

**Travel Policy
of the
Christian Reformed Church in North America
(Abridged Version)**

Scope—The following travel policies and guidelines are applicable to the business-related travel of all denominational agency staff members, the members of various boards and committees, and any others traveling on behalf, or as a guest, of the CRCNA. If you have questions that are not addressed in this document, please contact the office of the Executive Director (travel@crcna.org). This includes requests for *any exceptions* as well as questions about reimbursement.

Purpose—To ensure that the denomination's budgeted travel dollars are spent as effectively as possible, various procedures are prescribed in this document through which the CRCNA can utilize its buying power to secure preferred rates and optimal arrangements. The option of meeting by conference call, Zoom, or a Go-To meeting should be considered when feasible.

Preferred Travel Agents—Domestic and international air travel should be made through Conlin Travel (Conlin), 2851 Charlevoix Drive, Suite 305 Grand Rapids, MI 49546 (800-783-9559) or through Marcia Faber at Marlin Travel, 16 Martin St., Milton, ON L9T 2P9 (marcia.faber@marlintravel.ca, 866-203-8745 (toll free), or 226-750-2722 (cell), vacation back up: Nancy Gregorcic 888-636-1744 for travel originating in Canada because:

- Travel agents are authorized to book flights at the lowest airfare available. Airlines continually modify their prices; thus, prices for any given itinerary may be reduced more than once between the time of the purchase and the departure time. Providing that all the fare requirements are met, the travel agency reissues the ticket for the lower airfare, and the CRCNA receives a credit voucher for the difference without any penalties.
- All airline tickets are part of the travel agency's databases, which allows instant reporting on the traveler's flights. This is especially helpful during emergency situations.
- Conlin or Marlin Travel are able to inform you about details regarding less expensive flights; for example, double connections or alternate departure cities. The travel agents are authorized to report to, or consult with, the office of the ED in cases when the traveler makes demands that appear to fall outside of the parameters of this travel policy. In cases of dispute, every effort will be made to come to a mutually satisfactory resolution.
- Should you encounter any problems whatsoever with your reservations, both Conlin and Marlin Travel are just a telephone call away. (See Air Travel – Domestic and International.)
- If you are aware of a less expensive flight than is offered through the Conlin or Marlin Travel, the information for that flight—dates, airline, and flight numbers—are to be conveyed to Conlin or Marlin Travel so they can book the reservation through their system.
- Conlin (and Marlin Travel upon request) provides the CRCNA with monthly reports to assist us in making business travel more efficient and cost effective. These reports help us to monitor travel expenditures, plan our travel budget, and enforce travel policy guidelines.

Traveler's Responsibilities—All travelers are responsible for completing and submitting the travel expense form with appropriate receipts attached, within 10 days of the completion of the trip, to the designated person in the agency for which the travel is necessary. Expense forms are available from the agencies in both the United States and Canada.

Please book airfare as far in advance as possible—at least-four weeks prior to the travel date or as soon as plans are firmly in place. If feasible, stay over a Saturday night in order to get the lowest fare. If a lower rate becomes available, your reservation will be rebooked at the lower rate. For all domestic travel, which includes the 48 contiguous states, Alaska, Hawaii, Canada,

Mexico, and the Caribbean, book coach class. For international travel, when documented quotations are obtained that show business class costs are the same or lower than coach class fare, business class is allowed. First class travel is usually not allowed. *Be sure to tell the travel consultant which agency or committee should be charged for your travel.*

Conlin and Marlin Travel offer assistance with acquiring or updating information for traveler's passports, handling visas for foreign countries as well as advising on vaccinations needed. Airline seats, special meal requests, hotel, car, and rail reservations are included with international travel services.

During travel, if you find it necessary to change any portion of your airline ticket, contact Conlin at 800-783-9559 during business hours (8:00 a.m. to 8:00 p.m.) or at the after-hours emergency number that, along with the ID number, is listed on your itinerary. However, If the emergency number is used for non-emergency information, there will be an \$18 charge. For Marlin Travel, call 866-203-8745. If you cannot contact the travel agent's office, changes may be made by the airline at its ticket counter.

