

FREQUENTLY ASKED QUESTIONS

How Do We Reach You and What Are Your Standard Business Hours?

Telephone: (509) 327-9585, toll-free (800) 848-3488, Fax: (509) 327-6487, Email: mhallett@travellers.com
8:00a.m. to 5:00p.m. Pacific Time, Monday through Friday

What About After Standard Business Hours Service?

Travel Leaders offers an after-hours emergency business reservation service available via toll-free telephone.

What Are the Reservation Booking Service Charges?

\$25 flat service charge per each airline ticket issued. This service charge includes domestic U.S. and international routes, accompanying hotel and rental car reservations.

What About Hotels and Rental Car Only Reservations?

There is a base \$7 service charge for these reservations.

What About Rate Quotes, Trip Planning, Cancellations or Rebooking Trips?

There are no service charges associated with these services except when a new airline ticket must be issued.

What if My Department or Organization has not Worked with Travel Leaders Before?

Contact Dave Vahala at (509) 327-9585, toll-free (800) 848-3488 or dvahala@travellers.com and he will assist your department in establishing a Business Account with Travel Leaders.

Who Will I Contact Once a Business Account is Established?

Travel Leader's philosophy is to assign a team of two travel consultants to your account. You will work with a Primary Travel Consultant and when she/he is not available, a Backup Travel Consultant will assist you. Both are in constant communication with each other and will be very familiar with your account and travel needs.

When is Your Response Time to Phone and Email Messages?

You can expect to hear back from us within two hours.

Once My Department or Organization has a Business Account, What Should I do?

Complete a Travelers Profile form, available via the State of WA link on the Travel Leaders website, or your travel consultant will assist you in completing a profile.

How do I Know the Lowest Airfares are Being Offered?

When State of WA contract rates are not available, travel consultants will provide multiple lowest rate options and work with you to identify the best options for your individual travel needs. Travel Leaders employs state-of-the-art reservations systems to assist our travel consultants in searching for lowest rates for all airlines, hotels and rental car suppliers.

What about Personal Travel Reservations?

Your travel consultant is available to assist you with personal travel plans. Depending on the specific need, the travel consultant may introduce you to one of our other travel consultants who are destination experts or familiar with your areas of interest.