Travel Support Policy for Cancelled Code for America Summit

Please note, this is only for those who were granted travel support. If you did not receive travel support and booked travel on your own, please refer to your airline for cancellation policies.

If you are already travelling because of BetaNYC School of Data or other Brigade related buisness, please contact christopher@codeforamerica.org to arrange your travel. In general, we will cover your flight home but not to DC.

Hotel

1. If we booked your room, you do not need to take any action. We will cancel your room at our end.
2. If you booked your hotel room directly, you will need to contact the Marriott Crystal Gateway to cancel your reservation.
3. If you opt to travel to DC anyway, you will need to find other lodging accommodations.

Airfare / Train

US Domestic airline carriers (with the exception of Delta and Southwest) are *currently** not refunding or waiving change fees on nonrefundable tickets due to coronavirus unless booked within certain time periods (usually, 2/27 or later). So ***if you booked a flight on your own as part of your travel support, you have 3 options:***

1. ***Cancel your flight, get the value back, and use the flight credit for travel to Brigade Congress.***
   a. Call the airline or go online / in app and make sure to cancel the flight (do not just no-show it, which would lose all the value of the ticket).
   b. The airline usually puts the airfare paid in a 'credit' in your account for 365 days
   c. This credit can be applied against future travel to Brigade Congress (minus a change/cancellation fee, usually $200). Brigade Congress is Oct. 16-18 in St. Louis, MO. You can book that travel at a later date using your travel credit, as we get closer. We will send later instructions on booking that travel.
   d. If you booked Delta or Southwest, simply cancel your ticket and the travel credit will go back to your account which you can apply to Brigade Congress travel, without any change fees.

e. If, when it comes time to book your Brigade Congress travel, your travel costs exceed what you have in credit and you need additional support to attend, we will have you fill out a travel support form and note your current credit.

f. **If you intend to use your airline credit to attend Congress and have not filed for reimbursement, please do so immediately.**

2. *Cancel your flight, and get the value back as flight credit for personal travel.*
    a. *Follow the above steps (a-d)*
    b. **If you have already been reimbursed for your flight, you must pay Code for America back for the flight value (minus the change fee, if applicable).** To do this, write a check to:
        i. Code for America
           Attention: Accounting / Brigade Travel Support
           972 Mission St., 5th floor
           San Francisco, CA 94103

3. *Keep your travel plans to D.C. as personal travel. You will not be reimbursed for this.*
    a. If you decide to go to DC anyway, that's your choice and will be personal travel, which we are not able to fund. You will not be reimbursed for your flight.
    b. If you decide to keep your travel plans and you've already been reimbursed for your flight cost, you will need to pay Code for America back for the flight value. To do this, write a check for the value of the flight to:
        i. Code for America
           Attention: Accounting / Brigade Travel Support
           972 Mission St., 5th floor
           San Francisco, CA 94103

If Code for America directly booked your flight you don't need to take any further action. We will cancel your flight on our end with the credit going to Code for America's travel account.

***It is possible that in the future refunds will be issued by airlines, or that change fees will be retroactively waived, in which case having the credit in the account is important -- so please do cancel your ticket (online, in-app, or via phone) and don't no-show your flight.

If you have any questions, please email brigade-info@codeforamerica.org and we will get back to you as soon as we can.