

Travel Policy

The Board of Trustees (the Board) has a travel policy that applies to all travel paid for by the denomination and is inclusive of employees, board members, delegates to synod, and all committee members of the denomination. The full text of the denominational travel policy is as follows:

1. Overview of Travel Policies

This travel policy and procedures document governs business-related travel for the Christian Reformed Church in North America (CRCNA). Although this policy provides very specific information on many areas of travel, the following points provide a broad overview of the CRCNA's travel policies. If you make arrangements and travel with the following in mind, it is likely that you are following the guidelines within this policy.

- Make all air, hotel and rail travel (hard copy ticket required for rail) arrangements through Activa Travel for travel originating in the U.S., or Marlin Travel for travel originating in Canada (see section 12).
- Each agency has a Business Travel Account (BTA) through American Express. All air or rail travel should be charged to this account. Use your corporate American Express card (or MasterCard) for payment of car, hotel, and other business expenses.
- When a rental vehicle is needed from Grand Rapids, the best rates can usually be obtained from Enterprise (616-949-2613). If using an Enterprise rental from an address other than 2720 28th St. SE, Grand Rapids, MI, please use your credit card for payment. Rental in Burlington can be arranged through Enterprise (1-800-736-8222 or www.enterprise.com), National (1-800-227-7368 or www.nationalcar.com), Avis (905-333-5744), or Carter Car & Truck Rentals (905-631-7484).
- When a rental vehicle is needed from a location outside of Grand Rapids, reservations should be made through Activa Travel or Marlin Travel.
- To be more cost effective, please consider the option of meeting by conference call, Vidyo, or a Go-To meeting when feasible.

2. Scope

These 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 of or as a guest of the CRCNA. While the information included in this document should be sufficient to cover the vast majority of travel scenarios, it is inevitable that certain instances and issues are not addressed in this document. If you find an instance where such is the case, please contact the office of the Executive Director (travel@crcna.org).

3. Purpose

This travel policy document exists primarily for two reasons. The first is to ensure that the denomination's budgeted travel dollars are spent as effectively as possible. To accomplish this end, various procedures are prescribed in this document through which the CRCNA can utilize its buying power to secure preferred rates and optimal arrangements. The CRCNA's policy to use one travel agency in the U.S. and one in Canada, for example, enables that agency to compile the necessary travel statistics and use that information to secure for us preferred status with various travel service providers. Our policies also equip our travel agency staff with the parameters they need to ensure that the denomination's travel dollars are spent wisely.

A second important purpose for having a corporate travel policy is to ensure compliance with federal regulations regarding what the Internal Revenue Service prescribes under their "accountable plan"

rules. The regulations of the Canada Customs and Canada Revenue Agency (CRA) are similar and, therefore, compliance with the IRS regulations will also satisfy Canadian requirements. The IRS requires that accountable plans include all three of the following elements:

- expenses must have a business connection;
- there must be an adequate accounting by the employee to the employer for these expenses;
- Excess cash advances or reimbursements must be returned within a reasonable period of time.

Failure to comply with these requirements would result in an employee having to claim as personal income the costs incurred by the agency for his/her business-related travel. While this may appear to be burdensome and bureaucratic, this process is nonetheless a requisite for compliance with federal income tax regulations. For more information regarding accountable plan rules, check this web site: www.irs.ustreas.gov/formspubs/lists. Search for IRS Publication 463, select the newest document and refer to item 6.

4. Questions about the CRCNA's Travel Management

Please contact the office of the Executive Director (travel@crcna.org) for the following:

- Questions about the CRCNA's travel policies and procedures, feedback on travel vendors, and suggestions for future policy updates.
- Questions about reimbursement, the CRCNA's American Express corporate card (or MasterCard), cash advances, and day-to-day travel related expenses.
- Requests for *any exceptions* to the stated CRCNA policies.

5. Prior Approval

All official travel on denominationally related business requires prior review and approval by a supervisor as designated by the agency director.

6. Use of Preferred Airline and Car Vendors

The CRCNA's travelers are expected to use the CRCNA's preferred airline and car vendors as discounts are contingent upon the extent of the CRCNA's participation.

- Airline tickets for CRCNA-related business travel need to be issued by Activa Travel or Marlin Travel to qualify for travel-related savings, including changes in itinerary. An exception would be when a change is required due to weather or airline-related delays while traveling. If you experience delay or cancellation difficulties while traveling, contact the emergency phone number on your itinerary.
- Corporate identification numbers are needed to obtain the discounts on rental cars. These identification numbers are listed at the end of this policy and can be obtained at any time from the office of the ED and the travel agencies.

