

Guidance on Travel Planning and Cancellations

While we always hope when booking travel that plans will go smoothly, sometimes unexpected circumstances happen, events get cancelled and trips end early. By following these guidelines, you can help prevent avoidable cancellation fees and understand what costs are reimbursable if travel is cancelled.

Trip Planning (for employee and non-employee travelers)

Flights: Closely examine the cancellation/exchange rules and fees before purchasing an airline ticket. Travelers may use penalty or non-refundable fares whenever feasible. However, in cases where travel plans are in question, a refundable fare may be deemed the best option.

UGA works with several authorized travel agencies available to assist with airline reservations. A complete list of these agencies can be found at https://busfin.uga.edu/accounts_payable/authorized_agencies/ as well as the State of Georgia's Concur travel portal at <https://travel.uga.edu/>.

Hotels: Travelers should not book non-refundable rates or rates that require deposits unless required for conference lodging or other similar situations where refundable rates are not available.

Car Rentals: Should be booked using the Georgia mandatory statewide contracts with Hertz or Enterprise who offer direct billing to UGA departments. More information can be found at busfin.uga.edu/accounts_payable/rental_cars.

Trip Cancellations (for employee and non-employee travelers)

For all cancelled travel: Please reference your approved travel authorization number when submitting any expense report for reimbursement, including those that include cancelled travel costs. Any cancelled travel costs or fees should be coded as the **O – Other Misc. Expenses** expense type. Departmental approvers should review these statements to ensure the associated costs are accurate and appropriate. For example, if a traveler receives a refund (ex. for a registration fee) and has been previously reimbursed, they should repay UGA for the amount of the refund.

Flights: UGA will reimburse for the airfare and/or penalty incurred for a change or cancellation of travel plans when the change or cancellation is required by the state of Georgia or is the result of other unavoidable situations approved by your UGA department. These costs may be covered even by grant funding, such as [the NIH announcement](#). Travelers should include a brief explanation of the circumstances when submitting their expense statement. If airlines discontinue or suspend flights to a destination, the airline may offer waivers or waive change fees for travelers that have tickets to the destination. If you have purchased a ticket directly from the airline, please contact the airline for assistance.

If your flight was booked through an authorized travel agency and you purchased a non-refundable fare, the travel agency will not issue a credit. If you choose to move the university-related travel to a later date, please contact the travel agency to make those changes and discuss any change fee charges. If the airline has discontinued or suspended flights to your destination, please contact the travel agency for assistance. In general, UGA is not able to reimburse for a flight if the airline issues a flight credit to the traveler instead of a cancellation. For specific scenarios and exceptions due to extenuating circumstances, review the [Cancellation Scenarios](#)

Hotels: When all reasonable efforts have been taken to resolve cancellation fees with the hotel and a fee is still charged, please include a brief explanation when submitting the expense report for reimbursement.

Car Rentals: Travelers should contact the car rental provider directly to discuss cancellation fees. Fees associated with the cancellation can be submitted for reimbursement. Please include a brief explanation when submitting the expense report for reimbursement.

If you have any additional questions, please contact us through onesource@uga.edu or call 706-542-0202 (Option 2). Additional related information is outlined in the FAQs found in the [Travel Policy](#).