

# Guidance for Travel Cancellations

March 17, 2020

Dear Colleagues,

As you may be aware, all Rutgers-sponsored international travel is suspended and domestic travel is not recommended until further notice. If you have any booked travel arrangements, please adhere to the following guidelines to cancel your travel plans.

## **Airline Reservations Booked through a Travel Agency**

- Contact the booking travel agency to cancel the reservations.

## **Airline Reservations Paid for with Personal Funds/University Travel Card**

- Cancel the reservation via phone through the agency/airline. Typically, after a reservation is canceled, you will have up to one year from the date the ticket was issued to use the credit from the canceled ticket (minus the change fee). Please confirm the cancellation policy directly with the airline.
- Submit a completed and approved [Cancelled Trip Notification Form](#) to [expenseexception@finance.rutgers.edu](mailto:expenseexception@finance.rutgers.edu). Once approved by University Procurement Services, the form must be attached to the expense report for reimbursement along with the trip itinerary, proof of payment, and proof of cancellation.

## **Hotel and Conference Registrations**

- Contact the hotel and/or conference host directly to request cancellations and refunds. Refund checks should be made payable to "Rutgers, The State University of New Jersey" and submitted with the [Cancelled Trip Notification Form](#) to the address on the form.

**As a reminder, please review the [Cancellation Tracking Matrix](#) and submit any documentation related to cancelled trips to University Procurement Services for tracking of residual funds and notifications of available credits for future travel.**

Thank you in advance for your cooperation. If you have questions, please contact the Procurement Help Desk at [procure@finance.rutgers.edu](mailto:procure@finance.rutgers.edu).

Regards,

**J. Michael Gower**

Executive Vice President, University Finance and Administration  
University Treasurer