7. Coordination of Travel

After a thorough evaluation process, Activa Travel has been selected to provide travel services on behalf of the CRCNA for travel originating in the U.S., and Marlin Travel for travel services originating in Canada.

In addition to consolidating travel into two sources, travel expenses are consolidated by use of the American Express Corporate credit card (Amex) or JP Morgan Chase Commercial Card

(MasterCard). The credit card payment system assists in reducing the need for carrying cash, extending the CRCNA's cash flow, improving documentation, streamlining administration, and providing reports to help manage travel expenses. Corporate credit cards are to be used only for business expenses.

Benefits included with the American Express Corporate card include:

- Car rental insurance coverage in Canada and the United States when the rental is charged to the Amex Card.
- 24-hour travel accident insurance protection with benefits up to \$350,000.
- Baggage insurance for up to \$1,250 for carry-on baggage and up to \$500 for checked baggage.
- Global Assist Hotline offers members who are traveling more than 100 miles from home, an emergency referral service (24 hours a day) to locate medical and legal providers as well as other assistance worldwide (800-333-2639). From outside the United States you can call collect (715-343-7977).
- Emergency card replacement, assured reservations, express check-out, emergency funds express, buyer's assurance and a purchase protection plan. For assistance call 800-528-2122 (U.S.) or 602-492-5450 (overseas).
- The annual membership fee has been waived indefinitely.

JP Morgan Chase Commercial Card (MasterCard)—Card option approved by and available through CRCNA—benefits include:

- Car rental insurance coverage in Canada and the United States when rental is charged to the Chase Commercial Card.
- Travel Assistance Services assists in getting the best care in case of medical emergency. (Some country exceptions, secondary coverage) 1-800-MC-ASSIST.
- MasterCard Global Service assists with lost and stolen card reporting, emergency card replacement and emergency cash advance. Call 1-800-MC-ASSIST or 1-800-622-7747.

There are places and occasions when the use of another credit card is necessary and/or desirable. Such alternate use is appropriate and authorized with the understanding that the use of Amex or JP Morgan Chase is preferred when possible. Applications for Amex cards or JP Morgan Chase Commercial Cards (MasterCard) are handled through the finance office.

8. Travelers Responsibilities

All travelers are responsible for

- Completing the travel expense form (available from the agency or the ED's office) in such a manner that properly substantiates each expense item in accordance with IRS-mandated accountable plan rules. The IRS dictates that where an employee fails to provide appropriate documentation for travel expenses, such expenses must be reported as taxable income to the employee on his/her W-2 form at year-end. For the purpose of this policy the same provisions apply for Canadian travelers.
- Submitting the expense form with appropriate receipts within 10 days of the completion of the trip to the designated person in the agency for which the travel is necessary.
- Returning cash advances and a cash-advance reconciliation report within 5 days of the completion of the trip.

9. Reimbursement for Out-of-Pocket Expenses

Travelers who spend their own funds for legitimate business-related expenses are entitled to a prompt reimbursement for those expenditures. Claims for reimbursements should be made on the travel

expense form. Receipts should be attached. Expense forms are available from the agencies. Separate forms are used for U.S. and Canadian expenses.

10. Traveler Preference Profiles

To expedite the reservation process and to ensure accuracy of all travel requests, CRCNA frequent travelers are encouraged to complete a Traveler Profile form. Profiles provide a readily accessible (electronic) guide to important billing and ticket delivery information, as well as traveler preferences for hotels, car rentals, special meals and seats. Travelers are reminded to submit updates when changes occur.

Activa Travel: An electronic version is available for new profiles and updates on Activa's website at www.Activatravel.com. Select Corporate and click on "Create/Update My Traveler Profile."

Marlin Travel: An electronic traveler profile form is available from Marcia Faber at marcia.faber@marlintravel.ca.

Concur has its own profile form to be completed before making travel plans using this method.

11. Travel Incentive Awards and Seating Upgrades

Travelers may retain any travel incentive awards. However, options that would entail a fee or higher expense in order to attain personal travel awards (e.g., frequent flyer miles) may not be used unless the additional net cost is paid for from personal funds. Use of the award(s), however, for future church-related business is appreciated.

As a corporate member of Sky Bonus (Delta) and MileagePlus (United), the CRCNA receives free travel awards based on travel volume. Therefore, travelers are encouraged to use Delta and United Airlines whenever possible. Award coupons for use by agency personnel may be requested from the office of the ED or you may ask your Activa Travel agent if they have any travel coupons on file.

