

SPIRIT AIRLINES TRAVEL AGENT BOOKING REFERENCE INFORMATION

----OVERVIEW ----

Spirit Airlines, *home of the Bare Fare™*, is hosted in the Navitaire (1N) system. Spirit is a "ticketless" airline, with similar attributes to the other carriers hosted on the Navitaire system.

Spirit uses SSR payment entries (SSR OTHS or SSR EPAY) depending on the GDS, to accept credit card and other ancillary entries in the GDS systems. Ticketless access is a mode which provides interactive availability and fare information allowing travel agencies to create ticketless bookings. The availability and fares information as well as the pricing and booking responses are received directly from Spirit Airlines.

There are different identifiers within the various GDSs that show Spirit Airlines as **Ticketless Carrier** option. Please check with your GDS of choice to review these indicators and other details on how to book a "ticketless" PNR.

Consumers and/or travel agents will be able to use a GDS confirmation number (record locator) or the Spirit Airlines Confirmation Code in the **Manage Travel** section of www.spirit.com in order to pre-purchase checked baggage, select seat assignments, check in online, print boarding passes and change / modify existing reservations. Fees and /or fare differences may apply to the options listed. *Please check www.spirit.com for details.*

Travel Agent reservations made via the GDS must transmit a valid form of payment within 24 hours** of the booking creation using a credit card or agency credit (if applicable). The reservation will automatically cancel in the Spirit Airlines system if payment is not received within 24 hours. When making a booking on Spirit Airlines, all the segments of the Confirmation Code must be "NK"; please do include other airlines in the record since Spirit does not interline or code-share with any other airlines. **(**Tickets booked for travel within 7 days are ineligible for refunds)**

Spirit Airlines will process the payment information and send a booking confirmation number using an SSR OTHS element. Once Spirit has confirmed the booking, the segments are validated and further modifications to the Confirmation Code are subject to restrictions and / or fees (see additional sections herein to determine the restrictions). **As a ticketless airline, Spirit does not place ticket numbers in your GDS ticketing field. For this reason, it is vital to ensure that agents remove ticketing time limits from your GDS bookings manually, once payments are submitted. If this is not done, your GDS system will send Spirit a cancellation message when the time limit is reached and our system will automatically accept it and cancel the reservation.**

Agents who book travel via www.spirit.com will have access to Spirit Airlines' **Bare Fares™**, schedules and inventory, including most of our promotional rates and full **Frill Control** with a host of optional services available in the booking path. **\$9 Fare Club™** fares are available only to **members through their own personal accounts.**

Bookings made via the Travel Agent portal on www.spirit.com, can be paid for with a credit card, agency credit or a reservation credit. Bookings made via the GDS channel can be paid for using a credit card and/or agency credit, but not a reservation credit.

Spirit Travel Agency Portal

Accredited travel agents must be approved and granted access to Spirit's travel agency portal. Current authorized ARC/IATA, travel agencies will need to register both the agency and **at least** one agent online at <http://www.spirit.com/LoginAgent.aspx> and fax a copy of the Travel Agency's letterhead showing their address, phone number, agency e-mail address and fax number; a copy of your IATA, ARC, or CLIA certificate/letter and name of travel agency manager or owner to 248-727-2688

For non-IATA agencies (i.e. CLIA/TIDS associates) with accounts on spirit.com, it will be necessary to add "000" to your existing account ID number. For example, agency account 12345 must be entered as 00012345 in the ID field.

The following carrier fee applies to your domestic and international air travel (Colombia exempt) booked through the Travel Agent Portal:

Travel Agent Portal Usage Fee (TUF): Travel Agent Portal Usage Fee charged per segment per traveling customer applies to most reservations. No fee applies to bookings completed at Spirit Airlines' airport locations or through the consumer website.

For Travel Agency booking issues, please contact agencysupport@spirit.com. Agency Support contact information is for travel agents' use only. Please direct your clients to our website or one of our central reservations numbers listed below.

