

Northwest/KLM Airlines, Inc.  
Group Support - C6350  
7500 Airline Drive  
Minneapolis, MN 55450-1101



## Group Travel Agreement

### Attention:

Robert Wood  
WorldPerks Number: 217334095  
NW/KL Agent: Chris McDonald

**Contract Number:** 366588 (Ver 2)

**Ticket Designator:** GDZXA

**Date:** March 5, 2008

## Group Information

**Name:** CM OHS CLOSEUP GROUP

**Number of Passengers:** 11

**Primary Record Locator:** 3PH93S

**Names Due By:** April 3, 2008

**Ticket By:** April 3, 2008

## Reservations and Ticketing

- All updates to this contract must be done through your travel agency, group leader or original booking source.
- WorldPerks miles may be earned; however, WorldPerks travel award options are not permitted.
- Ticket designator to be provided upon acceptance of contract, receipt of deposit or ticketing as required. For meeting contracts, please allow up to five (5) business days.
- Tickets must be issued on 012 ticket stock and reflect fare basis/ticket designator as indicated not to exceed 13 characters including the slash.
- **A \$10USD/11CAD non refundable ticketing fee will be assessed for tickets issued by NW.** Paper tickets issued in eligible e-ticket markets are subject to a paper ticket surcharge.
- Once ticketed, if changes occur, an administrative fee may apply in addition to any difference in the fare.
- One (1) name change is permitted per original ticket without penalty. Tickets must be reissued by 4 p.m. the business day prior to departure. Subsequent changes will be charged a fee of 100USD/123CAD.
- All group block fares are non refundable.
- Up to 20% of the group may deviate from the original itinerary provided travel is on at least one flight segment with the group. If the deviation occurs prior to ticketing, and within the breakage period, a 25USD or CAD equivalent deviation fee will apply in addition to any fare difference. If the deviation occurs after ticketing, a 100USD or CAD equivalent administrative fee will apply in addition to any fare difference.

## Deposit Utilization

**The deposit is refundable on or before:** March 4, 2008

**10% of deposited seats may cancel without penalty on or before:**

**(Not applicable if Group falls below 10 or cancels completely)** April 3, 2008

**Full deposit is forfeited per cancelled seat on or after:** April 4, 2008

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### Deposit Summary

Number of Passengers	Amount per Passenger	Subtotal	Due Date	Total:	440.00 USD
11	40.00 USD	440.00 USD	March 4, 2008	Received:	440.00 USD
				Amt Due:	0.00 USD

In lieu of the deposit, you may elect to purchase tickets by the deposit due date, thus eliminating any amount due in the Deposit Summary and conditions associated with Deposit Group Block Utilization. Group block itinerary will be canceled if tickets are not issued nor a deposit received by the deposit due date.

### Deposit Details

- When applicable, your deposit refund, less any penalties, will be refunded to the original form of payment. Calculation will occur upon the group departure date. Please allow for processing time.
- Acceptable forms of payment for deposit are credit card or computer generated MCO exchange coupon. Checks are no longer accepted for deposit payment. Only one form of payment is allowed.

### Itinerary and Fare Information

**Only the Base Fare, excluding fuel surcharge, is guaranteed. The fuel surcharge is identified by the letter Q followed by a dollar amount (e.g. Q55.00) in the fare breakdown, and is not guaranteed. Fees, surcharges and taxes are subject to change and should be verified prior to ticket issuance. If applicable, currency rate of exchange will be calculated at time of ticketing.**

Record Locator: 3PH93S

Flight /Class	Date	Depart	Arrive	Status	# of Seats	Departure Time	Arrival Time
NW0236 K	Sat, May 3, 2008	DETROIT WAYNE CO APT, MI (DTW)	WASHINGTON NATIONAL APT, DC (DCA)	HK	011	12:05 PM	1:30 PM
NW0237 K	Sat, May 10, 2008	WASHINGTON NATIONAL APT, DC (DCA)	DETROIT WAYNE CO APT, MI (DTW)	HK	011	6:34 PM	8:08 PM

**Fare Basis Code:** K14V2M8N/GDZXA

DTT NW WAS54.89NW DTT54.88USD 109.77END NW ZPDTWDCA XT5.00AY 9.00XF DTW4.5DCA4.5

**Base Fare: 109.77 USD**

Estimated Tax: 29.23 USD

Estimated Total: 139.00 USD

**Endorsement Box to Read:** 100USD CHG RTN/100PCT XL-VALID NW ONLY

### Terms and Conditions

- Use of this contract by anyone other than named party is strictly prohibited.
- This contract may not be conveyed or sold to any other person or group.
- Modifications of this document are not permitted without written consent of both parties.
- NW/KL reserves the right to release seat blocks at such a time that the terms outlined in this agreement are not met.
- This agreement may be cancelled without cause upon 30 days written notice by either the customer or NW/KL.
- In the event of a breach of this contract by a party hereto which the aggrieved party reasonably determines to be material, this agreement may be terminated by the aggrieved party immediately upon written notice.
- Customers canceling a contract before the end of the term without valid cause will not be refunded any previously remitted deposits and will also be responsible for any penalties as a result of minimum production requirements herein not being met.
- Any group or meeting contract is offered based on a minimum production of ten (10) revenue passengers traveling on Northwest/KLM. If group reduces below the requirement of ten (10), fare will no longer apply. Remaining passengers must be ticketed at the applicable fare in effect at time of ticketing.



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- All promotional materials that name NW/KL as the preferred carrier or any copy promoting NW/KL would require approval prior to printing and release. Contact [logo@nwa.com](mailto:logo@nwa.com) for further details.
- Space confirmed in this contract may not be released to a consolidator.
- Should group records be created in your CRS prior to Group Desk contract, your agency will be invoiced for the segment fees incurred by NW/KL.
- NW/KL will attempt to seat group blocks together. We are not always able to confirm specific seat requests and are unable to make adjustments once seats have been assigned.
- NW/KL will not be liable for delays or cancellations due to weather, strikes, labor disputes, government actions or any other cause beyond our control. NW/KL reserves the right to change equipment or schedules without notice.
- All transportation is subject to NW/KL contract of carriage and applicable tariffs.
- No part of this contract may appear or be distributed via any other internet website.
- Ten (10) or more passengers traveling on the same flight must be requested through your NW/KL specialty sales agent. Terms and fares may vary.
- Robert Wood is fully responsible for ensuring that any person or agency contracted on it's behalf adheres to all terms and conditions of this contract. Violation of these contract terms by Robert Wood or any agency contracted on it's behalf may, among other things, result in the following: contract cancellation, debit memo issuance against Robert Wood for the difference in the fare between the ticket issued improperly and the appropriate valid retail fare and legal action against Robert Wood seeking recovery of lost profits.

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Northwest/KLM Airlines, Inc.  
Chris McDonald  
Specialty Sales Agent  
1-800-645-9696 Ext. 1013507

**Thank you for choosing Northwest/KLM Royal Dutch Airlines**