

Overview of Services and Price List

Valid from 1 August 2008



HRG Switzerland Online – the low-cost service for routine reservations.
Bookings by you online: independently, quickly and at low cost.

Services available	HRG Switzerland Online
Booking methods	
By telephone	—
By fax	—
By e-mail	—
Online	✓ (www.hrgswitzerland.com/online)
Reservation for	
Flights (inc. low-cost carriers)	✓
Rail	—
Hotel	✓
Car-hire	✓
Ticket issuing	✓ (within 24 hrs)
Travel policy/travel profile	
Travel profile details possible	✓
Travel profile update	✓ (by customer)
Travel policy consideration	—
Payment options	
Credit card	✓
Invoice	—
Travel documents delivery	
E-ticket	✓
Per post	✓
Deposit with airline	✓
By courier	—
HRG airport ticket desk ZRH	—
Travel statistics/reporting	
HRG Reporting (MIS)	✓ (optional)
Added Value Services	
HRG traveller assist/24hr service	✓
HRG visa service	—
Valet parking	—
Other services	
Tour operator arrangements	—
Exhibition travel	—
Conference service	—
Limousine service	—
Personal services (e.g. theatre etc)	—
Contact	
Reservation	www.hrgswitzerland.com/online

Air: An airline ticket issued is considered as a transaction, regardless of whether or not the ticket is used, voided or refunded later. Cancellation or change of reservation before the ticket is issued is not considered a transaction. For the avoidance of doubt, conjunction tickets shall be counted as one transaction and split tickets and separate (crossed) tickets are counted as per the number of tickets issued. Booking a flight for which no ticket is issued by HRG (i.e. Low Cost Carrier) is considered a transaction.

Refunds: An airline ticket or train ticket that is returned after issuance and is fully or partially refunded shall be counted as a separate transaction.

E-Ticket Reclaim: A new HRG Service. As an additional service HRG is now able to find open, not flown e-ticket coupons that date back from 3 to 13 months and will be refunded to you with our fee.

Contact details: HRG Switzerland Online, online.ch@hrgworldwide.com
Tel. 0848 80 50 90 (from abroad: +41 61 228 28 95)

Our services in detail	Online fees in CHF	Charged
Airlines		
Issuing airline tickets	25.–	per ticket
Web/Phone Check-in	—	per ticket
Paper ticket surcharge	10.–	per ticket
Ticket alterations in addition to general airline fees	65.–	per ticket
Airline ticket refunds in addition to general airline fees	65.–	per ticket
E-Ticket Reclaim	70.–	per ticket
Air miles tickets in addition to general airline fees	—	per ticket
Air miles upgrade surcharge in addition to general airline fees	—	per ticket
Rail		
Issuing Swiss rail tickets to the airport (at the time an airline ticket booking is made)	—	per person/ ticket
Issuing Swiss and international rail tickets incl. reservation (in addition to rail charges)	—	per person/ ticket
Rail ticket refunds with/without reservation (in addition to rail charges)	—	per person/ ticket
Hotel		
Hotel reservation	0.–* / 25.–**	per booking
Car-hire	—	—
Car-hire/transfer reservation	0.–* / 25.–**	per booking
Various		
Package bookings with tour operators	—	per person
Collecting visas in addition to visa and postal fees, visa service fee and possible express surcharges	—	per visa
Other services e.g. theatre tickets, ferries, hotel prepayment, conference rooms, hotel bookings during faires etc.	—	per service/ person
Depositing travel documents in addition to possible courier costs	20.–	per deposit
Express postal services incl. transport costs	20.–	per order
Courier deliveries in addition to courier charges	—	per order
Contact		
Reservation	www.hrgswitzerland.com/online	—