

Carlson® Wagonlit Travel

Contracted Travel Agency for

Lawrence Livermore National Security, LLC (LLNS)

Information for LLNS Consultants

National Reservation Center (NRC) <i>6:00 am - 5:30 pm (PST)</i>	Domestic Emergency Service <i>Access Code: 7FN2</i>	International Emergency Service <i>Call Collect Access Code: 7FN2</i>
(800) 818-9719	(800) 818-9719 or (800) 582-8395	(972) 277-2555
<p>Fax Number: (512) 459-0644</p> <p>E-mail Address: LLNL@carlson.com</p> <p>Web Page: http://www.carlsonwagonlit.com</p>		
<p>NUMBERS required to book travel with Carlson Wagonlit Travel:</p> <p><i>Cost Account Number: 4025-92</i> <i>Payroll Number: 9907</i></p> <p><u>Respond to initial prompt as a NON-EMPLOYEE.</u></p>		

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Reservation Information

Travel Reservations: (800) 818-9719

Reservations required for official LLNS travel
as an LLNS Consultant
may be arranged through Carlson Wagonlit Travel.

To help Carlson Wagonlit Travel Company (CWT) make the travel arranging process as efficient as possible, CWT has in place advanced telephone technology to direct your call to the next available LLNS travel counselor.

Please be prepared to:

- Respond to the prompt for "employee or non-employee" as a **"non-employee."**
- Respond to the prompt for domestic or international.
- Inform the travel counselor if you are calling about a new reservation or a change to an existing reservation.
- Inform the travel counselor if you are making reservations for yourself or another traveler.

You may obtain all reservations for air, car and hotels through CWT. Your travel counselors will inform you of any special partnerships with selected vendors that will give LLNS substantial benefits and reduce the cost of your trip.

For New Reservations

Please provide:

- The city and airport you are leaving from.
- The city and airport you are going to
- Your date and approximate time of departure or arrival.
- The cost account number (4025-92) and payroll account number (9907).
- How much flexibility you have with dates, times and choice of airports. (Can you stay over a Saturday night?)
- Any specific needs for hotel and car rentals.
- Is personal/companion/spouse travel included?
- Does travel require pre-approval?

May need to provide other information, such as fax number and address.

For changes to Reservations

Please provide:

- Your last name and first name.
- The original date of departure.
- The trip or portion of the trip you wish to change.
- A summary of all the changes necessary on this record. *Example: "I need to change the outbound flight, the hotel and car."*

Recap

- At the end of the reservation, the travel counselor will recap your travel information, email address, fax numbers, and ticket delivery address.
- Your itinerary will be emailed or faxed to you and your LLNS technical contact within four hours of booking
- Reconfirm where and when the ticket will be delivered, including any "attention to" remarks required.

Please, always check all travel documents upon receipt.

Automatic Cancellation

If you are traveling on a multi-segment itinerary and miss a flight or any portion, please notify Carlson Wagonlit Travel (CWT) or the airline to protect the remainder of that itinerary. The airline system often identifies "no shows" and cancels the segments that follow.

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Hotel Reservations

Carlson Wagonlit Travel Reservations: (800) 818-9719

Please refer to our **Preferred Hotel Directory** for information about the program developed by the travel offices of both LLNS and LBNL, together with CWT. The Directory lists participating hotels which offer reduced rates and enhanced services.

The LLNS Consultant Travel Policy authorizes reimbursement for reasonable lodging expenses per the GSA federal lodging and per diem rates. Travelers anticipating lodging expenses in excess of the GSA federal rates should discuss this with their LLNS technical contact and/or the Consultant Office Administrator prior to the trip and indicate the reason on the Travel Expense Report.

GSA Per Diem Rates: <http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd05d.html>

You may make your hotel reservations through CWT:

- Your travel counselor will confirm the lowest available government contractor, corporate or negotiated room rate.
- Any special requests, such as non-smoking rooms or low-numbered floors, can be requested if you ask. Please remember hotels will not confirm certain special requests in advance. However, they will note them in your reservation and strive to fulfill them upon check-in.
- All hotel rooms will be guaranteed with your personal credit card for late arrival unless you request otherwise. Guaranteeing your room means it will be waiting for you after 6 p.m. (the usual time hotels release a room if it is not guaranteed) and all night, if necessary.

Because your room is guaranteed, you must cancel it prior to 6 p.m. or by the time specified on your itinerary to avoid being billed as a no-show.

