

## Frequently Asked Questions

### DFW Tours

1. What are DFW Tours' hours of operation?

Reservations: Monday - Friday 8:00 AM - 7:00 PM CST  
Groups: Monday - Friday 9:00 AM - 6:00 PM CST

2. How can I contact DFW Tours?

Reservations Phone: 800-527-2589  
First & Business Class: 800-359-5898  
General Fax: 972-386-3802  
CC auth Fax: 888-782-6393  
Groups Fax: 972-980-6441  
Email: [websupport@dfwtours.com](mailto:websupport@dfwtours.com)  
Address: 7616 LBJ Freeway Suite # 700, Dallas, TX 75251

3. What airlines does DFW Tours work with?

DFW Tours has relationships with all major international carriers.

4. How do I find out about DFW Tours' specials and promotions?

[Click here to sign up](#)

5. How long has DFW Tours been in business?

DFW Tours was established as an Air Consolidator in 1978.

6. What is an Air Consolidator?

Air Consolidators are independent entrepreneurs - like travel agents - intent upon offering you domestic and especially international airline tickets on name-brand IATA airlines at rates well below the posted tariff rates. Most, but not all, Air Consolidators work exclusively with the Travel Agent community and have contracts with at least one or a dozen or more IATA airlines for First, Business and Economy fares.

7. What are the benefits of booking with an Air Consolidator?

Travel agents can utilize the expertise of Air Consolidators who compete openly against each other to provide quality air transportation on a wide range of airlines at prices highly competitive with tickets sold by the airlines or by "online" air ticket sellers - sellers who make little or no personal contact available to the travel agent. All consolidators sell tickets to travel agents in either net fare or no capped commission categories. When purchasing a net fare, travel agents can add a service charge of their own selection. The amount of the charge is not identified in the passenger's ticket as such. If the ticket includes a commission for the agent, the amount of the commission also is not identified. Multi-stop specialists are capable of accommodating a combination of single flights by negotiating special deals with larger airlines which serve multiple destinations. Consolidator fares are a great deal most of the time. However, airline fare wars and special promotions are sometimes cheaper. As a courtesy, they may sell published fares as well.

### Availability & Airlines

1. Why did I not receive any results from my flight search?

There are many possible reasons:

1. There is no availability for the flights, cabin choice and/or dates you requested.

2. Your itinerary requires a combination of air carriers.
3. The city pair is only serviced by an airline we do not sell in VAX VacationAccess.
4. There is a fare update in progress by the airline.

Please contact us directly if you experience no results and we will be happy to search manually.

## 2. Why is the airline I want pricing for not available in VAX VacationAccess?

At this VAX VacationAccess has a limit of 27 airlines that can be sold by any individual vendor. If the airline you want is not showing as an option in VAX VacationAccess, please contact our reservation specialists at 1-800-527-2589 option # 5.

## 3. How can I tell if the airfare is published or bulk?

The fares in the suitcase display the fare type directly to the right of each flight number. The fare choices listed below the suitcase display the fare type directly under each flight number.

## Airfares

### 1. How do I get the lowest fare?

1. Travel during non peak periods.
2. Choose mid week travel dates.
3. Search all available airlines, instead of a specific airline request.
4. Book in advance.
5. Be flexible with your dates of travel.
6. Check alternate airports.

### 2. When is low season typically?

It depends on the destination. Typically, it is during early spring and early fall.

### 3. Are your airfares changeable?

Most bulk fares are changeable with a penalty. Published fares are not changeable.

### 4. Are your airfares refundable?

Most bulk fares are refundable with a penalty. Published fares are 100% non-refundable.

### 5. What is a bulk ticket?

A bulk ticket is a fare that has been negotiated in a contract with the airline. Bulk tickets, typically, do not disclose the base fare on the ticket.

### 6. Can I purchase a ticket that originates outside the United States?

Not at this time in VAX VacationAccess. You can contact us directly.

### 7. Do you match competitor's prices?

Not at this time in VAX VacationAccess.

### 8. Can I put a ticket on hold?

Yes, VAX VacationAccess automatically calculates the time frame you can hold a ticket. However, fares are subject to change until it has been ticketed.

### 9. Can I book an open jaw?

Yes, using the multi-stop functionality. It can depend on the cities, connections and airlines

involved. If you are in need of assistance, please contact one of our reservation's specialists.

## **Purchasing tickets**

1. What forms of payment do you accept?

American Express, Visa, Master Card, Discover & Agency check. Agency checks being sent for payment must reach the ticketing office by the specified due date.

2. Where do I add payment?

On the checkout screen.

3. Can I use multiple credit cards?

Yes, you can have up to four forms of payment.

4. How do I know my credit card payment was approved?

When you receive your e-ticket confirmation email.

5. What does it mean when it says, "One or more credit card payments pending?"

It means your credit card information was transmitted successfully and is waiting to be authorized.

6. What if my credit card declines?

If the credit card you submitted declines, a customer service representative will contact the phone number in the reservation and advise you. If you are not available they will also send an email to the one you have on file. Remember the airfare price is not guaranteed until it is ticketed. It will not be ticketed until the credit card is successfully approved.

7. How far in advance can I book a ticket?

Generally, 345 days in advance.

8. How much commission can I add to the fare? And will it show on the ticket?

The VAX VacationAccess limit is 20-25%. Variations may apply per, travel season and fare type. Published fares show the actual published fare and taxes of the ticket. Bulk fares do not show the actual base fare and only shows the taxes on the ticket.

9. Can I use a third party credit card?

Yes, but a signed CC authorization form will be required.

10. Do you take international credit cards?

On a case by case basis, we do our best to allow the use of international credit cards. We do require a copy of the cc holders passport and the front & back of the credit card.

## **Changing tickets**

1. How do I change a ticket that has been issued?

You must contact web support customer service at 1-800-527-2589, option # 5.

2. Is there a fee to change a ticket?

Yes, it varies by airline and destination. You can find specifics in our terms and conditions.

3. Can a passenger standby for another flight?

That is at the discretion of the airline personnel.

4. Is there a time limit for changing tickets?

Yes, you must change your ticket prior to the scheduled departure time or you forfeit the entire value of the ticket.

5. Where are your change policies?

Please reference our terms and conditions or contact web support customer service at 1-800-527-2589, option # 5.

### **Canceling tickets**

1. How can I cancel a ticket?

Once a payment has been submitted or the reservation has been ticketed, you must contact our web support customer service at 1-800-527-2589, option # 5.

### **Schedule changes**

1. How will I be notified if an airline has a schedule change?

If the change is minimal a new e-doc will be emailed to the email address noted in VAX Vacation Access. If the change requires passenger approval, DFW Tours will contact the TA by phone or email to advise of the options the airline is offering and request you contact your client to obtain approval. If the schedule change requires the ticket to be reissued, you will receive a new e-doc with the new flight schedule.

### **Traveling**

1. Where can I find information about airports?

Reference our Ultimate Resource Links section in the Vendor Center.

2. Can the traveler accrue frequent flier mileage?

It varies by airline and fare, but most do.

3. Where can I find information about international entry requirements?

Reference our Ultimate Resource Links section in the Vendor Center.

4. Where can I find information on current travel advisors?

Reference our Ultimate Resource Links section in the Vendor Center.

5. Where can I find information about travel destinations?

Reference our Ultimate Resource Links section in the Vendor Center.

### **Fees**

1. Why are the fees in VAX VacationAccess different than what the reservations agent advised me?

At this time VAX VacationAccess only applies fees per reservation and all airfare fees are a per person charge. All fees have to be manually adjusted to reflect an accurate per person charge.