



LOGISTICS SERVICE

## TRAVEL POLICY & PROCEDURES

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## **I General Objectives**

The purpose of this document is to describe the general principles governing the activity of the Travel Agency office in the Institute, the main services and conditions offered, the 'rights and duties' of Institute members when using these services – or when choosing not to – and those of the Travel Agency.

The Agency that has been awarded the tender enjoys the status of exclusive supplier. This means that the Institute cannot (except in those cases contemplated in the contractual terms) avail of the services of any other travel agency for the provision of services described in the tender specifications.

This does not mean that persons acting on behalf of the Institute may not directly – i.e. without the intermediation of the Travel Agency – make travel reservations, book hotels or restaurants, even benefiting from the special arrangements and conventions entered into by the Agency. In such cases, however, these persons shall be entirely responsible for ensuring that the Financial Regulations and the procedures envisaged by the Institute are complied with. Furthermore, the Agency shall in no way be held responsible either for the quality of services provided or for any incorrect invoicing.

The purpose of this document is:

1. To provide clear guidelines, in order that all requests – pertaining to EUI institutional activities – issued to the Travel Agency for the organization and management of travel arrangements, of hotel services, of restaurants, of local transport, may all be handled according to a uniform procedure.
2. To inform the members of the Institute as to the procedures to be followed in requesting the services of the Travel Agency, in strict observance of both the Institute's regulations and the contractual terms agreed upon in the tender awarded to UNIVERSALTURISMO.
3. To highlight the innovations and the changes envisaged in the new contractual terms and in the documentation submitted by the Travel Agency in the tender procedure. The new contractual terms – which the selected Travel Agency (UNIVERSALTURISMO) is obliged to observe – aim at optimizing costs while still ensuring an appropriate comfort level. For any service requested, the Agency shall guarantee to provide the best price available on the market at the time of the request.

## II. Modus operandi and S.L.A

### 1. General Principles

Contacts:

- Agent operating at the EUI: Sig.ra Maria Gaia Garuglieri
- Dedicated Institute e-mail is: [eui@universalturismo.com](mailto:eui@universalturismo.com)
- Internal telephone number: 055 4685265
- Universalturismo Florence office Phone number: 055-5039205

Using the services provided by the Travel Agency in no way modifies the obligation to obtain the necessary authorization required by the Institute's regulations, which can be accessed at:

<http://www.eui.eu/ServicesAndAdmin/BudgetFinancialService/AdministrativeProcedures/Index.aspx>

The main services provided by the Travel Agency are: travel tickets (air, rail, sea), hotel bookings, restaurant and individual or collective local transport hire, with or without driver.

Any person(s) independently booking any of the above-mentioned services shall be responsible for ensuring that the supplier(s) issue correct invoicing for the services. In such a case, the Travel Agency shall be relieved of all oversight and management duties, and shall in no way be held responsible.

In no case will reimbursement be granted for services commissioned from an agency that is not the Agency awarded the tender.

In the case of missions, in compliance with the Institute's regulations, hotel bookings are to be considered a private expenditure and can therefore only be reimbursed personally to the beneficiary, upon submission of an expenses statement.

The Travel Agency will also provide its services in booking restaurant: this is an innovation – in that it was not previously contemplated – and will shortly be defined in detail. Such services will involve an agency fee which will be covered by the Institute for all those cases that are specifically requested by the Institute, but which will be charged to the user in all other cases.

All the improved conditions (discounts, etc.) resulting from special arrangements and conventions negotiated by the Travel Agency on behalf of the Institute with hotels and restaurants are available to the Institute's staff as well, even without going through the Agency's intermediation.

All requests for bookings shall be sent by e-mail to [eui@universalturismo.com](mailto:eui@universalturismo.com), the Institute's internal UNIVERSALTURISMO office, which shall reply as soon as possible, providing a cost estimate including the deadline for ticket issuing in the case

of air/rail travel, or the deadline for no-fee cancellation in the case of hotel reservations.

All requests must contain the following information:

- Service requested, specifying whether the request is personal or on behalf of the Institute.
- Names of Passengers as given in passports (air travel).
- Dates and times requested (air/rail travel).
- Class of travel and reservation (rail).
- ASO reference.
- Project number (if any).

