

New EOL Guidelines for Airfares and Upgrades

EOL has set travel guidelines that narrow UCAR's Travel Policies in order to support EOL travel as economically as possible while providing the traveler safe and appropriate transport and accommodation. Recent changes in airlines' policies for upgrades and the initiation of co-pays for upgrades (particularly United) have caused EOL to revise its travel guidelines. EOL's policy is more restrictive than UCAR's, and has been approved by F&A.

As before, EOL will not purchase business class tickets unless you have a note from your doctor stating that it is medically necessary, and that note has been used to obtain prior approval from the EOL Director to purchase a business class ticket. In such a case, your AA will prepare a memo for you.

When making travel arrangements, you are strongly encouraged to work with your Administrative Assistant (AA) who is well versed with all of the pertinent rules and guidelines. If you're traveling internationally, you are required to use either Cain Travel or another professional travel agent; you must obey the Fly America Act (aka Fly Flag); and you must obtain a written waiver if you will be using a non-US carrier. If your routing will use OpenSkies agreements, your ticket must be purchased through Cain Travel per UCAR Travel Policy. If you do not follow these rules, your ticket will not be reimbursed. See also:

<https://www2.fin.ucar.edu/guidelines/bf/intl-airfare-guide-when-using-us-gov-funding> and
<http://www.fin.ucar.edu/polpro/section5/5-7.html>.

These revised EOL guidelines are effective for any airline tickets purchased using EOL funds on or after March 21, 2011. No guidelines can cover every possible scenario, so if you have questions about a particular and/or unusual situation please contact your AA, your Administrator, or the EOL Directorate.

For EOL's guidelines, the following definitions apply:

Upgrade: moving from one class of service to another (for example, from coach class to business class) using airline miles, money, or both.

Seat charge: moving from a regular coach class seat to a coach class seat with extra legroom (for example, an exit row, or Economy Plus seating on United), at an additional cost.

EOL guidance on upgrades for international travel:

- If requested by the traveler before booking, EOL will purchase the least expensive, upgradeable, coach class ticket. Otherwise, EOL will purchase the least expensive coach class ticket.
- In the event that upgradeable, coach class tickets are not available, EOL will purchase the least expensive coach class ticket.
- Travelers who have enough miles to upgrade may choose to do so on their own.
- Travelers without enough miles to upgrade may choose to buy miles to upgrade but that cost will not be reimbursed.
- EOL will not reimburse travelers for co-payments for upgrades. However, **IF** international travel meets one of the greater-than-coach-class exceptions listed in UCAR's Travel policy (see <http://www.fin.ucar.edu/polpro/section5/5-7.html>), travelers may apply for an exception to this EOL

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policy, before tickets are purchased, via a memo to the EOL Director. See your AA for the format and content required for this memo.

- Travelers must have approval (via a fully signed Travel Authorization (TA)) of their air itinerary before any tickets are purchased. AAs will include copies of the proposed itinerary with the TA when it comes to the EOL Director for signature. The itinerary should clearly show what class the tickets are.
- Travelers who wish to upgrade are strongly encouraged to purchase their tickets through Cain Travel.

Travelers must inform their administrative assistant that they intend to upgrade before the ticket is purchased. Once a ticket is purchased, EOL will not pay to change its class to one that is upgradeable.

EOL guidance on seat charges for international travel:

- If requested by the traveler, EOL will pay for seat charges so that travelers can move from a regular coach seat into an extra legroom coach seat.
- Travelers must have approval (via a fully signed TA) of their air itinerary before any tickets are purchased. AAs will include copies of the proposed itinerary and an estimate of seat charges with the TA when it comes to the EOL Director for signature. The itinerary should clearly show what class the tickets are, and the estimate of seat charges should include the reasoning behind the estimate if at all possible (e.g., “traveler has been on this routing before and seat charges were \$X for that trip”).

Travelers must tell their administrative assistant that they want to move into an extra legroom seat before the ticket is purchased.

For international travel, EOL will pay for either seat charges or the least-expensive, upgradeable-class coach class ticket, but not both.

EOL guidance on upgrades and seat charges for domestic travel:

- Neither upgrade co-pays nor seat charges will be reimbursed for domestic travel under any circumstances.
- The least expensive coach class ticket will be purchased, regardless of upgradeability.
- Travelers who have enough miles to upgrade may choose to do so on their own.
- Travelers without enough miles to upgrade may choose to buy miles to upgrade but that cost will not be reimbursed.
- Travelers must have approval to travel (via a signed TA) before any tickets are purchased.

ALL international travelers should review the export compliance guidelines related to international travel with electronic devices and data:

<https://www.fin.ucar.edu/export/internal/ExportComplianceGuidelinesInternationalTravel.pdf>

Direct questions about these guidelines to [David Sundvall](#) or [Gerry Albright](#).