

Coronavirus Related Travel Changes/Cancellations – Interim Guidance FAQs:

1. Our institution is only allowing essential travel, who determines what is essential?
 - This will vary by campus, please refer to your institution's guidelines.
2. How is essential travel defined?
 - For purposes of the interim guidance, essential travel is defined as supporting activities that are absolutely necessary, cannot be rescheduled, and must be done in person. Each institution has appointed institutional leadership that can approve essential and necessary travel.
3. I recently cancelled my trip to Washington due to increased number of Coronavirus cases; what happens to my ticket and can I still be reimbursed?
 - Your ticket will remain on file for future use with Fox, and you can still be reimbursed for the purchase of the ticket.
4. Is the exchange fee reimbursable when I decide to travel later?
 - Yes, as with all travel, you should discuss travel plans with your supervisor since travel is dependent upon department/institutional funding and approval.
5. I called Fox World travel and was told my ticket was not refundable, is that true?
 - Yes, all University tickets are non refundable (our policy does not allow the purchase of refundable tickets). Some airlines are cancelling routes (routes to China were the among the first to be cancelled) and if an airline decides to cancel a route, and not rebook you, they often will refund the ticket (that was non refundable) since the airline is no longer able to meet the obligation of the service that was purchased.
6. I recently found out that the conference I was scheduled to attend has been canceled and I can't get my hotel deposit refunded; can I still be reimbursed?
 - Yes, per policy, the UW System allows and reimburses for a one-night lodging deposit.
7. My conference hasn't been cancelled but many speakers/vendors that I was planning on seeing are no longer attending due to Coronavirus concerns. I no longer think it's worth my time to attend. If I cancel, can I still be reimbursed?
 - Yes, please note the Coronavirus concern/reason on your expense report.
8. I purchased a basic economy ticket to save money and now have to cancel, will I lose the entire value of my ticket. Can I still be reimbursed?
 - Yes, you can be reimbursed. Some airlines are providing waivers due to the Coronavirus, so once you are ready to reuse, work with a Fox agent to determine if there might be any waivers in place.
9. I want to schedule future travel for fall of 2020 but our institution is restricting travel due to the Coronavirus impact. Should I book now to get a lower fare or wait until the last minute and pay a higher price?
 - We recommend waiting. This is a very rapidly changing situation and each institution will likely be updating guidance as we better understand the longer-term impacts and how to best use the institutions unused airline tickets on file.

10. Are all unused tickets resulting from Coronavirus concerns being tracked?
 - Yes, Fox World Travel is helping us manage our unused tickets (tickets on file for future use) and we will continue to monitor balances over the upcoming weeks. This is a benefit to the UW System's managed travel program.

11. Is there a fee to cancel my airline ticket with Fox?
 - It depends. If you booked online and cancel online, there is no additional fee. If you booked online and call an agent to cancel, there is a \$10 fee. There is no fee if you booked with an agent and call an agent to cancel.

12. Is there an additional fee to rebook my airline ticket with Fox?
 - Yes, normal Fox agency ticketing fees apply.

13. Can I be reimbursed for trip insurance?
 - No, except for the travel health insurance purchased through the UWS contract with Cultural Insurance Services International (CISI), which includes some travel insurance. Most trip insurance, including insurance purchased through CISI, does not cover epidemic/pandemic situations or "cancel for any reason."

14. Change fees for flights are up to \$400. Does the traveler/department/program/university bear the expense for all employee expenses?
 - Yes, however Fox is working with our preferred airline carriers to waive fees when possible and is also tracking all of the current change fee waivers that are issued by airlines (and changing daily).

15. Can the change fees and airline tickets for my family be reimbursed by the University since I was planning a work trip and the University has restricted travel?
 - Unfortunately no, per IRS guidelines and our Accountable Plan, only University/business related travel can be paid (or reimbursed) with University funds

16. Are there emergency funds available to students to help pay for trips that are cancelled?
 - Your campus' Dean of Student office would be the best point of contact to determine if institutional funds are available.

17. I am a student who has been impacted by a study abroad trip being cancelled and I need additional guidance, who should I contact?
 - Please work with your institution's Dean of Students office.