



Volunteer Travel Procedures

TABLE OF CONTENTS

GENERAL INFORMATION PAGE 2

- Responsibility of Volunteer
- Responsibility of Authorized Signer
- Definition of Terms

TRAVEL ARRANGEMENTS PAGE 2

- Travel Incorporated
- Travel Itinerary Changes
- Cliqbook

AIRLINE TRAVEL PAGE 5

- Airfare and Ticketing
- Airfare Cancellations
- Emergency Travel
- Personal or Spouse Travel
- Lost or Stolen Paper Airline Tickets

OTHER TRANSPORTATION PAGE 6

- Rail Travel Reservations
- Privately-Owned Vehicles

CAR RENTAL PROCEDURES PAGE 6

- Rental Car Pick-up and Return

HOTEL ACCOMMODATIONS PAGE 7

- Hotel Reservations
- Hotel Room Cancellations

MEALS PAGE 8

EXPENSE REIMBURSEMENT PROCEDURES PAGE 8

APPENDIX A: SPENDING GUIDELINES PAGE 9

APPENDIX B: PREFERRED AND CONTRACTED HOTELS PAGE 10

APPENDIX C: NON-REIMBURSEABLE EXPENSES PAGE 12

APPENDIX D: CONTACT INFORMATION PAGE 13

GENERAL INFORMATION

Responsibility of Volunteer

AARP volunteers are expected to spend AARP funds prudently and plan appropriately. Business travel expenses will be reimbursed by AARP if expenses are reasonable, appropriately documented, properly authorized, and within the guidelines of this manual.

Responsibility of Authorized Signer

Volunteers may not authorize reimbursement of their own travel. The Authorized Signer for travel and travel reimbursement is the traveler's direct staff supervisor and/or authorized signers having responsibility for ensuring compliance with this policy.

Definition of Terms

Procedures

Procedures provide detailed direction as to how to carry out the policies.

AARP Volunteer

An individual is considered to be an AARP volunteer if he/she meets all of the following:

- Working on a project directly sponsored by AARP
- Registered as an AARP volunteer
(Entered in the Volunteer Management Information System or listed on an AARP volunteer roster)
- Supervised by another AARP volunteer or AARP staff member

TRAVEL ARRANGEMENTS

Travel Incorporated

Travel Incorporated is AARP's travel management company. All volunteers are strongly encouraged to make arrangements through Travel Incorporated. All volunteers planning to use Travel Incorporated must first create a travel profile.

Creating a Travel Profile

1. Go to the Travel Incorporated AARP Employee Travel Portal at:
<http://online.travelinc.com/Services/Index.cfm?cid=AARP>
2. Click on the "Create New eProfile" link
3. Select "AARP Volunteers" from the Client code drop down list; the shell name will automatically populate. Select "Submit"
4. The profile will open; fill in the profile information (red boxes are required) and save your profile

5. Travelers will receive a confirmation e-mail, directing them to their personal portal/Cliqbook logon

If a volunteer chooses to make their own reservation, they will need to pay for the ticket out-of-pocket and submit the cost on an AARP "Expense Statement".

Volunteers can make arrangements through Travel Incorporated three ways:

1. Contact an agent
2. Online using Cliqbook
3. Via e-mail

Contacting an Agent

Call or email a Travel Incorporated agent.

Hours of Operation Calls received after hours are considered an emergency and will incur a fee.	4 a.m. – 11 p.m. Mon. – Fri. 9 a.m. – 6 p.m. Sat. 11 a.m. – 9 p.m. Sun. All times are EST
Phone	1-800-952-1950
E-mail	AARP.Travel@Travelinc.com 8 a.m. – 6 p.m. Mon. –Fri. EST

Please be prepared to provide the following information:

- Traveler's name.
- *For regular travel*, your Travel and Subsistence (T&S) Accounting Code, which is issued by your department or National business unit, Regional, or State Office. ***It is important to have the entire code including company code. It is required information and the reservation process cannot be completed without it.***
- *For special meetings*; the meeting name, date, and location. The meeting account code number will have already been provided to the agent by the meeting organizers.
- Dates of departure and return, places of departure, arrival and return, and approximate times of departures and returns. (Note: To obtain lower fares advise agent of your flexibility).

