

# Airfare and Web Pricing

If you are finding a cheaper airfare price on a website, please contact CTP because many times they will be able to find the same base price. Sometimes only the base price is shown on a website and there can be additional fees that will make the total price more. CTP will be able to check to see if there are additional fees and will be able to provide the total price.

A few other things to consider when viewing prices on the web:

- Basic Economy class tickets are blocked in Lightning but the pricing is shown. The university believes these flights are too restrictive if you need to change or cancel. Keep this in mind as you compare the fare in Lightning to other sites.
- Fares on many internet sites are not real time – they are just a snapshot – whereas CTP’s fares are real time. When a user hits purchase on those internet sites, they may find that the fare is no longer available and that it is higher – but they won’t know that until they hit purchase. Or an airline may release to the web the one ticket left for a flight and by the time you try to actually buy the ticket, it’s no longer available.
- Travelers may not be comparing apples to apples – for example, comparing two completely different flights. To truly compare pricing you have to confirm that the dates, carrier, flight number, and class of service are all the same. Airfare is like the stock market – it changes thousands of times throughout the day – so what you see one second can be gone the next.
- Many third party sites (for example Google) will sometimes show a price that is simply a historical price and may or may not truly be available. It could also show a booking with multiple (non-partner) carriers – one airline going out and another airline for the return. Normally agents or Lightning wouldn’t book a ticket that way.

By working with CTP, they will help you if there are changes to the flight, cancellations, etc. They are there to support you if you’re at the airport and need to get on another flight, even if it’s another airline. They can help get refunds from certain carriers when it’s the carrier’s fault that the flight was canceled. They can also assist with name changes, etc. sometimes at no cost because of the relationships they have with the airlines.

Bottom line, please call CTP so that they can investigate the price and see if they can match it, and if not, they can explain what is going on with that price. Get screenshots that include the date, carrier, flight number, and class of service.

For additional information, see [Travel Airfare \(FAQ\) TDX Knowledgebase Article](#)