

LOW.FARE



LOW.FARE – The clever way to search for and book lower fares!

We have compiled both frequently asked questions and answers regarding LOW.FARE for you. If you have any additional questions, of course we remain at your disposal.
(Tel. +49-(0)421-669 45-0 / service@partners.de)

Which technical prerequisites are necessary?

In order to work with LOW.FARE, you need an Internet connection and a browser.

Is the layout modifiable?

You can modify the layout's colors and font. For this purpose, its own administration area exists. You receive these access data together with the other access data for LOW.FARE.

What type of experience exists up till now regarding LOW.FARE?

LOW.FARE has become one of the most-used low-cost carrier booking engines in Europe. LOW.FARE has in the meantime been implemented within corporate travel in 26 countries worldwide.

Are additional carriers implemented into LOW.FARE?

Yes, new carriers are continually implemented on a timely basis. At the moment, approximately 100 low-cost carriers and charter companies are implemented. In addition, all scheduled airlines from the GDS.

Can certain airlines be excluded from the display?

Yes, for one of the concrete requests, it can also be individually determined within the Airline Portfolio.

Are the original prices and availabilities displayed?

Yes. LOW.FARE requests the routings in real time. The prices are the most economically available ones at the time of the request.
LOW.FARE thereby also supports all corporate rates or commission agreements (existing agency contracts) with the carriers.

Where can I view reference pages?

We will gladly inform you about our references. Please request current reference pages from us by e-mail.

Are special service features able to be set?

Luggage, special and sports equipment may be entered for low-cost fares. This information is appropriately transmitted to the airline.

How many persons may be booked as a maximum?

Depending on the company, the maximum quantity of persons (usually 9) can also be booked via LOW.FARE.

How does the service-charge setting occur?

You define your own service charge in LOW.FARE. The fee can be displayed to the consumer within the availability display either as "inclusive" (the consumer sees a price including airfare, taxes and your fee) or else "exclusive" (the consumer sees the airfare including taxes and your fee separately).

You can set the service fee yourself within the web-administration area.

Are fare rules otherwise airlines' General Terms and Conditions also displayed?

For all fares excluding GDS fares, the client must confirm that s/he has read the General Terms and Conditions. For GDS fares, LOW.FARE offers the option of displaying the respective fare's "Terms and Conditions".

In addition to credit card payments, are other forms of payment also offered?

If the airline offers direct bank debit, the client also has the possibility of having this amount directly debited from her/his account.

This form of payment is then offered as an additional payment method in LOW.FARE.

What does the client see on her/his credit card statement?

The client sees the airfare's debit on her/his statement on behalf of the airline and also Partners Software's debit for the service fee.

Partners Software's debit posting line contains the supplier's name on behalf of whom we charge the service fee, booking date, airline, routing and travel date.

Please note that although we provided all of these data for the debit posting, we cannot guarantee that all data appear on the client's statement. The display depends on the respective financial institution.

Where are certain fares booked?

All fares excluding GDS fares are booked in the background via the airline's internet site. The confirmation occurs in this case directly from the airline.

If the customer decides upon an airline's GDS fare, PNR creation occurs within the GDS. For issuing the ticket, an IATA agent or consolidator is necessary.

Partners Software GmbH is one of the most successful European IT service providers in both Business Travel Management systems as well as Leisure/Tourism. For 20 years the modern and successful company from Northern Germany develops multiple and practically oriented IT products for the Travel Industry, for being able to offer

international clients both innovative and well-thought-out IT-solutions. Renowned companies are among Partners' clients e. g. travel & tour operator Thomas Cook in all of Europe; AER e.V. travel agency coop and TSS; the Ebookers portal; corporate-travel specialist CWT in over 30 countries; various consolidators and many others.

You are welcome to test our LOW.FARE products free of charge and non-binding. Our service team will answer all upcoming questions immediately. Please tell us your ideas!

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*How does the travel agency / tour operator receive the service fee for the **LOW.FARE** Internet version?*

For all fare types, except for GDS fares, Partners Software debits the customer's credit card with your preset service fee. Partners Software deducts a credit card fee from this amount (at the moment 4.5%). This is deducted from the service charge you have contractually stipulated.

For GDS fares, the service fee's collection occurs by the ticket-issuing office, from which you then receive a credit for your service fee.

Which amount does Partners Software recommend for the service fee? If the consumer sees the service fee, then doesn't s/he book directly from the airline's website?

For the service fee, we cannot give you any recommendation. Some travel agencies charge 40 euros per person, while others charge no fee at all (in order to increase access to the website).

We recommend that you inform your customer which services s/he receives for the service fee (e.g. a service hotline for questions regarding the booking, help with travel preparation, hotel recommendations and restaurants, moreover booking additional services, help with problems and claims, etc.).

In LOW.FARE, the customer sees the amount of the service fee and you must assure that the customer understands which services s/he receives for the service fee. If the fee is too high, or the added value is not thoroughly explained, then it can happen that the customer uses your system to find the desired flight and then possibly switches directly to the airline's site for booking this.

Does the possibility exist of not displaying the service fee?

The contract is valid for one year. The contract is automatically extended one further year, if it is not cancelled by one of the parties in writing and within a cancellation advance notice of three (3) months before termination of the contract.

Which currencies are supported?

In LOW.FARE, all fares are displayed in the currencies, which the carrier supports. The service fee can be displayed and debited in the following currencies: EUR, PLN, CHF, AUD, USD, SEK.

If necessary, other currencies can be implemented. In LOW.FARExml, you can use all currencies, since XML data permit any conversion.

What about ticket issuance for GDS fares?

GDS fares are issued via a consolidator. We will gladly advise you in this regard.

Which languages are supported?

The HTML pages are available in English, Dutch, French, Polish, Spanish, Italian, Croatian and German. Internal system messages and airport tables are available in English and German.

LOW.FARE will be enhanced on a regular basis with new languages.

You can use LOW.FARExml in any language, since you simply read the data from the XML data records and can export these and convert them into any language.

*What happens after a booking in **LOW.FARE**? What does the consumer receive? What do we receive?*

The consumer enters her/his e-mail address in the booking mask. The airline sends the normal confirmation mail with all booking data to this address.

After completing the booking, a confirmation page from LOW.FARE is displayed to the consumer with the booking details. The consumer can print out this page.

You receive a booking confirmation from the LOW.FARE system by e-mail.

What about ticket issuance for low-cost fares?

The tickets are generally issued as ETIX. As soon as the customer has entered her/his credit card, the airline confirms the booking with a booking number. This booking number is necessary at the airline's check-in counter.

No paper ticket is necessary. The passengers must prove their identity with either a personal ID or passport.

*How can we register for **LOW.FARE**?*

You can download the LOW.FARE standard contract from our website at www.partners.de.

Simply fax this signed to +49-(0)421-65 59 62.

Activation takes an average of two to three workdays; after which you receive your access data via e-mail and you can start immediately.

*How can I answer a customer question regarding her/his **LOW.FARE** booking?*

You receive a booking confirmation with all customer data. You use these data for answering the customer's questions.

*Is an FAQ area contained in **LOW.FARE** for the consumer?*

No. The booking process is quite simple and the individual steps are explained on the respective page.

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