



## Agency Agreement & Letter of Understanding

Referred by: (name or website) \_\_\_\_\_ Agency Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

ARC# \_\_\_\_\_ IATA# \_\_\_\_\_ CLIA# \_\_\_\_\_ TRUE# \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Top One Market: \_\_\_\_\_ (e.g. Africa, China, Taiwan, Hong Kong, Japan, S. Korea, Philippines, Vietnam, India, Middle East, Latin America, Eastern Europe, South Pacific, USA main stream markets or other – please specify) This AGREEMENT is made on \_\_\_\_\_, 20\_\_ between Fareladder and \_\_\_\_\_ (owner's name).

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

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

Agency

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

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

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

Fareladder

Fareladder Signature: \_\_\_\_\_

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

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

PLEASE PROVIDE COPY OF DRIVER LICENSE OR OTHER FORM OF GOVERNMENT ISSUED ID.