

Short's Travel Management

Core Business Hours: M-F 8A – 5P CT (weekdays)

Toll Free Number: 888-846-6810

General Email Address: state@shortstravel.com

Online Support: onlinesupport@shortstravel.com

Monday through Friday 8AM-5PM CST, the toll free number rings to Short's Travel Management. After Hours Emergency: Monday through Friday 5PM CST – 8AM CST as well as all day Saturday and Sunday, the toll free number will be transferred to Short's after hours service. **Please note: there will be an additional charge of \$21 per call.*

State of Louisiana negotiated rates for the contracted travel agency, Short's Travel. These tables display the domestic and international rates and other fees for the reservation and ticketing services on contract.

Line Item Detail		Per Transaction Fees	
Type	Description	Online Booking	Full Service Agent Booking
Domestic	Air ticket only	\$2.00	\$19.50
	Hotel and/ or car reservation only	\$0.00	\$3.00
	Non-GDS hotel reservations	N/A	\$22.00
	Rail ticket only	\$2.00	\$19.50
	Bus ticket only	\$2.00	\$19.50
	*Flat fee for booking any combination of airline, car rental, lodging, rail and bus ticket.	\$2.00	\$19.50
	Group tickets: Per person flat fee for group tickets (a group is defined as 10 or more tickets issued for the same origin and destination and for the same travel dates).	N/A	\$20.00
	Ticket Exchange Fee	\$5.00	\$5.00
	Ticket Refund Fee	\$5.00	\$5.00
	Agent Assist Fee – Examples include but are not limited to: Modify ground transportation (car, limo, car service), hotel, or air booking that does not require a new ticket, quotes requested through an agent but ticketed online or not ticketed at all, manual pre-trip approval process that is not able to be automated.	\$10.00	\$10.00
International	Air ticket only	\$2.00	\$35.00
	Hotel and/ or car reservation only	\$0.00	\$10.00
	Rail ticket only	\$2.00	\$35.00
	Bus ticket only	\$2.00	\$35.00
	*Flat fee for booking any combination of airline, car rental, lodging, rail and bus ticket.	\$2.00	\$35.00
	Group tickets: Per person flat fee for group tickets (a group is defined as 10 or more tickets issued for the same origin and destination and for the same travel dates).	N/A	\$30
	Ticket Exchange Fee	\$5.00	\$10.00
	Ticket Refund Fee	\$5.00	\$10
	Agent Assist Fee – Examples include but are not limited to: Modify ground transportation (car, limo, car service), hotel, or air booking that does not require a new ticket, quotes requested through an agent but ticketed online or not ticketed at all, manual pre-trip approval process that is not able to be automated.	\$10.00	\$10.00
	Miscellaneous/ Other	Paper ticket-domestic or international	\$15.00
Express paper ticket delivery fee		\$30.00	\$30.00
Group and meeting planning fees (per person)		N/A	Quoted
After Hours Service (Per Call)		\$21.00	\$21.00