Internet Airline Reservations—

The CRCNA *strongly discourages* your purchasing tickets via any Internet-based ticketing services. Travel agencies can search the web for all reservations using a web-based software program designed to search web sites and individual airline sites, providing results in seconds. All restrictions and services for Internet-booked reservations will be reviewed at the time of the reservation. (Please see last paragraph under Preferred Travel Agents.)

Lodging—To maximize savings opportunities and to provide accurate reporting, lodging reservations should normally be made at the Prince Conference Center at Calvin College (preferably), or the Drury Inn & Suites Grand Rapids; and at the Quality Inn-Burlington for local accommodations, or through Conlin or Marlin Travel for other locations. The designated travel service providers can also assist you with last-minute hotel reservations if you are traveling and need a reservation unexpectedly. In those circumstances, however, it is acceptable to make the arrangements directly with a hotel. When doing so, ask whether a promotional rate is available.

When special rates for air travel and lodging are provided for a conference, call Conlin or Marlin Travel to confirm that the conference pricing is the best option available. If it is not, then Conlin or Marlin Travel will make the arrangements for you. Should the conference pricing be the best option, Conlin or Marlin Travel will advise you to make the arrangements as noted on the registration form.

A single room with private bath in a suitable, moderately priced hotel is the standard—balancing quality, price, and security. Examples of moderately priced hotels are:

- Comfort Inn
- Quality Inn
- Hampton Inn
- Fairfield Inn
- Courtyard by Marriott
- Holiday Inn

Guarantee late arrival (after 4:00 p.m.) with a major credit card other than the card that the travel agencies use for flight reservations.

If travel plans change and it becomes necessary for you to cancel a hotel reservation, it is advised that the travel agency make the cancellation only if the travel agency originally arranged the reservation.

If you do call the hotel directly, obtain the name and/or identifying number of the person who handles your cancellation request. Ask for a cancellation number. This information is essential in reversing a “no-show” charge, should one be placed on your credit card in error.

Car Rental—Drivers need to be 25 years of age or older. CRCNA travelers are expected to use the CRCNA’s preferred car vendors because discounts are contingent upon the extent of the CRCNA’s participation. Corporate identification numbers are needed to obtain the discounts on rental cars and can be obtained from the office of the ED and the travel agencies.

For identification and billing purposes, all CRCNA travelers are asked to include the name of the agency for which they are traveling on the rental form.

Local arrangements: The CRCNA has contracted with Enterprise (616-949-2613) locally for discounted rates. Enterprise is willing to deliver to and pick up the car from the denominational building for your convenience. In Burlington, use Enterprise (1-800-736-8222 or www.enterprise.com), National (1-800-227-7368 or www.nationalcar.com), Avis Rent-A-Car (905-333-5744) or Carter Car & Truck Rentals (905-631-7484).

Non-local arrangements: The CRCNA has contracted with Enterprise (1-800-736-8222 or www.enterprise.com), National (1-800-227-7368 or www.nationalcar.com), and Avis Rent A Car System, Inc. as the car rental companies. In addition to corporate rates and discounts, Avis also offers the money saving opportunity to earn Free Rental Days. Each time the CRCNA accumulates 15 rental days with Avis using the Avis Worldwide Discount (AWD) number (D396500), Avis will send the CRCNA a certificate for one free rental day of a Group G Premium size car. Each certificate will cover the daily rental charges for the vehicle. Excess mileage, fuel service charges, one-way service fees, and fees for other options are not included. If Avis is not the best choice in a specific location, we have a contract with Hertz (CDP-ID #1996034) and Enterprise (XZ20974) as well. When renting from an Enterprise location other than that in Grand Rapids, please put charges on your credit card.

Be aware that many rental agencies, including Avis, may prohibit rental returns when a location is closed. If the location has a drop box it should not be a problem. Also the rental agency may require notification if your rental return date is to be changed from the original request. Please inquire about the rental company’s return policy.

It is recommended that reservations for non-local auto rentals be arranged through Conlin or Marlin Travel. The travel agency will check with other national agencies for rates that are lower than the Avis contract rates and will secure a reservation at the lowest possible rate, but there must be a minimum difference of \$10 per day.

