Dear Traveler:

American Express is now our exclusive travel management services provider. One element of the value in our American Express relationship is the Web Fare Guarantee for U.S. domestic flights, which means we will always receive the lowest logical airfare when we book a flight.

Saint Louis University mandates that you make your travel arrangements through American Express. If for some reason you find an available Web airfare lower than the lowest airfare American Express books, they will match that airfare or pay the difference to Saint Louis University*.

The new guarantee is in effect immediately and applies to all Saint Louis University business travelers. If you find an online fare that is lower than a fare booked by an American Express agent, or lower than a fare booked on our American Express booking tool, please follow these steps:

1. In order for the offer to be valid, you must print out the Web page displaying the flight information, total airfare, and the request for credit card information.
2. Immediately contact one of our designated American Express Travel Counselors (Debra, Beth, Margie or Angela) at 800-955-7497, option 2. If you receive a voicemail, please leave a message.
3. Let the agent know your planned itinerary and tell the agent about the fare you found.
4. The agent will secure the lower fare or provide instructions for you to email or fax the print out with the fare and credit card information.

Thank you for continuing to use American Express for all of your business-travel arrangements. If you have any questions about the above information, please contact me.

Regards,

Elizabeth Anderson
Client General Manager
American Express Business Travel
Tel/Fax: 877-778-1735
Email: Elizabeth.M.Anderson@aexp.com

* Client must provide flight information that confirms that a lower U.S. domestic Web fare was available for the same routing (within plus or minus one hour of the departure times on the American Express itinerary) of the lowest airfare offered by American Express. The airfare must be on the same class of service and available for purchase at the rate posted. The Web fare and the American Express fare must be quoted on the same day. Consolidator and soft dollar tickets and tickets offered through auction Web sites such as Priceline and Hotwire, are excluded from the guarantee. Clients must purchase the airline ticket through American Express to be eligible for the Web Fare Guarantee. American Express reserves the right to cancel, modify, or otherwise change the program at any time, with or without notice.