



Annex 2 – Booking Protocol and Criteria

Standard Booking Protocol (staff and non-staff)

1. The EU-LAC Foundation requests via email the search for travel options, providing the full name of travellers, their nationalities, their place of departure and destination, and the desired departure & arrival date & times.
2. The agency finds at least three alternative options and sends them via email to the EU-LAC Foundation officer in charge of this activity. The travel agency must inform about the visa requirements, vaccines, date of expiration of the reservation, possible standard services not included in the fare, especially the inclusion of a suitcase, possibility of changes and seat selection.
3. The EU-LAC officer pre-selects the best offers.
4. After final selection and approval by the Foundation's Management, the officer asks the agency via email to issue the ticket.
5. The agency issues the ticket and communicates it to the person(s) travelling, copying the Foundation officer.
6. After ticket issuance, the agency is obliged to monitor the status of the trip and alert the traveller(s) and the Foundation on possible disruptions, cancelations, etc.



Other General Considerations & Guidance

As a general guidance, following parameters are to be followed:

- **Arrival the earliest one day before** the beginning of the activity
- **Departure immediately after** the end of the activity. If the event ends (late) in the afternoon or evening, return the **following day might be possible**.

When the activity schedule begins or ends before/at noon, we will try to book same-day flights for intra-continental routes and, if possible and appropriate, and if the participant wishes, that option may also be considered for intercontinental routes.

No intermediate stops or stopovers are allowed under any circumstances - only the technical connections already included in the ticket.

“Business / Executive / Premium Economy” class tickets may be issued for the President, the Executive Director and other possible special guests invited by the Foundation, when the flight duration exceeds four hours. For the staff, flights of more than four hours may be issued in "Economy Comfort / Economy+" class. These special cases will be communicated one by one to the travel agency.

The travel agency should be able to issue intra-European travel with low-cost agencies.

Before accepting the flight, the traveller must be sure that s/he is traveling, that s/he has a valid passport and the visas or other documents are regularized, that s/he has the trip confirmation by his institution, and to ensure that there is no other inconvenience that may hinder the travel.

The travel agency must inform about the visa requirements, vaccines, date of expiration of the reservation, possible standard services not included in the fare, especially the inclusion of a suitcase, possibility of changes and seat selection.

Moreover, the need to print the boarding pass in advance of airport arrival should be clearly specified.

The Foundation accepts to pay cancellation fees or change flights in only two cases:

- Natural Disasters
- Severe illness, accident or death of a close relative



When an activity ends at noon, an intercontinental departure flight may be issued on the same day in the afternoon/evening. In the case when the flight departs from 9:00 pm a late check-out of the hotel may be done, in order not to force the participant to stay "itinerant" for many hours after the end of the activity. If the flight departs during the night, for example at 03:00 am, then it will be necessary to book a night at the hotel.

Possible exceptional scenarios for the flights issuance:

1.- A schedule of activities from 1½ days to 3 days is considered a short schedule for two intercontinental flights.

The maximum number of nights or hotel days that can be covered with a 1½ day schedule are 3 nights: the night before the start, the night after the first day, and the night for the day of completion of the activity, in case a flight on that same day is not reasonable.

You can only change the arrival or departure dates strictly necessary for the activity according to the following reasons, always with prior authorization by the Foundation:

- Participant request and reasonable justification. For example, due to health reasons or an specific request by the traveller to more time for adapting to the jet lag.
- The cost of the extended flight dates is equal to or less than the strictly required flight dates.
- The different flight alternatives should be documented and the cost of the flight on extended dates should be equal to or less than the other alternative dates.

In case the cost of the extended dates is not lower, it may be proposed to the traveller to cover the cost difference. For this, the travel agent may be asked if the ticket allows changes and what would be the extra cost, besides clearly informing the participant that s/he will need to cover that cost, and that no further alterations are allowed.

2.- A participant requests to be able to upgrade to "Executive" or "Business" class.

In this case, a flight in an economy class will be issued, always comparing within at least three alternatives. The participant receives his/her ticket in economy class, and s/he changes/upgrades it him/herself, completely bearing the cost of the upgrade. The EU-LAC Foundation will receive and pay an invoice that include only the costs for economy class.