12. Air Travel Arrangements – Domestic and International

Domestic travel

For U.S. based travelers, all air travel arrangements should be made through Activa Travel (corptravel@activatravel.com, 616-588-5500 or 1-800-555-2184). For Canada based travelers, all air travel arrangements should be made through Marcia Faber (marcia.faber@marlintravel.ca, 905-878-5220 or 1-877-878-5220) at Marlin Travel. These are the agencies of record for the Christian Reformed Church in North America

Every effort should be made to secure travel arrangements as far in advance as possible when plans are firmly in place. Making reservations four weeks in advance and staying over a Saturday night, if reasonable, provides the best opportunity to secure the lowest possible cost. Each advance reservation is also continually monitored, and if a lower rate becomes available, your reservation is rebooked at the lower rate.

Non-refundable tickets and Saturday night stays provide significant cost savings and are encouraged when feasible and do not cause undue family-related disruptions.

For domestic travel—which includes the 48 contiguous states, Alaska, Hawaii, Canada, Mexico, and the Caribbean—coach class is the appropriate class of service. 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 deemed to be inappropriate.

Changing tickets - when you are traveling and you find it necessary to change any portion of your airline ticket, if feasible contact Activa Travel at 800-555-2184 business hours (8:30 a.m. –5:30 p.m. EST.) or the after-hours emergency number listed on your itinerary along with an ID number. When calling the after-hours emergency number you will have to give the ID number listed on your itinerary. Please note that an \$18 charge will incur if the call to Activa's emergency number is of a non-emergency nature. For Marlin Travel, contact Marcia Faber at 866-203-8745 or 226-750-2722. If contacting the travel agent's office is not feasible, changes may be made by the airline at its ticket counter.

Most major airlines will allow passengers to reschedule travel within one year from the date their tickets were issued and apply the value of the unused ticket to their new itinerary less the applicable change fee. However, you must cancel your original reservation on or before your scheduled departure date. Your travel consultant at Activa Travel or Marlin Travel will advise you accordingly when your reservation is booked. The rescheduled ticket is non-transferable and can be used only by the original traveler.

International travel

Activa Travel and Marlin Travel select consolidators based on reputation, price, and service. New consolidators are added frequently. Activa Travel and Marlin Travel offer assistance with acquiring or updating information for traveler's passports and handling visas for foreign countries, as well as advising on vaccination planning. Airline seats, special meal requests, hotel, car, and rail reservations are included with international travel services.

13. Internet Airline Reservations

Concur is a custom, online booking tool through which travelers can make their own CRCNA travel arrangements online while staying within the Activa Travel system. A personal profile can be included in the process which will identify individual preferences. Concur is available to both Canadian and U.S. travelers. Staff is encouraged to use this process but to remain within the guidelines of the individual agency or ministry for which they are traveling.

Note: All International travel arrangements (other than Canada) should be booked directly with an Activa Travel consultant rather than using Concur.

Purchasing tickets via any other internet-based ticketing services directly is strongly discouraged. Activa Travel and Concur can search the web for all reservations using "AgentWare," a web-based software program designed for travel agencies to search several websites (i.e., Expedia, Orbitz, Priceline, Travelocity, Hotwire) and individual airline sites simultaneously listing results in seconds. Their combined skill, expertise and state-of-the-art technology will help you make the best decision. All restrictions and services for Internet-booked reservations will be reviewed at the time of the reservation.

All reservations should normally be made through Activa Travel or Marlin Travel for the following reasons:

- Airlines continually modify their prices both from day to day and throughout each day. Thus, prices for any given itinerary may be reduced more than once between the time of the purchase and the departure time. Activa Travel and Marlin Travel monitor bookings from the time of purchase and

rebook any and all bookings whenever the price goes down, providing all the fare requirements are met. When a lower airfare is found, the travel agency reissues the ticket for the lower airfare and the CRCNA receives a credit voucher for the difference without any penalties. The CRCNA has saved thousands of dollars through the use of this monitoring system. Internet services do not provide this service, nor is it reasonably possible for individuals to either perform this monitoring function on a continuous basis, or to do what would be necessary to receive the full credits for such savings. Short-term gain for a particular travel plan may, in fact, reduce the benefits received in a more global context from our participation in the Northwest and United incentive programs mentioned in item 11. Playing the airfare-game is a risky and expensive alternative to the policies and agreements that have been put in place. Flight vouchers may be requested from the office of the ED and through the Activa Travel agents.

