



Travel Information Meeting

May 2022



TRAVEL SERVICES

UNIVERSITY *of* WASHINGTON

April's Travel Farewell

- Will be transitioning over to UW Finance Transformation to support the Customer Requisition to Payment team
- Thank you for all the great memories!



New Introductions

- Sam Dang
- Rene Flores





University of WA Travel Info meeting

May 17, 2022

UW Discount Programs

1. Corporate Travel

Booked through a UW contracted Travel agency listed on the [Travel Services Website](#).

2. Athletics Travel

Booked through Athletics travel desk.

3. State of WA Travel

Booked through the following as listed on the [Travel Services Website](#).

- UW contracted Travel agency
- State contracted Travel agency
- EasyBiz

Status Match Challenge

Get upgraded to the
equivalent status in our
Mileage Plan™.



If your travelers have elite status with a qualifying airline, **we'll match their status for 3 months.** They can keep their status for the rest of the year by flying:

5,000 miles – MVP

10,000 miles - Gold

20,000 miles – 75K

Visit www.alaskaair.com/statusmatch to learn more.



WATCH THE PERKS FLY IN.



Enjoy an elevated experience when
traveling on Alaska Airlines!

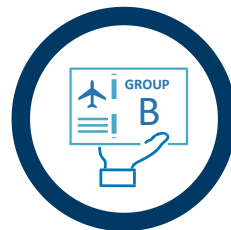
Alaska
AIRLINES

We've heard over the years that offering corporate recognition benefits—specifically for travelers who do not have elite status—would be a game-changer. **Now enjoy the following benefits on Alaska and Horizon flights:**



**PREFERRED
SEAT SELECTION**

**Reserve your seat by
going to **Manage Trip** on
alaskaair.com or Alaska app.*



**PRIORITY
BOARDING**



**PRIORITY
DURING IRREGULAR
OPERATIONS**

Changes/Reissues/Name Changes

- Valid (not expired) Ticket validity is 365 days from the date of departure
- Wholly unused ticket
- All AS no OA
- Name changes are allowed for all of our tickets for a \$125 fee. If you need to apply the value of the original ticket to a new itinerary and change the name at the same time will be a \$125 fee if all done at once..(name change waiver is available for 2022)
- The \$125 cannot be taken of the residual value. I.E. Original \$500. New \$300. \$200 balance cannot be used for the \$125 change fee
- Correction to name – no fee
- If changing (to – not anymore)from an MVP Gold, change fee is waived
- The residual value of a ticket that has been reissued from a higher fare to a lower fare cannot be used towards any change fees (reissue or name change) or a debit memo will be issued
- Full Y fares are refundable, it is easier to refund them than going through reissues and name changes

Hassle Free Travel Experience

- **Alaska Airlines App**
 - Select Seat
 - Pay bag fee
 - Order food
 - Check upgrade/waitlist
 - Check in 24 hours prior to departure
- **Self Bag Tagging**
- **Trip Alerts/Flight Alerts**



Our Expanded Network

Between our expansive (and growing) network, domestic partnership with American Airlines and our oneworld membership - we're giving you more opportunities to fly Alaska Airlines.



