

**York University Travel Program  
Concur Travel / FCM Booking Fees  
Effective March 1, 2016**

Type of Booking	Online Booking (using Concur Travel)	Offline Booking (by phone ** or email with an FCM agent)
Domestic Air Tickets (include air, car, rail, hotel)	- Air Canada *	\$14
	- All other airlines	\$26
International Air Tickets (include air, car, rail, hotel)	- Air Canada *	\$8
	- All other airlines	\$28
Hotel only reservation	\$14	\$26
Car rental only reservation	\$8	\$15
Rail only reservation	\$8	\$15
Changes to confirmed reservations	N/A	\$26
Airline ticket refund	N/A	No charge
Airline ticket void	N/A	No charge
Emergency travel after hours assistance (per call, in addition to standard fees)	N/A	\$20 **

**Notes:**

- \* Air Canada charges an additional \$6 fee for any travel booking made on an online travel site other than aircanada.com.
- \*\* Calls made to FCM outside of normal business hours (M-F 8:30 to 5:00 EST), will be routed to the FCM emergency travel assistance team and will incur the \$20 emergency assistance fee (in addition to standard booking fees). Calls to FCM outside of normal business hours should only be made for emergency related service requests or bookings.