- Type of room desired, unless rooms have already been arranged by meeting organizers. Be specific if you prefer a non-smoking room or a room near the elevator.
- Time of arrival at hotel. Notify agents if you need to arrange for a “late arrival”.
- Please be prepared to provide a credit card number to guarantee your hotel room, as well as any other non-reimbursable items (e.g. movies, spa fees, etc.). Unless your stay is part of a special meeting or conference, payment is expected at time of check-out.

Cliqbook Reservations

To use Cliqbook, the online booking tool, travelers should logon to their personal portal (access provided after a profile has been created) and click on the “Cliqbook” icon found on the right of the home portal page. Cliqbook is available 24 hours, seven days of the week

Travelers should be prepared to provide their personal credit card to complete their travel reservations unless they have been told otherwise.

If you are having technical problems with Cliqbook, online support can be reached at 866-738-6444, 7 a.m. to Midnight, Mon. - Fri. EST. There is no charge to call for technical support.

E-mail Reservations

To send an e-mail request (recommended for requests that do not require an immediate response), contact agents at arp.travel@travelinc.com, 8 a.m. – 6 p.m., Mon. - Fri. EST.

Travel Itinerary Changes

For travel arrangements that were originally booked through the Travel Incorporated agents, call Travel Incorporated at 800-952-1950 during normal business hours.

Travelers can make changes if reservations were booked online through Cliqbook. If for any reason the change cannot be made within Cliqbook, the traveler will receive a notification to contact an agent.

AIRLINE TRAVEL

Airfare and Ticketing

Volunteers are encouraged to use Travel Incorporated to purchase all airline tickets for travel. Volunteers should use non-refundable, coach class tickets.

Volunteers are not authorized to fly first class or business class. Exceptions due to a physical disability or an emergency must be approved in advance by the volunteer's supervisor.

Reservations should be made as early as possible to receive the maximum advance purchase discounts. Travel booked less than 14 days in advance should be avoided. Volunteers are strongly encouraged to consider alternative airports, alternative departure times, and/or connecting flights to obtain lower fares.

Electronic tickets (e-tickets) must be used for all domestic travel unless they are unavailable. Upon completing flight reservations, travelers will receive e-mail confirmation of their travel itinerary. Travelers using e-tickets will only need to present personal identification at the airport to receive their boarding pass. Print the e-mail confirmation to carry as a reference and source of proof.

Airfare Cancellations

If for any reason, an airline ticket is not going to be used, the traveler should contact Travel Incorporated if the ticket was reserved via agents. Air reservations can be canceled within Cliqbook if they were made through Cliqbook; if Cliqbook is unable to accept the cancellation the traveler will receive a message within Cliqbook to call an agent. Cancellations must be made prior to the departure date.

Emergency Travel

In emergency situations, volunteers are encouraged to contact Travel Incorporated for assistance. If it is essential to purchase a non-Travel Incorporated issued ticket directly, the standard reimbursement for Volunteer Travel and Subsistence should be submitted.

Personal or Spouse Travel

A spouse or companion traveling with a volunteer can book their travel through Travel Incorporated. However, the cost and transaction fee will be charged to a personal credit card. AARP will not pay the transaction cost for personal travel arrangements and personal tickets may not be charged to AARP's corporate accounts. AARP does not pay for travel or associated costs of spouse, companion, or family of traveling staff member. Travel Incorporated will book personal/companion travel as an extension of a business trip. Travel Incorporated corporate agents do not book leisure travel.

Lost or Stolen Paper Airline Tickets

In rare instances in which an airline does not provide an electronic ticket and the traveler loses the paper ticket, immediately report the lost or stolen ticket to Travel Incorporated at 800-952-1950. The traveler will need to complete a Lost Ticket

Application that will be filed with the appropriate airline. The Lost Ticket Application can be picked up at the specific airline counter or by requesting an application from Travel Incorporated. A new ticket will be issued for the lost ticket portion at the cost of the original fare plus a lost ticket fee. The traveler will be responsible for the lost ticket fee and may not submit a request for reimbursement for a lost ticket fee. Average fee for a lost ticket is \$100.

OTHER TRANSPORTATION

Volunteers may select the mode of transportation to meet their personal preference; however, the amount reimbursed to the volunteer may not exceed the non-refundable coach airfare for the same trip. The volunteer will be required to pay the difference between the price of the alternative mode of transportation and the equivalent coach fare if an alternative mode is higher. This difference should be deducted from the *Expense Statement* form submitted for the trip. If the alternative travel choice is lower than the equivalent coach fare, AARP will only reimburse actual expenses. The traveler should be prepared to provide proof of costs.

