

TRAVERSING THE GLOBE

Volume 4, Issue 4

by Debbie Gulliver, University Travel Manager

July 2007

Passports:

The latest...

The U.S. Departments of State and Homeland Security are now allowing U.S. citizens traveling to Canada, Mexico, the Caribbean, and Bermuda, who have applied for but have not yet received passports, to temporarily enter and depart from the United States by air. Travelers are required to have government issued photo identification and Department of State official proof of application for a passport through September 30, 2007. The federal government is making this accommodation due to the increased processing times for passport applications.

The accommodation does not affect entry requirements to other countries. Americans traveling to a country that requires passports still must present those documents.

Please see the May edition of "Traversing the Globe" for the latest passport processing information. Stay tuned for further developments.

Booking Airfare:

Who should you call?

Michigan State University offers direct billing of airfare to a University account when travel will be for University business purposes. To do so, travelers or their Travel Arrangers need to call one of our Cluster Travel Agencies. They are Passageways Travel (353-9898), Anderson Travel (432-7711), and STA Travel (432-7722). All of these agencies have staff trained to service your travel needs.

New Hotel Discounts:

In Holland, Michigan...

Michigan State University business travelers may receive discounted rates at the Hampton Inn and Holiday Inn Express in Holland, Michigan. Rates are only good for business travel Sunday through Thursday. Both hotels are offering preferred rates of \$89.00 plus tax per night (standard queen rooms) and \$99.00 plus tax per night (king rooms).

To receive these preferred rates, please mention "MSU Bio Tech" when calling and requesting the rate.

Hampton Inn: The Hampton Inn is located at 12427 Felch Street, Holland, MI. Call toll-free: 1-888-933-8500 for reservations. Amenities include: Free Hot Breakfast, Hilton Honor Points, Business Center, Conference Room accommodating 40, Free High Speed Internet, In-room Wireless Internet, Indoor Pool/Spa, Fitness Center.

Holiday Inn Express: The Holiday Inn Express is located at 12381 Felch Street, Holland, MI. For reservations, call 1-866-315-6182. Amenities include: Free Deluxe Continental Breakfast, Priority Club Points, Business Center, Conference Room accommodating 80 with Catering Service available, Free High Speed Internet, In-room Refrigerator and Microwave, Indoor Pool, Indoor/Outdoor Spa, Fitness Center.

More Travel News on Page 2...

Please direct any suggestions or comments to the University Travel Manager, Debbie Gulliver, at telephone (517) 355-0343, or email gullive5@ctr.msu.edu or fax (517) 432-4656.

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From Northwest Air:

Increased flight cancellations...

During the last week of June, Northwest Airlines has canceled over 10% of its flights each day. In recent weeks, severe weather has disrupted air service across the East Coast and Midwest for a number of airlines, including Northwest. Northwest Airlines blames the high cancellation rates on bad weather in the East and Midwest earlier this month. That bad weather disrupted flight operations and pushed many pilots over their monthly duty time limits, the airline says. The Federal Aviation Administration limits pilots to 1,000 flight hours a year and, in most cases, 100 hours a month. But Northwest's labor contract further restricts pilots to 90 hours a month, with some additional voluntary overtime.

Northwest sincerely apologizes to its customers for the inconvenience this issue has caused and is working hard to correct the situation.

When your flight is...

Prepare for the possibility...

Ensuring that airlines are able to contact you when there is a cancellation or delay starts at the time of the reservation. Be sure that your travel agent has your personal information including home telephone number, cellular telephone number, and e-mail address. This provides a means for the airline to contact you directly.

At least 24 hours prior to departure (48 hours for international flights), you should check the status of your flights directly with the airline. The easiest way to do this is by visiting the airline's website.

What to expect:

From Northwest Airlines ...

Travel experts are advising travelers to be aware of the possibility of delayed or canceled flights at the end of July and August 2007 (Northwest Airlines' busiest months). Here is what you can expect from Northwest as the address the situation:

1. Relaxing travel restrictions to help ensure flight re-accommodation as quickly as possible
2. Proactively canceling flights well in advance to allow adequate time to rebook
3. Increased use of Northwest's Automated Flight Rebooking (AFR) system to help ensure quick reaccommodation
4. Increasing reservations and airport staffing to assist customers with their flights.
5. Contacting customers regarding the status of their flights including:

*Extensive use of the airline's automated notification system, which alerts customers to a change in their travel plans and when possible, automatically provides new flight information.

*Aggressively promoting recently improved technology to notify customers by email and PDA of any flight schedule change.

Direct Billing:

Please be sure to...

Provide a home telephone or personal cell phone number on your Direct Bill Application. If your flight is delayed or canceled, the airline can quickly inform you.

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