

TRAVEL AGENT SALES GUIDE

spirit[™]
Less Money. **MORE GO.**

HEY THERE, TRAVEL AGENTS!

We Have Special Services Just For You.

Booking clients through the Spirit Travel Agent Portal website gets you access to the following benefits:

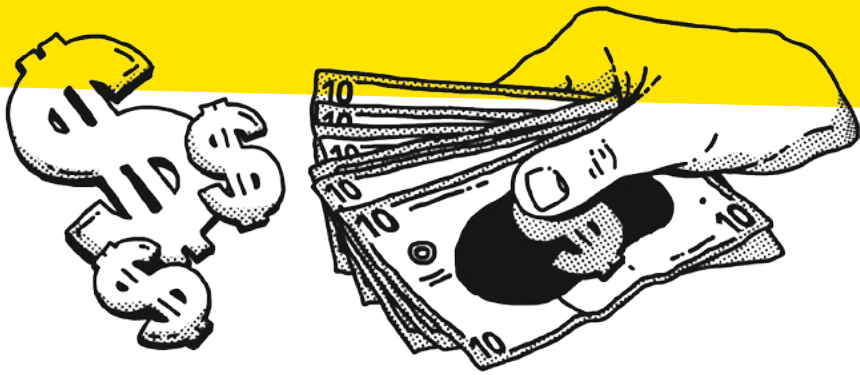
- Simply access your booking portal at **spirit.com/agent**.
- Mark up your sale and maximize agency profits while saving your clients money with our “**Name Your Own Commission®**” (NYOC®) program.
- Fly with us and get reduced rates through the **Travel Agent Positive Space Program**.
- Offer your clients our ultra-low **Bare Fares®**! Through your booking portal, you can access our lowest fares, get discounted prices on bags, apply money-saving coupons and take advantage of other special offers.
- English- and Spanish-speaking agency specialists are available at **agencysupport@spirit.com** weekdays from 8 a.m. to 8 p.m. EST.
- You have the option for dynamic packaging. Add cars, hotels and activities to your bookings.
- Save your clients money with **Frill Control®** by booking seat assignments and bags in advance.

Register today for the portal!

If your agency has an ARC/IATA, CLIA or TRUE accreditation, you're eligible to book on our Travel Agent Portal and enjoy all the perks. Signing up is easy!

1. Visit **spirit.com/agent** and click the Agency Registration link.
2. Complete each field on the Agency Registration screen.
3. Go to the Agent Registration screen and add at least one staff member's name and contact information.
4. Send a copy of your ARC/IATA or TRUE accreditation documentation to **agencysupport@spirit.com**.

We'll notify you as soon as your account is activated (usually within 72 hours).



What is the “Name Your Own Commission[®]” Program?

You can include a service fee with the booking, and the amount to add is up to you. Spirit holds your markup until you request the funds. We also offer the NAME YOUR OWN COMMISSION functionality when you're booking great package deals including flights, cars, hotels and more.

Who is Spirit Airlines?

A few of the facts:

- Our value-centric business model empowers customers to save money with **Bare Fares®** and **Frill Control®**.
- We have 460+ daily departures to more than 60 destinations.
- Our **Free Spirit®** frequent flier program is one of the most rewarding in the industry.
- Dynamic vacation packages offer even greater savings to your clients.

What Makes The Spirit Experience Different?

Ultra-Low Bare Fares®

No “free” bag, peanuts or drink—which other airlines bake into much higher fares (whether your client wants those things or not).

Frill Control®

Help your clients score major savings with our Bare Fare®. Since Spirit’s total price, including options like a prepaid carry-on bag, is nearly 30 percent lower than other airlines on average, we help people save money and travel more often.

Plane Simple®

Spirit’s Deluxe Leather Seats are “pre-reclined.” Seating is a bit cozier, but that means Spirit can offer lower fares for everyone. All Spirit flights offer comfy “Big Front Seats®” (for a reasonable upcharge) with more legroom and personal space.

Frill Control Optional Products and Services:

- Sell carry-on and/or first checked bag via the GDS using SSR messaging*
- Zone 1 boarding included with all carry-on bag purchases
- **Big Front Seats®** – wider in 2x2 configuration with extra legroom
- Free Seat Assignments available at check-in
- Purchase seat assignments in advance
- Hotels, cars, cruises and vacation packages
- In-flight refreshments
- Travel insurance

*For more information, please visit us at www.spirit.com/agent.

Need to change or cancel a booking? No problem!

For all bookings made at least seven days prior to departure, Spirit provides full refunds as long as you cancel the flights in your GDS and email us at **agencysupport@spirit.com** within 24 hours of submitting payment. No other exceptions or extensions to this policy are made.

GDS Policies, Procedures and Participation:

Spirit Airlines is a ticketless carrier, hosted in the Navitaire System. “Ticketless” means that we operate outside of ARC (and don’t accept paper or electronic tickets). Spirit accepts credit card information passed directly through your GDS, and we’ll hold a booking (except those made within seven days of departure) for up to 24 hours. We also remind travel agents to manually edit ticketing fields to remove time limits since Spirit’s system does not interact with that field. Any auto-cancellation messages that are triggered are always accepted by Spirit when sent by your GDS.

Spirit participates in Amadeus, Apollo, Galileo, Sabre and Worldspan. To issue tickets on Spirit, simply use SSR OTHS or SSR EPAY (depending on your GDS) to transmit form of payment and credit card numbers to us. Always remember to provide Spirit’s record locator/confirmation code to your clients, and advise them to save by buying their bags ahead of time and check in online 24 hours prior to departure to avoid paying for their boarding passes at the airport.

For questions and more details, visit spirit.com/agent.

