

Attn: Melva Kishpaugh

540-654-1168



Procurement Services

Contract #15-386
UNIVERSITY OF MARY WASHINGTON
Commonwealth of Virginia
Standard Contract/Master Agreement

=====

This contract entered into this 30th day of June 2015, by Golden Rule Travel LLC, hereinafter called the "Contractor" and the Commonwealth of Virginia, University of Mary Washington called the "Purchasing Agency", "University" or "UMW".

WITNESSETH that the Contractor and the University, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF SERVICES: The Contractor agrees to furnish Customized International Travel Services on an as needed basis to the University of Mary Washington, an agency of the Commonwealth of Virginia, per the requirements and terms and conditions of the original Request for Proposal (RFP) with exceptions noted herein.

PERIOD OF CONTRACT: July 6, 2015 through July 5, 2016 with an option to renew for an additional nine (9) one-year periods.

COMPENSATION AND METHOD OF PAYMENT: Will be in accordance with Method of Payment, (Ref. Section VII, RFP 15-386).

CONTRACT DOCUMENTS: The contract documents shall consist of this signed Contract, the general conditions, special conditions, Offeror's proposal, subsequent clarifications and modifications as described herein all of which are incorporated herein by reference and constitute the "contract documents."

CONTRACTUAL CLAIMS: Any contractual claims shall be submitted in accordance with the contractual dispute procedures set forth in the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors.

PROGRAM PRICING CLARIFICATIONS:

1. No deposits will be paid until the number of program participants has been confirmed between the contractor and the university, subject to airline minimum requirements and airline confirmation.
2. The program price shall be guaranteed by the contractor in U.S. Dollars with a signed itinerary agreement once airline tickets are issued.

PROGRAM DISCOUNTS:

1. Carrier-dependent tour conductor fares for every paid ten (10 passengers) shall be made available to UMW at zero cost with exception of taxes and standard fees, for carriers which participate in such programs or similar programs.

In witness, whereof, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

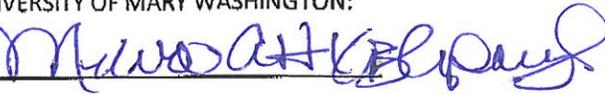
By: 

Title: International travel consultant

Date: 8/6/15

FEI/FIN# 54-1923736

UNIVERSITY OF MARY WASHINGTON:

By: 

Title: AD, PROC SERV

Date: 8/7/2015

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any basis prohibited by state law relating to discrimination in employment.

1301 College Avenue
Fredericksburg, VA 22401-5300
<http://adminfinance.umw.edu/procurement/>
Tel: 540/654-1127
Fax: 540/654-1168

Response to RFP 15-386 Customizable International Travel Services

from:

**Golden Rule Travel and Tours LLC
Annie Hostetler (international travel consultant)**

List of documents attached

Attachment 1: Original RFP

Attachment 2: Addendum 1

Attachment 3: Addendum 2

Attachment 4: Response to RFP

Attachment 5: Personal resume for Annie Hostetler

Attachment 6: Sample Group Travel Agreement (GTA)

Attachment 7: Sample individual invoice

Attachment 8: Sample group invoice with sample pricing for additional services

About Golden Rule Travel

Golden Rule was founded in 1985 by Marvin Mast and his wife Lois. It started as just a way to help out friends with their travel needs and eventually grew into a thriving business with three main locations in Ohio and Kansas. There are approximately 20 full-time agents and several more who work part-time.

The name of the agency comes from the first part of Matthew 7:12 “So in everything, do unto others what you would have them do to you.” We try to incorporate this idea of treating clients the way we’d like to be treated into every part of our work. While we are a full-service travel agency that can handle business, vacation, and leisure travel, our main focus is providing service to missionary, adoption, and humanitarian organizations and individuals. To that end, we have negotiated contracts with a number of airlines and airline groups to provide contracted rates with better pricing and better change and refund policies. That being said, our services are valuable even to those who do not fall into the humanitarian category because of our creative problem-solving abilities and personalized touch.

About me

My name is Annie Hostetler. I've been with Golden Rule Travel for 8 years this September, more than 7 of those as an international agent. I'm married with a one-year-old boy.

My interest in travel began when I was very young. I was born in Brazil where my parents were missionaries with Wycliffe Bible Translators. My family spent the next 18 years of my life in a remote area of the Amazon, where both my parents worked on Bible translation and literacy programs for a small group of indigenous people. They also provided medical care wherever necessary and when I was in my early teens, I often helped teach literacy classes myself.

We traveled back and forth between Brazil and the United States every few years, and that was my first introduction to Golden Rule. The agent who booked our tickets, Sharon Martin, is now the manager of the regional office where I work.

