GUIDELINES FOR ARRANGING UA BUSINESS TRAVEL THROUGH TRAVEL COUNSELORS

RESERVATION INFORMATION

El Sol Travel, Inc. / American Express
Monday thru Friday 7:00am-5:00pm MST
(Summer Hours 6:00am – 5:00pm MST)

Tempe CBC  480.894.6536 UA dedicated
Toll Free  866.977.9177 UA dedicated
Fax Number  480.894.9418
e-mail  elsol@elsoltravel.net

For emergencies after normal business hours: 1.888.394.9971
ID code: S/M0N3
(Additional fee for this service)

LEISURE TRAVEL SERVICES

Cruises and Guided Vacations
Monday thru Friday  9:00am – 5:00pm MST
Sun Lakes  480.895.9362
Toll free  800.722.1177
e-mail: cheri@elsoltravel.net; tsikorski@elsoltravel.net
website:  www.elsoltravel.net

TRAVEL INFORMATION REQUIRED

- Traveler’s full name as it appears on Govt. ID.
- Phone number and email address
- Date of Birth and Gender
- Company specific info required (NET ID, Dept.#, Accounting #, TA)
- Departure & destination cities
- Dates & time of travel
- If traveler will need a car and/or hotel

ELECTRONIC TICKETING

Electronic tickets (e-tickets) are the preferred travel document that travelers will be issued whenever possible. Airlines have different policies on nonrefundable tickets. Ask your travel counselor for the most current policy at time of ticketing. Travel counselors will only be able to void a ticket the business day following ticket issuance; however, individual carrier rules vary.

TRAVEL ITINERARIES

Your confirmation will be sent to you in the form of a link to TripCase™Connect. This will allow you to review and print your reservation as well as:
- Register for trip reminders
- Register for cancellation /delay notifications
- View maps & driving directions
- Review city guides and restaurant information
- Get up-to-date weather and more!
- Print e-ticket receipts
- Print e-invoice copies

Your record locator or confirmation number is included on your itinerary. You will need this number to obtain your boarding pass. There are four ways to obtain your boarding pass:
- Within 24 hours of departure time, print the boarding pass from your airline’s website or sign up for paperless boarding passes for airlines using barcode technology
- Use your airline’s self-service kiosk in the airport lobby (if available)
- Use curbside check-in
- Go to your airline’s ticket counter at the airport

Be sure to have both your boarding pass and photo ID handy to go through security and proceed to your departure gate.

The travel itinerary contains important information. Be sure to read all printed remarks carefully. Upon receipt of the itinerary, verify that all information is correct. If there is a discrepancy, please phone EL SOL TRAVEL immediately.

unused Tickets

Most airlines require reservations be cancelled prior to the flight departure or tickets may be suspended and the value lost. If you cancel reservations with the airline directly, please notify EL SOL of any unused tickets, in whole or in part as soon as possible. If you have an unused ticket you would like to use when booking a new reservation, please advise the agent so the credit can be verified and applied toward the purchase of your new ticket.

Thank you for your business, we appreciate the opportunity to serve you.

Arizona’s largest independently owned Travel Management Company
www.elsoltravel.net