

Fox World Travel Transaction Fees

As the University’s designated travel agency, Fox World Travel (Fox) is the only booking source with access to the University’s airline, hotel, and car rental discounts and will **guarantee any fare quote**. Fox also provides an array of benefits to the university, including group booking tools, around the clock assistance, and Duty of Care support. Contact the [NU Travel Office](#) for more information.

Beginning July 1, 2021, travelers will see changes to the transaction fees charged for their business travel as shown in the following schedule. Travelers are expected to utilize the Concur booking tool for all reservations, including international flights, as it is the most economical choice.

Note: The fees schedule below is strictly for university-sponsored travel reservations. If travel plans deviate from authorized University-sponsored travel only (i.e., for personal reasons), whether to extend a trip or to upgrade an airline ticket, contact Melody Stark at the NU Travel Office for more information.

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NU Description	Transaction Fee	Explanation
Online, No Agent	\$5.00 per airline ticket	Utilizing the Concur booking tool for domestic or international airline booking.
Agent Domestic	\$20.00 per call/per airline ticket	Contact agent via phone for airline ticket booking.
Agent International	\$26.00 per call/per airline ticket	Contact agent via phone for airline ticket booking.
Agent Assist Charge	\$10.00 per call/per airline ticket	Booked via Concur booking tool, then contacted Fox for assistance.
After Hours, per call	\$20.00 per call/per airline ticket	Agent assist between 7:30pm CST and 7:00am CST. Fee is for each call.
Conferma/Secure Pay-Hotel	\$3.00 per hotel stay/per person	Utilizing university credit card for hotel payment.
Exchange with Fox Assistance-Online	\$15.00 per call/per airline ticket	Created an airline ticket with the Concur booking tool, but then contact Fox for exchange.
Group booking: Fox Assistance Domestic	\$25.00 per call/per airline ticket	Contracted block space with Fox for 10+ people.
Group booking: Fox Assistance International	\$31.00 per call/per airline ticket	Contracted block space with Fox for 10+ people.
Group booking, exchange	\$20.00 per call/per airline ticket	Date/destination exchange of contracted blocked space.
Ticket hold	\$5.00 per hold/per airline ticket	Holding an airline ticket for 24 hours with Fox agent or Concur booking tool. Fee applies whether or not ticket is purchased.