Spirit Passenger Reservations Telephone Numbers:

Click below for the full list of Spirit reservations numbers:

[https://customersupport.spirit.com/hc/en-us/articles/202097826-How-can-I-contact-Spirit-Airlines->](https://customersupport.spirit.com/hc/en-us/articles/202097826-How-can-I-contact-Spirit-Airlines-)

----BAGGAGE---

Spirit Airlines fares include only one small personal item capable of fitting under the seat. Please review the link below for the summary of charges to pay for a carry on bag or checked baggage. All Baggage Charges are Non-Refundable. Agents booking on Spirit.com may add baggage options at a discounted rate as well as purchase advance seat assignments in the booking path. Click below for the list current Spirit Airlines Baggage options:

<http://www.spirit.com/OptionalServices>

Agencies now selling via the GDS may include both the one permitted carry-on bag (roll-aboard size that must be stowed in the overhead compartment) per customer **and** the first checked bag in every PNR. (This rate is the same as charged by Spirit Reservations, Spirit Group Sales and Airport Check-in). **Please note that overweight charges for checked bags start at 41 lbs at Spirit Airlines.**

Below are the long-sell formats for selling the one permitted carry-on bag and the first checked bag in your GDS:

To add a Carry-on bag (included with Priority Zone 1 Boarding):

SSR CBBG NK NN1 FLLLGA0174Y20APR (city pairs, flight no. with leading zero if flight number is less than 4 digits in length, class of service and departure date)

To add a checked bag:

SSR XBAG NK NN1 FLLLGA0174Y20APR (city pairs, flight number with leading zero if flight number is less than 4 digits in length, Class of Service and departure date)

Both SSR's will be required to be entered into the PNR in order to secure both a carry-on and a checked bag for the passenger.

For general baggage information, please click on the link below:

<http://www.spirit.com/Policiesbags.aspx>

For restricted and dangerous baggage information, please click on the link below:

<http://www.spirit.com/PoliciesRestrictedBags.aspx#RestrictedBags>

For delayed, lost or damage baggage, please click on the link below:

<http://www.spirit.com/PoliciesDelayedBags.aspx>

----BOOKING HOLDS----

GDS bookings will be put on hold for 24 hours only if the form of payment is **not** included at booking time or if the form of payment is transmitted incorrectly. If payment is not received within the 24 hours, Spirit Airlines will automatically cancel the booking and send a cancellation message back to the GDS PNR. **Bookings made within 24 hours of scheduled flight departure will require instant payment.** A valid form of payment is required to be in the PNR prior to ending the transaction.

----CANCELLATIONS----

PNR's cancelled in the GDS automatically trigger cancellation penalties – even if that is done within 24 hours of the booking. For 24 hour refunds to be processed, Spirit requires that agents e-mail us at agency-support@spirit.com so that we can process the full refund manually. Please click below for a full summary of Spirit's change/cancellation policies:

[https://customersupport.spirit.com/hc/en-us/articles/202097076-How-can-I-change-or-cancel-my-reservation->](https://customersupport.spirit.com/hc/en-us/articles/202097076-How-can-I-change-or-cancel-my-reservation-)

----CHANGES / MODIFICATIONS ----

<<https://customersupport.spirit.com/hc/en-us/articles/202097076-How-can-I-change-or-cancel-my-reservation->>

----CHILD FARES-----

Spirit takes pride in offering every day low fares to **all** customers (at a savings of about 40% compared to competing airlines). For this reason, we offer no other discounts to third party customers. International customers traveling with lap children will be assessed a tax either at time of booking or at the airport.

----COMMISSIONS----

Spirit Airlines has a 0% (zero percent) commission policy for bookings via both the GDS and directly with Spirit Airlines. Travel Agents booking at www.spirit.com will continue to be able to book published fares at a \$5.00 per segment discount from published fares available via the GDSs (in addition to having access to Spirit's ultra low promotional fares and weekly specials). Agents selling on our portal can use our "**Name Your Own Commission**" (**NYOC**) program to retain that fare differential and/or charge a service fee or mark up on all transactions.

