Travel Cancellation/Reimbursement Emergency Policy

The following FAQs apply to travel cancellation and reimbursement issues resulting from the novel coronavirus (COVID-19). These FAQs are in effect until further notice, and are subject to change as the situation develops. Before seeking reimbursement from the University, please make all efforts to obtain a full refund from the vendor.

1. Can I travel?

   - The University of California, Office of the President (UCOP) systemwide policy limits faculty, staff, and student work-related travel to impacted countries if the work is non-essential. Initially, this was for countries with a CDC risk level of 3, however, yesterday UCOP announced that it was expanding the list to Level 2 countries. We encourage everyone to view the continually updated information posted on the campus Emergency Preparedness website for more information. Personal international and domestic travel is strongly discouraged.
   
   - Anyone arriving from CDC Level 3 countries must self-quarantine for 14 days from the time they left that country. If you decide to travel, be aware that other countries could change travel restrictions without notice, flights may be canceled, or new re-entry restrictions could be imposed when returning to the United States.
   
   - Currently, most states do not have restrictions on domestic travel, but you should be aware of preventative measures if you travel.
     - Hawaii, Alaska and Florida have various forms of a self-quarantine for those that travel to these states. Other states may follow.

   For up to date travel information regarding COVID-19, the following sites are most informative:

   - UCM COVID-19 information page
   - UC Office of the President travel directives (PDF)
   - U.S. State Department travel advisories
   - CDC information for travelers

2. What should I do if I need to cancel my trip and I booked my travel through the BCD, UC Travel Center booking tool?

   - If you booked through a UC travel agent, please contact the UC Travel Center prior to the initial date of departure at (310) 206-2639 and select option 2, or email at travel@finance.ucla.edu
   
   - If you booked using BCD online booking tool you can cancel on the Connexxus website where you made the booking or you can contact the BCD at (877) 885-8632 and select option 3 or email at connexxus.travelrequests@bcdtravel.com
   
   - The agent will attempt to get a refund or future travel credit
     - If you receive a future travel credit travelers should be aware that travel credits must not be used for...
personal purposes. If it is used for personal purposes, the traveler must reimburse the University for the cost of the ticket.

- Please note there will be a time limit to use credits.
- Please also make sure to cancel all hotel, car rental and any other reservations.
- Will I be able to get a full refund for tickets that are generally not refundable?
  - UCOP’s Central Travel Office has reached out to the airlines to try to get blanket refunds for UC-related travel. So far, airlines have not been receptive to providing refunds. They have generally provided credit towards future travel. We will continue to push this issue with the airlines and will attempt to get refunds for individual travelers, if possible. Some refunds have been given, but these are determined by the airlines on a case-by-case basis.
- Will there be cancellation/change fees?
  - Most of the major airlines have agreed to waive cancellation/reissuance fees.
- If the traveler will not be able to use a future credit, can we change the name of the traveler?
  - In most cases, the major airlines are allowing a name change for domestic tickets (not international). There is a name change fee associated with this which varies by airline.
- Please note this a fluid situation so these airline policies may change in the future.

3. What should I do if I need to cancel my trip and I booked outside of the UC Travel Center/BCD’s online booking tool?
   - Contact the airline/agency and cancel your ticket prior to initial date of departure.
   - Request a full refund without penalty (due to the coronavirus).
   - If they will not provide a full refund without penalty, then request a refund (with the penalty) or request a credit towards future travel.
     - Whether the traveler selects a refund with penalty or credit towards future travel may depend on a number of factors specific to each situation. For instance, if the traveler expects to travel on business prior to the expiration of the credit and the airline is not charging a change fee for travel credits it may be beneficial to request a travel credit.
   - Please also make sure to cancel all hotel, car rental and any other reservations.

4. Is Campus Travel Management currently reviewing expense reports submitted through the Express reimbursement system?
   - Yes. Campus Travel Management is working remotely, fully operational and reviewing expense reports.
5. **What costs will be reimbursed if I need to cancel a trip due to the coronavirus?**
   - First make all efforts to get full refunds for all of your costs.
   - If you are unable to get a refund, document the steps you took to obtain a refund.
   - You may request reimbursement for your unreimbursed travel expenses. These costs may include:
     - Airline cancellation fees/penalties
       - For **international** trips, please first attempt to get reimbursed through our travel insurance program. If you don't get reimbursed through our insurance program, please submit through the UCM travel reimbursement system and provide documentation of the denial. Domestic trips are not covered under UC's travel insurance program.
     - Hotel or other lodging charges/cancellation fees
     - Conference registration fees
     - Other ordinary and necessary business expenses that have not been refunded
   - For individuals who are not UCM faculty or staff, these reimbursement requests will be reviewed on a case-by-case basis.

6. **What documentation do I need to provide to get reimbursed?**
   - All travel receipts (e.g., airfare invoices, hotel folios, conference registration fee charges etc.)
   - Documentation of attempts to obtain refunds

7. **Are there constraints on funding sources for these reimbursements?**
   - General Funds (19900 type) and unrestricted funds can generally be used to recoup these costs. Grants, contracts, gifts and other restricted funds need to be reviewed individually to determine if they can be used.

8. **Will UC's Travel Insurance Program cover lost costs/penalties?**
   - You may be able to recoup some of your costs for **international** trip cancellations.
   - If the airline or travel provider refused to issue a refund or a travel credit or charges a penalty for changes for travel to **international destinations**, travelers should submit their claim through the UC Travel Insurance Program.
• You can submit a claim for airfare, hotel, cancellation fees, or conference registration for up to $2,000 for international trips (domestic trips are not covered). Once a claim is submitted, a determination will be made by the UC Insurance Carrier, Chubb, regarding what is covered. Please note that it is the insurance company and not UCM that determines if a claim is accepted or not.

• Download and complete the claim form (PDF) that is available on the UCOP website.
  o The Policyholder is the University of California.
  o Group Policy Number:
    ▪ Faculty/Staff - ADD N04223810
    ▪ Student - ADD N04223822
    ▪ Education Abroad Program (EAP) - ADD N04834823
  o The program name is the title of the event for which you were traveling (ex. Study Abroad 2020 or International Research Conference, etc.).
  o The group leader is the name of the person running the program (if applicable).

• Submit your completed form to Chubb:
  o Via fax (302) 476 7857
  o Email: diane.basa@chubb.com
  o Mail: Chubb USA PO Box 5124 Scranton, PA 18505-0556

• As part of your claim, please provide the following:
  o Proof of enrollment in travel coverage/registration of their trips
  o Proof from the airlines that the tickets were non-refundable. Provide the Itinerary and the cost of the tickets.
  o Proof from the hotels that accommodations were non-refundable, cancellations fees or could be cancelled with no penalties.
  o Documentation that you requested a refund and/or travel credit and denial from the service provider.
  o Whether you were traveling to one of the countries included in the CDC Travel Health Notice Warning Level 3 or
  o A detailed explanation of how the business activity was actually impacted or resulted in an effective cancellation as a result of the coronavirus (COVID-19). For example, you were traveling for a symposium to a currently unaffected region and the organizer cancels the event because the key speakers from affected regions were unable to attend.