

# INTERNATIONAL AIR TICKET

All of your flights have been confirmed, as indicated in the attached itinerary and invoice. Please ensure that the name(s) and flight schedule on the itinerary are correct. If there are any errors, please contact us immediately.

## Important information

- It is the customer's responsibility to obtain all necessary travel documents required (passport, visas, re-entry permits, etc.). Military personnel and dependents should check with NAVPTO for travel restriction/area clearance requirement.
  - Free Checked Luggage Allowance (Economy class):
    - Flights to/from North & South America, Guam, Saipan, Canada – Allowed 2 pieces. Each piece cannot exceed a maximum weight of 50lbs. (23kg) and a maximum total linear dimension (length + width + height) of 62in. (158cm).
    - Flights to/from places other than North & South America, Guam, Saipan, Canada – Total weight should not exceed 44lbs. (20kg).
    - Allowed 1 piece of carry-on luggage, plus a purse/brief case/laptop case. Maximum total linear dimension (length + width + height) of 45in. (115cm). Carry-on luggage must fit underneath the passenger seat or in the overhead compartment. Maximum permitted weight varies depending on airline.
  - Strongly recommended to be at the airport two / three hours prior to your scheduled departure. If you arrive late, you may be denied to board the aircraft.
  - Duplicate reservations, once detected by the airlines will result in cancellation of reservations. If you made reservations with other travel agencies, your booking is considered duplicate reservation.
  - Lost Ticket: If you lose your ticket, a new one must be purchased. Please contact our office immediately for more details.
  - Refund Policy:
- | Type of Ticket              | Form of Payment | Length of Time to Process | Form of Refund              |
|-----------------------------|-----------------|---------------------------|-----------------------------|
| Military, Excursion, Normal | Credit Card     | May take up to 6 months   | Credit Back on Card or Cash |
|                             | Cash            | May take up to 3 months   | Cash                        |
|                             | Check           | May take up to 3 months   | Cash                        |
|                             | Bank Wire       | May take up to 3 months   | Cash                        |
| Discounted                  | Credit Card     | May take at least 1 month | Cash Refund Only            |
|                             | Cash            | May take up to 1 month    | Cash                        |
|                             | Check           | May take up to 3 months   | Cash                        |
|                             | Bank Wire       | May take up to 1 month    | Cash                        |
- If paying with any other type of credit card other than a check card, depending on your bank and credit card company you will be charged between 1 – 3 % extra to convert from Yen to American Dollars.

## Type of Air Ticket: After Departure

**Discounted / Excursion Fare** – This is a fixed ticket, once the ticket has been issued, no changes may be made.

**Non-refundable:** Once the first coupon of the ticket has been used, no money may be refunded if the rest of the trip is cancelled.

**Non-endorsable:** If you miss any flight, the ticket may not be used on another airline.

**Non-reroutable:** Once the ticket has been issued, destinations or stop over may not be changed.

**Open** – Can change return dates only. Ticket is non re-routable and non-endorsable.

**Military Fare** – Endorsable, reroutable, changeable but may incur fee. No show fee may apply.

**Military Advance Purchase Fare** – Can change dates and routing. This is non-endorsable and non-refundable.

Before finalizing your booking, please verify the correct spelling of your name according to the passport, flight dates and destinations. Any change made to names and flight itineraries after finalization will result in stiff charges and penalty. As airlines impose deadlines to have the tickets issued, final travel dates must be strictly followed. Ticketing must be done at least 14 days prior to departure. (Advance Purchase tickets must be done by the due date.)

**Ticket pick up: Discounted Ticket** – We need three working days to process your ticket. Pick up your ticket at the place you made your reservation (Fleet Rec or ITT Office). In case of emergency, you can pick up your ticket at our counter at Narita International Airport and look for our company sign which reads “**UTC TOUR**”.

## Changing/Cancellation Penalty Charges: Before Departure

Discounted ticket (After reservation is finalized) 10,000yen / person plus **IATA** charge (see IATA charge list)

※ American air, Egypt air, Philippine air, Aeroflot Russian air, have different penalties, please check with agent

Military, Excursion Ticket (After reservation is finalized) Determined by Airline plus UTC handling fee 5,000yen / person

\*\* If you change or cancel on the day our suppliers are closed, applicable charge will be on the day when they re-open.

## Urgent ticketing fee: Except Saturday, Sunday and Japanese holidays

2 to 3 days before departure 2,000yen / person

1 day before departure 3,000yen / person