

Travel Policies and Procedures FAQ

Airfare:

What is covered by SWOG/Hope?

- Coach flights only
- bag check fees limited to one per flight
- Meals and nonalcoholic beverages in flight (within the \$80 per day meal allowance)

What is *not* covered by SWOG/Hope?

- Costs of upgrades such as economy plus, early bird check in, premium direct flights, etc. are not covered unless you have received prior approved for an extenuating circumstance
- In flight internet charges

Does SWOG/Hope enforce subeconomy fares?

- Subeconomy fares are not enforced. SWOG/Hope covers any *non-premium* economy flight
- If you are uncertain, please inquire with a Frosch/airline agent, or reach out to GMtravel@swog.org for clarification

If I book an upgraded flight, can I still be reimbursed?

- Upgraded flights must be covered upfront by the traveler (unless prior approval is received due to an extenuating circumstance) and is reimbursable at the coach equivalent *post travel*
- Coach equivalent is calculated by drafting a mock flight with similar parameters for comparison

What if all non-premium economy flights are sold out for the flight I need, and no other options will work with my busy schedule?

- Please screen grab or obtain written confirmation from the agent/airline indicating this is the case and reach out to GMtravel@swog.org for prior approval
- Save documentation to provide with reimbursement request post travel

If I have a medical necessity for an upgraded seat, is that covered?

- Yes, with inclusion of a doctor's note. Please contact GMtravel@swog.org for prior approval

What if I have an engagement on the front or back end of the SWOG meeting?

- SWOG will pay for the flight legs to and from the meeting location only for up to two legs each way. Any additional legs are the responsibility of the traveler

Can I book my own flight and submit for reimbursement?

- Yes, you may submit for reimbursement post travel. Be sure to save your booking confirmation/itinerary

What if I have to change my flight on either side of the trip, are change fees covered?

- If not related to a SWOG schedule change and is personal/non-emergency in nature – the traveler is responsible for associated costs. If there is an emergency, please contact GMtravel@swog.org for approval

Ground Transportation:

What ground rides are covered with my award?

- Covers cost for taxis, shuttles, ride share services, and public transportation
 - To and from airport/hotel/home only
 - Premium services (limo, etc.) not allowable
 - Inner city rides (i.e., to restaurants, etc.) not allowable without prior approval

What is the maximum per ride amount allowed? What if I need an exception for longer distance travel to an airport from my location?

- \$80 is the maximum per ride amount allowed
- Exceptions for longer distance travel/higher per leg cost can be made with prior approval. Please reach out to GMtravel@swog.org to confirm

Hotel:

What if the block is full at the time I try to reserve lodging?

- Please contact Courtney Wille for assistance at cwille@swog.org

Am I free to stay elsewhere?

- Travelers may book outside of the Hyatt and submit for reimbursement post travel. SWOG/Hope will reimburse your stay at the conference Hyatt rate (plus tax)

Why do I have to provide my credit card when booking within the SWOG block?

- The Hyatt will put a temporary hold on your credit card (fully refundable at check out) to capture any incidentals not covered by SWOG/Hope

How do I know how many nights I am covered for?

- All approved travelers are notified prior to travel booking. If you are unsure, please reach out to your SWOG/Hope contact or email GMtravel@swog.org

Meals:

What is *not* covered in the meals expense category?

- Alcohol, gum, candy, mints, newspapers, magazines, etc.
- Gratuity above 20%
- Meals for non-approved, non SWOG travelers

What is an itemized receipt?

- Displays individual breakdown of each item purchased and should always be requested upfront
- Rule of thumb: if you have a salad, the receipt should state you had a salad. If not, it is not itemized
- Some food type indications are also acceptable, such as 'Combo#3' or 'Deli Item'
- Must be clearly legible and display the date of purchase

Why are itemized receipts important?

- Helps us to process your funds without unnecessary delay
- The Hope Foundation (THF) is a non-profit and receives federal funding. As such, THF is audited annually, and itemized receipts provide confirmation that expenses are allowable and valid business costs

What if I do not have an itemized receipt?

- We cannot reimburse for meals without itemized receipts. Please contact the merchant directly to obtain

Example of itemized receipt:



Do hotel Folios count as a suitable meal receipt?

- Separate itemized receipts are required for each meal listed on a hotel folio

What if I hosted a meal?

- You will be reimbursed for your portion
- Please indicate what items on the receipt apply to you specifically, otherwise the total is divided by number of guests to determine your payout

How is alcohol deducted from a meal receipt?

- Cost plus associated taxes & gratuity

Mileage:

What is required for reimbursement?

- A route map for verification which can be downloaded in PDF format from websites such as Google Maps

Can I use mileage in tandem with ground and/or airfare?

- Yes, in doing so please provide a quick written description on route map. For example, if your spouse or family member drives you to/from the airport, etc.

Reimbursement:

How soon can I submit my reimbursement request?

- You may submit post travel

How long until I receive my payment?

- Please allow 4-6 weeks after submission
- Incomplete submissions (missing/non itemized receipts, blurred, cut off or ineligible, missing W9 info) will delay payment

How will I know if my travel expenses are covered and reimbursable?

- The traveler should have been notified funds are available and appropriated for reimbursement

Why is there a deadline for reimbursement submissions?

- Late submissions impacts Hope's financial reporting and billing
- Late reimbursements may be considered by the IRS to be taxable income to the traveler

If I do not have receipts, can I provide a credit card statement instead?

- For meals, credit card statements will not suffice. However, for ground trips this is acceptable if you are not able to obtain receipts. Please indicate locations/purpose of trip

What file format does the portal require?

- PDF

If I am not able to format into PDF, may I send my receipts directly to someone?

- Yes, please send receipts directly to GMtravel@swog.org

Why do I need to provide a W9? Is my reimbursement taxable?

- It is an IRS guideline to collect W9's however reimbursements are *not* taxable, if submitted within 60 days of travel

Must a W9 & ACH be provided with each reimbursement request?

- Only if your address or banking information has changed since your last submission or if this is your first reimbursement submission.

Miscellaneous:

Are Internet and printing covered?

- Internet and printing expenses are not covered

What about housekeeping cash tips?

- Reimbursable with written explanation/amount
- If a cash tip is unreasonable, it may be declined or reduced

What address do I list when filling out the webform?

- Please list the address of the payee (traveler's or institution). If you would like funds paid directly to an employer, please indicate in "payee" section

Other questions? Please contact GMtravel@swog.org