



Travel Cancellations and COVID-19 Frequently Asked Questions

Question: Who should I contact to understand how credits on airfare and hotels are handled?

Answer: *Cancellations:* Refer to the airline, hotel property and car rental websites.

Specific Questions on Existing reservations: Contact CTM at **877-289-4627** or emory@travelctm.com. CTM is experiencing heavy call volumes so you may experience longer than usual wait times.

Assistance with Delta or Southwest credits and refunds: travel@emory.edu

Question: What is the guidance on travel arrangements paid with federal sponsor funding?

Answer: The NIH has released updates to their current guidelines, including travel expense. Please see the [full notice](#) for details.

Question: If I purchased a ticket directly from an airline and not through CTM, will there be links on the [Travel website](#) to the airlines since each airline has different messages and are managing them in differing ways ?

Answer: Yes. Some links are already present on the website and we are continuing to add resources to the website.

Question: How do I cancel a trip I booked with CTM?

Answer: There are a number of ways you can cancel a trip booked with CTM:

- Log into Concur and cancel the trip using the Cancel Trip feature. This is a quick way if you have multiple components to the trip – air, hotel, car rental for example – because it cancels them all at the same time.
- Call CTM directly at 877-289-4627. As you might imagine, the call volume has increased substantially the past couple of weeks, so there may be a lengthy hold time.
- Please note: CTM is not providing specific guidance to their clients mainly because there is no consistency other than CDC guidelines. Each organization, regardless if it is higher ed or corporate, tend to issue their own specific guidelines.



Question: How do I cancel a trip I if I did not book it with CTM?

Answer: If you booked your trip outside of CTM you will need to cancel directly with the service provider, e.g., Delta, Marriott.

Question: As a contracted supplier, is Delta offering waivers or special assistance for Emory travelers?

Answer: So far, we have been successful with Delta refunding money to business travelers, via a credit to be used on future flights. Delta is currently doing this as a favor to Emory as their stated policy is the value of the ticket can be applied to future travel. For specifics related to change fees, etc. the Delta site is the source of truth. *Please note: we have not needed to request a refund for a basic economy ticket; Delta may treat this fare class differently, even for Emory.*

Question: Is Southwest offering waivers or special assistance for Emory travelers?

Answer: Southwest never charges a fee to change or cancel a flight; they view this as a strategic differentiator. A named-travel can cancel up to 10 minutes prior to stated departure and be able to use the value on a future flight. Generally, they do not offer refunds because of the flexibility they offer travelers. They will make exceptions on a case-by case basis. They are able to issue a fully transferrable voucher that another traveler can use to purchase a ticket. There would be a \$100 transaction fee to issue the voucher.

Question: How do I make cancellations for lodging?

Answer: Each property has different cancellation rules. The quickest way for the traveler to locate the cancellations rules for the hotel they booked is via the CTM itinerary they received at time of booking or by accessing the itinerary on the Concur travel portal. If the traveler booked outside the tool, the cancellations rules should be listed on the confirmation received or in the electronic record on the hotels booking site.

Question: How do I get refunds for cancelled conventions/events?

Answer: If an event cancels, please contact the event coordinators or the event web site for guidance on obtaining refunds.