Travel Booking and Cancellation FAQ’s relating to COVID-19 (Coronavirus)

Please see VCU’s COVID-19 Resource Page for the most up to Date Information- https://blogs.vcu.edu/covid-19-coronavirus/

*Denotes this information is subject to change. Information is Current as of 3/10/2020

1. I want to Schedule a Future Trip. When should I book my air/rail travel?
   a. First and Foremost the University has activated a Coronavirus Task Force to monitor and update response plans. Please View VCU’s Current Webpage Dedicated to the Corona Virus for important Updates and Travel Advisories. https://blogs.vcu.edu/covid-19-coronavirus/
   b. Travel Services is not currently preventing any air/rail from being booked using the ATC*. For International Travel you should contact VCU’s Office of Safety and Risk Management at SRM@vcu.edu prior to booking your trip. We also recommend Individuals closely monitor the Travel guidance from Centers for Disease Control & Prevention (CDC), World Health Organization (WHO) and airline/Amtrak websites for the most up to date information. Some airlines have started adding cancellation provisions for tickets being purchased now for future travel.*

Airline/Rail Cancellation

2. I have been notified that the conference/event I was scheduled to attend has been canceled due to the coronavirus. What do I do about the Airline/Rail ticket purchased?
   a. **AIR**: Ticket paid by VCU using the ATC (Air Travel Card) – Cancel the ticket up to 24hrs prior to your flight to receive an open credit voucher that can be used up to 12 months from the date the ticket was originally issued. There may be a change fee associated with re-ticketing*. Failure to cancel the ticket will result in a no show and your ticket value will be lost.
   b. **RAIL**: Ticket paid by VCU using the ATC – Cancel the ticket up to 24hrs prior. Depending on the ticket type, a Credit voucher or refund may apply. Please contact Christopherson for further assistance, Christopherson may be able to obtain a Cancellation Fee Waiver. Failure to cancel the ticket will result in a no show and your ticket value will be lost. Amtrak is currently waiving change fees on existing or new reservations made before April 30, 2020.*
**AIR:** Ticket paid by traveler – Cancel the ticket up to 24hrs prior to your flight to receive an open credit voucher that can be used up to 12 months from the date the ticket was originally issued. There may be a change fee associated with re-ticketing*. Failure to cancel the ticket will result in a no show and your ticket value will be lost. *VCU cannot reimburse the Traveler for the ticket cost until the ticket is used for travel related to VCU.

**RAIL:** Ticket paid by Traveler- Cancel the ticket up to 24hrs prior. Depending on the ticket type, a Credit voucher or refund may apply. Please contact Christopherson for further assistance, Christopherson may be able to obtain a Cancellation Fee Waiver. Amtrak is currently waiving change fees on existing or new reservations made before April 30, 2020.* Failure to cancel the ticket will result in a no show and your ticket value will be lost. *VCU cannot reimburse the Traveler for the ticket cost until the ticket is used for travel related to VCU.

c. **NON-EMPLOYEE Air/Rail:** For Tickets purchased thru Christopherson for Guests, the above guidance should be followed. The Tickets should be cancelled by the University member who booked the ticket. A credit voucher will remain on that user’s Airportal in Christopherson to be rebooked for the SAME guest within 12 months from date of original issue. (Generally Air tickets cannot be switched to another Traveler) Travelers who book outside of Christopherson on their own should check the terms of the ticket purchased and/or contact the Air/Rail Company directly. *VCU cannot reimburse the traveler for the ticket cost until the ticket is used for travel related to VCU.*

3. **How do I Cancel Tickets purchased thru Christopherson?**
   a. You may cancel within the online booking tool. Access online bookings to change or cancel reservations by clicking on the “Book Travel” menu item and then select “Book/Manage Online Trips”. You can then locate your upcoming trips under the “Trip Library” or “Upcoming Trips” tabs.
   b. Contact a Christopherson Agent Directly by Emailing vcu@cbtravel.com or by calling 855-864-1718.

**Hotel and similar Accommodations**

4. **I have prepaid a hotel (or similar) room and the event/trip was canceled.**
   a. If you are not able to get a full refund from the hotel, pending department approval, you may still be able to be reimbursed. You must have followed the hotel cancellation policy and the cancellation was made prior to your scheduled date of arrival. To be reimbursed, you will need to provide proof of the event/trip cancellation and include the cancellation notice from the
hotel showing your final charges. Failure to cancel your room reservation before your scheduled arrival may nullify your reimbursement.

Registration cost and/or other Personal expenses

5. I paid for the registration fee or other expenses for a conference/event/trip that has been canceled. Can I be reimbursed?
   a. You may be reimbursed for non-refundable personal expenses related to cancelations. In addition to department approval, you must provide documentation to show the reason of cancelation, proof of payment and support to show expense was non-refundable.

ALL reimbursements are based on approval from your department

IF your air/rail ticket included personal travel, you will only be reimbursed for the portion of the cost related to VCU

Christopherson Business Travel: vcu@cbtravel.com or 855-864-1718
VCU Travel Services Team: Travel@vcu.edu