A mid-size car is standard; a full-size vehicle is advisable when three or more travelers are traveling together in the same vehicle. Larger vehicles, such as vans, should be rented only when there is a specific need.

Insurance: North American travelers (in Canada and the U.S.) are asked to *opt out* of the insurance coverage offered by the rental facility. Reserve the rental car in the renter’s name *and* include “CRCNA,” even when paying on your personal credit card. By doing so, the rental and any insurance claims will be covered by the CRCNA insurance policy and eliminates the need for additional insurance coverage on automobiles rented within North America. If you use only

your name on the contract, coverage could be disputed by the CRCNA insurance company and coverage would revert back to either your personal coverage/credit card coverage.

If you have a CRC-issued Amex or Mastercard credit card, use the CRC credit card to pay for the rental. The CRC credit cards provide insurance coverage that would be accessed before CRCNA fleet coverage in the event of an accident.

Employees and volunteers renting vehicles outside of North America should purchase the coverage that is offered from the rental agency.

Please refuel a rental vehicle before returning it to a rental agency. Rental agency refueling fees can be significantly higher than retail cost. Fuel receipts should be obtained to submit for reimbursement with the expense form.

Cost of renting a car is not covered for committee or board members when shuttle service is provided to the meeting site.

Accidents in Rentals: If you are ever in a situation where you are in an accident, or a car is damaged, please follow the following steps:

- Get medical help as needed!
- Contact the police as needed. Be factual. Do not indicate fault.
- Share the CRCNA insurance information and contact information (admins should have a copy if their team rents cars)
- In the US, call Chris Cok (616-244-0745)
In Canada, call Terry Veldboom (800-730-3490 x 4243) or (605-336-2920 x 4243)
- If you are injured, contact Michelle De Bie (616-227-0838). HR will help with medical issues.
- Contact the rental company and inform them of the situation. Remind them that it is a corporate rental and all claims will go to our corporate office.

Note that rental damages are covered by the CRCNA policy and you should never give your personal insurance info to any rental agency.

Personal Car—Travelers are encouraged to use a rental car when they are driving **more than** 200 miles/kilometers per day. Personal vehicles may be used when driving fewer than 200 miles/kilometers per day, and mileage will be reimbursed at the prevailing Internal Revenue Service rate for travelers originating in the U.S., and the per kilometer rate advised by Revenue Canada for travelers originating in Canada.

In addition to mileage or kilometer reimbursement, travelers are also reimbursed for parking fees, road tolls, and any other expenses directly related to the trip. Travelers are not reimbursed for car repairs, parking tickets, traffic violations, fuel costs, or insurance claims.

Airline transportation should be used for long-distance travel. If a traveler elects to drive for long-distance travel, the mileage/car rental reimbursement **should not exceed** the average cost of an airline ticket to that destination.

Mobile Device Use—It is well supported by accident statistics and studies that using a mobile device, either a hand-held or a hands-free model, while operating a motor vehicle distracts a driver's attention from traffic conditions. To help reduce the possibility of vehicle accidents in connection with the use of mobile devices, CRCNA has adopted a mobile device policy that is applicable to all employees/volunteers while driving any vehicle (rented, borrowed, or one's own

vehicle) while conducting CRCNA business. This includes (but is not limited to) any travel to any off-site location and/or between CRCNA offices.

- Employees/volunteers must comply with all federal, state/provincial, and local laws and regulations regarding the use of mobile devices while driving.
- Sending or reading text messages or e-mails, dialing mobile phones, viewing television, videos or DVDs, inputting data into laptop computers, personal digital assistants or navigation systems, or any other use of a mobile device that distracts the employee from traffic conditions, without using hands-free technology, is prohibited while driving.
- Calls, messages, texts, etc. on any handheld device, whether incoming or outgoing, are not allowed while driving.
- Mobile devices should be set to store any incoming calls, messages while driving.
- Mobile device phone calls using hands-free technology while driving is strongly discouraged. To minimize the impact of distraction, calls, if any, should be brief. Extended conversations should be made while not driving.
- Retrieval of any messages should be made after the vehicle is safely parked.
- Accidents incurred while an employee is using a mobile device may be considered to be preventable, and the employee may be subject to disciplinary action up to and including termination of employment.