Rail Travel Reservations

Volunteers are encouraged to use Travel Incorporated to purchase rail tickets. Rail travel should be at the lowest available fare that offers reserved seating. Rail reservations can be made by contacting an agent or within Cliqbook for travel on the NE Corridor.

Privately-Owned Vehicles

Volunteers may use their personal car for business. Mileage, parking, and tolls will be reimbursed. It is the responsibility of the owner of the vehicle to carry adequate insurance coverage for his/her protection, including personal effects, and the protection of any business passenger(s).

Volunteers will be reimbursed for business use of personal cars at the federal government's prevailing rate per mile (see Appendix A for current rate).

CAR RENTAL PROCEDURES

All car rentals must be approved by a staff supervisor and/or National or state office as appropriate. Car rental can be considered when it is appropriate, efficient, cost effective, and meets the minimum standards of safety and time efficiency.

Volunteers should use Travel Incorporated to book rental cars for business-related travel and must obtain rental cars from National Car Rental or Enterprise. AARP has negotiated agreements with National Car Rental and Enterprise for discounted car rental rates and insurance. Rates are available through Travel Incorporated. If a traveler must make rental car reservations directly with **National or Enterprise**, he or she must use AARP's corporate number: **XZ16004** in order to ensure insurance coverage and obtain AARP's pre-negotiated discount rate. In geographic areas where

National or Enterprise Car Rental services are not available, Travel Incorporated will provide alternative rentals. Travel Incorporated has been advised to use Avis and Hertz as immediate backups; Avis and Hertz offer discounted rates to AARP employees. Travel Incorporated will have all car rental companies available in their database.

Rental Car Pick-up and Return

At the time of rental, the car should be inspected with a rental car agent. Any damage found should be noted on the contract before the vehicle is accepted.

Volunteers are to pay for charges with their personal credit card and claim reimbursement on their "Expense Statement". Every reasonable effort should be made to return the rental car with a full tank of gas to avoid expensive refueling charges. If there is a concern about personal safety at refueling locations, the fuel purchase option (FPO) offered at time of rental should be accepted.

AARP has a discount insurance agreement with National and Enterprise Car Rental. When signing a National or Enterprise Car Rental agreement, be sure to decline all insurance, including collision damage waiver and personal accident coverage. **If a car is rented from a company other than National or Enterprise Car Rental, then liability and collision coverage should be acquired from the car rental company.**

In the event of an accident resulting in damage to the rental car, notify the rental car company and submit a written report including back-up documentation (police report, if applicable) to the appropriate staff supervisor, National or state office. The supervisor should make certain that Travel Services receives this information and documentation as soon as possible.

Volunteers are encouraged to maintain copies of documentation (police report, etc.) and should also contact AARP Risk Management in the event of an accident or injury or for information regarding coverage.

AARP Insurance and Risk Management administers this insurance program. For questions regarding coverage or in the event of an emergency while on travel, please contact AARP Insurance and Risk Management or your volunteer supervisor.

Albert Fierro A8-100 202-434-3245 AFierro@aarp.org
Director, Risk Management National Office

HOTEL ACCOMMODATIONS

Hotel Reservations

Volunteers are encouraged to book hotel reservations through Travel Incorporated. Travel Incorporated will search for preferred hotels based on the AARP negotiated discounts; see hotels listed in Appendix B. Whether volunteers book their hotel rooms

independently or through Travel Incorporated, volunteers are required to choose economy or moderately priced hotels.

Hotel Room Cancellations

It is the volunteer's responsibility to notify the hotel to cancel a room reservation prior to the cancellation time. Timely cancellation will avoid no-show charges as all hotel reservations are guaranteed. If the reservation is not canceled, a no-show charge will be assessed and billed to the volunteer's credit card. The appropriate volunteer or staff supervisor has the discretion not to approve reimbursement requests for no-show charges.

MEALS

Volunteers should purchase meals that are reasonably priced in standard class restaurants. Guidelines for average meal rates based on current travel data will be updated each January and can be found in Appendix A.

Meal expenses must be paid by the volunteer, except when prior arrangements have been made for group billing to a master account. Original itemized receipts for expenditures \$75 (\$25 for some departments) and over must be attached to the back of the expense statement. Some programs have more stringent requirements for receipt submission; volunteers are responsible for confirming receipt requirements with their volunteer management.

