

## Euro Lloyd Travel Contact Information & Fees

Euro Lloyd's business operations are Monday through Friday 8:00 a.m. to 6:00 p.m.

Euro Lloyd can be reached by calling 2-7799, or (212)629-5470

Calls made Monday to Friday from 6:01 p.m. to 7:59 a.m. or on a weekend will be answered by a Travel Helpline afterhours agent, effective October 1<sup>st</sup> 2021, speaking with an afterhours agent will incur additional services charges as outlined below. **Calls made after hours or on the weekend should be reserved for emergency situations only.**

**Service charges during normal business operations Mon. to Fri. 8 a.m. to 6 p.m.**

<b>TICKETING FEES - REVISED EFFECTIVE FEBRUARY 1, 2022</b>	
Electronic/Ticketless (airfare)	\$12.50
Exchange (airfare)	\$12.50
Void (airfare)	\$12.50
Electronic/Ticketless (train)	\$7.00
Exchange (train)	\$7.00
Void (train)	\$7.00

**Effective October 1<sup>st</sup>**

**Service Charges for afterhours Mon to Fri from 6:01 p.m. to 7:59 a.m. and on weekends**

<b>AFTER HOURS TRANSACTION FEES</b>	
Basic Call	\$16.25
<b>TICKETING FEES (for airfare or train)</b>	
Electronic/Ticketless	\$12.25
Electronic/Ticketless - Requiring Authorization (surcharge)	\$3.50
Exchange	\$25.00
Exchange - Requiring Authorization (surcharge)	\$3.50
Void	\$11.00

Definitions:

1. Basic Call: is defined as a call taken by a Travel Helpline afterhours agent whereby the caller requests information that may or may not result in the creation, review or change to a booking record (PNR). If a call results in Travel Helpline creating, reviewing or changing multiple PNRs, during the same call, each PNR reviewed or created is considered a billable call transaction.

Ex) After hours call where airline ticket is issued = \$16.25 + \$12.25 = \$28.50 total service fee

2. Tickets: can include e-tickets or ticketless tickets.