

Guidance for travel cancellations due to the coronavirus

These guidelines will apply for business travel for Lawrence University staff, faculty and students.

Updated March 6, 2020

CANCELLATION INSURANCE

Current policy: *It is policy to not cover cancellation insurance for domestic travel. There is an exception for international travel with students and staff or students and faculty.*

Modifications for coronavirus conditions: *An exception will be made for ALL travel, domestic or international, to purchase cancellation insurance to be paid by Lawrence University as long as the coverage includes cancellation for any reason with no exclusions for pandemic, communicable disease type events. This type of insurance may be costly; travelers should evaluate the cost of the trip, relative risk that they may cancel, and cost of insurance to make a reasonable decision about whether the cancellation insurance is a prudent use of University resources.-*

PRE-PAID Travel Expenses --Cancellations and refunds paid with LU purchasing card (Comdata Mastercard) or Travel Leaders

Current policy: *Every effort should be made to secure a refund for any pre-paid travel expenses when cancellations occur for unforeseen circumstances such as a cancelled or changed conference, cancelled airline flight, illness, death, etc.*

Modification for coronavirus conditions: *Every airline and business is going to be handling cancellations for travelers related to the coronavirus in different ways. We continue to ask employees to make every effort to secure a refund or partial credit for charges to their LU p-card as would have been done for another cancelled trip.*

For travel arranged through Travel Leaders:

- *Please notify Amy Price, Controller, Financial Services of the need to cancel a flight booked with Travel Leaders. Amy.price@lawrence.edu, 832-7164*
- *Lawrence will work with Travel Leaders to try to recover travel costs and manage credits and any cost will be coded to the institutional administration budget.*

If employees receive personal credits from airlines or other travel agencies that were paid for on a Lawrence Comdata purchasing card:

- *Please notify Amy Price, Controller, Financial Services of the cancelled flight and refund or credit received.*
- *The employee will be expected to use the credit for future business travel if possible.*
- *If the employee foresees he or she is unable to use the credits for business, the employee may use the travel credit personally provided they reimburse Lawrence for the original cost.*
- *If an employee is unable to use the credit for personal or business travel and the credit expires, the lost credit will be a Lawrence business expense. Supporting documentation showing that the credit*

expired will be required for the Finance office to adjust the original cost to the institutional administration budget. (An Adjustment will be made if the purchase was made in the same year as the loss)

If employees cannot obtain a full or partial refund or personal credits from airlines or other travel agencies for flights purchased on their Comdata purchasing card, please notify Amy Price, Controller, Financial Services of the cancelled flight and provide documentation that a refund was refused. The loss will be a Lawrence business expense and if desired, the Finance office will code the original cost to the institutional administration budget.

Please note: If there is a change fee \$ to be able to receive a credit for a cancelled flight, please be reasonably sure that there will be a future business travel need that will allow the credit to be used before the expiration date.

PRE-PAID Travel Expenses --Cancellations and refunds paid with personal funds

Current policy: *Prepaid travel expenses charged to a personal credit card (ie flights, conference fees, car rentals, hotels, etc.) will be reimbursed only after the applicable date of travel or business. Every effort should be made to secure a refund for any pre-paid travel expenses when cancellations occur for unforeseen circumstances such as a cancelled or changed conference, cancelled airline flight, illness, death, etc.*

If an employee used personal funds to purchase an airline ticket or other travel costs and a full refund was received, there would be no action needed. If an employee used personal funds to purchase an airline ticket or other travel costs and a full refund was not received, the employee's supervisor would determine if it is appropriate for Lawrence to bear the cost of the cancelled trip depending on the nature of the cancellation. Supporting documentation for the reimbursement should include receipt for the unused ticket(s), evidence that the trip was cancelled and any applicable partial credit or refund to determine the net cost to be reimbursed to the employee. If credits for future travel are granted to the employee and the employee was reimbursed, the employee's department is responsible for tracking the proper use of credits for LU business.

Modification for coronavirus conditions: *Every airline and business is going to be handling cancellations for travelers related to the coronavirus in different ways. We continue to ask employees to make every effort to secure a refund or partial credit when paid personally as would have been done for another cancelled trip.*

If unreimbursed travel costs remain and it results in a future credit to the employee personally, the following will apply:

- *Employees will be able to submit for an immediate 50% reimbursement that will be coded to their department's travel budget.*
- *If the employee is able to use the travel credit for business, Lawrence will reimburse the remaining 50% after the travel occurs.*
- *If the employee uses the travel credit personally, the employee must reimburse Lawrence for the initial 50% reimbursement.*
- *If the credit expires, the employee may submit the remaining 50% for reimbursement after the expiration date. Supporting documentation showing that the credit expired will be required.*

This remaining 50% of the lost credit will be a Lawrence business expense to the institutional administration budget and should be coded to 100001-9001-70215-372.

If employees cannot obtain a full or partial refund or personal credits from airlines or other travel agencies for flights purchased with personal funds, please notify Amy Price, Controller, Financial Services of the cancelled flight and provide support that a refund was refused. The loss will be shared between the employee's department's budget and the institutional administration budget coded to 100001-9001-70215-372.

PLEASE NOTE: As always, it is highly recommended that employee travel expenses be charged on an LU purchasing card (Comdata) or through Travel Leaders under Lawrence University's business account. This avoids putting an employee's personal funds at risk. You can contact Travel Leaders at:

Travel Leaders
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