EXPENSE REIMBURSEMENT PROCEDURES

Volunteers should contact their host group/department regarding reimbursement procedures.

APPENDIX A: SPENDING GUIDELINES

Travel Spending Guidelines

Except in select cases, AARP does not follow per diem practices. The following table provides spending guidelines for volunteers. Volunteers will be reimbursed for actual expenses. **However, volunteers are expected to exercise good judgment. Supervisors/Managers may choose to deny reimbursement of expenses deemed excessive or unreasonable.**

Category	Guideline	Comments
Travel Mileage Rate	50¢ per mile/ effective January 2010	This standard mileage rate is based on an annual study of the fixed and variable costs of operating an automobile, and includes such items as depreciation [or lease payments], maintenance and repairs, tires, gasoline [including all taxes thereon], oil, insurance, and license/registration fees.
Car Rental Rate	\$43.50 per day	Average daily cost of a mid-sized rental does not include taxes and surcharges
Meals	Breakfast \$12 Lunch \$18 Dinner \$30-35	Average per day including tax and tip.
Hotels*	\$79 - \$179 (Rates may be even higher in high cost cities.)	Examples of economy priced hotels: Best Value Examples of moderately priced hotels: Marriott, Hyatt, Doubletree Examples of upscale hotels: Omni, Hiltons, Intercontinental
Other Tipping guidelines: Skycap Housekeeping Bellcap Parking Attendants	\$2 per bag \$2 per day \$2 per bag \$2 per day	This represents the maximum reimbursable gratuity (if appropriate).

* This range of rates does not include applicable taxes. Rates will be greater in cities where the cost of living is high. **See Appendix B for a listing of preferred AARP**

hotels; if a preferred hotel is not available, please pick another moderately priced hotel that meets your business needs.

APPENDIX B: PREFERRED AND CONTRACTED HOTELS

Hotel Name	Address	City	State	Country
CROWNE PLAZA CITY CENTER	STATE AND LODGE STREET	Albany	NY	US
COURTYA MIDTOWN GA TECH	1132 TECHWOOD DR	Atlanta	GA	US
HILTON ATLANTA	255 COURTLAND ST NE	Atlanta	GA	US
HYATT PLACE ATLANTA DOWNTOWN	330 PEACHTREE STREET NE	Atlanta	GA	US
COURTYARD MARRIOTT DOWNTOWN	300 EAST 4TH STREET	Austin	TX	US
NINE ZERO HOTEL -A KIMPTON HTL	90 TREMONT STREET	Boston	MA	US
OMNI PARKER HOUSE	60 SCHOOL STREET	Boston	MA	US
HOTEL 71	71 EAST WACKER DRIVE	Chicago	IL	US
HYATT REGENCY CHICAGO	151 East Wacker Drive	Chicago	IL	US
HYATT REGENCY OHARE	9300 BRYN MAWR RD	Chicago	IL	US
RENAISSANCE CHI OHARE STES HTL	8500 WEST BRYN MAWR AVENUE	Chicago	IL	US
TTHE CENTENNIAL HOTEL	96 Pleasant Street	Concord	NH	US
OMNI CORPUS CHRISTI HOTEL	900 AND 707 N SHORELINE DRIVE	Christi	TX	US
COURTYARD DALLAS CENT EXP	10325 N CENTRAL EXPWY	Dallas	TX	US
BURNSLEY ALL SUITE HOTEL	1000 GRANT ST	Denver	CO	US
WARWICK DENVER HOTEL	1776 GRANT STREET	Denver	CO	US
BEST WESTERN HELENA	835 GREAT NORTHERN	Helena	MT	US
HOMEWOOD STES HENDERSON	BOULEVARD	Henderso	NV	US
SOUTH	10450 S EASTERN AVE	n	NV	US
CROWNE PLAZA RIVER OAKS	2712 SOUTHWEST FREEWAY	Houston	TX	US
COURTYARD JAX AIRPORT	14668 DUVAL RD	Jacksonville	FL	US
HAMPTON INN & SUITES LAS VEGAS	6575 S Eastern Ave	Las Vegas	NV	US
MARRIOTT LONG BEACH	4700 AIRPORT PLAZA DR	Long Beach	CA	US
WESTIN LONG BEACH	333 E OCEAN BLVD	Long Beach	CA	US
RADISSON MANCHESTER	700 Elm Street	Manchester	NH	US
COURTYARD MIAMI DOWNTOWN	200 SE 2ND AVE	Miami	FL	US
EPIC HOTEL	270 BISCAYNE BLVD WAY	Miami	FL	US
MARIOTT NEW ORLEANS	555 Canal St	New Orleans	LA	US
THE WHITNEY A WYNDHAM HISTORIC	610 POYDRAS STREET	New Orleans	LA	US
AFFINIA 50 NEW YORK	155 EAST 50TH STREET	New York	NY	US
SHERATON NEW YORK HTL AND TWRS	811 7TH AVE AND 53RD STREET	New York	NY	US
COMFORT SUITES DOWNTOWN	2416 N ORANGE AVE	Orlando	FL	US
MARRIOTT ORLANDO DOWNTOWN	400 W LIVINGSTON ST	Orlando	FL	US
HILTON PASADENA	168 S LOS ROBLES AVENUE	Pasadena	CA	US
SHERATON PASADENA HOTEL	303 E CORDOVA ST	Pasadena	CA	US
DOUBLETREE HOTEL PHILADELPHIA	237 SOUTH BROAD STREET	Philadelphia	PA	US

