



# Cosmopolitan Travel Service Inc.

## AGENCY AGREEMENT & LETTER OF UNDERSTANDING

Agency Name: \_\_\_\_\_ Agency GDS: Amadeus \_\_\_\_\_  
Agency Office Address: \_\_\_\_\_ Apollo \_\_\_\_\_ Sabre \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Worldspan \_\_\_\_\_

Tel: (\_\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_  
Email: \_\_\_\_\_

ARC # \_\_\_\_\_ IATA # \_\_\_\_\_ CLIA # \_\_\_\_\_ TRUE # \_\_\_\_\_ Date Appointed: \_\_\_\_\_

Owner's Full Name: \_\_\_\_\_ CTS Branch Office \_\_\_\_\_  
Home Address: \_\_\_\_\_ CTS Account Code \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ CTS Agent Name \_\_\_\_\_

Top One Market: \_\_\_\_\_ (e.g. Africa, China, Taiwan, Hong Kong, Japan, S. Korea, Philippines, Vietnam,  
India, Africa, Middle East, Latin America, Eastern Europe, South Pacific, USA main stream markets or other – please specify)

This AGREEMENT is made on \_\_\_\_\_, 20\_\_\_\_ between Cosmopolitan Travel Service Inc and \_\_\_\_\_  
(owner's name).

**In this agreement, the "Agency Owner" agrees to be personally responsible for all financial transactions between the "Agency" and Cosmopolitan Travel Service Inc.**

- 1) Agency fully agrees to pay "Cosmopolitan Travel Service Inc." payment for all tickets issued under the account set up for your agency.
- 2) Agency fully agrees to pay "Cosmopolitan Travel Service Inc." any fees/penalties or debit memos issued by the airlines for any booking/pricing violations or alteration of ticketed PNR's committed by the "Agency" on any record re-released back to the "Agency" after ticketing.
- 3) Agency fully agrees to pay "Cosmopolitan Travel Service Inc." any amounts due as a result of a cardholder disclaiming charges for ticket/s issued by "Cosmopolitan Travel Service Inc." including fees/penalties or debit memos associated with any credit card charge back or fraud issue committed by the passenger/cardholder.
- 4) Agency fully agrees to pay "Cosmopolitan Travel Service Inc." any fees/penalties or debit memos issued by the airlines for any "HX" segments not being removed from any reservation re-released back to the "Agency" after ticketing and for any debit memos resulting from a NO SHOW.
- 5) Agency fully agrees to pay "Cosmopolitan Travel Service Inc." any commission recall generated by the airlines on refunded tickets processed through CTS or the airlines directly.
- 6) Agency will be fully responsible for advising passengers of any schedule changes or flight cancellations.

Owner Signature: \_\_\_\_\_ CTS Signature: \_\_\_\_\_  
Name Printed: \_\_\_\_\_ Name Printed: \_\_\_\_\_  
Date: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE PROVIDE COPY OF YOUR BUSINESS LICENSE, AND DRIVER LICENSE.**

### Fax Numbers Below:

DETROIT 586-445-6194	NEW YORK 586-439-1043	CHICAGO LINCOLNWOOD 847-329-9675	CHICAGO DOWNTOWN 312-548-9928	FORT LAUDERDALE 586-439-1043
DALLAS 281-779-4032	HOUSTON 281-779-4037	ATLANTA 770-676-0626	LOS ANGELES 310-910-0784	ATHENS 0030-210-897-3749
				WASHINGTON DC 586-439-1043