

PEER REVIEW TRAVEL INFORMATION SHEET

WORLD TRAVEL SERVICE CONTACT INFORMATION

• <u>WTS website:</u>	http://www.nihreviewer.com
• <u>Toll-free number:</u>	1-800-638-8500
• <u>Local number:</u>	301-816-8991
• <u>Fax number:</u>	301-816-0715
• <u>After Hours (7pm EST)</u>	877-853-3648 (Use code WAS1S2115)
• <u>Email requests:</u>	wt@mail.nih.gov
• <u>Email to cancel a flight:</u>	cancel@worldtravelservice.com

Peer review travel reservations are through World Travel Service (WTS) and are paid directly by the government with no out-of-pocket expense to you. Please note that if you are federally-employed, the IC peer review office will issue a travel authorization order to be processed through the mandated government employee reservation contractor, Omega Travel Service (not WTS).

Plane or Train Reservations and Ticketing

- Requests for reservations from reviewers will be accepted by phone, email, fax, or on-line booking two to four weeks prior to departure.
- If your travel dates are firm and there will be no changes, reservations may be made three months prior to departure.
- Non-Refundable tickets are being issued for NIH Peer Review Meetings.
- WTS intent is to offer the most cost and time efficient routing and scheduling options based on reviewer's preferred itinerary.
- WTS may also make arrangements for personal travel or unrelated business in connection with peer review travel; however, a reviewer is reimbursed only for the cost of the round trip to and from the reviewer's home base.
- Checked baggage fees imposed by the airlines are included in your flat rate reimbursement for participation in the meeting.

Ticket Delivery

- Electronic tickets will be the default. Do not have your tickets mailed or sent via FedEx. The government is charged extra fees for these services.
- A confirmation number will be sent via phone, email or fax.
- If necessary, you may request tickets to be sent by first class mail.
- If the trip is scheduled to occur within 10 days, the ticket will be sent via Federal Express and billed to the applicable NIH/IC. An extra cost will be incurred by the IC for this service.
- WTS will issue a replacement ticket only if approved by an authorized NIH/IC official.

Request to Change Tickets

- Try to avoid changing your travel plans; new itineraries frequently result in higher ticket costs plus the government is charged a WTS processing fee and a \$150.00 change fee automatically imposed by the airline. However, if you need to make a change after the ticket is issued **to and from your home base**, you must request the change through WTS to avoid any additional cost charged directly to you which may not be reimbursed. WTS has **immediate government approval** to process your change request if the following guidelines apply.
- Unusual Circumstances: If the peer review meeting is changed from a two-day meeting to a one-day meeting after the ticket has been issued. If there are additional costs related to these reasons, the reviewer will be reimbursed accordingly. In the event of inclement weather or personal emergency, reviewers should call World Travel Service at 1800-638-8500. If the travel reservation systems are down across the country, reviewers may call the airline directly to make the necessary changes. Prior NIH approval is not required. Reimbursements will be made upon submission of receipts. To cancel flights please go to www.worldtravelservice.com.
- One change per ticket will be allowed if the higher ticket cost plus the WTS processing fee and the \$150.00 change fee automatically imposed by the airline **is less** than \$650.00.
- Reviewers may seek “stand by” availability and if there is an additional fee, the reviewer will be reimbursed by NIH.

PRIOR NIH approval from the NIH SREA Office to WTS is required to process your change request for the following:

- If the change fare to and from your home base is greater than \$650.00, or if the departing flight is less than two hours from the original scheduled departing time. If the request is not approved by NIH, the reviewer **will not** be reimbursed by the NIH for the additional expenses.
- If the change request is to an alternate departure/return location and the altered itinerary exceeds the original roundtrip air fare. The change fee of \$150.00 automatically imposed by the airline or other secondary change fees will not be reimbursed to the reviewer by NIH.

Response Time from WTS

- Response to reviewer’s inquiry will be within 1 business day;
- Arrangements by email, FAX, or on-line booking will be processed within 1 business day; and
- Technical problems with email connections or FAX will be reported within 4 business hours.

Travel Insurance

- A minimum of \$200,000 in travel insurance is provided with each issued ticket at no additional cost