

## Companion Airfare - **FAQ**

**Q. How does the Companion Airfare program work?**

- A. Order a Complimentary Companion Voucher by checking the appropriate box on the Benefits Request Form found in the New Account Kit. Complete the Complimentary Companion Voucher prior to the expiration date and mail to the address provided on the voucher to receive an Activated Travel Voucher with PIN number. The “travel by” date will be printed on the Activated Travel Voucher with PIN number. Use the chart on the voucher to select the departure and destination cities. Call the toll-free number or go to [www.companionbooking.com](http://www.companionbooking.com) to make reservations.

**Q. I sent in my completed Complimentary Companion Voucher but have not received my Activated Voucher with PIN number. When will I receive my PIN number?**

- A. Activated Vouchers are typically sent within 14 business days after the completed Complimentary Companion Voucher is received.

**Q. What are the participating airlines?**

- A. Selection of the airline varies by market, and is at the sole discretion of the issuing agency based on availability because airline participation varies by market

**Q. Can I give the Companion Airfare voucher to someone else to use ?**

- A. The vouchers are transferable prior to making airline reservations only. Once travel has been booked the tickets are non-refundable, non-endorsable and non-transferable.

**Q. How early do I have to make reservations?**

- A. Reservations must be made at least 14 days in advance. Reservations are generally accepted within six (6) months of travel.

**Q. Are there any additional fees associated with the program?**

- A. Complimentary fares apply to base fares only. The normal taxes and fees will apply to both the “companion” ticket and the “first” ticket. A \$9.95 processing fee will be applied to each ticket at the time of booking.

**Q. I've used my Companion Airfare ticket. How can I get another one ?**

- A. After you have used your Complimentary Companion Voucher you may call the Member Service Center, at 1-800-251-2311 to request another voucher. Members are eligible for one Companion Airfare ticket every twelve months. Additional vouchers will not be provided within one year of the initial request.

**Q. I have a question about my membership, who should I call?**

- A. Please call 1-800-251-2311 and a Member Service representative will be happy to help you.

**Q. I have a question about my reservation, who should I call?**

- A. Please call the toll-free number listed on the Activated Voucher, 1-800-633-3771 Monday – Friday, 9am to 5pm CT, or email [support@companionbooking.com](mailto:support@companionbooking.com). A representative will be happy to assist you.

**Q. Are there any restrictions on when I can travel?**

- A. Blackout dates for all destinations may apply during seasonal and holiday periods.

**Q. I lost my voucher. Can I get another one ?**

- A. No. Complimentary Companion Vouchers will not be replaced if lost, expired, stolen or destroyed. This applies to Activated Travel Vouchers also.

**Q. Can I use my “Super Saver” ticket with the Companion Airfare offer?**

- A. No. Companion Airfare may not be combined with or applied to other vouchers, promotions or special offers. Please see the Terms & Conditions on the Complimentary Companion Voucher for complete details .

**Q. The voucher says airline service is not available in all markets? Why is that?**

- A. This means that not all airlines fly in and out of all markets, and not all airlines have available seats on certain dates for the program.

**Q. Will the ticket prices match exactly to the grid in the voucher?**

- A. The zone price grid outlines base fares only. Availability and prices are subject to overall supply and demand, so the actual price of the ticket could vary. It could be lower than stated on the voucher, or higher.

**Q. Can the voucher be used for international travel?**

- A. No, the voucher is good for Domestic travel only within the contiguous 48 states – excluding Alaska and Hawaii.

**Q. Can I still go through my travel agent when making travel arrangements?**

- A. The airline travel must be booked through the Companion Airfare online booking service or toll-free number.