----CONTACT SPIRIT AIRLINES (TRAVEL AGENTS ONLY)----

Travel Agent Sales Support (fax: 248-727-2688) email: agencysupport@spirit.com should be contacted for the following issues: PNR Voids, Refund Requests; Paper Ticket Problems; Fare Problems; UC/NO Segment Status Issues; No Fare SSR Issues; Out of Balance PNRs (under/overcharging) refund requests. Standard office hours (excluding major US holidays) are 8 a.m. until 8 p.m. Eastern time.

Group Travel: For group requests, please e-mail us at: groups@spirit.com. Please include all relevant information with your request including city pair, passenger count and date(s) of travel. We generally respond to requests within 3-5 business days.

----CREDIT CARDS----

Credit cards are charged immediately upon transmission. It is important for GDS booking agents to compare the actual charge with the stored fare amount and report discrepancies to us immediately. Spirit Airlines will honor a 24 hour refund to Travel Agents if the fare charged by Spirit Airlines is different the GDS auto-priced fare, so long as the credit card has been processed. In order to request a refund for fare discrepancies please contact agencysupport@spirit.com Sales Support within the 24 hours after the booking has been charged.

Spirit Airlines accepts the following credit cards for ticketless travel:

American Express; Discover Card; Master Card; Visa

----ELECTRONIC TICKETS----

Spirit is a ticketless carrier. Electronic tickets are no longer issued or accepted.

----FARE INFORMATION----

Spirit Airlines offers only non-refundable fares. Changes in the date(s) or flight(s) may be made prior to the departure of any flight segment by contacting Spirit Airlines directly at 801-401-2222. If available, such changes will be made subject to any increase in the fare for the new flight segments. All tickets booked through Spirit Reservations are also subject to a service fee. Click below for our latest fee schedule:

<<http://www.spirit.com/OptionalServices>>

Please reference the Changes/Modification section above for restrictions on changes made within 24 hours of flight time.

Spirit Airlines does not offer discounted fares for children, military, or government. All fares must be booked as (ADT) adult fares.

----FARE RULES INFORMATION-----

In order for a fare to be considered valid all associated fare rules must be adhered to including but not limited to Advance Purchase, Round Trip and Saturday-night stay requirements.

---- FORMS OF PAYMENT ACCEPTED----

American Express, Discover, MasterCard, Visa, and Cash (Cash payment currently only available at the Airport), Reservation Credit, Vouchers and Agency Credit are also valid forms of payment where applicable. Reservation Credit and Vouchers are only accepted as a form of payment at our website www.spirit.com/welcome.aspx?pg=spmgrmain&Type=TA

----MANAGE TRAVEL----

The "Manage Travel" section of the www.spirit.com website allows both users and travel agents with GDS confirmation numbers (record locators) or Spirit Airlines confirmation numbers to access their reservation in order to pre-purchase checked baggage and seat assignments, as well as check-in online, print boarding passes and change/modify existing reservations (modify and change is also supported via the GDS). Note that fees and/or fare differences may be applicable to the previous list of options, please check www.spirit.com for fees. Please note that credit cards are required for all seat and baggage purchases. Vouchers such as free travel vouchers or denied boarding vouchers may not be applied to seat or baggage purchases.

----NAME CHANGES ----

Name Changes are not allowed on Spirit Airlines. For agents who need assistance with name spelling correction, please contact us at agencysupport@spirit.com.

----PAPER TICKET POLICY---

Spirit is a ticketless carrier. We do not accept paper tickets.

