



TEAM 2 COMMUNICATIONS FORM

Hours of Operation

Monday - Friday 8:00 a.m. – 5:30 p.m., EST

Toll Free: 800-810-2327

Fax: 617-451-4222

In the event your call is urgent and you reach a voice mail recording, please press “0” and your call will automatically be forwarded to the first available agent on your team. Do not hang up as the calls are answered in the order received.

Emergency after hours travel service: 800-810-2327

Please give code T 6 B 0 (zero)

Available after regular business hours, weekends and holidays 24/7

TEAM 2-Your Dedicated Corporate Travel Consultants

Felix Lena	flena@carlsonwagonlit.com
Maureen Yarrow	myarrow@carlsonwagonlit.com
Theresa Croteau	tcroteau@carlsonwagonlit.com
Kay Bice	kbice@carlsonwagonlit.com
Marie Sylvester	msylvester@carlsonwagonlit.com
Laurie McKinney	lmckinney@carlsonwagonlit.com

To fill out your Travel Profile:

<https://portals.navigant.com/neregion/boston/>

Leisure/Personal Travel

Lisa Frasier

Toll Free 888-298-2582

Account Management

Lauren Amidon

617-451-4174

lamidon@carlsonwagonlit.com

Travel and Transactions Services Manager

Melissa Ramsdell

617-451-4190

mramsdell@carlsonwagonlit.com



Simmons College Travel Services Pricing – June 2009

Service	Fee
Full-Service Transaction Domestic Ticket/International Ticket/Ticket Exchange/Rail Ticket Includes Airline reservation system (GDS) surcharge for all air bookings ^	\$35.00^
Paper Ticket Fee(does not include fees charged by airline)	\$10.00
Hotel / Car Only Booking	N/A
24 Hour Emergency Service – Call only	N/A
24 Hour Emergency Service with TICKET issued/exchanged	\$35.00^
Refund Processing	N/A
Voiding Ticket	N/A
Courier Delivery or UPS	\$10.00
Small Business Management	Included
Use of CWT Preferred Supplier Discounts	Included

^GDS Opt in Surcharge:

The Global Distribution System (GDS) are the different reservation systems that the airlines use to display their airfares. The airlines pay a fee to the different systems for this service. In the summer of 2006, U.S. airlines negotiated new fare content distribution agreements with the various GDS (Global Distribution System-i.e. airlines reservation systems) that dramatically reduced the fees they paid to each GDS for each reservation. As part of the negotiations, the airlines threatened to withhold their lowest fares from unwilling distribution companies. These companies have responded by reducing their fees to the airlines and subsequently, demanding new fees from agencies like Carlson Wagonlit for air travel bookings. The result of these negotiations is that Carlson Wagonlit now must charge their clients by \$2.00 per airline ticket, (with a maximum of \$4.00 per reservation if multiple airline tickets issued for one reservation) issued in order to offset additional distribution fees now being passed through to us by the airlines effective September 1, 2006.

We have accepted this new pass-through fee as it guarantees access to ALL fares and minimizes any new distribution fees to our clients.