## **2. Working hours and 'all other time' services**

The EUI travel office keeps the following working hours:

- Monday to Friday, open from 9.00 am to 4.00 pm.
- For emergencies that cannot wait till the following day, requests can still be made after closing hours, until 6.00 pm, by calling: 055-5039205, the dedicated telephone line in the Florence offices of the Travel Agency.
- At all other times, a 24-hour emergency telephone service is available, in English, which is active 365 days a year (Annexe 1).
- Upon request, and for a fee, a Planned Emergency ("PE") management service is available: strikes, VIP group assistance, time limit deadline overshoot, etc. (Annexe 2).

## **3. Variations and cancellations**

Any variations and/or cancellations of reservations must be communicated in writing, with the utmost urgency, to the UNIVERSALTURISMO Travel Agency, so that changes and cancellations can be made promptly, thereby reducing or eliminating penalties.

## **4. Invoicing**

For each individual operation UNIVERSALTURISMO shall issue a delivery note and an account statement including the following items:

- Type of service (air/rail or agency fee, etc.)
- Itinerary
- Name of Passenger

- Person requesting service
- ASO reference

At the end of every working day – and in any case no later than one day after ticket issue – the Travel Agency will send by e-mail to the competent ASO a copy of the account statement, summing up the costs involved. The purpose of this new procedure is to eliminate the disservices experienced in the past due to the use of the internal postal system; communications using the new procedure can be traced and checked at any moment.

In relation to all conditions listed above, the Institute commits to the following payment terms: within 30 days from date of departure, in the case of airline tickets; and within 30 days from the date of service provision, for all other services.

### **III. Services**

#### **1. Air Travel (Fee €20)**

In compliance with the President's Decision 35/08 (add link), the Institute's Travel Policy establishes that all tickets issued for international travel shall be in economy Class. For intercontinental flights lasting more than 6 hours, business Class tickets can be issued, only upon prior approval by the Secretary General.

In order to further improve performance, in terms of both service provision and savings, the Institute has established through Universalturismo Travel Agency specific commercial agreements with the airlines used most frequently, i.e. the following:

Star Alliance Group: Lufthansa, Swiss, Austrian Airlines, Air Canada, Ana, Brussels Airlines, Continental Airlines, Lot, Tap, United Airlines; Sky Team Group: Air France, KLM, Alitalia, Delta; British Airways

The above-mentioned agreements in no way exonerate Universalturismo Travel Agency from observing the terms of the new contract, in other words the commitment to apply the best rate available on the market.

For the above-mentioned reasons, the choice of airline cannot be based on individual users' Frequent Flyer cards.

Universalturismo is entitled to refuse to perform bookings that do not comply with these instructions, except for cases justified by a reasoned written authorization from the Secretary General.

Reimbursement procedures for Air travel:

The economic value of an airline ticket is comparable to cash: for this reason, any user who intends to cancel a journey shall promptly inform the Travel Agency by e-mail, and promptly return the unused original documents.

Should the user not advise the Travel Agency in time for the cancellation to be done without payment of penalty, the Institute shall decide whether the cost of the ticket or the cancellation fee shall be charged to the user and/or the requesting Department.

UNIVERSALTURISMO must be informed promptly of the loss or theft of travel tickets, including a description of all details necessary for filling out an official report (place, dates, etc.)

## 2. **Hotels** (No Fee)

Based on the same rationale followed in the air travel sector, in collaboration with Universalturismo, the Institute has also entered into several specific commercial agreements in the hotel sector with the main suppliers used in the past. Shortly, a file listing all the suppliers with whom a special arrangement has been entered into will be made available, including a brief description of the prices offered to the Institute. The Universalturismo Travel Agency will ensure that this file is updated regularly, every time any change in conditions occurs.

The Institute encourages everyone to make use of the services of UNIVERSALTURISMO Travel Agency for any hotel reservation, either for individuals or for groups.

In any case in which it may not be possible – for objective, practical reasons – to follow these procedures, it is nonetheless possible to place a reservation with the suppliers with which the Institute has a special arrangement, but an immediate notification must be sent by e-mail to the Travel office, informing it of any reservation made.

