

## SPIRIT AIRLINES, INC. TRAVEL AGENT BOOKING REFERENCE INFORMATION

### ANSWERS TO MOST COMMONLY ASKED SPIRIT AIRLINES QUESTIONS:

#### ---OVERVIEW---

Spirit Airlines, We Live for More Go.

It is the big idea behind our business model, making it possible for more people to travel to more places, more often. It is what inspires us to Invest in the Guest, going beyond low fares to discover more ways to make our unique brand of customizable travel a great personal experience too.

*More Go* is why our Fit Fleet® is among the youngest and most fuel-efficient in the U.S. It is why our planes serve more than 90 destinations across the U.S., Latin America, and the Caribbean. It is why we give back to the communities in which we live and work, investing time and resources wherever you see our iconic yellow planes.

*More Go* is our promise to those who wish to be well-traveled, and those who want to travel well. It describes everything we do, determines how we do it, and defines who we are.

We invite you, our Travel Seller partners, to review the three channels that will allow you to have access to Spirit Airlines content by visiting the SpiritConnect page at [www.spirit.com/connect](http://www.spirit.com/connect). This site is designed to provide more information about the Spirit New Distribution Capability ("NDC"), the Spirit Travel Agency Portal ("TAP"), and the Spirit Global Distribution System ("GDS").

Spirit Airlines is hosted in the Navitaire (1N) PSS system. Spirit Airlines is a "ticketless" airline, with similar attributes to other carriers hosted on the Navitaire Newsies platform. Depending on the GDS, Spirit uses SSR payment entries (SSR OTHS or SSR EPAY) to accept credit card and other ancillary entries in the GDS systems. Ticketless access 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.

Our NDC platform allows Spirit Airlines to be the offer manager and provides access to last seat availability, interactive fares (including promotional fares), and ancillaries such as our popular advanced seat sales, carry-on bags, checked bags, bundles, and more. If you are interested in additional information, please contact us at [SpiritConnect@spirit.com](mailto:SpiritConnect@spirit.com).

Consumers and/or travel agents will be able to use a GDS confirmation number (record locator) or the Spirit Airlines Confirmation Code (NDC and TAP use the Spirit record locator) to pre-purchase checked baggage, select seat assignments, check in online, print boarding passes, and/or modify existing reservations in the Manage Travel section at [www.spirit.com](http://www.spirit.com). Fees and/or fare differences may apply to the options listed. Please visit [www.spirit.com](http://www.spirit.com) for more details. Travel Agent reservations made via the GDS or NDC channel must transmit a valid credit card within 24 hours of the booking creation. The reservation will automatically cancel in the Spirit Airlines system if a valid payment is not received within 24 hours. When making a booking on Spirit Airlines, all the segments of the Reservation must be "NK". Please do not include other airlines in the record as Spirit Airlines does not interline or codeshare with any other airlines. 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 (<https://customersupport.spirit.com/en-US/category/article/KA-01195>).

**As a ticketless airline, Spirit Airlines does not place ticket numbers in your GDS ticketing field. You may see a ticket number generated; however, it is strictly informational and it does not serve any purpose. For this reason, it is vital to ensure that agents remove ticketing time limits from your GDS bookings manually, once payments are submitted. If you fail to do so, your GDS system will send Spirit Airlines 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](http://www.spirit.com) or our NDC channel will have access to schedules and inventory, including our promotional rates available in the booking path. Bookings made via the Travel Agent portal on [www.spirit.com](http://www.spirit.com), can be paid for with a credit card or a reservation credit. Bookings made via the GDS channel can be paid for using a credit card.

Accredited travel agents must be approved and granted access to Spirit airlines' travel agency portal. Current authorized ARC/IATA/CLIA/TRUE travel agencies are required to register both the agency and at least one agent online. It is also a requirement to email a copy of the Travel Agency's letterhead, that includes the agency's address, phone number, e-mail address, and fax number, along with a copy of your IATA, ARC, CLIA or TRUE certificate/letter and name of travel agency manager or owner to [agencysupport@spirit.com](mailto:agencysupport@spirit.com).

For Travel Agency booking issues, please contact [agencysupport@spirit.com](mailto: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 by clicking <https://customersupport.spirit.com/en-US/category/article/KA-01219>.

#### ---BAGGAGE---

Spirit Airlines fares include only one small personal item as described in the Contract of Carriage. Please review the link <https://customersupport.spirit.com/en-US/category/article/KA-01157> for the summary of charges. All Baggage Charges are Non-Refundable.

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. Please note that overweight charges for checked bags start at 41lbs at Spirit Airlines. Please review the Contract of Carriage for up-to-date details at [https://content.spirit.com/Shared/en-us/Documents/Contract\\_of\\_Carriage.pdf](https://content.spirit.com/Shared/en-us/Documents/Contract_of_Carriage.pdf). 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 numbers that contain less than 4 digits should lead with zero (0), class of service, and departure date)

To add a checked bag: SSR XBAG NK NN1 FLLLGA0174Y20APR (city pairs, flight numbers that contain less than 4 digits should lead with a zero (0), Class of Service, and departure date). Both SSRs will be required to be entered into the PNR to secure both a carry-on and a checked bag for the passenger.

