



General Fees and Customized Training

Activity	Description	Fee (all values in USD)	Includes	Comments
Classroom Training	Travelport has training facilities located in Denver and Atlanta where the core curriculum plus limited specialized courses are offered in an instructor-led environment.	Attendance Fee: \$200 per attendee per day	Daily fee applies to all courses in the Travelport training facilities. Participant is responsible for their own travel and expenses associated with attendance in a classroom activity.	There is no exception on early departure. For example, the charge for a 4-day class is \$800 even if the student departs early.
No-Show and Late Cancellation Fees	No-show and late cancellation fees for attendance in classroom and/or online instructor-led training courses.	Classroom late cancel/no-show fees: \$100 per person for no-show or late cancellation. Virtual class late cancel/no-show fees: \$25 per person for no-show or late cancellation.		Late cancellation for classroom training is 7 calendar days prior to the start of class. Late cancellation for virtual training is 2 business days prior to the start-up of the class.
Training Delivery - Private Session (Classroom and Virtual)	Training activities based upon specific customer requirements in either a Travelport classroom, customer classroom, or in a virtual training environment.	\$125 per hour Instructor Fee for course development, custom prep, and class delivery. There is a minimum 4 hour charge for delivery and all development/prep is \$125 above the 4 hour minimum charge. See below for Travel Expenses.	Establishing a training plan, course development, mutually agreed upon deliverables and measurables, and post-class reassessment.	Applies to single customers and not applicable to workshops/labs for multi-customers. Projects will be accommodated based upon resource availability.
Onsite Support	Onsite activities during new business implementation(new/existing customers) based upon specific customer requirements	\$125 per hour Instructor Fee for onsite support at implementation. See below for Travel Expenses.	Onsite support at time of start-up.	
Purchase of Training Materials	Applicable to available Instructor Guides or Student Learning Guides	\$75 - Learning Guide	Must be confirmed and ordered through Training Manager via Account Manager	Available to Galileo by Travelport agency subscribers only for their staff training (materials are protected by a copyright). Many training guides are currently available online free of charge.



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Host Your Success Training Program (currently available only to Galileo by Travelport customers only)	Training program designed to provide the necessary skills and templates to implement new business on the Apollo system.	\$2000 for a 2-Day Host Your Success course (onsite) Assistance with implementation by a Travelport employee is billable at \$125 per hour. See below for Travel Expenses associated with onsite course	A two-day course including understanding implementation components, working with timelines and resources including Galileo 360 Portal and Galileo 360 Learning. The course also includes understanding printers and Galileo Print Manager and well as Galileo	
Mobile Classroom	Classroom equipment at a location other than a Travelport training facility. Travelport trainer not included in the service.	Average of \$800 for each classroom of 8 workstations dependant upon distance. Actual charges will apply once shipped to the location and returned to Travelport or their outsource provider.	Schedule virtual classroom deployment through Training Manager via Account Manager	Available to Travelport agency subscribers only. Requests will be accommodated based upon workstation availability. This does not include use of a Travelport trainer.
Travel Expenses		\$300/day for overnight or \$100/day for local travel expenses plus the actual transportation fare.	Transportation fare could include air, rail, or car.	



Database Build

Activity	Description	Fee (all values in USD)	Includes	Comments
Database Build (non-scripting)	Database build activities based upon specific customer requirements.	\$125 per hour Instructor Fee for database build and associated training - minimum 4 hour charge. See below for Travel Expenses.	Partnering with agency to design and implement Agency Private Fares, SecuRate Air® Plus, Custom Check™, TravelScreen Plus™, Interactive World Files, etc.	Upon project sign-off and completion, database build maintenance is billable at \$125 per hour.
Scripting Service	Partnering with travel agency scriptwriter to design and implement scripts.	One week of onsite consultation and scripting assistance at \$5000. Additional remote support with a Travelport trainer beyond the first onsite week is billable at \$125 per hour (for both onsite and offsite support). See below for Travel Expenses.	Establishing a mutually agreed upon project definition plan. Results tested and evaluated by both parties.	Projects will be accommodated based upon resource availability.
Travel Expenses		\$300/day for overnight or \$100/day for local travel expenses plus the actual transportation fare.	Transportation fare could include air, rail, or car.	



Consulting Services

Fee Activity	Description	Fee (all values in USD)	Includes	Comments
Systems Assessment	A detailed evaluation of the total travel agency environment as it relates to the Apollo® system and supporting products and services.	Based upon number of agents to be included in the assessment. Actual fee is quoted following a Needs Analysis. Estimated Packaged Prices: 1-4 agts = \$6000 5-12 agts = \$7000 13-20 agts = \$8000 21-30 agts = \$9000 31+ agts contact Consulting Services	The assessment includes the evaluation of the agency's business workflow, tool and resource usage, staff skills assessment, and process integration. Written customized performance improvement recommendations are provided upon completion.	Targeted focus areas are determined based upon analysis of a preliminary Client Survey, Travel Counselor and Management Survey and onsite data collection results.
Immediate Care Evaluation	Onsite evaluation focusing on processes within the reservation workflow including tools and resource utilization. This service is ideal for customers in need of immediate recommendations for processes or departments where performance improvements could i	\$1000 per day See below for Travel Expenses.	The service includes onsite analysis. A discussion of findings and recommendations is part of final day onsite during the analysis. A follow-up communication with the findings and recommendations will be provided.	The duration of the onsite analysis is dependant upon the scope of the project as agreed upon by Travelport and the travel agency.
Productivity Appraisal	An offsite service to evaluate tool utilization and staff effectiveness as they relate to the Apollo® system.	Based upon the number of agents to be included in the appraisal. Actual fee is quoted following a Needs Analysis. Estimated Packaged Prices: 1-4 agts = \$1000* *Each increment of 10 agts is additional \$150 See below for Travel Expenses.	The appraisal includes the analysis of Apollo tool and resource utilization and a staff skills appraisal. Written performance improvement recommendations are provided upon completion. No formal presentation is conducted.	Not recommended for previous Systems Assessment and Productivity Appraisal customers. Please refer to your Relationship Manager to discuss the opportunity of an Productivity Appraisal for your office.



Consulting Services

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Skills and Knowledge Assessment (coming soon - available to Galileo by Travelport customers only)	Remote analysis of travel counselors' skills and knowledge incorporating an online assessment with training recommendations.	\$50 per travel counselor	Recommended training path based upon assessment results. This assessment also includes a post-training assessment (if applicable) to validate learning.	If Travelport assists with training recommendations, there is a charge of \$125 per hour for training delivery (4 hour minimum). See below for Travel Expenses.
Travel Expenses		\$300/day for overnight or \$100/day for local travel expenses plus the actual transportation fare.	Transportation fare could include air, rail, or car.	



GlobalWareSM Support Fees

Service	Fees	Comments
Help Desk	\$2.25 per minute	Cost per minute - supports future enhancements, documentation/online help and e-mail support
Classroom Training	\$2000 per person	Full System (3.5 days)
Training Delivery - Private Session	\$2500 per day	per day (specific module or customized)
Implementation Fee (onsite)	\$3000 per day plus Travel Expenses	per day for onsite implementation
Virtual Training Class	\$200 per person/per session	1-3 hour session
Travel Expenses	\$300/day for overnight or \$100/day for local travel expenses plus the actual transportation fare.	Transportation fare could include air, rail, or car.