

Service fees for Business Travel bookings

Updated in January 2023

As provision of our intermediary and travel agency services, we charge the following service fees (in EUR), hereinafter called "transaction fee" ("TAF"). The fee is charged for each travel document (e.g. airline ticket, rail ticket) or travel related service (e.g. hotel and rental car reservation, multiple transaction fees might be applicable to one single booking).

I. Standard travel services

INTERMEDIARY SERVICES	OFFLINE-BOOKING
Flight Domestic	38,50
Flight Europe	38,50
Flight Intercontinental	38,50
Low Cost	38,50
Surcharge for non GDS bookings - BPF/Booking Process Fee	20,00
Hotel reservation	8,25
Rental car reservation	8,25
Rail National and International (Bahntix)	16,50
Other flight services (so-called EMD - e.g. rebooking/cancellation)	17,16
Other flight services (so-called EMD - e.g. seat, meal, luggage)	17,16
Revalidation (rebooking of issued tickets)	20,00
Refund of flight ticket	17,16
Refund of rail ticket	16,50

II. Additional travel services

SERVICES	
24 hours emergency service (plus phone call charges)	40,00
Visa application including electronic procedure	50,00
UETTR - Unused E-Ticket Refund	20,00
Further services [1]	20,00
Clarification payment in case of rejected credit card (CCRE)	25,00
Time-consuming services [2]	90,00
Program Management services per started hour	99,00

The TAFs apply plus VAT and - if applicable - plus the abovementioned TAFs for intermediary services. Services that are not provided by BCD Travel but by third parties, e.g. consulates, carriers, other service provider, post and courier services, are - unless otherwise stated - also not included in the abovementioned TAF but shown separately and invoiced separately. Any (mediation) commissions or similar will be retained.

All services mentioned as example („e.g.“) are explicitly not limited to the given example(s). TAFs will also be charged for not explicitly mentioned services.

TAFs can be adjusted without prior notice (unless contractually agreed) as part of an e.g. annual indexation.

Hotel: Hotels will be booked through „TripSource Hotels Tool“ („TSH“).

Rental car: Rental cars are booked through „ Global Distribution Systems“ („GDS“).

Online bookings: „No-touch Fulfilment“ apply (no manual intervention as for offline bookings) and Refund-Online TAFs are according to Refund-Offline-TAFs. All Online TAFs are excluding PNR fee.

[1] Examples for further services: Manual flight pricing | Completion of missing visa documents | Virtual Credit Card Handling

The fee is valid for an average handling time of 20 minutes; Issue evaluations (lists, reports and analyses).

[2] Examples for time-consuming services: Handling of non-BCD Travel related complaints | Profile and client numbers: Update data for up to 50 traveler profiles (e.g. cost centers, email addresses, Corporate Cards, new authorized person to give an order, change of company name etc.) | Organization of meetings and meeting rooms | Research, offer preparation and significantly time-consuming bookings: Search of hotel room during trade fair times / Munich Oktoberfest and other large events, Hotels with meeting rooms of a particular size and particular location, additionally prices for single and double rooms in different months | Significantly time-consuming bookings to avoid the declaration of details of credit cards, e.g. with cost coverage declarations | Several offers for a trip in different classes, with different routings, e.g. Round-the-World versus three single trips | Excess luggage: research of special handling regulations | Handling of lost luggage | Truck / rental car bookings with additional requests that are not bookable via GDS | For budget planning concerning travel costs: checking prices to several different destinations | Non-GDS seat reservation | Support in case of flight incidences | Goodwill requests with service providers | Issue rental car voucher

The fee is valid for an average processing time of 60 minutes; Issue evaluations (lists, reports and analyses).