

Frequently Asked Questions

1. **What carriers allow name changes?**
American Airlines (with additional fee from AA) and Southwest (no fee from Southwest).
2. **If I have questions on my fees, who do I call?**
Your Account Manager – see portal for contact information
3. **Can I make changes to travel plans using the online booking tool?**
Yes, however an agent will complete your request to ensure that the exchange is handled correctly.
4. **What should I do with the non-refundable ticket reminder e-mail?**
If you plan to take your trip, no action is required. However, if you do not plan to take the flight, contact your travel team immediately and we can bank the ticket for future use.
5. **What are the air check and hotel check e-mails?**
These notify you that a lower air fare has become available on the airline or at the hotel where you are booked. To take advantage of the lower rate, respond to the e-mail. Be sure to review any restrictions.
6. **If I need to change my travel plans, do I call the airline or hotel or TravelFocus?**
Please contact TravelFocus at 866-307-3767.
7. **Do I need to alert TravelFocus when I don't use a ticket or my trip is cancelled?**
Yes, contact us prior to your scheduled travel time to avoid the loss of value of your ticket as well as cancelling your car and hotel to avoid charges.
8. **What do I do if I receive a no-show fee?**
Email your request to comments@travelfocus.com for assistance with all reservation and supplier issues/request.
9. **How do I obtain a copy of an invoice?**
[Click here to email your request.](#) Service fee may apply for this service.
10. **Does TravelFocus book leisure?**
Yes, contact our leisure consultants at 800.627.2987.