

# MWR LEISURE TRAVEL SERVICES FAQ's

## Q: "Who can use your services?"

A: We work with all Services-Active Duty, Retirees, Reserves, Guard and DOD Civilians and Contractors.

## Q: "Why doesn't Leisure Travel Services have a number system?"

A: Each Leisure Travel Services Agent specializes in a different or specific category pertaining to travel; therefore, the specific needs of the customer can only be handled by certain agents. Each agent has a different set of skills that ensures that each customer is taken care of properly; a customer that is looking for a Cruise package would not be taken care of by an agent that only sells tickets or hotel packages. A number system has proven inefficient in the past but we have implemented a sign in roster that will allow for customer order within the office. We ask that customers be courteous and wait for the next available agent. Please note that the specific needs of the client may not be attainable by the agent that calls them to their work station.

## Q: "Why do working Leisure Travel Services agents have a closed sign when there are customers waiting to be served?"

A: Although a Leisure Travel Services agent has a closed sign on their desk they are not completely closed. Leisure Travel Services offers a variety of services from ticket sales, travel packages, hotel packages, cruise packages and special events just to name a few. The time consumed to research for each quote requested depends on the complexity of the package and includes research via internet, email and telephone. For these reasons it is sometimes necessary to close down an agent, who would normally remain open to accommodate and serve face-to-face customers. Other factors may be due to high season i.e. March-September or Training, Administrative duties and Inventory. Please note that Leisure Travel Services agents will ONLY close when it is necessary and it is approved by management.

Leisure Travel Services agents are driven by the needs of the customer regardless of their location at the time of request. Requests and/or services are not only face-to-face but also via email, internet and telephone, all customers are held to the same standard of quality service.

## Q: "Do you book airfare?"

A: We are not an airline ticketing agency, however we can assist you in finding the best rates with the airlines directly. We offer a no fee internet computer here in the office you may use to access internet rates as well as a contact list of all major US Carriers. If you do not have a credit card we can offer payment on our agency card with a fee of \$25.00 per ticket and you can pay us in cash or check for the cost of the airfare and fee. We can book international air (outside the United States/Canada) with one of our consolidators provided the travel originates within the United States.

## Q: "Do you have packages?"

A: Leisure Travel Services Does not offer "Pre-Made" Packages as seen on the internet or TV. We customize packages to suit your individual needs and wants. Just let us know where and when you want to go and we will be happy to get your accurate rates for your package.

## Q: "What forms of payment do you accept?"

A: We take cash, check, Visa, MasterCard, Discover, and American Express. Sorry we do not accept the AAFES Star Card.

## Q: "What do you have for "FREE"?"

A: Leisure Travel Services does from time to time offer complimentary tickets for Military Appreciation to various events. Please check with us periodically for any Military Appreciation tickets we may have to offer. These complimentary tickets are handled as per Standard Operating Procedures for Distribution of Complimentary Tickets.

## Q: "Do you sell concert tickets or event tickets?"

A: We may be able to get special military discounts for a few events; however most concerts and shows will only be available through the venue or Ticketmaster. Please check with us for any possible discounts.

## Q: "Why don't you put out event information sooner?"

A: With some of the Military Appreciation tickets we get, we are not notified until as little as 1 or 2 days prior to the event. We do our best to get information out as quickly as possible through the Camp Announcement system here on Fort Campbell and/or the Fort Campbell Facebook Page. Anyone registered on AKO email for Fort Campbell should be receiving the Camp Announcements. Information is then set forth to all others within the Units, FRG's and so forth.

## Q: "Do you book packages for units, FRG's or other groups?"

A: We are glad to work with your Unit, FRG, or any other groups for day trips, Bus charters, Attraction tickets or packages. We will work hard to get you a great deal.

## Q: "Why can we sometimes get a better rate if we deal with the vendor directly rather than going through Leisure Travel Services? If you are here for the soldier why are we, at times, charged more?"

A: Leisure Travel Services strives to offer our Military community the best pricing possible. It is true some vendors may have a "better deal" however we encourage our clients to research all components of the package and all policies involved. We are here in person to answer and questions regarding your booking and handle any issues that may come up. We do have a convenience surcharge on our attraction tickets, however all monies do go towards the MWR program and the Soldiers Quality of Life here on Fort Campbell. In addition due to contract negotiations, some attractions may have a better Military discount at the door rather than our rate here in the office. We do let our clients know how to get the best rate for them.

## Q: "Is my purchasing through the Leisure Travel Services Office really better for the military family?"

A: Purchasing through the Leisure Travel Services Office insures you have someone working to get you the best rate and all components of your purchase are accurate. Also all income from packages, tickets, etc is returned to support your MWR Activities here at Fort Campbell. Fun Fairs, Concerts under the Stars, etc. are all part of the MWR Events put on throughout the year for Military Families to enjoy.

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