

C.O.D.E. GUARANTEE

Under our exclusive "C.O.D.E." (Commitment Of Delivering Excellence) program, Directravel guarantees error-free travel and the lowest fare available at the time of ticketing on every trip we book. Furthermore, C.O.D.E. provides for prompt assistance and remedial action should an error occur as a result of the actions of any air, hotel or ground transportation vendor.

Should any traveler experience significant inconvenience or if a trip is adversely affected due to a Directravel error, Drexel University will be reimbursed for that portion of the trip.

C.O.D.E encompasses every aspect of a business trip: air, hotel and ground transportation. Examples include:

Air:

- → Failure to get lowest fare available at the time of ticketing.
- → Failure to get fare quoted if ticket requirements are met.
- → Failure to reserve correct class of service when available.
- → Failure to reserve correct flight/date.
- → Failure to deliver ticket which results in a missed flight or more costly arrangements.

Hotel:

- Failure to guarantee hotel for late arrival.
- ⇒ Failure to reserve hotel (provide confirmation number).
- Failure to reserve correct hotel.
- Failure to reserve correct room nights.
- Failure to reserve correct dates.

Car Rental:

- = Failure to provide confirmation number.
- ⇒ Failure to reserve correct car size.
- ⇒ Failure to reserve correct car vendor.