

Booking Screens And Refund Page

a travel agency's fare results screen, purchase confirmation, and refund page, checked against the rules currently in force | Marked-up specimen

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A code-share disclosure behind a hover, a purchase confirmation that never names the operator, a prescribed notice cut to a third of its length, and a refund page with no deadline.

ORIGINAL, WITH EDITS MARKED

SPECIMEN, PREPARED BY EDITFAST FOR ILLUSTRATION. NOT A REAL BOOKING PAGE.

Prepared for Marchmont Travel (fictitious), fare results screen, purchase confirmation, and refund page

EXTRACT FROM THE AGENCY'S RECORD (reproduced unchanged in both panels)

TA-1 The agency is a ticket agent doing business in the United States, and it is not a corporate travel agent.

TA-2 The itinerary is a code-share flight. The operating carrier's corporate name is Jane Doe Airlines, and the service is held out to the public as QRS Express.

TA-3 The outbound segment requires a change of aircraft en route and carries a single flight number.

TA-4 The fare results screen reproduced here is the agency's desktop browser display, shown on the first page of results after a search.

TA-5 The agency displays airline baggage fees on its own fee page.

TA-6 The fee page records, for this carrier and itinerary, a free allowance of one personal item, no charge for a carry-on bag, \$35 for the first checked bag, and \$45 for the second.

TA-7 The agency's finance team confirms that the agency is the merchant of record on this sale.

TA-8 The agency charges a booking fee of \$19 for each passenger, covering itinerary research as well as ticketing, and its policy is that the fee is not refunded.

TA-9 Refunds are returned to the card used for the original purchase.

FARE RESULTS

QRS Express 4412 Depart 07:15 Arrive 12:40 \$318.00

Government taxes and fees \$41.20

Operated by another carrier (hover for details)¹

PURCHASE CONFIRMATION

Notice: Aircraft Change² For at least one of your flights, you must change aircraft en route even though your ticket may show only one flight number.³

Baggage: first checked bag \$35.⁴

Booking fee: \$19.⁵

REFUNDS

If your flight is canceled we will pass on any refund we receive from the airline. Refunds are processed as soon as we are able.⁶

WHAT CHANGED, AND WHY

#	Was	Now	Reason
1	Operated by another carrier (hover for details)	Operated by Jane Doe Airlines d/b/a QRS Express	Paragraph 257.5(a)(1) requires the corporate name, and any other name under which the service is held out, in text format immediately adjacent to the flight. It adds that roll-over, pop-up and linked disclosures do not comply. TA-2 gives both names, and TA-4 records the screen as a desktop display.
2	Notice: Aircraft Change	Notice: Change of Aircraft Required	Section 258.5(c) prints the heading as part of the notice it supplies. A shortened heading is a different heading.
3	For at least one of your flights, you must change aircraft en route even though your ticket may show only one flight number.	For at least one of your flights, you must change aircraft en route even though your ticket may show only one flight number and have only one flight coupon for that flight. Further, in the case of some travel, one of your flights may not be identified at the airport by the number on your ticket, or it may be identified by other flight numbers in addition to the one on your ticket. At your request, the seller of this ticket will give you details of your change of aircraft, such as where it will occur and what aircraft types are involved.	The notice at 258.5(c) runs to three sentences and the confirmation carried a shortened first sentence alone. The two missing sentences are the ones about flight numbers at the airport and about the details available on request.
4	Baggage: first checked bag \$35.	Baggage: free allowance one personal item. Carry-on bag no charge, first checked bag \$35, second checked bag \$45.	Paragraph 399.85(c) calls for the free baggage allowance together with the fee for a carry-on bag and the first and second checked bag, expressed as specific charges. TA-6 records the allowance and the three fees.
5	Booking fee: \$19.	Booking fee: \$19 for each passenger. This fee is not refunded.	Paragraph 399.80(l) provides that a retained service fee must be on a per-passenger basis. It also provides that the existence, the amount, and the non-refundable nature of the fee are disclosed clearly and prominently at the time the airfare is purchased. TA-8 records the basis and the policy.

#	Was	Now	Reason
6	If your flight is canceled we will pass on any refund we receive from the airline. Refunds are processed as soon as we are able.	Where your flight is canceled, or is significantly delayed or changed, and you choose not to travel and not to accept compensation instead, you are entitled to a refund of the airfare, the taxes, and the ancillary fees. We are the merchant of record on this booking. We return refunds within 7 business days of receiving the carrier's information, to the card used for the original purchase.	Paragraph 399.80(l) reaches a failure to make a prompt refund of airfare, taxes, and ancillary fees on request, where the ticket agent is the merchant of record. It sets 7 business days for credit card purchases and 20 calendar days for other forms. It also requires the original form of payment unless the consumer agrees to a cash equivalent. TA-7 and TA-9 record the role and the payment route.
7	(nothing in the confirmation names the operating carrier)	Operated by Jane Doe Airlines d/b/a QRS Express.	Paragraph 257.5(c) is a separate obligation from the search-results display. At the time of purchase the seller gives written disclosure of the actual operator. The notice states "Operated by" followed by the corporate name and any other name in which the service is held out.
8	(nothing on the fare results screen mentions baggage fees)	Additional airline fees for baggage may apply. Baggage fees for this itinerary are shown on our fee page.	Paragraph 399.85(b) puts the disclosure on the first screen offering a fare quotation for a specific itinerary, stating that additional airline fees for baggage may apply and where consumers can see them. An agent may point to its own site where it displays the fees, and TA-5 records that page.