Taxi/Bus/Limo/Shuttle Service—The cost of taxi, bus, or airport shuttle service is reimbursable. Travelers are expected to choose the most cost-effective mode of transportation available. Receipts should be obtained for this expense.

Rail Travel—Rail travel is considered a viable travel option.

Spouse Travel—A spouse (or any family member or friend) may accompany the traveler on business trips. However, any additional costs incurred because of these travelers are non-reimbursable out-of-pocket expenses.

Services—

Airport parking: Travelers are encouraged to use the most economical parking facilities available, which is normally the airport's long-term lot.

Trip insurance: Our corporate AMEX card that is used to book flights through Conlin Travel and Marlin Travel provides \$100,000 accidental death insurance with every airline ticket. Therefore, the purchase of additional flight insurance is a personal expense to the traveler and is not reimbursable. Please decline trip cancellation insurance offered by Conlin Travel.

Personal property and damaged luggage: It is presumed that travelers carry insurance on their personal property. Charging transportation expenses to the CRCNA travel account at Conlin or Marlin travel activates baggage insurance coverage. Any additional luggage insurance purchased (available through Conlin and Marlin) is a personal expense to the traveler. Damaged luggage must be brought to the attention of the responsible airline within 24 hours of flight arrival at the particular airport location. The airline repairs the luggage or provides compensation for repairs. Airline liability varies so it's best to check with the airline at the time of the incident.

The airline is liable for certain expenses incurred by a passenger due to delayed luggage. Check with the responsible airline before incurring costs for items such as toiletries, clothing, and equipment rental. The CRCNA will not be held responsible for lost luggage.

Meals—Necessary, reasonable, and properly documented meal expenses are reimbursable. Receipts are required for all meal expenses. The receipt should include the name and location of the establishment, the date, and the amount. On your receipt, you are requested to name the person(s) or group with whom this meal was shared and the general purpose of your meeting. Submit all receipts for reimbursement with the expense form.

Expense Reporting—In order for the CRCNA's travel policy to satisfy the Internal Revenue Service (IRS) requirement for accountable plans, travelers must complete an Expense Report. (Request a copy at travel@crcna.org.) All required receipts must be attached to the report. Both the traveler and a supervisor/administrator must sign the report.

Required receipts must be originals or customer copies identified by the name/address of the business, dated, itemized, and properly signed or stamped to indicate that payment has been made.

Gratuities—Gratuities are allowed for normal tipping situations. Use the following as guidelines for tipping: 15% for meals, \$1 for doormen, \$1/bag for bell men/skycaps, and 10% for taxi.

Luggage fees—CRCNA will reimburse the traveler for the first piece of luggage when charged. Additional luggage will be a personal expense.

Passports and Electronic Ticket Authorization (eTA)—

(Information obtained from: http://travel.state.gov/passport/passport_1738.html)

a. Air Travel

All persons traveling by air outside of the United States are required to present a passport or other valid travel document to enter or re-enter the United States.

b. Land and Sea Travel

In June 2009, the U.S. government implemented rules that require most travelers, including Canadian and U.S. citizens, entering the United States at sea or land ports of entry to have a passport, passport card, or other document approved by the Department of Homeland Security.

c. U.S. Passport and WHTI Compliant Documents

- U.S. Passport: U.S. citizens may present a valid U.S. passport when traveling via air, land or sea between the U.S. and the aforementioned Western Hemisphere countries.
- The U.S. Passport Card: The passport card is only valid for re-entry into the United States at land border crossings and sea ports-of-entry from Canada, Mexico, the Caribbean region, and Bermuda.
- WHTI-Compliant Travel Documents for U.S. citizen travel via land or sea:
 - Trusted Traveler Cards (NEXUS, SENTRI, or FAST)
 - State Issued Enhanced Driver's License (when available)
 - Enhanced Tribal Cards (when available)
 - U.S. Military Identification with Military Travel Orders
 - U.S. Merchant Mariner Document when traveling in conjunction with official maritime business
 - Native American Tribal Photo Identification Card

