

Direct Travel Contact Information & Fees

Direct Travel operations are Monday through Friday 8:00 a.m. to 5:30 p.m. ET

Direct Travel can be reached by emailing highered@dt.com or calling 2-7799 (on Campus), or (800)774-0655 (domestic) and +001-203-848-1135 (international)

Calls made Monday to Friday from 5:31 p.m. to 7:59 a.m. or on a weekend/holiday will be answered by an afterhours agent. **Calls made after hours or on the weekend or holiday should be reserved for emergency situations only. It is advised to use the After-Hours Emergency Support only for flight interruptions, itinerary changes and other emergencies that cannot wait until normal business hours.**

Service and Transaction Fees

Core Services	Transaction Fee
Agent Initiated/Assisted – air reservation	\$14.95
Agent Initiated/Assisted – rail reservation	\$4.95
Agent Initiated/Assisted – cancellation of air or rail reservation	\$14.95
Exchange*	\$14.95
Emergency after-hours call (United States)	\$0.00
Group Services	\$10.00

*The fee to exchange accompanies the fee for a new transaction. In the event an existing ticket is exchanged, the fee to the client becomes \$29.90.