While I've been with Golden Rule, I've had the opportunity to visit a number of other countries for the first time, including England, Scotland, France, Italy, the Czech Republic, etc. I love being able to take those experiences and give personalized recommendations to clients, and I hope to continue to add to the list. Many of the agents here are well-traveled, so personal experiences with specific airlines or countries are fairly easy to come by.

Scope of Services

Air travel

We have the capability to issue either individual tickets or group tickets (contracted fares provided to us by an airline's group desk).

We have dedicated group sales representatives with most airlines' group desks to facilitate our requests.

Accommodations

We provide quotes and reservations for properties that have made their facilities available through our preferred booking system and search engines. This may include some hostels, but the bulk of the properties will be hotels, motels, and inns.

Classroom or meeting space:

We will provide assistance in booking meeting rooms at approved hotel properties.

Guided tours

We offer tours through a number of tour companies including, but not limited to: Trafalgar Tours, Key Tours, Apple Vacations, Globus/Cosmos, and Disney.

Cultural immersion events

We do not offer any services related to cultural immersion.

Community engagement opportunities

We do not offer any services related to community engagement.

On site staff

We do not personally offer on-site staff, but the tour companies we work with offer well-trained, bi-lingual (in most cases) tour guides.

Emergency support

If you experience an emergency, your first point of contact would be myself, if it is during my normal business hours. If am not in the office, other agents will be available to help. After business hours, all of our answering services list the current emergency phone number. Those calls are fielded by either the owner or general manager. The number changes depending on who is taking the emergency calls, so it is always best to call the main office to get the correct number.

Designated representative

Due to my work with University of Mary Washington over the 2.5 years, I have been chosen to be the designated contact person at Golden Rule. My primary contacts at UMW have been Kate Jordan and

Dawn Bowen. I have colleagues who fill in for me when I am out of the office; those agents will be designated on my email auto-responder if that is the case.

Private ground transportation

Our rental options are limited to car rentals or shuttles provided by the hotel properties the group has selected. We do not assist in booking safari vans, motor coaches, or chauffeured vehicles.

Public ground transportation

We provide train fare through Amtrak (USA and Canada) and Rail Europe. Rail Europe is associated with Railteam, an alliance of seven leading European rail carriers. We provide either rail passes or point-to-point tickets through either of these companies depending on the clients' needs and the most cost-effective options. We do not offer bus or metro passes.

Site visits

By request.

On-site faculty or guest lecturers

We do not provide on-site faculty or lecturers.

Travel insurance

We offer travel insurance for both individuals and groups through Travel Ex Insurance. They have several policies with varying levels of coverage for both trip cancellation/interruption and medical/emergency situations. The cost of the insurance is based on the level of coverage desired, the cost of the airfare (and other non-refundable expenses that are being covered), and the age of the passenger.

Specific Submission Requirements

Sales with public higher education institutions within Virginia

N/A

Comprehensive list of currently serviced destinations

We offer air and train fare to all destinations world-wide served by commercial airlines, Amtrak, and Rail Europe subsidiaries. We do not offer charter airfare services.

Types of travel programming offered

Vacation packages, short-term missions airfare, adoption airfare, individual and group humanitarian airfare, honeymoon packages, train passes and tickets, and cruises.

Experience with other academic groups

I have personally worked with Liberty University, based in Lynchburg, Virginia for nearly five years. They have a similar travel program to the trips you outline--around 12-15 trips per year, to destinations all over the world. Since they are also based in Virginia, I am already familiar with group fare options from the D.C. area airports.

Customized group tours and academic events

Our ability to provide group tours is limited to that of the tour companies we work with (listed on previous page under "Guided tours.")

Professional trip counseling

We are used to receiving requests for complicated, multi-leg trips and/or trips to obscure destinations. I will do my best to find creative solutions that fit the needs of that specific group. I also work in an open environment where we are encouraged to share ideas and suggestions for particularly tricky requests. I can outline pros and cons for different itinerary and airline options, give feedback about the practicality of specific schedules (with regard to time allowed for aircraft changes, customs and immigration, etc.), and in many cases, give personal feedback about airlines, airports, and specific destinations (whether my own or a colleague's).

Tour guides and interpreters

Tour guide and interpreter services are limited to what the specific tour company provides. Most, if not all, international tours have guides that are bi-lingual at least.

Museum and attraction passes

Some rail passes and hotel reservations offer discounted admission to various attractions. Our ability to offer these passes is limited to what is offered in the rail and hotel reservations. We do not arrange separate admissions.

Anecdotal suggestions and recommendations will be made based on my and other agents' experiences

Restaurants

Our agency does not provide restaurant reservation or meal services.

Pre-trip seminars and organizational meetings

We have not offered this service in the past.