- All airline tickets are part of the travel agency's databases allowing instant reporting on the traveler's flights and hotel arrangements. This is especially helpful during emergency situations.
- Activa Travel or Marlin Travel are able to inform you about details regarding less expensive flights, for example, double connections or alternate departure cities that you either didn't know about or notice.
- Travel agents are authorized to book flights at the lowest airfare available. Good judgment and common sense should prevail in making booking decisions. 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 such 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 Activa Travel and Marlin Travel are just a telephone call away. It is uncertain as to what options are available to those who have purchased tickets via the Internet, particularly when the need is urgent.
- This policy is not to be construed in any way as an unfair trade practice. The software systems used by travel agencies are obtained from independent, third party vendors, which could very well indeed be producing software systems being used by many of the internet-based airline ticket vendors. Activa Travel and Marlin Travel, are committed to providing the CRCNA with the lowest possible travel costs and are working with these vendors for solutions that ensure our cognizance of the lowest possible airline rates every time.
- If you are aware of a less expensive flight than is offered through the Activa Travel or the Marlin Travel—information for that flight including dates, airline and flight numbers—are to be conveyed to Activa Travel or Marlin Travel so they can book the reservation through their system.
- Activa Travel and Marlin Travel (upon request) provide the CRCNA with monthly reports to assist us in making and managing business travel more efficient and cost effective. These reports help us to monitor travel expenditures, plan our travel budget and enforce travel policy guidelines.

14. Group Air Travel

Special conference airfare discounts are negotiated when 10 or more people travel to the same destination such as synod, Multiethnic Conference, etc. The discount can yield up to 10 percent savings off the lowest airfare. In order to obtain these savings, contact Activa Travel or Marlin Travel during the planning period and before any correspondence has been sent to the attendees (ideally more than 90 days prior to the beginning of the event). This will enable you to include travel information with any materials sent to the attendees. The travel service needs to contact the selected airline, arrange the contract, and receive reservations from travelers no later than 60 days prior to the beginning of the event. Reservations made less than 60 days prior to the event qualify for a 5 percent discount. Many airlines offer a complimentary ticket for every 40 people who travel on the selected airline to the conference city and this can be used for future CRCNA-related travel.

15. Lodging

To maximize savings opportunities and provide accurate reporting, lodging reservations should normally be made at the Prince Conference Center at Calvin College (preferred) the Ramada Plaza-Grand Rapids, or the Comfort Inn Airport-Grand Rapids; and the Quality Hotel-Burlington for local accommodations. For other locations reservations should be made through Activa Travel or Marlin Travel. 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, it is advisable to ask whether a promotional rate is available.

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

Guarantee late arrival (after 4:00 p.m.) with a major credit card. 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 arranged the reservation for you originally.

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.

16. Car Rental

Drivers need to be 25 years of age or older.

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, prohibit rental returns when a location is closed and that they 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 Activa Travel or Marlin Travel. The travel agency will check with other national agencies for rates that are lower than the Enterprise and Avis contract rates and will secure a reservation at the lowest possible rate but there must be a minimum difference of \$10 per day.

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

Insurance: Charge all car rentals to your corporate Amex card or Chase Commercial Card (MasterCard). By doing so, the need for purchasing any type of insurance coverage on automobiles rented within North America is eliminated.

Use your Amex card (or J.P. Morgan Chase MasterCard) to pay for all international car rentals. The charge to these cards automatically triggers collision damage insurance coverage that is needed on international rentals. However, please note that:

Primary liability insurance must be purchased for any automobile rented anywhere outside the United States, its possessions and territories or Canada. Purchase this coverage from the agency from which you are renting the vehicle.

North American travelers are asked to opt out of the insurance coverage offered by rental facility.

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.

Refueling: Always refuel a rental vehicle before returning it to a rental agency. Rental agency refueling fees will most likely be significantly higher than retail cost.

17. Taxi/Bus/Limo/Shuttle Service

The cost of taxi, bus, or airport shuttle service incurred by travelers is reimbursable. Travelers are expected to choose the most cost-effective mode of transportation available. Receipts should be obtained for this expense.

18. Rail Travel

Rail travel is considered as a viable travel option.

19. Driving 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 less than 200 miles/kilometers per day and mileage will be reimbursed at the rate established by the Ministries Leadership Council based upon the prevailing Internal Revenue Service rate for travelers originating in the U.S., and the per kilometer rate advised by Canada Revenue Agency (CRA) 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 purchases, 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 or the average cost of a daily rental plus fuel for the duration of the travel, whichever is most applicable.