**1,200 daily flights to 120 destinations
across the United States and to Mexico,
Canada, Costa Rica & Belize.**

Liberia, Costa Rica San Jose, Costa Rica

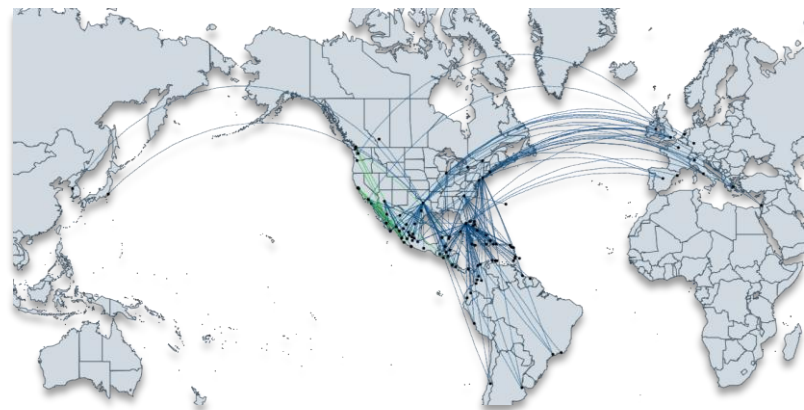
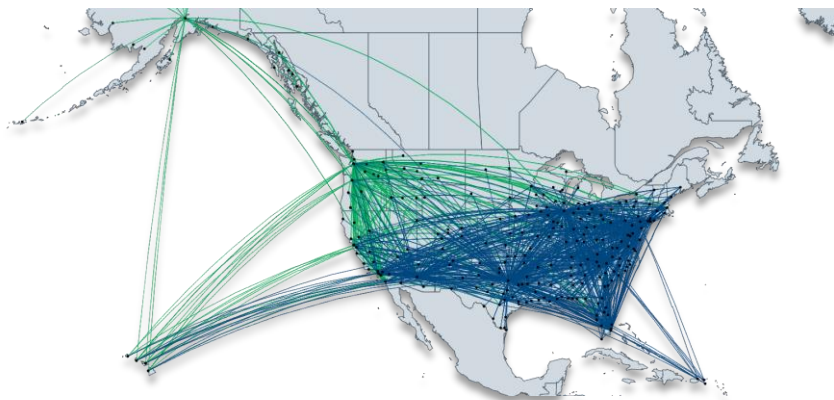


1,000 global destinations in 170 countries, across 13 airlines with oneworld Alliance.



More Options across a broader network

Provides travelers with more options and destinations across a broader network, with the carriers serving a total of 104 nonstop destinations out of Seattle (SEA)



- Connecting customers to more places across our combined **complementary network**
- **Increased connectivity** across the United States and abroad, providing more options from SEA and LAX
- AA launched direct flights from SEA to London Heathrow (LHR)
- First nonstop service from SEA to Bengaluru, India (BLR) in **Oct 28, 2022**
- Pending government approval, SEA to Shanghai, China (PVG) **Oct 29, 2022**

ALASKA GOES BEYOND SERVICE

Concierge Department / Help Desk

ISD 1-800-327-2755

Concierge Desk 1-866-656-3427

Fastest option: [LIVE CHAT](#)

inside.sales.desk@alaskaair.com

- Seat Assignments
- Waivers
- Revalidation for J and Y
- Priority Routing
- Name Corrections



Mileage Plan: 1-800-654-5669



Mileage.plan@alaskaair.com



www.alaskaair.com/mileageplan



Customer Care 1.800.654.5669

(post flight concerns)



