



CREDIBILITY • INTEGRITY • ACHIEVEMENT

2011 TRAVEL & EXPENSE GUIDELINES

Please Read Carefully

MAKING TRAVEL & LODGING ARRANGEMENTS

All travel arrangements must be made exclusively through COA's travel agent, Altour/Battery Travel Associates. Altour will provide Peer Volunteers with **PREPAID** travel arrangements for all **AIRFARES, HOTEL RESERVATIONS, and CAR RENTALS.** Peer Reviewers are expected to coordinate with the Team Leader to determine both appropriate hotel accommodations and ensure that travel arrangements do not conflict with attendance at both the Entrance and Exit Meetings.

COA's consultants at Altour are:

- **Michael Yampolsky** Michael@altour.com **888-516-6453**
- **Joe Morrison** Joe.Morrison@altour.com **888-516-6453**

Altour will coordinate the travel itinerary for each Peer Reviewer. Please begin by creating a travel profile to communicate your specific travel needs and preferences.

Creating A Travel Profile:

- Go to www.altouronline.com
- Click on: [Click Here To Access Online Booking](#)
- Click on "Travel Tools," click on "Online Profiles"
- Enter your name, email, and phone number
- Enter "COA" as the company and the "Altour NY" office as the location.
- Click "Submit"

In order to finalize/validate travel arrangements, Peer Reviewers are required to provide Altour with the agency's identification number at the time of booking. Please refer either to COA's online site visit schedule or in the Peer Review Team Notification packet e-mailed to you.

TRANSPORTATION & LODGING

AIR TRAVEL

- Airline reservations must be made at least **twenty-one (21) days prior** to the first travel date.
- Altour will try to accommodate the accumulation of personal frequent flier miles. However, at times, cost controls may prohibit the honoring of such requests.
- **COA will reimburse Volunteers for One Checked bag per one-way trip (2 checked bag fees total).**
- If round-trip airfare is quoted above \$650.00, Altour will need to seek approval from COA before ticketing may take place.
- **COA reserves the right to use its own accumulated air-miles to pay for flights over \$800.**
- Any flight changes or cancellations that will incur a penalty fee from the airline must first be approved in writing by the Assistant Director of Site Visit Operations, Caroline Louissaint at clouissaint@coanet.org. Please use our toll free number when calling the COA staff at 866-262-8088 during normal business hours which are Monday through Friday, **8:30 am-6:00 pm**. **For travel emergencies after hours, please use the Emergency Peer Cell Phone number (917) 797-6241** (see page 4 for additional information).

AUTOMOBILES

- The Team Leader may authorize one car rental per team, *COA must pre-approve more than one car rental per team.*
- Comprehensive Car Rental Insurance is covered by COA general travel insurance only when booked through Altour Travel. Please **do NOT** purchase duplicate insurance through the rental agency.
- Due to the extremely high cost of fuel purchased from the car rental agencies, volunteers are asked to decline the prepaid fuel option at pickup, and to refuel rental cars prior to returning them to the vendor.
- **Please include mileage documentation (from Mapquest, Google Maps, etc.) for trips to and from your home to the airport/site visit.**

LODGING

- Team Leaders are encouraged to obtain hotel recommendations from the organization under review & provide this complete information to the travel agent in order to select the most efficient and cost effective accommodation. The Team Leader will inform the Peer Review Team of the hotel chosen for the team.
 - Unless otherwise informed by the Team Leader, **each Peer Reviewer is responsible for contacting Altour to make his/her own hotel reservations.** This is not solely the Team Leader's responsibility.
- COA's Volunteer Services Department will arrange pre-payment of the hotel room, parking, and tax charges. If payment problems arise upon check-in, please notify **Mike Providence at 866-262-8088 x 288.**
- Standard accommodations include single accommodation, beginning Saturday night prior to the site visit through the day of the Exit Meeting. If Friday travel is necessary due to the size or complexity of the site review, the request must be pre-approved in writing by the Assistant Director of Site Visit Operations, Caroline Louissaint at clouissaint@coanet.org. **Volunteers will not be provided a per diem for Friday travel.**
- Many hotels still require a personal credit card for each guest to secure any incidental charges.
- Hotel Cancellation Fees: Most hotels charge a cancellation or "no show" fee when changes/cancellations to a reservation occur less than 24-48 hours before arrival (please avoid this fee whenever possible). Contact COA and/or the hotel immediately when needing to cancel or change reservations to avoid fees.