20. 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.

21. 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 additional travelers are non-reimbursable out-of-pocket expenses.

Employees whose jobs require extensive travel may request CRCNA payment of expenses for their spouse/family member to accompany them. All provisions of the CRCNA *Travel Policy* apply. Approval must be secured in advance from the agency's director for agency employees, from the director of denominational ministries for specialized ministries and agency directors, or from the executive director for all other employees.

Extensive travel means being away from home more than 35 percent over the course of a year. Up to two trips will be permitted per year at agency expense.

Note: All costs of spouse travel paid by the CRCNA will almost certainly be taxable benefits under Canadian and U.S. tax law and regulations.

22. Services

a. Long distance communications

The reasonable cost of necessary long distance telephone calls and messages incurred while traveling is reimbursable. Using the domestic and international toll free number (800-280-5275) is the most cost effective way to call the denominational offices in Grand Rapids. Similarly, the number for the Burlington offices is 800-730-3490.

Non-cell phone long distance calls should be made using the AT&T calling card by those working within the U.S. offices. Should you need a card for business travel, contact the Information Technology (IT) director. Very cost-effective long distance rates have been secured through these providers. Using hotel room telephones for making long distance calls is discouraged except when using AT&T card.

For international travel, the use of the calling cards is more cost effective than using the international cell phone, even with international cell plans in place.

b. Computer communications

For any computing or telecommunications needs that you may have while traveling, please contact the IT Helpdesk.

c. Mobile telephones

Airtime and roaming charges for calls related specifically to denominational business are reimbursable, when other telephone communications are unavailable. Due to the expense of airplane telephone charges, this service should not be used.

d. Airport parking

Travelers are encouraged to use the most economical parking facilities available within reason, which is normally the airport long-term lot.

e. Travelers' clubs

The major airlines have special service club rooms in many of the larger airports. Membership in a travel club is reimbursable only if a prior arrangement has received the approval of the employing agency's director.

f. General Insurance Information

The CRCNA's group health insurance and/or workers' compensation is in force whenever you are traveling on denominational business. Travelers should carry their health insurance identification cards with them at all times.

g. Trip insurance

Activa Travel provides \$100,000 accidental death insurance with every airline ticket they issue. Therefore, the purchase of additional flight insurance is a personal expense to the traveler and is not reimbursable.

Trip cancellation insurance offered by Activa Travel should be declined.

h. Personal property and damaged luggage

It is presumed that travelers carry insurance on their personal property. Charging transportation expenses to the Amex card activates baggage insurance coverage. Any additional luggage insurance purchased (available through Activa Travel and Marlin Travel) 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.

23. Meals

Necessary, reasonable, and properly documented meal expenses are reimbursable.

The Internal Revenue Code requires specific details for business meal expenses. Receipts are required for all meal expenses. The receipt should include the name and location of the establishment, the date, and amount paid. 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. If these disclosures are of a highly confidential nature, so indicate (this should be a rare exception on most expense reports).

24. 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 form. (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, number of guests, dated, itemized, and properly signed or stamped to indicate that payment has been made.

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

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

27. 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>. Activa Travel Services is also willing to assist with passport documents.

d. Passport photos are available through various sources including AAA and Walgreens.

e. 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.

Cost of passport renewal will be reimbursed for CRC employees whose positions require them to travel internationally. All requests outside of these guidelines are at the discretion of agency directors (January 2008 MC minute 07-136).

f. 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](#).

28. Conclusion

This 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 until such time that it is reassigned to another office. It is, of course, understood that the director of Canadian ministries 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.

This 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 or offices of the CRCNA. The policies of Calvin College and Calvin Theological Seminary are very similar. If at any time you have questions regarding travel or this travel policy please email travel@crcna.org.

Approved November 9, 2000

Revised July 2006

Revised April 2009

Updated March 2015 (Mobile Device Policy added)

Updated August 2015

Updated August 2016

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

Ramada Plaza

3333 – 28th St. SE
Grand Rapids, MI 49512
Phone: 616-949-9222
Fax: 616-949-9534

Comfort Inn Airport

4155 28th St SE
Grand Rapids, MI 49512
Phone: 616-957-2080

Travel Arrangements

Activa Travel
660 Ada Dr., SE, Suite 201
Ada, MI 49301
Phone: 616-588-5500 or 800-555-2184
Emergencies: 800-358-1805
Note: An \$18 per call charge may apply for the use of after-hours emergency number.
Fax: 616-588-5501

Send questions regarding travel to
travel@crcna.org