

Airfare (Unused Tickets)

Travelers must cancel the reservation 24 hours before departure to avoid suspension of unused ticket. If the ticket is not cancelled and becomes suspended, some airlines may allow it to be reopened, but there is an airline fee to do so. Once cancelled the traveler should retain the invoice/receipt sent upon completion of original purchase. This receipt has the original ticket number which will be needed to process the new reservation and use of the unused ticket. Unused tickets are valid one year from date of original purchase and carrier may require travel be completed one year from date of original purchase. Simply communicate to your agent at the time of the new reservation that you have an unused ticket along with the ticket number (information on report, if unknown by traveler) so that you may get credit for the unused portion.

Airlines will charge a reissue fee which can vary by air carrier. The current standard domestic fee with most major carriers is \$200.00, international \$250.00. However, penalty fees vary based on carrier and destination. This reissue fee will be assessed along with any new fare amount higher than the original purchase price. The agent will quote all fees associated when new reservation is made.

It is the responsibility of the traveler to monitor their unused tickets. Traveler should ensure that any unused ticket is considered when planning future travel arrangements. Some airlines have a policy which would allow for a name change to another employee within the agency. A view of the latest airline policies regarding unused tickets are available at the State Travel Office's website:

<http://www.doa.la.gov/pages/osp/Travel/af-index.aspx>

If you do not foresee being able to use your outstanding unused ticket before its expiration, notify the NSU Business Affairs - Travel as soon as possible so the airfare credits may be applied to a new reservation.

SHORTS UNUSED TICKETS

Effective July 1, 2021, Short's will no longer process the State of Louisiana's unused tickets issued through Short's. Therefore, for any unused tickets issued through Short's, traveler(s) should first call the airline directly to attempt to utilize the unused ticket. If the airlines are unable to assist the traveler in this matter, they will then call Christopherson at 800-961-0720. Christopherson will charge \$49.00 to process all unused tickets that were purchased through Short's.

While Christopherson will process the unused ticket(s) requests, it is important for you to know that the turnaround time will not be as quick as Short's because they will have to work directly with the airlines to convert the tickets.