



CBT LOWEST PRICE GUARANTEE FOR PUBLISHED AIR BOOKINGS

If a lower, published fare is found, the traveler or admin must submit the lower itinerary to CBT via your travel agent team or the online helpdesk within one (1) hour of the original booking. The lower rate must be a published fare that is available for booking on Concur or through the CBT advisor booking the reservation in Worldspan, at the time the lower fare is submitted to CBT. The price guarantee is available only for exact itinerary matches -- same air carrier, class of service, identical fare rules and restrictions (including applicable refund, change and cancellation policies), the exact same dates, flight numbers and times of travel for all legs of the trip.

1. Notifying CBT of a Claim You must submit the lower, exact itinerary to CBT via your travel agent team or the online helpdesk within one (1) hour of the original booking. The lower rate must be available for booking on Concur or GDS reservation system at the time you contact CBT.
2. Must be EXACT Comparison The price guarantee is available only for exact itinerary matches -- same air carrier, class of service, identical fare rules and restrictions (including applicable refund, change and cancellation policies), the exact same dates, flight numbers and times of travel for all legs of the trip. The price guarantee applies only to the cost of booked travel, without including any taxes and fees. The price guarantee is not available for bookings on websites where the carrier, itinerary or similar booking details are unknown until after purchase.
3. Comparison Rates must be available to the General Public Online. The price guarantee applies only to prices both advertised and available to the general public on a US-based website. For example, this does not include rates offered on membership program websites, corporate discounts or rates; group, charter, rewards program, incentive, meeting, convention, consolidator or interline prices; prices obtained via auction or similar process; or prices available only by using a coupon or other promotion not offered to the general public. Guarantee does not apply to Southwest Airlines Fun Fares, Air Canada Tango Fares, Spirit Airlines or similar airline-exclusive fares. The lower rate may not come from a website where you call to get the rate, or from an email that you received. The rate must be quoted and booked in US dollars (and without reference to currency converters).
4. Verification of Claims - All requests, including receipts, are subject to verification by CBT. CBT will not accept screenshots or other purported evidence of a lower price that cannot be independently confirmed by CBT personnel. Nor will CBT verify any request that it believes, in its sole discretion, is the result of a printing or other error or is made fraudulently or in bad faith.
5. If CBT determines there is a valid, lower fare available, CBT will void the original ticket and reissue the new ticket at the lower fare and the re-issue transaction fee will be waived.