Provision of meeting space and or presentation technology

We do not offer meeting or presentation services.

Mini-trips and excursions

Limited to those offered by our tour providers.

Charter transportation

Not offered.

Travel insurance

There are no insurance policies included at no charge. However, Travel Ex coverage can be purchased through Golden Rule Travel. Costs vary according to level of coverage, age of passenger, and total non-refundable trip cost.

Refunds of unused tickets

Refunds of unused tickets can only be offered according to the specific ticket's rules and guidelines. Many fares are non-refundable, so if that option is required, the group coordinator will need to either request refundable fares only, or purchase additional travel insurance to cover the cost of cancellation. Where refundability is an option, the penalty for refunding shall be the airline penalty (varies according to airline and specific fare policy) plus a \$50 fee to Golden Rule. These penalties are assessed per ticket. Any processing or ticketing fees that were charged at the time of ticketing are also nonrefundable.

Time-frame for delivery of tickets

Airfare has become almost exclusively electronic. After the reservation has been ticketed, an invoice with reservation numbers, ticket numbers, and flight information will immediately be forwarded to the group coordinator at the university. We discontinued the mailing of paper invoices earlier last year, so all invoicing is electronic unless specifically requested. Rail passes and other tickets are mailed to us and then immediately forwarded to the client, unless travel is very short-notice, in which case they are mailed directly to the client.

Information on standard itineraries

Sample invoice attached

Entry requirement guidance

We provide support upon request for information on entry requirements. The bulk of our information comes directly from travel.state.gov.

Visa and Passport services

We do have specific passport and visa service companies that we recommend, and we are happy to pass on their contact information. However, we do not assist in passport or visa applications. Itineraries needed for visa applications are available upon request.

Booking accuracy

We ask that group leaders be diligent in checking all passport names and itineraries for accuracy before and after ticketing. Exact itineraries will always be provided with the quote for the group leader to approve, and will also appear on our group travel agreements (GTAs are provided as a part of the contracting process for specific trips. A sample GTA is provided.) We also make every effort to make sure that the flights are booked and ticketed correctly and the names are transmitted to the airline without any errors, but occasionally typos do slip through quality control. Each invoice is headed with a request for the passenger (or travel coordinator) to double-check the information and report any errors to Golden Rule within 24 hours. Golden Rule is not responsible for errors after 24 hours, but we will still work with you and the airline to find an acceptable solution.

All invoices will come from Golden Rule. No third-party invoices will be sent to the client.

Immunizations

Country-specific information regarding immunizations is available upon request. Please note again that our resource for this is travel.state.gov.

Lodging

Lodging options are outlined in the above section marked “accommodations.” We only offer properties that adhere to an approved rating system. Where available, we will provide both the star and guest review ratings for a property during the quoting process. We want to make sure that we are offering a quality product, so we do not offer properties who do not adhere to this system.

Resume for main contact

Attached

Invoicing

Invoice attached. Invoice amounts for multiple passengers will be consolidated into total base fare/total taxes/grand total unless a per-person break-down is requested.

Payment

Forms of payment accepted vary slightly depending on the airline, fare, or service provider, but in general, credit/debit card or check/wire transfer are acceptable options.

Billing and payment terms

Billing and payment schedules are fare specific. For group rates, a deposit is often required. This is generally in the \$100 per person range, and is due within one to two weeks following confirmation of the group fare and schedule. Full payment is usually due about six weeks before departure. Terms for each specific group are always outlined in the Group Travel Agreement (GTA).

Cancellation policies and penalties

Penalties and policies depend on the airline and type of fare. Refunds are returned to the original form of payment. The client must notify us of all cancellations prior to departure, or the value of the ticket is void. In cases where refunds are allowed, the residual amount (less penalties) is returned to the original form of payment. Golden Rule charges a \$50 refund penalty per person on top of the airline penalty. Change fees and policies also vary. Golden Rule charges a \$50 fee per person, per change where the ticket needs to be reissued.

Most group contracts/fares have a clause built in where cancellation is free as long as it takes place by a certain date (referred to as a utilization date). This date is usually approximately three months prior to departure, but varies somewhat from airline to airline. As mentioned above, these deadlines and policies are outlined in the GTA, and this clause would only refer to group bookings where tickets have NOT been issued yet.

Process for quoting

The client contacts us with the pertinent request information (number of passengers, origin/destination airports, dates of travel, specific schedule requests, etc.). We submit that information to all of the group desks that would service that routing and when all responses have been received, we forward on the best option(s) to the group contact. When the group contact decides which option to move forward with, we request that the airline put that space on hold and send us a contract. A GTA is sent to the group contact. The contact is responsible to sign the GTA and remit the deposit (if applicable) by the deposit/confirmation deadline, or the group space will be canceled without notice. Once the group is confirmed, it is the contact's responsibility to keep track of other deadlines and submit payment/name lists by the ticketing deadline.