MEAL & INCIDENTAL PER DIEM RATE

- Team members are reimbursed a daily per diem of \$90.00 per day (for all states except for Hawaii and Canada where the daily rate is \$100.00 USD) for all meals and incidentals that occur during a site visit assignment. This includes travel days.
- Tips are considered included within the per diem rate.
- Additional per diem days must be pre-approved in writing (via email) by COA prior to travel. This includes extra days to accommodate lengthy travel (example: to or from Hawaii).

EXPENSE REIMBURSEMENT

COA's Peer Reviewers will be reimbursed for all authorized and reasonable travel expenses while conducting COA related business. Expenses not in compliance with these guidelines will risk delayed, partial, or forfeited reimbursement.

Your completed and signed expense report, with receipts attached, must be **submitted within five (5) days** after the site visit end date. When unexpected emergencies occur, COA will allow reimbursement requests to be submitted within 90 days of the site visit end date. Reimbursement requests received after 90 days will not be eligible for reimbursement.

COA will reimburse approved expenses within thirty days after receiving the expense report.

	Eligible for Reimbursement	
	Yes	No
AUTOMOBILES		
Gasoline purchase for rental cars (with receipts) ¹	•	
Business use of your personal vehicle ²	•	
Shuttle services to and from your home, hotels, and/or airports in connection with COA related business (with receipts)	•	
Parking and toll fees incurred while on COA business (with receipts)	•	
Additional or personal days on car rental contracts		•
TELEPHONE		
Telephone or internet usage related to COA business ³	•	
Personal calls and/or calls not related to COA		•
LODGING		
"No show" charges for hotel rooms not cancelled in advance		•
Additional or personal days on hotel room stays		•
MISCELLANEOUS		
Per diem ⁴	•	
Expenses for travel companions		•
Loss of personal property		•

1. Volunteers are to refuel rental cars prior to returning them to the vendor. Please **decline** the prepaid fuel option from the car rental agency.
2. Auto mileage is reimbursed at the current IRS 2011 rate of \$0.51 per mile, not to exceed a total of \$650 without pre-approval. This reimbursement rate includes the cost of gasoline. COA does not reimburse for any lodging expenses that may be incurred for rest periods during the drive to a site visit.
3. Please use our toll free number when calling the COA staff (866-262-8088).
4. See page 2 for details
5. Tips are considered included within the per diem rate.

COMPLETING YOUR EXPENSE REPORT

- **Expense reports must be completed in full, legible, and signed by the Peer Reviewer.**
- **Receipts must accompany all items recorded on the expense report except for daily per diem.** Please label each receipt clearly and attach to a separate sheet(s) of paper.
- Please clearly deduct personal items from any charges or receipts submitted (i.e., personal items on hotel bill or meal expenses for dinner guest.)
- Please attach receipts given for Hotels and Car Rentals paid for by COA.

Send completed expense reports to: Council on Accreditation
Attention: Peer Expense Department
120 Wall Street, 11th Floor
New York, NY 10005

ADDITIONAL INFORMATION

Volunteer Services Emergency Cell Phone (917) 797-6241.

For all emergencies (i.e. injured team member, extreme flight delay, etc.) that occur outside of business hours and cannot wait for the next business day, please contact the Volunteer Services emergency cell phone.

In case of a **travel emergency** (i.e. cancelled flight, etc...) during non-business hours (M-F 8:30 am-6:00 pm), please call Altour's Emergency Contact Number at **(877) 206-8212, using code 9pn1. This number is free of charge.** Any other Emergency after-hours telephone number for Altour will incur a \$50 charge. If you have a travel or personal emergency **that may affect your participation on a site review**, please call the COA emergency cell phone at **(917) 797-6241. Please save this number in your personal belongings.**