

AACC Conference/Business Travel and the Coronavirus (COVID-19)

This memo applies to all employees of the College who have already booked College-related travel or plan to book College-related travel and describes the steps to consider at this time.

For employees who have already booked College-related business travel and have had conferences cancelled or no longer feel comfortable traveling, please follow these procedures in order to receive a credit or refund:

- ❑ Be proactive! Reach out before the event or travel occurs; do not wait until the event has come and gone. Airlines, hotels, and conference planners will be more apt to provide a refund or credit if they are notified before the event takes place. Additionally, conference planners may need your cancellation information for decision-making purposes regarding continuation or cancellation of event(s).
- ❑ Hotels likely have a 72-hour cancellation policy. Call the local hotel number rather than the (800) number and speak with the hotel manager. They may be able to grant a refund within the cancellation period or may offer a credit for a future stay.
- ❑ Contact the airline carrier. Many airlines have begun waiving cancellation fees and are fully refunding the cost due to the outbreak. If the airline you booked will not refund the cost of the flight, see if they can offer a voucher that can be used by anyone at the College for a future flight.
- ❑ If a conference has not been cancelled but you do not feel comfortable attending, call the point of contact at the conference and ask for a refund or request that payments be applied to a different or the next conference.
- ❑ Keep track of “go”/“no go” dates for refunds on travel.
- ❑ In the event of a nonrefundable charge, attach appropriate documentation (receipt and any applicable correspondence with the vendor requesting cancellation and reimbursement) to your reimbursement request and follow the standard college procedures for requesting travel reimbursement and or reconciling your procurement card statement. Should you have specific questions, please contact Jaclyn Gibbons at ext. 2304 or jjgibbons1@aacc.edu.

For employees making plans for business travel:

- ❑ Consider limiting conference travel to local travel rather than non-local travel requiring air travel.
- ❑ Wait as long as possible before booking. It is more cost-effective to pay full price rather than an early registration/reservation special in the event the event gets cancelled.
- ❑ Book refundable flights or book with airlines who will offer full-cancellation refunds. Such airlines include: American Airlines, JetBlue, Alaska Airlines, Southwest (Business Select tickets).
- ❑ Book directly with the hotel/airline rather than through a third-party vendor, such as Expedia or Hotels.com, as the direct vendors have more favorable refund/cancellation policies.

To stay up to date on the college’s response to COVID-19 with links to CDC and other resources, visit www.aacc.edu/virusinfo.