



Benefits & Fees

Exitto offers a standard premium level of service 100% of the time. Benefits that you and your travelers can count on are the following:

1-to-1 Flight Specialist/Traveler Ratio

Rest assured that each request we receive is handled by the same Flight Specialist all the way until the traveler arrives home (and in some cases, afterwards).

Unlimited Proposals

We understand each traveler has their own unique preferences. This is why our Flight Specialists will look at every option on the market to provide a custom-tailored flight itinerary that best meets their needs. Whether it's a simple round-trip or a more complex multi-stop multi-country itinerary, we will make sure the optimum flights are booked.

Fast Response Time

Airfare by nature is time-sensitive. With this in mind, our team of Flight Specialists typically responds in less than three hours during the business day (M-F, 5:00am-5:00pm Pacific), though at most it could be the next business day.

Seats & Special Requests

Seating may seem a small detail, but it can have a tremendous impact on the flight experience. The same can be said for special meal requests, luggage allowances, and all of the other minutiae involved with air travel. Our team of Flight Specialists will handpick seats and enter any other special requests 100% of the time.

Operational Support

Our Operations Team monitors all ticketed reservations for schedule changes in advance of the trip. They review every single one. Minor changes – flight numbers or small time changes that don't create an uncomfortable connection – are typically accepted and emailed to everyone on the file. More significant changes that could affect land services are reviewed with our tour operator partners to determine if any adjustments are needed. If they are, we will then go back to the airline to find a suitable alternative, always while keeping the traveler's preferences as a top priority.

YOUR PARTNER IN FLIGHT

108 Rutgers Ave, Fort Collins, CO 80525 | USA: 800-655-4053 Worldwide: 970-239-4261



Voluntary Changes

Life happens and plans change. Our Flight Specialists will work 1-on-1 with the traveler when these situations arise so they understand their options and can make informed decisions.

Emergency Assistance

Our Client Services Team is on deck 24/7/365 to assist ticketed travelers that need urgent assistance within 72 hours of departure. If the traveler is at the airport and there's been a disruption, our Client Services Team will expertly guide them on which flight(s) to ask the airline to protect them on and/or issue new tickets if that's the best solution.

Post-trip Support

An airline misplacing luggage and involuntarily changing travelers' flights and/or cabins is an unfortunate fact of life. Our team of Flight Specialists will advocate for the travelers in order to achieve the best possible resolution.

Exitto has a simple service fee structure outlined below. Please note that no fees are charged until the time of ticketing.

	Base Fee – 1 Ticket	2+ Tickets
<i>Standard Airline</i>	\$50.00/person	\$75.00/person
<i>Limited Support Airline*</i>	\$75.00/person	\$100.00/person
<i>Voluntary Changes</i>	\$100.00/person/ticket**	
<i>Cancellations</i>	\$0.00/person/ticket**	
<i>Emergency Assistance</i>	\$0.00/person/ticket	

*Limited Support Airlines are defined as those that require a substantial amount of time and manpower to service due to their limited support infrastructure. Exitto is more than happy to book these, and our team of Flight Specialists will advise the travelers of potential pitfalls when traveling with them. The current list of airlines in this category are the following: Aerolineas Argentinas, Airlink, Air Uganda, American Airlines, Avianca Airlines, Cemair, Copa Airlines, Fastjet, Proflight, Sky Airlines, South African Airways, TAP Portugal, and Tunisair. This list is subject to change.

**Separate airline penalties may apply.

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