Group contracts allow the base fare to be guaranteed, but taxes, fees, and fuel surcharges are subject to

change until the reservation is ticketed. Most of the time, the difference in total cost is only a few dollars, but there are occasions where the difference is more substantial. Airlines load their inventory anywhere from 9 months to a year in advance, but because very few have space available a year out, we recommend that group fares be checked no earlier than 9 months in advance, in order to assure you the widest range of options. Select domestic carriers (Southwest, for example) only load inventory six months in advance.

Groups require a 10 person minimum to qualify for group fares, so if the group drops below 10, the group contract is canceled (penalties apply if you are within utilization) and rebooked at the lowest published rate. Other than that, the main factor impacting group fares after booking is changes in fuel surcharges and taxes.

Post trip penalties

The only post-trip penalties that would be charged are utilization penalties. Most group contracts allow an additional 10-20% of the group total to be canceled without penalty, but anyone canceling over and above that is liable for the utilization fee (usually equal to the deposit). Those fees are assessed either after ticketing or after departure, depending on the airline's policy. However, these would technically be pre-approved by the University by their signature of the GTA.

Exchange rates

Fares are quoted in USD. Taxes and fuel surcharges are re-calculated on the day of ticketing, so any changes (whether lower or higher) are factored into the total ticket cost.

Group rates

Depending on the purpose of the trip, we have access to certain fares that would be offered to the University. These special fares are for humanitarian, missionary, or adoption travel. We also have relationships with many group desks, allowing us to offer waivers of deposits for certain airlines. This can be a huge benefit for clients because it can mean thousands of dollars freed up rather than being tied up in deposit guarantees.

Savings opportunities

Some groups offer tour conductor fares based on the total number of passengers traveling together. For example, for every 30 passengers at full price, you may be offered a tour conductor who pays only the taxes and fuel surcharges. This is airline dependent.

Group travel agreements

A GTA must be signed by the group contact for each and every group the university books through Golden Rule Travel. These GTAs are trip specific and contain schedule, fare, deposit, and deadline information. No exceptions will be made, and no group space will be put on hold without a signature accepting liability for the group.

Travel warnings

We do not have an automated travel warning system in place, but are happy to check specific country

statuses upon request. A valuable tool for this is travel.state.gov.

Emergencies

If you experience an emergency during travel, please call the main office at 330 893 1501 (toll free 800 950 3599). If it is during business hours, I or one of my colleagues will assist you in reaccommodation. If it is after business hours, the answering machine lists the current emergency number. This number changes depending on who is fielding the calls (most often the owner or general manager), so it is always recommended to call the office to get the most up-to-date number.

Regulation compliance

We are a fully accredited travel agency in the Airlines Reporting Corporation (ARC) and adhere to all applicable federal and state laws.

Sample itinerary

Please refer to sample GTA and group invoice.

RFP ADDENDUM

May 8, 2015

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference – Request for Proposals: RFP #15-386
Commodity Code/to Furnish Goods or Service: 95892, 96178; CUSTOMIZED INTERNATIONAL TRAVEL PROGRAM SERVICES
Dated: April 29, 2015
For Delivery to: University of Mary Washington,
Commonwealth of Virginia
Proposal Due Date: **April 12, 2015; 3:30 PM**

This addendum consists of four (4) pages.

ADDENDUM #1

Clarification:

The RFP's purpose is to create a pool of qualified contractors able to provide varied international travel services to the University's Center for International Education as laid out within the scope of work.

Please note that e-mailed proposal submissions *cannot be accepted*. Please pay attention to section V.A. for specific instructions regarding submissions. This solicitation is a request for sealed proposals; therefore, the submissions must be shipped, mailed or delivered in person to the Procurement office, inclusive of the electronic and paper versions as required.

For examples of typical executed Virginia Public Higher Education contracts, please refer to the VASCUPP website found at: <https://vascupp.org/contracts.php> Existing travel contracts may be found by searching "travel services" in the contract title field.

Q. "We received the RFP for customizable international travel services for the University of Mary Washington and we are interested in submitting a proposal, but we wanted to clarify with you, given that we focus on the Latin American region, are there specific countries in Latin America we should focus on when we submit our proposal? Or are you looking for a travel partner that covers all regions of the world?"

A. The University is looking to pursue contracts with firms with varied abilities to provide customized travel programming for UMW. Please respond to the RFP with answers to the questions relative to your firm's abilities.