Volunteer Travel Procedures

SHERATON PHILADELPHIA CITY CTR	17TH AND RACE STREETS	Philadelp	PA	US
HOLIDAY INN EXP PHX BALLPARK	620 NORTH 6TH STREET	Phoenix	AZ	US
CROWNE PLAZA DOWNTOWN	555 E CANAL ST	Richmond	VA	US
RESIDENCE INN SAC AIRPORT	2410 W EL CAMINO AVE	Sacramen	CA	US
HYATT REGENCY SAN ANTONIO	123 LOSOYA STREET	San	TX	US
W SAN DIEGO	421 W B STREET	Antonio	TX	US
HYATT REGENCY SAN FRANCISCO	5 EMBARCADERO CENTER	San	CA	US
WESTIN SF MARKET STREET	50 THIRD STREET	Diego	CA	US
CONRAD SAN JUAN CONDADO PLAZA	999 ASHFORD AVE	San	CA	US
HOTEL DECA	4507 BROOKLYN AVE NE	Francisco	CA	US
WINWARD PASSAGE HOTEL	Veteran's Drive	San	CA	US
GRAND HYATT TAMPA BAY	2900 BAYPORT DRIVE	San Juan	PR	PR
SENATE LUXURY SUITES	900 SW Tyler	Seattle	WA	US
RESIDENCE INN TEWKSBURY	1775 Andover St	St	VI	USVI
AFFINIA LIAISON CAPITOL HILL	415 NEW JERSEY AVE NW	Thomas	VI	USVI
COURTYARD CONVENTION CENTER	900 F STREET NW	Tampa	FL	US
GRAND HYATT WASHINGTON	1000 H ST	Topeka	KS	US
HOTEL MONACO DC -A KIMPTON HTL	700 F STREET NW	Tweksbur	MA	US
HYATT REGENCY WASHINGTON	400 NEW JERSEY AVE NW	y	MA	US
		Washingt	DC	US
		Washingt	DC	US
		on	DC	US
		Washingt	DC	US
		on	DC	US
		Washingt	DC	US
		on	DC	US
		Washingt	DC	US
		on	DC	US ¹

APPENDIX C: NON-REIMBURSABLE EXPENSES

Expenses that are not reimbursable include, but are not limited to, the following:

- In-flight movies
- Health clubs
- Beauty shops
- Babysitter fees
- Kennel fees
- Airline club memberships
- Traffic and parking tickets
- Sightseeing
- Souvenirs
- Jewelry
- In-room entertainment

APPENDIX D: CONTACT INFORMATION

Travel Incorporated:

Hours of Operation Calls received after hours are considered an emergency and will incur a fee.	4 a.m. – 11 p.m. Mon. – Fri. 9 a.m. – 6 p.m. Sat. 11 a.m. – 9 p.m. Sun. All times are EST
Phone	1-800-952-1950
E-mail	AARP.Travel@Travelinc.com 8 a.m. – 6 p.m. Mon. –Fri. EST
Online Technical Support	866-738-6444 7 a.m. – Midnight, Mon. – Fri. EST

AARP Travel Department:

Business Services
202-434-3112.