



FREQUENTLY ASKED QUESTIONS

Who is Fare buzz?

For 25 years, Fare Buzz is a leading Travel Supplier delivering you convenience and unbeatable value when booking airline tickets, hotels, car rentals and vacations through our online booking website, apps or when you call or Live Chat with our dedicated customer service representatives.

Do I need a login and password?

Yes. There's a few steps to get started booking on Fare Buzz. If you belong to an agency that is already registered with Fare Buzz, you will need to contact them to create your username and password. Once you have received your login credentials, you are ready to start booking & managing your travel on farebuzz.com from your desktop, tablet, mobile device or through either of our App's for Apple iOS and Android Google Play. You can download for your device at Apple's App Store [here](#) or at Google's Play Store [here](#).

How do I check prices and make reservations?

You may check prices and make reservations by accessing FareBuzz online portal or by calling our toll free number 888-808-4123 and speaking to a Fare Buzz agent or by email at reservations@farebuzz.com

We recommend calling for international requests to take advantage of our offline net deals.

What forms of payment to do you accept?

Payment can be made by a major credit card or wire transfer. We accept American Express, Visa, Mastercard and Discover: the credit card should belong to the client or the agency.

What fare will appear on the ticket?

If it's a bulk fare ticket, no fare will be shown. If published fare, fare will be on the ticket. If upgrade the full Y fare will show. At times there may be a higher or a lower fare printed on the ticket; but you get charged the fare quoted to you.

Generally there is no fare on the ticket; it is a Bulk Fare Ticket. However, at times there may be a higher or a lower fare printed on the ticket; but you get charged the fare quoted to you.

What are the rules and restrictions of the ticket? Can I make changes to a reservation before departure without penalties?

Airline tickets are subject to the airline fare rules which can be checked in GDS as per inventory fare rules. Tickets can be fully refundable and changeable with no fees, as well as refundable/changeable with a fee and nonrefundable and no changes allowed. Nowadays the airlines are even restricting seat assignment and luggage allowance which can be also checked and should be advise to the passenger. Make sure you ask for fare rules including change fee, cancelation fee, luggage allowance and seat



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assignment.

Most tickets are refundable and changeable; however, your Fare Buzz consultant will provide you with a set of rules with each quote as each ticket may have a different set of rules. Please advise your Fare Buzz consultant if you are requesting an un-restricted ticket as we also have fares without any restrictions.

Will I receive a booking confirmation?

Upon completion of your booking you will receive an email confirming the flights and price of your booking. (Please make sure to enter the email address you would like the confirmation to go to in the

email field under payment information of the reservation. We highly recommend that this is your email address and you forward the confirmation to your client).

How soon after booking are tickets issued?

Ticketing can take a few hours. Once the ticket is issued and it is an E-ticket you will receive an email with the E-ticket number and the airline record locator. NOTE: Make sure to enter YOUR email address in the reservation under the payment info section in order to receive this.

How do I add my markup if I am paying by Client's Credit Card?

There are no set limits on your markup/commission. We can accommodate you by charging the gross amount including your commission to the client's credit card and send you a check for the difference (via Home Office. Home Office keeps 20%, you keep 80%)

Be aware that if ticket is issued on our website, your client will see 2 charges: 1 for the ticket and 1 for the mark up.

When will I receive my commission and Bonus check?

Payment is disbursed approximately one week after ticketing to Home Office.

Can a Traveler accrue miles and qualify for Airline upgrade programs?

Travelers accrue miles in all tickets issued with Fare Buzz. Please remember to provide the FF #. Each airline has their own restriction regarding upgrades. Before issuing the ticket make sure to ask your Fare Buzz consultant if the fare is allowed from the class of service used if published fare. Bulk fares are usually not upgradable.

How can I make changes once the ticket is issued?

Before departure, all changes have to go thru Fare Buzz. Please call your dedicated Fare Buzz agent at 888-808-4123 who can help.

What should I do if the client decides to cancel the ticket? What is your refund policy?

Most Airline Tickets carry certain fees/penalties for any changes/refunds which can vary per the Airline and the type of fare purchased. All such fees/penalties and other applicable rules on the tickets are



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advised to all clients at the time of booking prior to ticket purchase. Call your dedicated Fare Buzz agent with any questions.

Do you book Groups?

Yes, we do.