Q. "Just to verify, the RFP is in fact not requesting pricing on any particular travel program, but rather we are only being asked to provide information related to our travel management fees, any payment processing fees and any fees associated with general services such as visa processing. "

A. Yes. The University is anticipating a contract with multiple vendors to offer a wide array of customized travel programming opportunities for UMW. There is also pricing expected in the “sample” program question.

Q. “Also, I understand that there is a preference for SWaM certified businesses which is specific to the Commonwealth of Virginia, but is there is nothing to preclude and out of state business from qualifying.”

A. Correct.

Q. “We are currently not a member of Virginia’s eProcurement Portal. Do we need to sign-up before submitting our RFP response as the first page of the document asks for the DSBSD Certification Number and Virginia Contractor License Number?”

A. A firm is not required to be eVA registered in order to submit a proposal, nor possess a VA contractor license. However, in order to be awarded a contract as a result of this RFP, the firm must be eVA-registered. This process can take up to three (3) days to complete.

Q. “On page 12 of 19 in the RFP it states to attach a Pricing Schedule. We are a full service travel agency that can service visas, arrange flights and land packages (transportation, hotel accommodation, group meals, excursions and etc.) The package price we provide the university is dependent on the trip specifications. Can you please give some clarity on what the university is looking for pricing schedule as the pricing criterion is worth 20 point value (stated on page 7 of 19 in RFP)?”

A. In regard to pricing, please provide any and all pricing (fees, etc.) that the firm would charge as part of a custom package for providing any of the services within that package. Also, provide a complete fee structure for the “sample” custom immersion travel package.

Q. “As we are a C corporation, owned by a foreign company, we are not a DSBSD-certified small business. If our “sub-contractors” are also not DSBSD-certified small businesses (not sure yet), does that restrict our eligibility to be approved via this RFP?”

A. No. This RFP is not set aside for small vendors and does not require a small business subcontracting plan *in order to respond*. Please complete the forms as “not applicable” or that there are no subcontracting plans for this work. The University has goals that it needs to meet for spend with certified small businesses, so we encourage use of small businesses wherever possible.

Q. “Is there any way to see a copy of the contract you would ask us to sign if we are chosen as a vendor? “

A. UMW’s standard contract template is attached to the RFP. All applicable terms and conditions of the original RFP are incorporated into the University contract by reference. Any negotiated terms are added to the contract. Unless a contractor requires inclusion of its own agreement,

where great minds get to work

which may have terms and conditions to which the University cannot agree, this is the only document that would require a signature. Use of this master agreement will mean that customized travel programming services documents will be limited only to specific programming itineraries minus any contractual terms and conditions, and will be able to be accepted at the department level rather than be vetted each time through the Procurement office.

Q. "Our revenue and client partnership numbers are confidential. I am happy to share this info with UMW. May I request protection from the VA Freedom of Info Act by marking an asterisk to this info and stating the reason in the proposal? Or must I make this request prior? Then, must I also submit an additional, separate and marked redacted copy for public record?"

A. Please indicate which sections of the proposal are considered proprietary. Enclose a separate paper and electronic document marked "redacted proposal." No identified proprietary information will be posted on our public contracting portal, nor will it be released in a FOIA.

Q. "Do you prefer this proposal be submitted on double sided paper?"

A. Please. In the interest of sustainability.

Q. "V.B.4.a. In providing UMW's POC's "resume," do you want his personal resume, of simply history with our company?"

A. Possibly both. If the POC has significant experience outside of employment with your firm, additional resume information could be important and appropriate.

Q. "If we are not a small business, and will not subcontract our services, how should I appropriately respond to the "Small business Sub-Contracting Plan"? p .15"

A. If the firm is not registered a certified small business and does not intend to subcontract, enter "not applicable" in the blanks and that there is no small business subcontracting planned.

Q. "Can you please clarify "site visits" on page 3, under the Scope of Services section? Is this (referring to) individual travel arrangements for group leaders to scope out a potential group destination, or do you have something else in mind?"

A. The "site visits" reference is a very general statement, where it might be applicable, during the evaluation process for the RFP only.

END OF ADDENDUM #1

Melva Kishpaugh, VCO, CUPO
Asst. Director, Procurement Services
Phone: 540/654-1084

1301 College Avenue
Fredericksburg, VA 22401-5300
<http://adminfinance.umw.edu/procurement/>

Tel: 540/654-1127
Fax: 540/654-1168

*Acknowledged receipt of RFP 15-386 Addendum #1 (and all addenda) should be acknowledged and included in the RFP submittal package:

SIGNATURE

DATE

RFP ADDENDUM

May 12, 2015

ADDENDUM NO. 2 TO ALL OFFERORS:

Reference – Request for Proposals: RFP #15-386
Commodity Code/to Furnish Goods or Service: 95892, 96178; CUSTOMIZED INTERNATIONAL TRAVEL
PROGRAM SERVICES
Dated: April 29, 2015
For Delivery to: University of Mary Washington,
Commonwealth of Virginia
Proposal Due Date: May 21, 2015; 3:30 PM

This addendum consists of one (1) page.

