

Travel Impact Due to Coronavirus (COVID-19)

If your conference has been canceled due to COVID-19, please reach out to the airline, hotel, any other travel arrangements, and the conference host to request a full refund. Any reimbursement requests will need documentation of conference cancellation from the conference host or conference website.

Please refer to the following to help determine how to proceed and contact the Travel Office if you still have questions regarding your specific situation.

AIRFARE EXPENSES – COMPANY PAID

- Arranged via Ascot or CTP, please contact your travel agency and confirm the ticket was cancelled and a credit will be available for future use. These agencies will only rebook the ticket for a university approved trip.
 - If so, an Expense Report must be created for the full ticket amount.
- For any airfare direct billed for a guest, prospective employee, or student on an approved funds commitment that was not refundable or the ticket was cancelled and a credit is available for future use, the funds commitment will remain open in order to process the original ticket invoice if not already applied to the funds commitment.
- If the ticket was voided or a full refund issued, forward the correspondence with the travel agency to the Travel Office and the travel request will be cancelled.
- The ticket credit can be used for future travel. Please update your travel request with revised travel dates and the planned event.

AIRFARE EXPENSES – PERSONALLY PAID

- Please visit the airline's website for details on cancellation policies. Because of COVID-19, many airlines are waiving change fees and issuing credits and refunds. Please be sure to apply for all available benefits prior to submitting your expense reimbursement requests.
- You will be reimbursed once the future business trip is completed.
 - Reimbursement includes the change fee if a credit was issued by the airline.
- If the ticket value is \$0.00 (e.g. Basic Economy fare that is non-changeable and non-refundable), the traveler will be reimbursed.
- Any reimbursement request for a "valueless" airline ticket must be supported with documentation from the airline showing the zero-dollar value on the ticket. Reimbursement cannot be issued without this validation from the airline.
- If the airline issues a credit for a ticket and the credit goes unused, then reimbursement occurs when the credit has expired. There would be no change fee for an unused ticket.
- The reimbursement process is the same for graduate students.

LODGING

- Contact the hotel for a full refund and deposit the funds into the account from which the lodging was originally paid.
- If the hotel withholds any or all of the pre-paid amount, the difference will be absorbed by the university as part of the trip cost (e.g. net of amount prepaid and deposit return).

RENTAL VEHICLES – COMPANY PAID

- Cancel the reservation with the rental agency. There is no charge for cancellations.

RENTAL VEHICLES – PERSONALLY PAID

- Cancel the reservation with the rental agency.
- If there are cancellation fees, the traveler may be reimbursed.

REGISTRATION FEES

- Contact the conference host and seek a refund. If the refund is not allowed, find out if the fee can be used at the next conference and/or if transferable if you are unable to attend in the future.
- If the future conference date is set and the original traveler plans to attend, update the Travel Request.
- The process is the same for graduate students.
- If cost of registration is not refunded or transferrable, the traveler may be reimbursed for personally paid registration fees.

TRAVEL ADVANCES

- If you received an Advance on a Travel Request, all funds received need to be returned to the university. Please complete an expense report with the travel advance information.
 - Example:
 - \$1200 given as an advance
 - \$300 used for flight, which is now a credit only available for a future trip (no refund)
 - Traveler would only have \$900 remaining to deposit against the advance
 - The traveler will still be responsible for the funds used to purchase the ticket and need to deposit the additional \$300.
 - If the spent funds cannot be recovered or used for future airfare (e.g. Basic Economy fare that is non-changeable and non-refundable), lodging or registration, the remaining advance amount must be returned and the traveler would need to submit the receipts on the Expense Report.

EXPENSE REPORTS

- Travel Expense Reports must be submitted after the trip end date.
- Expenses that cannot be refunded or used at a later time (e.g. Basic Economy fare that is non-changeable and non-refundable or registration fees applied to a future conference) may be included on the Expense Report.