**New Booking**

Dear Customer,

Thank you for contacting Smartfares.com!

As per our conversation and as agreed, we have booked your reservation under Confirmation # **ABCDEF**, with the Price of **$00.00 USD** per passenger (Including Taxes & Fees).

Total cost to for this itinerary including all taxes and fees would be: **$00.00 USD** for all passengers.

Traveler’s Name:

Itinerary:

Please review the Names, Dates, Cities, and Departure - Arrival times sent to your email address.

Tickets are Non-Refundable/Non-Transferable and name changes are not permitted.

Date and routing changes will be subject to Airline Penalty and Fare Difference if any.

Fares are not guaranteed until ticketed.

**For any modification or changes please contact our Travel Expert on 1877-245-3755.**

**All customers are advised to verify travel documents (transit visa/entry visa) for the country through which they are transiting and/or entering. Smartfares.com will not be responsible if proper travel documents are not available and you are denied entry or transit into a Country. We request you to consult the embassy of the country(s) you are visiting or transiting through.**

**Please Note: Your credit card maybe billed in multiple charges not exceeding the total amount.**

We value your business and look forward to serve your travel needs in near future.

Thank you,

**Cancellation – Future credit**

Dear  ,

Thank you for contacting Smartfares.com!

As per our telephone conversation, we have canceled your reservation **# ABCDFE** for a future credit of **$00.00 USD** per person. The credit is valid for one year from the original date of issuance “DD-MMM-YY” and the Travel needs to be completed before “DD-MMM-YY”.

This Credit is valid to Travel on **“United Airlines”** only and can be utilized by the same Traveler as the ticket is Non-Transferable and name change is not permitted.

At the time of rebooking you will have to pay the airline penalty of **$00.00 USD** per passenger plus the applicable fare difference.

Please note: All cancellations must be completed before departure date.

We value your business and look forward to serve your travel needs in near future.

Thank you,

Percy

Customer Service

**Exchanges**

Dear xxxxx,

Thank you for choosing [Smartfares.com](http://smartfares.com/).com!

As per our conversation and as agreed, we have made the changes to your Booking # **ABCDEF** , with an additional charge of **$200.00 USD** per passenger, including the airline penalty, difference in fare and fees. Total cost to change this itinerary all including taxes and fees would be: **$200.00 USD**

Please find below your revised itinerary as requested by you:

|  |  |
| --- | --- |
| Traveler’s Name :  |  |
|  |  |

LONGMENE/MATHIEU

LONGMENE MBEBOU/JACOBINE

Itinerary :

United Airlines 4635 27 December P TRUDEAU INTL (YUL) 10.41 AM :NEWARK LIBERTY INTL (EWR) 12.15 PM

United Airlines 4635 27 December P TRUDEAU INTL (YUL) 10.41 AM :NEWARK LIBERTY INTL (EWR) 12.15 PM

United Airlines 4635 27 December P TRUDEAU INTL (YUL) 10.41 AM :NEWARK LIBERTY INTL (EWR) 12.15 PM

United Airlines 4635 27 December P TRUDEAU INTL (YUL) 10.41 AM :NEWARK LIBERTY INTL (EWR) 12.15 PM

Please review the names, dates, cities, and departure and arrival times, flights sent to your e-mail address for accuracy.

Please reply to this e-mail stating “I agree “ in order to confirm the above changes.

Above changes are not confirmed until finalized by the airline. If there are any restrictions, updates, or concerns from the airline, we will contact you via email or phone. Please be advised once the above itinerary is exchanged, tickets will become NON TRANSFERABLE and NON REFUNDABLE. In case, you would like to make any further changes to the new itinerary after the tickets are exchanged, you will be responsible for the additional penalties, fare difference and fees.

**All customers are advised to verify travel documents (transit visa/entry visa) for the country through which they are transiting and/or entering. Smartfares.com will not be responsible if proper travel documents are not available and you are denied entry or transit into a Country. We request you to consult the embassy of the country(s) you are visiting or transiting through.**

**Please Note: Your credit card maybe billed in multiple charges not exceeding the total amount. All transaction service fees are 100% non-refundable.**

Please feel free to write back to us for any further assistance.

Thank you,

Percy

Customer Service

**Refund**

Dear  ,

Thank you for contacting [Smartfares.com](http://smartfares.com/)!

As per our conversation and as agreed, we have cancelled your Booking Reservation GRGXCG , for passenger(s) :

|  |  |
| --- | --- |
| Name :CHRISTENSEN/REBECCA LEE |  |

We are now submitting a request to the airlines to refund your tickets. Upon the airline’s approval you will receive a refund of $00.00 USD to your original form of payment. Please note, there will be a charge of $200.00USD on your credit card for the airline cancellation fees.

While we make every attempt that the amount is credited back to you at the earliest, in some exceptional cases this may take one to two billing cycles to reflect on your credit card statement.

Please note: All cancellations must be completed before departure date.

Please feel free to write us back for further assistance.

Thank you,

Percy

Customer Service