ADDENDUM #2

The CLOSING date for the RFP referenced above has been changed to May 21, 2015; 3:30 PM. If a proposal has already been submitted to arrive for the original date/time, it can be amended, returned, destroyed, or kept for the new opening date. Please contact the Procurement officer listed below to provide disposition instructions for any proposal that may have already been received or will be received prior to the original date.

There will be no exceptions made for any late proposals that arrive after the closing date, May 21, 2015; 3:30PM. Please ensure that proposals are shipped in enough time that they may be received by the required date and time.

END OF ADDENDUM #2

Melva Kishpaugh, VCO, CUPO
Asst. Director, Procurement Services
Phone: 540/654-1084

*Acknowledged receipt of RFP 15-386 Addendum #1 (and all addenda) should be acknowledged and included in the RFP submittal package:

SIGNATURE

DATE

Annie Hostetler

5117 W Main St, Berlin OH 44610
330.893.1501 | annie@goldrule.net

PROFILE

- Self-motivated sales representative with 7 + years in the travel industry.
- Great communication skills and over 10 years of customer service experience.
- Experienced international traveler

EDUCATION

Faith Christian Academy Wilmot, OH
Salutatorian of graduating class 2003

Akron University/Wayne College Millersburg, OH
2004

Biblical Mennonite Alliance Bible Institute Elnora, IN
2005

-Two six week terms

-Two choir tours

Kent State University-Tuscarawas Orlando, FL
Nursing 2005

EXPERIENCE

Farmstead Restaurant

Berlin, OH

Seating hostess/cashier

2003 – 2005

- Customer service
- Complaint handling
- POS transactions
- Guest reception
- Answering/screening calls

Boyd & Wurthmann Restaurant

Berlin, OH

Waitress

2005-2007

- Customer service
- Complaint handling
- Food service

Java Jo Coffee Bar

Berlin, OH

Barista

2006-2007

- Drink/food preparation
- Customer service
- Complaint handling
- POS transactions
- Answering/screening calls

Golden Rule Travel

Berlin, OH

International travel consultant

2007-present

- Answering calls
- Customer service
- Complaint handling
- Coordinating travel via phone, email, and in person



GOLDEN RULE TRAVEL

PO Box 413, Berlin OH 44610
(800) 950-3599 (FLYY) * FAX (330) 893-1502
www.GoldenRuleTravel.com

Send payment to: 2178B 17000 Rd, Oswego KS 67356

INVOICE

Invoice No	0000000000
Account No	
Invoice Date	07MAY15
Booking Ref	5MUZCV
Agent	AB/AB

To:
JOHN DOE
123 MAIN ST
ANYWHERE USA 123456

Passenger Names
DOE/JOHN

Travel Details	Date(s)	From	To	Departure	Arrival
 UNITED AIRLINES UA 5932 CLASS: T ECONOMY	17JUN WEDNESDAY	CANTON AKRO OH AKRON	CHICAGO IL O HARE INTERNA	534P	557P
AIRCRAFT: EMBRAER RJ135/140/145 FLIGHT OPERATED BY EXPRESSJET AIRLINES DB					
 UNITED AIRLINES UA 3941 CLASS: T ECONOMY	28JUN SUNDAY	CHICAGO IL O HARE INTERNA	CANTON AKRO OH AKRON	750A	1014A
AIRCRAFT: EMBRAER RJ135/140/145 FLIGHT OPERATED BY EXPRESSJET AIRLINES DB					

AIR FARE	\$242.79
TAXES AND AIRLINE IMPOSED FEES	\$46.41
AIR TOTAL USD	\$289.20
PROCESSING AND TICKETING FEES USD	\$20.00
INVOICE TOTAL USD	\$309.20

