

## FAQs due to Coronavirus travel cancelations

1. Where can I find information regarding travel restrictions due to Coronavirus (COVID-19)?

Please visit the [Office of Emergency Preparedness](#) webpage announcement. Information will also be posted on the UTRGV Messenger and email notifications distributed. Updates can also be found on the [Travel Office Webpage](#).

2. If UTRGV is not funding the trip, can I still travel?

Travel restrictions apply to all official business travel regardless of the funding source or method of payment.

3. If my trip needs to be cancelled, how long in advance should I cancel it?

Trips should be cancelled seven days in advance from initial travel date. In addition, departments and travelers should monitor the travel restrictions notifications for the latest information available and act accordingly.

4. How do I cancel a trip in iTravel?

Once you have logged in into iTravel, select the traveler's profile and follow the ["How to cancel an itinerary via iTravel/Concur"](#) instructions. If the reservation was made with a CTP agent, you may cancel the reservation by calling 866-366-1142 with the Reservation Record Locator from the itinerary.

5. Do I need to take any further action after cancelling a trip in iTravel?

Once the reservation is cancelled, if payment was made for conference registration, you may follow up with the conference organizer to find out any refund options.

If any reservations, such as room at conference hotel, were made outside of iTravel, you should also make necessary cancelations with the outside vendor(s).

6. Can we get a refund instead of credit for a cancelled airfare ticket?

Any airline tickets cancelled may be applied as unused tickets for future official travel reservations.

Currently the various airlines are not offering refunds for cancelled reservations.

7. How do I apply the unused ticket for future travel?

In iTravel, enter the original Ticket Number under the “Comments for the Travel Agent” field and select the option to apply the unused ticket before finalizing the new reservation.

8. What happens if the cancelled ticket is for a traveler that will not have future trips with UTRGV i.e. prospective employees, Guest Lecturer?

A name change option is available for those travelers that will not travel for UTRGV in the future. Contact the UTRGV Travel Services Office to apply unused ticket to a different traveler.

9. How do I close the PO for a trip that was cancelled?

You may follow the steps on How to [Close a Purchase Order](#) for any reimbursable or car rental encumbrances. For Airfare, the encumbrance is needed to make the payment on the original purchase.