AlaskaListens.com



Group Desk: 1-800-445-



4435

Group.desk@alaskaair.com



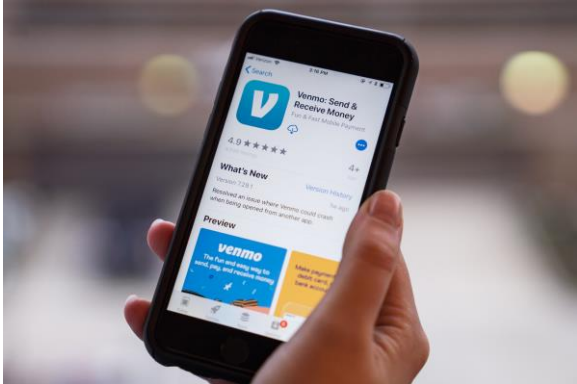
Refunds: 206-392-7722



Refunds@alaskaair.com

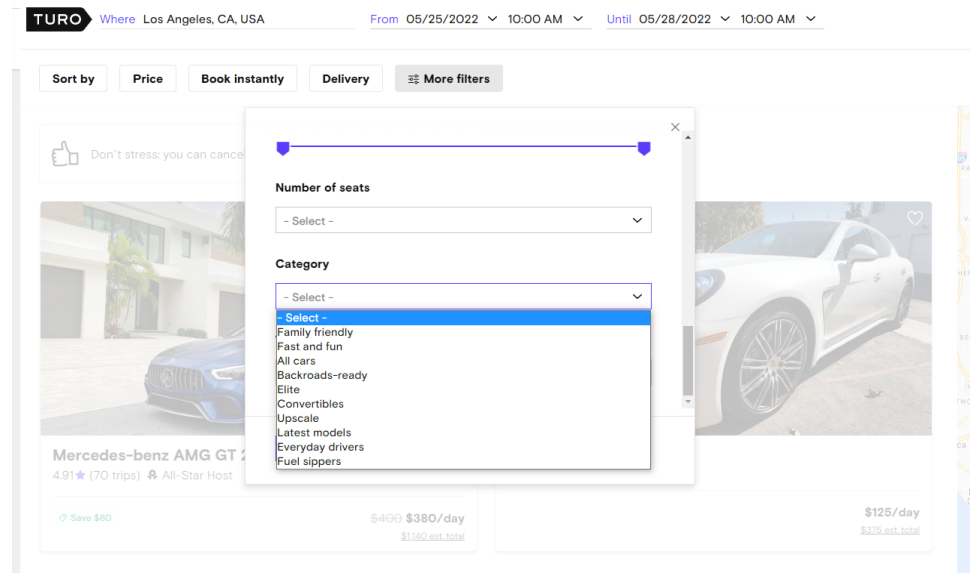
Venmo as a form of payment

- **We do not accept Venmo.**
 - Not a good enough audit trail to substantiate expenses



Customer Service Topic: Turo

- Effective June 1, 2022, we will be unable to accept Turo as rental car service.
- Classification of Car are outside of our policy



Travel Ban: Mississippi Cont, NC Removed

- **Governor Inslee on March 24, 2021 lifted the prohibition on publicly funded non-essential travel to North Carolina**
 - **March 2016: Passed House Bill 2 – revokes civil rights protection to the LGBTQ+ community – law overrides an anti-discrimination ordinance that allowed transgender individuals to use gender-specific facilities consistent with their gender identity**
 - **Now: many local ordinances have implemented pro-LGBT protections, public feedback has local governments stop enacting rules of discrimination (bathrooms, showers, changing rooms)**
- **Mississippi remains in effect**
 - **April 2016: Passed House Bill 1523 – authorizing govt employees and private businesses to deny service based on religious beliefs – perpetuates unjust and injurious prejudice against the LGBTQ+ community**

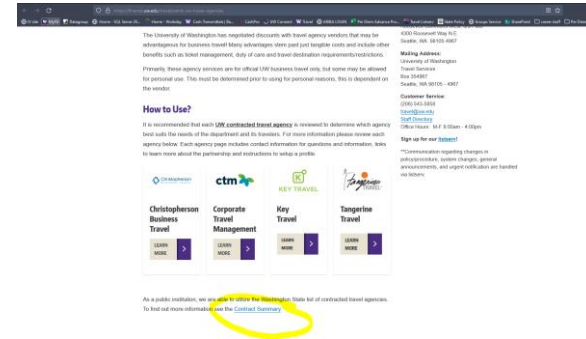
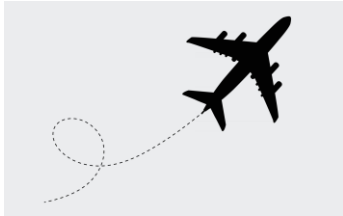


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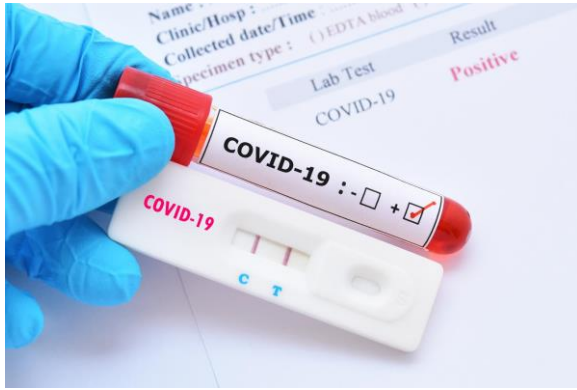
Airfare State and UW contracts

- **UW Contracts**
 - Contracted Travel Agents
 - UW Travel discounts page
- **State contracts**
 - Easybiz
 - State and UW contract: travel agencies
 - Call Alaska directly use code: YCAWA



Travel Insurance

- UW policy remains unchanged from before covid.
- Covered under change/cancellation of travel plans policy.
- Difficult to get payout.



Expenses paid on behalf of another



- Expenses paid on behalf of another are reimbursable but are not recommended
- Spouses
 - If spouse and traveler are connected to the same credit card account, then we can reimburse
 - If spouse and traveler are not connected, then a separate expense report must be submitted for the traveler claiming expenses for their spouse
- Car Rentals: ALL drivers on the final rental agreement must be on UW business or the entire amount of the car rental is not reimbursable