PAYMENT: CHECK

Airline Reservation Numbers
UA - ABCDEF

Airline Ticket Numbers
TKT/ETKT:UA 123 4567891011 DOE/JOHN

Airline Phone Numbers
UNITED AIRLINES 800 538 2929

Remarks

YOUR SCHEDULE WAS APPROVED BY JOHN DOE
TICKETS ARE NON REFUNDABLE /NO NAME CHANGES
TICKETS HAVE NO VALUE IF NOT CANCELLED PRIOR TO DEPARTURE
THIS IS AN ELECTRONIC TICKET - YOU WILL NOT NEED A PAPER
TICKET . WHEN YOU CHECK IN AT THE COUNTER, SIMPLY PRESENT
YOUR NAME AND PHOTO ID SUCH AS A DRIVERS LICENSE AND YOU
WILL BE GIVEN A BOARDING PASS TO BOARD THE FLIGHT .
PLEASE CHECK IN AT LEAST 90 MINUTES PRIOR TO DEPARTURE
PASSENGERS 18 YEARS AND OLDER MUST SHOW GOVERNMENT
ISSUED PHOTO I.D. SUCH AS A DRIVERS LICENSE AT CHECK IN
YOUR TRAVEL CONSULTANT IS BARBARA YODER
CHANGES OR CANCELLATIONS MUST BE MADE PRIOR TO FLIGHT TIME
OR YOU MAY FORFEIT THE FULL VALUE OF YOUR TICKET

MOST CARRIERS' E-TICKETS HAVE EXPIRATION DATES AND CONDITIONS OF USE.
CHECK THE CARRIER'S FARE RULES FOR MORE INFORMATION.

Access Your Itinerary Online
WWW.CHECKMYTRIP.COM/CMTSERVLET?R=5MUZCV&L=US&N=DOE

Luggage Allowance Details

<HTTPS://BAGS.AMADEUS.COM?R=5MUZCV&N=DOE>

Please comply with government regulations on carrying hazardous materials.
Ticket purchase implies acceptance of and compliance with these requirements.
http://www.faa.gov/about/initiatives/hazmat_safety/



GOLDEN RULE TRAVEL

PO Box 413, Berlin OH 44610
(800) 950-3599 (FLYY) * FAX (330) 893-1502
www.GoldenRuleTravel.com

Send payment to: 2178B 17000 Rd, Oswego KS 67356

INVOICE

Invoice No	000000000
Account No	59017
Invoice Date	19MAY15
Booking Ref	58V4J3
Agent	AB/AB

To:

UNIVERSITY OF MARY WASHINGTON
ATTN: KATE JORDAN
LEE HALL ROOM 435
1301 COLLEGE AVE
FREDERICKSBURG VA 22401

UMW SAMPLE

Travel Details	Date(s)	From	To	Departure	Arrival
 INSURANCE BY TRAVELEX PHONE: (800) 228-9792	10MAR-1APR	TRAVELEX SELECT INSURANCE POLICY CONFIRMATION # 000000			
 SOUTH AFRICAN AIRWAYS SA 208 CLASS: W ECONOMY	10MAR THURSDAY	DULLES/WASH DC DULLES INTL	JOHANNESBURG O.R. TAMBO INT	440P	445P 11MAR
 HOTEL RESERVATION	11MAR-31MAR	HYATT REGENCY JOHANNESBURG 191 OXFORD RD JOHANNESBURG 2132 SOUTH AFRICA PHONE: +27 11 280 1234 6 ROOMS 2 QUEEN BEDS PER ROOM CONF # ABCDEF			
 SOUTH AFRICAN AIRWAYS SA 207 CLASS: W ECONOMY	31MAR THURSDAY	JOHANNESBURG O.R. TAMBO INT	DULLES/WASH DC DULLES INTL	545P	625A 01APR

AIR FARE	\$7975.00
TAXES AND AIRLINE IMPOSED FEES	\$5524.42
AIR TOTAL USD	\$13499.42
HYATT REGENCY JOHANNESBURG USD	\$18000.00
TRAVELEX INSURANCE (000000) USD	\$572.00
INVOICE TOTAL USD	\$32071.42

OTHER CHARGES PAYMENT: CHECK

Airline Phone Numbers

SOUTH AFRICAN AIRWAYS 800 722 9675

Remarks

UMW/GROUP LEADER
UMW/ONE
UMW/TWO
UMW/THREE
UMW/FOUR
UMW/FIVE
UMW/SIX
UMW/SEVEN
UMW/EIGHT
UMW/NINE
UMW/TEN

YOUR SCHEDULE WAS APPROVED BY KATE JORDAN
THIS TICKET HAS BEEN ISSUED ELECTRONICALLY

YOU WILL NOT RECEIVE A PAPER TICKET . SIMPLY PRESENT
YOUR PASSPORT AT CHECK-IN
AND YOU WILL BE GIVEN YOUR BOARDING PASSES
RECONFIRM INTL FLIGHTS 72 HRS BEFORE DEPARTURE AND RETURN
DUE TO INCREASED SECURITY CHECK IN AT LEAST 2 HOURS PRIOR
TO DEPARTURE. MAKE SURE YOU HAVE YOUR PASSPORT AND ALL
RELEVANT TRAVEL DOCUMENTS SUCH AS VISAS WITH YOU AT CHECK IN
YOUR TRAVEL CONSULTANT IS ANNIE HOSTETLER
CHANGES OR CANCELLATIONS MUST BE MADE PRIOR TO FLIGHT TIME
OR YOU MAY FORFEIT THE FULL VALUE OF YOUR TICKET

MOST CARRIERS' E-TICKETS HAVE EXPIRATION DATES AND CONDITIONS OF USE.
CHECK THE CARRIER'S FARE RULES FOR MORE INFORMATION.