----PASSWORD RESET----

To reset your password for the travel agent portal, please visit <http://www.spirit.com/LoginAgent.aspx> and click on the "forgot password?" link and follow the instructions. A temporary password will be emailed to you

----PETS----

For information on traveling with pets, please click on the link below:

<http://www.spirit.com/Policiesspecialneeds.aspx#Pets>

----REFUNDS----

Spirit Airlines strongly recommends travel insurance for all customers who may need some flexibility with their travel plans since all of our fares are classified as non-refundable. Spirit does offer full refunds within a 24 hour window of payment – but **only** for those bookings made for travel 7 days or more in advance. Last minute bookings (defined as those made for travel within 7 days) will be considered totally nonrefundable. The only exceptions considered are available at the link below:

<<https://customersupport.spirit.com/hc/en-us/articles/202096906-Can-I-receive-a-refund-for-my-non-refundable-reservation-in-the-event-I-become-ill->>

Spirit Airlines Customer Relations
2800 Executive Way
Miramar, FL 33025

----SCHEDULE CHANGES----

Upon implementation of a schedule change by Spirit Airlines a message will be generated to the booking agency for action. Agents must action the message to synchronize the PNR with the internal Spirit Airlines reservation. Once updated the new schedule information can be passed on to the customer, ensuring they have the most up-to-date travel information.

All reservations impacted by a schedule change are queued to the booking agent's general queue for action.

-----SEAT ASSIGNMENT INFORMATION-----

All bookings made on www.spirit.com will have the ability purchase seats in advance. Agents with GDS bookings must select "Manage Travel" at either the agency portal or Spirit.com and provide the customer name and record locator to retrieve the booking and then purchase seats. Spirit permits the printing of boarding passes at www.spirit.com starting 24 hours prior to flight time, up until 3 hours prior to departure. Customers choosing not to pre-purchase seats will have one assigned to them at check-in at the airport at no additional charge.

Spirit Airlines offers a single class of service. Deluxe Leather Seats are designed with 3 seats on the left and 3 seats on the right. BIG FRONT SEATS offer a 2 by 2 seating configuration. BIG FRONT SEATS are approximately 18 1/2 inches wide with a pitch of 36 inches. Deluxe Leather Seats are approximately 17 1/2 inches wide with a pitch of 30 inches or less. If a customer of size requires 2 seats - that additional ticket and seat assignment must be purchased.

--SPIRIT VACATIONS --

To make, change or cancel a booking with Spirit Vacations, please call: 954-698-0125. Office hours are: Monday – Friday 8:00 am – 9:00 pm (EST) Saturday and Sunday (including holidays) 9:00 am-6:00 pm (EST). Spirit Vacations packages include Spirit Airlines airfare combined with your choice of great hotel, car and tour deals.

----TAXES and FEES----

Please click on the link below for the taxes and fees which apply to Spirit Airlines bookings:

<https://customersupport.spirit.com/hc/en-us/articles/202096746-Taxes-And-Fees>

---- TRAVEL AGENCY ACCOUNT "HOW TO OPEN"----

In order to open a Travel Agency web site access account with Spirit Airlines, travel agencies must provide the following documents to our Sales Support Department via fax at 248-727-2688. You may also include a PDF file of your credentials and include it in your e mail to: agencysupport@spirit.com.

Mandatory Information for all applicants:

- Travel Agency's address (street address, city, state and country), phone number, and fax number, owner name, requesting person's name and email address on the Travel Agencies letterhead.
- A copy of IATA, ARC, or CLIA certificate/letter

New account requests are usually processed within 72 hours. For additional questions regarding setting up an account, please contact a Sales Support Representative at agencysupport@spirit.com.

---- TRAVEL AGENCY REDUCED TRAVEL ----

Do you sell Spirit Airlines regularly and want to grab a great **last-minute** POSITIVE SPACE getaway on Spirit for a per person round trip fare of just \$150**? As a special thank you to our agency partners, we are pleased offer a special sales recognition travel program.

Just reach out to us at agencysupport@spirit.com with traveler names (agent, plus a maximum of one companion in the same PNR), city pair and dates of travel 7 days or less before you want to fly. We'll review our flight options and let you know if we have any inventory to get you up into the sky!

****Fare does not include applicable taxes/fees or ancillary charges.**

----UNACCOMPANIED MINORS----

[Please](#) click below for Spirit's unaccompanied minor policy:

<https://customersupport.spirit.com/hc/en-us/articles/202096706-Does-Spirit-allow-children-to-travel-alone->