- When making reservations, always give alternative choices for hotels – should your preferred hotel be sold out, your information will facilitate the reservations process and make additional phone calls unnecessary.
- If cancellation of hotel reservations becomes necessary, the travelers must notify **CWT** immediately or the hotel if in the course of travel. Costs incurred by failure to cancel reservations are only reimbursable if due to a business reason. Should you cancel directly with the hotel, ensure you obtain and write down the cancellation number. This number is your proof you have canceled the reservation. You should also note the date and time of the cancellation, and if possible, the first and last name of the person you spoke with to cancel your reservation.
- Because many travelers fail to show up for or cancel their reservations, hotels, like airlines, overbook to protect their profitability. If more people than expected arrive, the hotel may "walk" -- deny a room to the last individuals who try to check in. Each hotel's individual policy on "walks" varies, but, in general, hotels will attempt to accommodate you at a nearby property and provide transportation to the property or reimbursement of transportation costs.

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Car Reservation

Carlson Wagonlit Travel Reservations: (800) 818-9719

National Car Rental is the preferred car rental vendor for LLNS.

- Your travel counselor will confirm LLNS' preferred car rental companies.
- Your car preferences, club memberships, and special requests will be applied as requested.
- Please notify the car rental company of any additional drivers when you pick up the car.
- Most car rental companies require that drivers are at least 21 or 25 years old. If you want to rent a car and do not meet this requirement, please advise your travel counselor. If possible, alternative arrangements will be made with the car company.
- A major credit card is required to rent vehicles. If you do not have a major credit card, please advise your travel counselor.
- You will need a valid driver's license, which may be subject to the Department of Motor Vehicles check at the time of rental.
- LLNS Consultant Travel Policy does not allow for reimbursement of extra insurance on car rentals. However, collision and liability insurance is included as part of LLNS' negotiated rate contract with National Car Rental for rentals made through Carlson Wagonlit Travel. The consultant may purchase additional insurance at their own expense.
- LLNS Consultant Travel Policy specifies reimbursement is limited to a mid-sized sedan or a vehicle commensurate with the requirements of the trip. If a vehicle larger than a mid-sized sedan is necessary for the trip, travelers are advised to discuss the business requirement with their LLNS technical contact and/or the Consultant Office Administrator prior to the trip and indicate the reason on the Travel Expense Report.

- We suggest you return the car with a full tank of gas as it is more cost-effective. Car rental companies charge a premium price to refuel returned cars.
- Always verify the charges on the car at pick-up and drop-off time. If the bill is incorrect, bring it to the attention of the rental counter representative before leaving the premises.
- Keep all paperwork that is given to you at pick-up and return points. These forms may be useful if you are charged incorrectly for the rental.
- Always examine your vehicle for damage before driving away from the rental car company. Should you find any damage, make sure it is noted on the rental agreement so that you are not liable for old damage.

NOTE: National Car Rental offers a free shuttle service between the Laboratory and the National location at the Livermore service station at 4186 East Avenue.

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Ticket Information

Your location and needs will determine how you receive your tickets. Tickets will be delivered in one of the following ways:

- Ticketless travel
 - Overnight delivery
 - Lost or Stolen Tickets
 - Refunds and Unused Tickets
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Ticketless Travel

You may request **ticketless** travel at the time of booking. The reservation procedure is the same, and CWT will fax the itinerary to you for information and reimbursement. The traveler will be required to show proof of identity at the gate. A receipt or copy of the itinerary must be obtained for reimbursement.

Overnight Delivery

Under some circumstances, tickets will be delivered via Federal Express. If FedEx does not service the area in which the ticket needs to be delivered, please let your travel counselor know, and other overnight services will be used.

Lost or Stolen Tickets

If your ticket is lost or stolen, please contact CWT immediately to process the lost ticket application. Please note that requests for refunds of lost tickets can take as long as one year. Also, the airlines may impose services charges to process the application.

Refunds and Unused Tickets

- Please return any unused ticket or portion of a ticket you possess to:

Carlson Wagonlit Travel at the Travel Service Center
LLNL, Mail Stop L-456
P. O. Box 808
Livermore, CA 94551

CWT will process the ticket for refund. Please keep a copy of your ticket and any accompanying correspondence. Be aware tickets have a monetary value and should never be destroyed.

- If a trip is cancelled due to a change in LLNS plans and reimbursement is requested for non-refundable, but re-usable tickets, the tickets should be returned to:

LLNS Consultant Office
Mail Stop L-650
P. O. Box 5012
Livermore, CA 94551

You will be reimbursed for your cost of the tickets. They will then be tracked by the Consultant Office and CWT and credited appropriately for future trips by the consultant.