

# AGENCY AGREEMENT & LETTER OF UNDERSTANDING



Agency Name:\* \_\_\_\_\_ Agency GDS:\* \_\_\_\_\_

Agency Address:\* \_\_\_\_\_ City:\* \_\_\_\_\_ State:\* \_\_\_\_\_ Zip:\* \_\_\_\_\_

Tel:\* \_\_\_\_\_ Fax: \_\_\_\_\_ Email:\* \_\_\_\_\_ Tax ID#:\* \_\_\_\_\_

ARC: \_\_\_\_\_ IATA: \_\_\_\_\_ CLIA: \_\_\_\_\_ TRUE: \_\_\_\_\_ Customer ID / DK #: \_\_\_\_\_

Owner's Full Name:\* \_\_\_\_\_

Home Address:\* \_\_\_\_\_ City:\* \_\_\_\_\_ State:\* \_\_\_\_\_ Zip:\* \_\_\_\_\_

Top Market: \_\_\_\_\_ Please specify (e.g. Africa, China, Eastern Europe, Hong Kong, India, Japan, Latin America, Middle East, Philippines, S. Korea, South Pacific, Taiwan, USA main stream markets, Vietnam, or other )

This AGREEMENT is made on \_\_\_\_\_ between Voyzant LLC and \_\_\_\_\_ (Owner's name).\*

In this agreement, the "Agency Owner" agrees to be personally responsible for all financial transactions between the "Agency" and Voyzant LLC.

1. The Agency agrees to pay "Voyzant LLC" payment for all tickets issued under the account set up for your agency.
2. The Agency agrees to pay "Voyzant LLC" any fees/penalties or debit memos issued by the airlines for any booking/-pricing violations or alteration of ticketed PNR's committed by the "Agency" on any record re-released back to the "Agency" after ticketing.
3. The Agency agrees to pay "Voyzant LLC" any fees/penalties or debit memos issued by the airlines for any "HX" segments not being removed from any reservation re-released back into the "Agency" after ticketing and for any debit memos resulting from a NO SHOW.
4. The Agency agrees to pay "Voyzant LLC" any amounts due as a result of a cardholder disclaiming charges for ticket/s issued by "Voyzant LLC" including fees/penalties or debit memos associated with any credit card charge back or fraud issue committed by the passenger/cardholder.
5. The Agency agrees to pay "Voyzant LLC" any commission recall generated by the airlines on refunded tickets processed through Voyzant or the airlines directly.
6. The Agency will be fully responsible for advising passengers of any schedule changes or flight cancellations.

How did you hear about Voyzant? \* Internet  Flyers  Agency  Referral  Other (Please Specify) \_\_\_\_\_

Owner Signature:\* \_\_\_\_\_

Voyzant Signature: \_\_\_\_\_

Full Name Printed:\* \_\_\_\_\_

Full Name Printed: \_\_\_\_\_

Date:\* \_\_\_\_\_

Date: \_\_\_\_\_

Once completed, please submit the form via email to [usregistration@voyzant.com](mailto:usregistration@voyzant.com)