

# ALTOUR

United has implemented a minimum surcharge of \$100 on airline tickets that include other airline (OA) flights in the itinerary if the ticket is not issued or “validated” on United. We have created a FAQ’s on what this means and what ALTOUR is doing to avoid unnecessary increased costs due to the change United has introduced.

## **When would the United surcharge fee apply?**

*In most cases, the surcharge will apply when you make a reservation and choose multiple airlines on the same trip and one of them included is United.*

## **How can I avoid paying the additional surcharge for a ticket that involves United?**

*We encourage you to select the same airline for your entire itinerary to avoid any surcharge. You will not be assessed the surcharge if you purchase a ticket with United space on all portions or any other airline as long as you use the same airline roundtrip. The surcharge is applicable when you purchase a ticket with United space and other airline (OA) space on the same itinerary and United is not selected as the “validating” carrier.*

*Example of when the fee may apply with multiple airlines (validated on American):*

<i>United</i>	<i>Chicago-Los Angeles</i>
<i>American</i>	<i>Los Angeles-Chicago</i>

*Example when the fee would NOT apply with United selected roundtrip (validated on United):*

<i>United</i>	<i>Chicago-Los Angeles</i>
<i>United</i>	<i>Los Angeles-Chicago</i>

## **What does it mean to validate a ticket?**

*When issuing a ticket, ticketing agencies must select which airline will be chosen to “validate” the ticket. The carrier validated receives all fares generated from the ticket and distributes the amount due to each airline for their portion of the reservation.*

## **How is the validated carrier selected?**

*Common practice is to validate the ticket on the returning airline. This will expedite any requested changes to the return portion of a ticket.*

## **Why do fares in Concur sometimes include the surcharge in the fare?**

*The industry standard is to price an itinerary, always choosing the outbound airline as the validating airline. If this is something other than United and United is chosen on the return portion, Concur's pricing will include the surcharge in its pricing proposal.*

## **If our company has a United contract. Will we be impacted by the surcharge if we choose United and another airline on the same reservation?**

*No. If you have a United airline agreement, United doesn't always allow OA space ticketed with their contract discount tickets so ALTOUR has been and will continue to issue separate tickets in this case.*

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**What is ALTOUR doing to help us avoid the additional surcharge?**

*ALTOUR agents are well versed in pricing options and will always offer to validate on United or present a multiple ticketing option where applicable. ALTOUR has also updated our Quality Control systems to recognize those tickets with multiple carriers and validate on United Airlines.*

**Should we anticipate any issues if always validating on United?**

*If a ticket is validated on United and your return portion is on other airline space (OA) and now you want to change the OA portion, making a change could take a lot longer to expedite. When making any changes, we need to work with the validating airline, United, to exchange the ticket. In some cases, the United segment may have been flown and may have dropped out of United's system, therefore making it difficult to obtain authorization to exchange the OA portion of the ticket.*

ALTOUR is looking out for your best interest. We have invested in the technologies to avoid extra costs to our customers. If you have any questions or need further clarification. Please reach out to your ALTOUR Account Manager.