

## Cancelled Travel and Unused Airline Tickets

- ✓ **Contact the airline carrier or travel agent who booked the ticket prior to departure to cancel your reservation(s)**
  - All airline reservations must be cancelled prior to departure or the entire ticket amount may be forfeited.
  - **Non-refundable main cabin tickets**
    - Most airlines are extending reissuance dates and waiving change fees due to COVID-19 so travelers now have up to two years from the ticket issuance date to apply the value of the unused ticket to another flight.
    - Frequent travelers with airline status may be able to get a refund so be sure to ask.
    - If the travel was booked through a travel agent and the unused ticket will not be used by the traveler it was issued to, ask the booking agent if an airline voucher can be issued to the University of Illinois for the unused ticket amount.
  - **Basic Economy tickets**
    - Some airlines are allowing a one-time change to Basic Economy tickets due to COVID-19. These tickets are normally not changeable.
  - **Refundable tickets**
    - Refunds are made to the original form of payment used to purchase them.
- ✓ **Keep all receipts and documentation**
  - UPAY will process properly documented expenses incurred due to cancelled travel if the cancellation is beyond the control of the traveler.
- ✓ **Create an Excel spreadsheet to keep track of all cancelled and unused airline tickets**
  - **If a cancelled ticket cannot be refunded or vouchered in the name of the University (see above), the airline will carry the credit in the name of the traveler. It's suggested that units maintain some record (e.g. spreadsheet) of these situations so that the credit can be subsequently used for University business travel.**

**NOTE:** If the reservation was made in the [iTravel Online Booking Tool](#) or through a Corporate Travel Planners (CTP) agent, the airline ticket will automatically save in the employee's profile. The next time the employee or the employee's travel arranger makes a reservation in iTravel or with a CTP agent, they will be given the option of applying the unused airline ticket to the new reservation.

**Contact University Payables if you have questions or a unique situation.**