



Companion Airfare - **FAQ**

- Q. I sent in my completed Complimentary Companion Certificate but have not received my Activated Voucher. When will I get my Voucher?**
- A. Activated Vouchers are typically sent within 14 business days after the completed Complimentary Companion Certificate 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. How does the Companion Airfare program work?**
- A. The member may order a Complimentary Companion Certificate by checking the appropriate box on the BRF found in their New Account Kit. Member must complete the Complimentary Companion Certificate prior to the expiration date and mail to the address provided on the certificate to receive their Activated Travel Voucher. The Travel Voucher is valid for one year. Use the chart on the certificate to select the departure and destination cities. Find the fare by using the zone chart located on the certificate. Call the toll-free number or go to www.companionbooking.com to make reservations.
- Q. Can I give the Companion Airfare certificate to someone else to use?**
- A. The certificates 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 Certificate you may call the Member Service Center, at 1-800-251-2311 to request another certificate. Members are eligible for one Companion Airfare ticket each twelve months. Additional certificates 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 Specialist will be happy to help you.
- Q. I have a question about my reservation, who should I call?**
- A. Please call toll-free number on the Activated voucher, 1-800.633.3771 Monday – Friday 9am to 5pm CST, or send an email to support@companionbooking.com. A customer service 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 certificate. Can I get another one?**
- A. No. Complimentary Companion Certificates 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. The companion travel award may not be combined with or applied to other certificates, promotions or special offers. Please see the Terms & Conditions on the Complimentary Companion Certificate for complete details.
- Q. The certificate say 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. With the number of airlines available, this should not be an issue.
- Q. Will the ticket prices match exactly to the grid in the certificate?**
- A. The price grid that outlines the cost from and to the various zones are base fares only. Availability and price are subject to overall supply and demand, so the actual price of the ticket could vary. It could be lower than stated on the certificate, or higher.
- Q. Can the certificate be used for international travel?**
- A. No, the certificate is good for Domestic travel only within the contiguous 48 states – excluding Alaska and Hawaii.
- Q. Can a customer still go through their travel agent when making travel arrangements?**
- A. The airline travel must be booked through the online booking service or toll-free number.