXCLUDING TAXES, SURCHARGES AND FEES).

NOTE: CANCELLATION FEES ARE COMPUTED BASED ON THE DAY ON WHICH THE RESERVATION IS CANCELLED. FOR PURPOSES OF CALCULATING CALENDAR DAYS UNDER THIS CLAUSE, THE DATE OF DEPARTURE COUNTS AS DAY 0.

(C) CANCELLATIONS DUE TO CONTINGENCIES OR NATIONAL EMERGENCIES (WHICH RESULT IN EXECUTIVE LEVEL CHANGES TO THE REQUIREMENTS) ARE EXEMPT FROM CANCELLATION FEES. AT THE TIME OF CANCELLATION, THE CIVILIAN AGENCY/DOD WILL NOTIFY THE CARRIER IF EITHER APPLIES TO THE CANCELLATION.

NOTE: NO-SHOW PASSENGERS THAT RESULT FROM ANY AIRCRAFT DELAY ON ANY PRECEDING LEGS OF A CONNECTING FLIGHT ITINERARY ARE EXEMPT FROM CANCELLATION FEES. FURTHER, PASSENGERS SHALL BE EXEMPT FROM CANCELLATION FEES IF DELAYED BY AN OCCURRENCE BEYOND THE REASONABLE CONTROL OF THE PASSENGER AND WITHOUT THE PASSENGER'S FAULT OR NEGLIGENCE SUCH AS, ACTS OF GOD OR THE PUBLIC ENEMY, FIRES, FLOODS, EPIDEMICS, QUARANTINE RESTRICTIONS, STRIKES, UNUSUALLY SEVERE WEATHER AND DELAYS OF COMMON CARRIERS.

(D) TRANSPORTATION OFFICES ARE THE INITIAL POINTS OF CONTACT FOR RESOLUTION OF SUCH QUESTIONS/DISPUTES FOR LOCALLY ARRANGED GROUP TRAVEL (DECENTRALIZED SOLICITATION). IF THE CIVILIAN AGENCY/DOD AND THE CONTRACT CARRIER CANNOT REACH

RESOLUTION, THE MATTER IS TO BE REFERRED TO THE GSA CONTRACTING OFFICER.

NOTE: FOR ANY GROUPS DETERMINED BY THE GSA CONTRACTING OFFICER TO HAVE BEEN CANCELLED IN ERROR OR CANCELLED OTHER THAN IN ACCORDANCE WITH THIS CLAUSE, THE CONTRACT CARRIER SHALL PAY THE CIVILIAN AGENCY/DOD:

- (1) THE AMOUNT OF THE CONTRACT FARE FOR EACH CANCELLED PASSENGER WHO IS UNABLE TO OBTAIN A TICKET FOR TRAVEL ON THE SAME DATE AS THAT ON THE ORIGINAL TICKET; OR
- (2) THE DIFFERENCE BETWEEN THE CONTRACT FARE AND THE NON-CONTRACT FARE UTILIZED IN THE CASE OF EACH CANCELLED PASSENGER WHO IS ABLE TO OBTAIN A TICKET FOR TRAVEL ON THE SAME DATE AS THAT ON THE ORIGINAL TICKET.

