

*** FOR ALL DOMESTIC CITY PAIR AIR RESERVATIONS ***

The General Services Administration (GSA) has implemented a significant change in the City Pair Contract for fiscal year 2013 that will impact all federal employees who travel. Starting October 1, 2012, **all domestic city pair reservations that are not ticketed 48 hours (2 days) prior to departure are subject to automatic cancellation by the airlines.**

How to Avoid Auto-Cancellation

- Travelers must work closely with Holiday Travel International to ensure that flights are reserved and ticketed prior to the 48 hour deadline.
- When using the **DOE House Account**, travelers must first ensure that the **authorization is stamped APPROVED in GovTrip and subsequently notify the Travel Accounting Team** to obtain approval on the purchase of airfare with the DOE House Account. For additional information on "Using the DOE House Account, please visit: <https://in-gotravel.doe.gov/govtrip/UsingHouseAccountWithTravelAgency.html>

In the Event of Auto-Cancellation

- If reservations are auto-cancelled, contact Holiday Travel International at 1-800-300-8100.
- This auto-cancellation policy impacts DOMESTIC airfare reservations only. If the airfare reservation is cancelled and the trip cannot commence as scheduled, the traveler is responsible for cancelling any other reservation (hotel, car rental, etc.) associated with the planned trip.

Auto-Cancellation Policy Details

For more information on the "Airlines Auto Cancellation Policy," visit: <https://in-gotravel.doe.gov/govtrip/airlineautocancellationpolicy.html>

Last Minute Booking

For last minute reservations that are created within 48-hours of departure, GSA was unable to come up with a common policy with the City Pair participating carriers. Please ensure that those reservations are ticketed at least within 6 hours of travel departure to avoid possible cancellation of the reservations.