

## FAQs on Cancelled Travel

Updated May 5, 2020

1. I cancelled my travel due to COVID-19. What should I do next?
  - a. Faculty and staff should be seeking full refunds whenever possible.
  - b. For airfare booked through either Sanditz, Key Travel or Anthony Travel (athletics only), please contact the travel agencies directly to request full refunds of airfare. If you need additional assistance Travel Services can also advocate on your behalf, contact us at [travel@uconn.edu](mailto:travel@uconn.edu).
  - c. For airfare purchased through other agencies or websites (Expedia, Southwest, Travelocity), the traveler should be seeking refunds directly through the websites or directly to the airline. Unfortunately, if the ticket was purchased directly by the traveler and not through the University's preferred agencies we will not be able to advocate on your behalf.
2. The airline is telling me that they will only issue travel credits for future travel, what should I do?
  - a. If the airline cancelled the flight, then per [Department of Transportation advisory](#), the airline should be issuing full refunds for the flight cost with no penalties. Travel Services can also advocate on your behalf, contact us at [travel@uconn.edu](mailto:travel@uconn.edu).
  - b. If the traveler cancelled the non-refundable flight reservation prior to the airline cancelling the flight then yes, the airline will be issuing travel credits only for future travel. Most airlines have waived the cancellation fees.
3. What should I do about my airline travel credits?
  - a. For travel booked with Key Travel – you do not need to do anything. The unused tickets will show up on your Concur profile under “Alerts”. You do not need to fill out an Expense Report until you use this tickets on a future flight.
  - b. For travel booked with Sanditz – we are trying to work with Sanditz to transfer these credits to our new travel agency – Key Travel. Once the transfer is complete, we will work on getting these credits to show up on your Concur profile under “Alerts”.
  - c. Airlines are extending the use of these travel credits out from 12 months to 18-24 months depending on the airline.
4. My conference was cancelled but they don't want to issue registration refunds, they want to apply the registration refund to a future conference.
  - a. We are strongly encouraging that you seek full registration refunds so we can properly credit your departmental account during this fiscal year.
  - b. Need help? Contact Travel at [travel@uconn.edu](mailto:travel@uconn.edu). We can advocate on your behalf.