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MENNO
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www.mennotravel.com

The World Leader in Missionary Travel, Church, Relief, Humanitarian and Christian Travel Since 1971

MENNO TRAVEL FAQ'S

Who is eligible for Menno Travel's religious, missionary & humanitarian airfares?

Any individual traveling in service of others qualifies for Menno Travel specialize international airfares, which includes and, not limited to, clergy members, registered non-profit organizations, students, volunteers, church groups and missionaries. An affidavit of purpose is required documentation for these airfares.

Is Menno Travel a full service travel agency?

Yes, Menno Travel is an IATA Accredited and operates as a full service travel agency.

We are also registered with the BC Registrar of Travel

Are Menno Travel's religious, missionary & humanitarian airfares available to groups?

Yes, many of our contracts permit the airfares to be utilized for group departures. Our dedicated group department works with a variety of airline group desks to complement our religious, missionary and humanitarian airfares.

Does the group deposit count toward final payment?

Yes, if the deposit is paid by check.

Does Menno Travel have airfares for international adoptions?

Yes, but only with certain air carriers. Please contact a Menno Travel expert for more information.

Does Menno Travel offer travel insurance programs?

Yes, through our preferred partnership with RBC Insurance, we offer a variety of travel insurances for individuals and groups.

Why can I find cheaper airfares on the Internet?

This is a complex question with a complex answer. Airfares are volatile and revolve around the airline's yield management experts' duties to maximize profits for each flight that takes off. With having said that, the airline yield management experts manipulate airfares thousands of times daily. Yes, daily. Therefore, timing is everything when it comes to airfares. Not only do airfares change depending on time, but they change depending on the day of the week, the season and a number of other parameters. Menno Travel experts have the tools to find a myriad of airfares through our systems, but it is crucial that you communicate any flexibility with them so that they may do their job properly. At times, Menno



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Travel airfares may be more expensive than traditional published airfares, but they may offer many benefits which would make them less costly in the long run. These benefits include the ability to cancel the ticket with a small penalty verses a non-refundable ticket. Also, change penalties are permissible at a reduced cost and additional baggage allowances on some carriers allow for greater savings. Finally, unlike a traditional published airfare offering on the internet, Menno Travel exclusive religious, missionary and humanitarian airfares do NOT need to be purchased within 24 hours.

Does Menno Travel offer travel insurance programs?

Yes, through our preferred partnership with RBC Insurance, we offer a variety of travel insurances for individuals and groups.

Can I still accrue Frequent Flyer mileage with Menno Travel Airfares?

Most of our programs do allow for 25% frequent flyer mileage accrual. However, a few of our air contracts do limit the mileage accrual. Every airline and destination is different. Please ask your Menno Agent if this is an area you are concerned about.

What are the airline baggage allowances?

Each airline has rules that govern their baggage allowance; it is best to consult with the air carrier for detailed information on their baggage guidelines. However, Menno Travel does offer some programs that waive baggage allowance fees.

Does Menno Travel provide 24/7 Emergency Assistance?

Yes, we are at your service 24/7 to assist with any unforeseen events and emergencies throughout your travels. Unlike most travel agencies, Menno Travel does NOT use third party vendors and utilizes Menno Travel owners and managers for these services.

Are Menno Travel airfares global?

Yes, Menno Travel is a global leader in religious, missionary and humanitarian airfares. Many of our programs are global and not tied to Canadian point of sale only.

If you have any other questions or require any other assistance, please do not hesitate to contact **Pauline Pankewich**, Account Manager, directly at 1-800 667

5559 or email pauline@mennotvl.com