Form I-872 American Indian Card

Note: The passport requirement does **NOT** apply to U.S. citizens traveling to or returning directly from a U.S. territory. A helpful website in obtaining a passport including necessary forms and cost is: <http://travel.state.gov>. Conlin Travel Services is also willing to assist with passport documents.

d. Passport photos are available through various sources including AAA and Walgreens. *Passport Renewal:* Some countries require that your passport be valid at least six months beyond the dates of your trip and/or have two to four blank visa/stamp pages. Some airlines will not allow you to board if these requirements are not met.

e. Electronic Ticket Authorization (eTA) guidelines

Most travelers entering Canada will need either an [Electronic Travel Authorization](#) (eTA) or a visitor visa. **U.S. citizens are exempt** and do not need to obtain an eTA. The eTA is linked to a traveler's passport and is valid for five years or until the passport expires, whichever comes first. Travelers may apply for an eTA online in just minutes at a cost of \$7 Canadian. Most eTA-eligible applicants receive their authorization within minutes of submitting the online form. The eTA is required of all foreign nationals traveling by air to Canada who are currently exempt from the visa requirement. Travelers can determine whether they need the eTA by visiting the Government of Canada's Department of Immigration and Citizenship [online](#).

Conclusion—The travel policy has been developed to assure the most cost-effective, fair, and responsible use of denominational time and financial resources. The office of the ED is responsible for the monitoring and maintenance of this policy. It is, of course, understood that the Canadian Ministries Director and agency supervisory personnel will need to be directly involved in the regular administration of this policy. However, suggestions, concerns, requests for exceptions, and issues in dispute should be addressed to the ED until further notice (write travel@crcna.org).

The travel policy is applicable to all the agencies of the CRCNA, agency board members and volunteers, delegates to synod, and all others whose travel expenses are provided for by one of the agencies, ministries, or offices of the CRCNA.

Approved by Ministries Administrative Council

November 9, 2000

Revised August 2006

Revised April 2009

Updated March 2015 (Mobile Device Policy added)

Updated August 2015

Updated August 2016

Updated September 2017

Quick Reference

Canada

Car Rental – Burlington

Avis Rent-A-Car, Burlington: C187900
Worldwide discount number: D396500
Phone: 905-333-5744

Carter Car & Truck Rentals
1400 Plains Road East
Burlington, ON L7R 3P8
Phone: 905-631-7484

Enterprise
1-800-736-8222
www.enterprise.com
Corp. #XZ20974 (dept. code may be needed)

Lodging – Burlington

Quality Inn
950 Walkers Line
Burlington, ON L7N 2G2
Phone: 1-905-639-9290
Toll free: 1-800-361-6352
Fax: 905-639-6900

Travel Arrangements

Marlin Travel
16 Martin St.
Milton, ON L9T 2P9
Phone: 1-877-878-5220
Marcia Faber: 866-203-8745 or 226-750-2722
marcia.faber@marlintravel.ca
Backup - Nancy Gregorcic: 888-636-1744

United States

Car Rental – Grand Rapids

Enterprise
2720 28th Street SE
Grand Rapids, MI 49512
Phone: 616-285-3370
Fax: 616-285-6599
Corp. #XZ20974 (dept. code may be needed)

OR

Enterprise
1-800-736-8222
www.enterprise.com
Corp. #XZ20974 (dept. code may be needed)

Lodging – Grand Rapids

Prince Conference Center
Calvin College
1800 East Beltline SE
Grand Rapids, MI 49546
Phone: 616-526-7200 or 866-526-7200

Drury Inn & Suites Grand Rapids
5175 28th St SE
Grand Rapids, MI 49512
Phone: 616-942-8511

Travel Arrangements

Conlin Travel
2851 Charlevoix Drive, Suite 305
Grand Rapids, MI 49546
Phone: 800-783-9559

Send questions regarding travel to
travel@crcna.org