

CONTROLLER'S OFFICE

TRAVEL@SLAC

Novel Coronavirus (COVID-19) Travel Information: UPDATED March 9, 2020

▲ **About this document:** The purpose of this document is to provide the most current information about the impacts of the Novel Coronavirus, COVID-19, outbreak on travel policies and processes at SLAC. For more information about the outbreak and SLAC's response, please visit [Coronavirus info](#).

▲ **For more information:**

- Visit the [SLAC Travel website](#) for detailed Policy and Procedure information.
- For COVID-19 domestic and foreign travel reimbursement information visit the [SLAC Travel website](#)
- Submit a ServiceNow ticket by emailing travel@slac.stanford.edu.

Domestic and Foreign Travel Reimbursements

Registration Fees: Travelers should contact conference organizers directly to seek guidance on registration fee refunds. If staff have been reimbursed their registration fees by SLAC, they will need to repay SLAC for the fees paid by writing a check payable to "SLAC National Accelerator Laboratory" and send it to Accounting (Mailstop 9) using SLAC internal office mail.

Airfare & Lodging: If airfare and/or lodging is refundable, travelers should contact the airline/hotel and/or Egencia (if booked through Egencia) to obtain a refund. If staff have been reimbursed their airfare/lodging by SLAC, then they will need to repay SLAC for the costs reimbursed.

If airfare and/or lodging is non-refundable and travelers have not been reimbursed by SLAC, an expense report should be completed and submitted citing reasons for cancellation, including a completed Unused Air Ticket Affidavit.

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Travelers can reuse cancelled business trip funds for future travel. The Business Offices will need to partner with the SLAC Controller's Office to ensure funds are being used for the same funding source (iAT & Concur match), or are transferred to the new funding source appropriately.

Essential Cost Saving Guidelines

FLIGHTS

Be sure to cancel the flight before the scheduled departure time or the ticket will have no redeemable value.

AIRLINE WAIVERS

Airlines may offer a change fee waiver under certain circumstances, such as a Coronavirus outbreak in a destination. Visit the SLAC Travel website for links to [Airline Waiver Updates due to COVID-19](#)

Contact your original booking channel to confirm if the airline has a waiver in place for your destination to document the reservation accordingly.

If you booked through [Egencia](#), you may be eligible for a Stanford/SLAC waiver. Contact your original booking channel for additional information.

NON-REFUNDABLE TICKETS

Most airline tickets, including non-refundable tickets, maintain their value for one year after the date of issue, minus the cost of a change fee. The value can be applied to future travel for the same traveler on the same airline. Travelers should attempt to use ticket credits for Stanford/SLAC-related travel before purchasing new tickets.

Change fees are not typically a separate fee requiring reimbursement but are a deduction from the ticket value. If a change fee is assessed, it will be reimbursed.

REFUNDABLE TICKETS

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Refundable tickets are rarely the lowest available fare and therefore out of policy. If a serious outbreak occurs, the airlines will likely waive change fees. For most tickets, a credit for the ticket value (less airline change fees if not covered by an airline waiver) will be available for one year after ticket issuance.

TRAVEL INSURANCE

Purchasing additional travel insurance may not be reimbursable and most likely will not cover COVID-19 claims.

LODGING

Hotels and AirBnb hosts will strictly enforce cancellation penalties. Do everything possible to cancel any hotel reservations prior to the cancellation period defined in the hotel confirmation. Travelers will be reimbursed for lodging cancellation fees.

Tracking Financial Impact

Travel@SLAC encourages directorates to track unrecoverable travel-related costs associated with the COVID-19 outbreak to measure the financial impact to DOE/SLAC.

Please recall approved Concur domestic and foreign travel requests which did not incur costs to SLAC as soon as possible..

All approved domestic travel requests made from March 5th, 2020 and forward will be denied in Concur if ALD authorization was not granted. Please resubmit a new travel request if there are costs associated to COVID-19 cancelled travel and include COVID-19 in the title of the request.

Booking Future Travel

It is recommended that all travelers/guests book through Egencia and pay with a [SLAC Travel Card](#) to be eligible for any applicable

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Stanford/SLAC waivers (such as change fee waivers and name changes). Booking through Egencia and using the SLAC Travel card is the most effective way to limit the travelers/visitors losses if the flight needs to be cancelled and is not covered by an airline waiver.

Links to Airline waiver updates due to COVID-19

- [Aeroflot](#)
- Air Astana – via Air Notification
- [Air Canada](#)
- [Air China](#)
- [Air France](#)
- Air India – via Air Notification
- [Air Mauritius](#)
- [Air New Zealand](#)
- Alitalia – via Air Notification
- [Alaska Airlines](#)
- [American](#)
- [ANA](#)
- [Asiana Airlines](#)
- Aurora Airlines – via Air Notification
- [Austrian Airlines](#)
- [British Airways](#)
- [Cathay Pacific](#)
- [China Airlines](#)
- [China Eastern Airlines](#)
- [China Southern Airlines](#)
- Copa – via Air Notification
- Delta
- [Emirates](#)
- [Etihad Airways](#)
- [Eva Air](#)
- [Fiji Airways](#)
- Garuda – via Air Notification
- [Hainan Airlines](#)
- [Hawaiian Airlines](#)
- [Hong Kong Airlines](#)
- [Hong Kong Express](#)
- [Iberia](#)
- [Japan Airlines](#)
- [KLM](#)
- [Korean Air](#)

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- [Lot Polish Airlines](#)
- [Lufthansa](#)
- [Malaysia Airlines](#)
- [Philippine Airlines](#)
- [Qantas](#)
- [Qatar Airways](#)
- [Shenzhen Airlines](#)
- Sichuan Airlines – via Air Notification
- [Singapore Airlines](#)
- South African Airways – via Air Notification
- [Swiss](#)
- [Thai Airways](#)
- [Turkish Airlines](#)
- [United](#)
- Vietnam Airlines – via Air Notification
- [Virgin Atlantic](#)
- [Virgin Australia](#)
- [Xiamen Airlines](#)