

World Travel, Inc. Text to Travel Legal Terms & Conditions

I. Legal Terms and Conditions

Introduction and Purpose

These terms and conditions apply to World Travel, Inc.'s ability to communicate with its travelers using SMS and/or IVR messages and web-based chat functions (collectively, "text" or "texting").

World Travel, Inc. primarily integrated texting into its omnichannel communication platform so that travelers can be quickly connected to a travel consultant for assistance with a current trip. Texting is ideally used in cases when a traveler's trip has unexpectedly changed or cancelled, or they need assistance while at the airport.

World Travel, Inc. does not recommend using texting for planning trips in advance or for complicated requests (like a hotel or flight change, or an international trip), because those kinds of requests can be better answered by calling or emailing a travel consultant, or even by using your company's online booking tool (e.g., SAP Concur).

Definitions

"World Travel, Inc." means World Travel, Inc., a Pennsylvania corporation with a principal place of business located at 620 Pennsylvania Drive, Exton, PA 19341, U.S.

"You" means an individual who elects to communicate with World Travel, Inc. using SMS and/or web-based chat functions.

"Text" means SMS, web-based chat, and any similar technologies.

"Automatic telephone dialing system" means equipment which has the capacity to dial without human intervention.

“Traveler” means an individual who is authorized to use World Travel, Inc.’s corporate travel reservation and management services.

“Travel arranger” means someone who is authorized to book travel for a traveler.

“Travel profile” means the electronic record World Travel, Inc. maintains for each traveler.

Terms and Conditions

1. Only travelers with a valid travel profile may use World Travel, Inc.’s text messaging services.
2. Travel arrangers may **not** use World Travel, Inc.’s text messaging services. That is because the text communication must be between the traveler and World Travel, Inc. Travel arrangers should instead call or email World Travel, Inc., or use their company’s online booking tool, to make and manage reservations for others.

II. End-User Consent

1. Your consent to using texting is not a condition of purchase.
2. World Travel, Inc. in its sole obligation may suspend or discontinue texting services. This includes but is not limited to only enabling texting during certain times of day or suspending text messaging during periods of extraordinary travel volume (e.g., when there is a major weather or other event).
3. You may opt out of using texting to contact or receive messages from World Travel, Inc. at any time. To stop receiving text messages from World Travel, Inc., send any one of the following words: stop, stopall, unsubscribe, cancel, end, or quit. Upon receipt, we will take action to prevent you from receiving any additional texts. To confirm that you want to opt out, you will receive one final message from World Travel, Inc.: “You have

successfully been unsubscribed. You will not receive any more messages from World Travel, Inc. Reply START to use text to communicate with World Travel, Inc. again.”

4. After you opt out, you can re-subscribe World Travel, Inc.’s texting service by sending the word “start” to World Travel, Inc.
5. You may incur fees and costs imposed by parties other than World Travel, Inc. for texting World Travel, Inc., such as carrier or message or data fees.
6. By agreeing to send texts to and receive texts from World Travel, Inc., you will receive future calls and/or text messages from World Travel, Inc. that will be sent using an automatic telephone dialing system. Some of this communication may be unsolicited. That is, World Travel, Inc. may send you information without you sending us a message first.
7. You understand that we will keep record of your information, including personal information such as your first name, last name, and mobile phone number, so that we may meet our compliance obligations under applicable law.