



Benefits & Fees

Exitto offers a premium level of service 100% of the time. You and your travelers can count on the following benefits:

1:1 Flight Specialist / Traveler Ratio

Every 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

Our Flight Specialists will research multiple options to provide a custom-tailored flight itinerary that best meets each travelers' needs.

Fast Response Time

Airfare by nature is time sensitive. Our team of Flight Specialists aim to respond within the same business day.

Seats & Special Requests

Our Flight Specialists handpick seats and request additional services such as special meals, extra baggage and wheelchair assistance, as available.

Operational Support

Our Operations Team monitors reservations for flight schedule changes in advance of the trip and advises minor changes via email. Significant changes are reviewed with the traveler and/or tour operator partners to determine if adjustments or alternatives are needed.

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 via phone, email or WhatsApp chat to assist ticketed travelers that need urgent assistance within 72 hours of departure.

Post-trip Support

Our Flight Specialists will advocate for travelers if a trip ended with residual issues such as lost luggage or involuntarily changing travelers' flights and/or cabins

YOUR PARTNER IN FLIGHT

108 Rutgers Ave, Fort Collins, CO 80525 | USA: 800-655-4053 Worldwide: 970-482-3019



Exitto has a simple service fee structure outlined below. No fees are charged until the time of ticketing.

Fees are Per Person

	1 Ticket	2+ Tickets
<i>Standard Airline</i>	\$50	\$75
<i>Limited Support Airline*</i>	\$75	\$100
<i>Voluntary Changes**</i>	\$100/ticket	
<i>Cancellations**</i>	\$0	
<i>Emergency Assistance</i>	\$0	

*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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