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

<https://customersupport.spirit.com/en-US/category/article/KA-01143>

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

<https://customersupport.spirit.com/en-us/category/article/KA-01140>

#### ----BOOKING HOLDS----

GDS and NDC 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----

PNRs that are cancelled within 24 hours of reservation and the travel date is 7 or more days out will automatically be refunded. If travel is within 7 days, the reservation is non-refundable, and a credit is issued less the service fee(s).

COMMISSIONS---- Agents selling on our portal can use our “Name Your Own Commission” program (“NYOC”) to charge a service fee or mark up on all transactions (up to 25% of total sale).

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

Email: [agencysupport@spirit.com](mailto:agencysupport@spirit.com) should be contacted for the following issues: Refund Requests, Fare Problems, UC/NO Segment Status Issues, No Fare SSR Issues, and Out of Balance PNRs (under/overcharging) refund requests. Standard office hours (excluding major US holidays) are Monday-Friday 8 a.m. until 5 p.m. Eastern time.

Group Travel: For group requests, please follow link <https://customersupport.spirit.com/en-US/category/article/KA-01333>

#### ----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 would honor a 24-hour refund to Travel Agents if the fare charged by Spirit Airlines is different from the GDS auto-priced fare, so long as the credit card has been processed. To request a refund for fare discrepancies please contact [agencysupport@spirit.com](mailto:agencysupport@spirit.com) within the 24 hours after the booking has been charged.

#### ----ELECTRONIC OR PAPER TICKETS----

Spirit Airlines is a ticketless carrier. We do not accept electronic or paper tickets. ----FARE INFORMATION----



Spirit Airlines does not support the transfer of frequent flier information in the SSR or OSI field of GDS PNRs. All members must manage their frequent flier accounts online or directly with Spirit Airlines.

**----LOG-IN @ [www.spirit.com](http://www.spirit.com)----**

All IATA/ARC/CLIA certified agencies are invited to establish a sales account on the "Travel Agent" portal on [www.spirit.com](http://www.spirit.com). Agency accounts offer the following benefits:

1. Lower fares than are generally available in the GDS
2. Ability to book Spirit PNR's using select discount coupons during sale periods
3. Ability to pre-pay for customer seats, carry on and checked luggage in one transaction, ensuring a smoother, more seamless travel experience for our mutual clients
4. Mark up air bookings using Spirit's exclusive "Name Your Own Commission" program. For new [spirit.com](http://www.spirit.com) travel agency accounts: Once our Agency Support team has activated your account, your ARC or IATA number will serve as your log-in and your password will be the one you selected during registration. Some initial enhancements will be evident and include a promotion code box which will allow travel agents to take advantage of the web promotion discounts when booking; the ability to assign seats, etc. If you have problems logging-in, please send an email to [agencysupport@spirit.com](mailto:agencysupport@spirit.com) with your ARC/IATA number, TA Name, Contact Name and TA phone number.

**----MANAGE TRAVEL----**

The "Manage Travel" section of the [www.spirit.com](http://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 modify existing reservations (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](http://www.spirit.com) for fees. Please note that credit cards are required for all seat and baggage purchases. Vouchers such as marketing vouchers, 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](mailto:agencysupport@spirit.com).

**----PASSWORD RESET----**

To reset your password for the travel agent portal, please contact the owner or manager of the agency.

**----PETS----**

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

<https://customersupport.spirit.com/en-us/category/article/KA-01181>

**----REFUNDS----**

Spirit Airlines offers 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) are non-refundable. Spirit Airlines strongly recommends travel insurance for all customers who may need some flexibility with their travel plans.

#### ----**SCHEDULE CHANGES and IROPs**----

Upon implementation of a schedule change by Spirit Airlines, a message will be generated to the booking agency for action. Agents must act on 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. Alternatively, Spirit will manage all service disruptions directly with the guest. Please supply the guest(s) email address and mobile phone number in the reservation and we will communicate disruptions and provide accommodation, including vouchers for food and overnight accommodations as applicable, directly with the guest.

#### -----**SEAT ASSIGNMENT INFORMATION**-----

All bookings made on [www.spirit.com](http://www.spirit.com), SpiritNDC and SpiritTAP will have the ability to purchase seats in advance. Agents with GDS bookings must select "Manage Travel" on the agency portal or Spirit.com and provide the customer's name and record locator to retrieve the booking and then purchase seats. Spirit Airlines permits the printing of boarding passes at [www.spirit.com](http://www.spirit.com) starting 24 hours prior to flight time and 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 a 36" pitch and 18.5" width - a full 6" of additional legroom. 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 a modification or cancel a booking with Spirit Vacations, please call: 877-377-0791. Office hours are Monday – Friday 8:00 am – 10: 00 pm (EST), Saturday and Sunday (including holidays) 9:00 am-5:30 pm (EST). Spirit Vacations packages include Spirit Airlines airfare combined with your choice of hotel, car, and tour deals.

#### ---- **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 email to: [agency-support@spirit.com](mailto:agency-support@spirit.com). Mandatory Information for all applicants: Travel Agency's address (street address, city, state, and country), phone number, fax number, agency 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 [agency-support@spirit.com](mailto:agency-support@spirit.com).

----UNACCOMPANIED MINORS----

Please click below for Spirit's unaccompanied minor policy:

<https://customersupport.spirit.com/en-us/category/article/KA-01160>