Access Your Itinerary Online

WWW.CHECKMYTRIP.COM/CMTSERVLET?R=58V4J3&L=US&N=UMW

Luggage Allowance Details

[HTTPS://BAGS.AMADEUS.COM?R=58V4J3&N=UMW](https://BAGS.AMADEUS.COM?R=58V4J3&N=UMW)

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Travel Requirements for South Africa

Passport must be valid 30 days beyond your stay in South Africa.
Return or onward travel documents and proof of sufficient funds for your stay may be required.
South Africa requires a yellow fever vaccination if you have visited or transited a yellow fever transmission area in the previous ten days.
South Africa has travel restrictions in place for passengers who have recently visited Ebola-affected areas of West Africa.
Ask your travel agent for details if you have visited the Congo (Dem. Rep.), Guinea, Liberia, Mali, Nigeria,
Senegal or Sierra Leone in the last three months.



Golden Rule Travel

P.O. Box 413, Berlin OH 44610

Toll-free: 800.950.3599

Local: 330.893.1501

Fax: 330.893.1502 annie@goldrule.net

www.goldenruletravel.com

This is a statement of contract between Golden Rule Travel and **University of Mary Washington** for the following group tickets. Signature and remitting of deposit (if applicable) signifies liability for any and all penalties incurred by the group.

Fare quoted: \$631.57 per person/one tour conductor at \$125.57

Based on the 15 seats currently holding, the estimated grand total is \$8,967.55.

This fare includes all taxes, fuel surcharges, and booking fees, as they are priced on the date that the quote was offered by the airline. Base fares are guaranteed, but taxes and fuel surcharges can fluctuate until ticketing is completed.

Schedule

AVIANCA AV 581 G ECONOMY	26FEB FRIDAY	DULLES/WASH DC DULLES INTL	SAN SALVADOR EL SALVADOR IN	1020A	145P
NON SMOKING	LUNCH	RESERVATION CONFIRMED	NON STOP	4:25	DURATION
AVIANCA AV 572 G ECONOMY	26FEB FRIDAY	SAN SALVADOR EL SALVADOR IN	GUATEMALA CITY LA AURORA INTL	245P	335P
NON SMOKING	MEAL	RESERVATION CONFIRMED	NON STOP	0:50	DURATION
AVIANCA AV 573 G ECONOMY	06MAR SUNDAY	GUATEMALA CITY LA AURORA INTL	SAN SALVADOR EL SALVADOR IN	1255P	145P
NON SMOKING	MEAL	RESERVATION CONFIRMED	NON STOP	0:50	DURATION
AVIANCA AV 580 G ECONOMY	06MAR SUNDAY	SAN SALVADOR EL SALVADOR IN	DULLES/WASH DC DULLES INTL	257P	822P
NON SMOKING	LUNCH	RESERVATION CONFIRMED	NON STOP	4:25	DURATION

Deposit

-A deposit is required to confirm this group. The deposit is fully refundable as long as the group is canceled before the utilization date.

-The amount of the deposit is \$50 per seat being held. There are 15 seats on hold currently, making \$750 the total amount due for the deposit.

-Suitable forms of payment for the deposit include: credit/debit card, wire transfer, check, or money order.

-The deposit cannot be applied towards the purchase of the tickets. Refunds of the deposit (less any applicable utilization penalties) will be processed after group departure.

Deadlines

-Confirmation deadline: The signed group travel agreement and deposit (if applicable) are due back on **Tuesday, May 12th**. Please send the group travel agreement by email or fax.

-Utilization deadline: Cancellations and reductions are free until **Tuesday, January 5th**. After the utilization date (but before ticketing) any cancellations will forfeit the deposit on a per person basis. You must retain at least 10 passengers on the group booking in order to qualify for the group fare.

-Ticketing deadline: Full payment is due for ticketing on **Tuesday, January 5th**. The following passenger information is also required:

-Passenger's full name exactly as indicated on his/her passport. If the passport includes a middle name or middle initial, this should also be provided.

-Passenger's date of birth

-Passenger's gender

Final payment

-Final payment is due by the ticketing deadline.

-Acceptable forms of payment are: credit/debit card, wire transfer, cashier's check, money order

I acknowledge that by signing this agreement and submitting deposit (if applicable), I accept the terms and conditions outlined by this document and assume responsibility for any and all penalties incurred by the group.

Group leader or administrator