The Travel office must be notified as soon as possible of any change or cancellation, in time to avoid the application of any form of penalty.

Should the user fail to cancel a reservation in time to avoid the payment of penalties, the Institute shall decide whether to charge the user and/or the requesting Department for the cost of the penalty or cancellation fee.

Each and every reservation request, resulting in service provision, processed through the Travel Agency or duly notified to it, will be paid with Institute funds.

UNIVERSALTURISMO undertakes to oversee that invoicing is done correctly from a fiscal point of view, and contains all necessary cost-centre indications; and undertakes to send to the competent ASO the invoice received from the hotel. Should there be changes in relation to UNIVERSALTURISMO's original reservation, and if those changes have not been notified in writing to the Travel Agency,

UNIVERSALTURISMO will be liable solely to ensure that the correct tax regime has been applied in the invoice and will then forward the invoice to the competent ASO, responsible for checking its economic content.

Furthermore, UNIVERSALTURISMO undertakes to monitor the time limit only for block bookings which it has reserved, or those of which it has been duly notified; any penalties resulting from bookings made independently, not notified to the Travel Agency, shall be handled by the competent ASO without any intermediation by the Travel Agency.

3. **Restaurants** (Fee: from 1 to 10 persons, 1Euro/person – Above 10 persons: 10 Euro per reservation)

In order to improve and streamline reservations, the Institute has entered into ad hoc agreements with several local restaurants: as well as offering a fixed price, these suppliers guarantee correct invoicing. In the past, incorrect invoicing has created considerable problems (especially in relation to benefits deriving from the Institute's tax exemptions).

Shortly, a file listing all the suppliers with which the Institute has entered into a special arrangement will be made available, including a brief description and the agreed prices offered to the Institute (all prices will be listed inclusive of VAT; only at invoicing – if appropriate – will the EUI's exemption be applied).

This file will be updated by Universalturismo Travel Agency whenever any change occurs.

For the reasons explained above, the Institute encourages everyone to make use of the services of the UNIVERSALTURISMO Travel Agency for any restaurant reservation – either for individuals or for groups – that is to be paid by the Institute.

Each and every reservation request, resulting in service provision, processed through the Travel Agency or duly notified to it, will be paid with Institute funds.

UNIVERSALTURISMO undertakes to oversee that invoicing is done correctly from a fiscal point of view, and contains all necessary cost-centre indications; and undertakes to send to the competent ASO the invoice received from the restaurant. The Travel Agency must receive notification by e-mail of any change in relation to the original reservation.

In any case in which it may not be possible – for objective, practical reasons – to reserve through the Travel Agency, it is nonetheless possible to place a reservation with the suppliers having a special arrangement with the Institute, or to suggest negotiating an agreement with another supplier.

In such cases, it is preferable that the payment be made directly by the financial department involved: if, however, the user chooses to pay for the service directly,

reimbursement by the Institute will be solely for its real eligible costs (the user paying for the service will be entirely liable for any incorrect application of tax exemptions).

#### 4. **Individual and collective transport with or without driver** (no fee)

In order to optimize the service, special arrangements and conventions will be negotiated with the main suppliers in the sector during the month of February 2011.

For any reservation of local transport services, the Institute recommends that requests be made using the intermediation of UNIVERSALTURISMO and using only suppliers with whom special arrangements have been agreed.

In cases in which this is not possible, reservations with the Institute's special arrangement suppliers can be made independently, but immediate notification of the reservation must be sent by e-mail.

Any changes or cancellations must be notified to the Travel Agency promptly, so as to avoid the application of penalties of any kind.

Should a cancellation not be notified in time to avoid the application of penalties, the Institute shall decide whether to charge the user and /or the requesting Department for the amount of the service and/or the cancellation fee.

Every reservation request, resulting in the provision of services, and processed by the Travel Agency or notified to it correctly, shall be paid with Institute funds.

UNIVERSALTURISMO undertakes to oversee that invoicing is done correctly from a fiscal point of view, and contains all necessary cost-centre indications; and undertakes to send to the competent ASO the invoice received from the supplier. Should there be changes in relation to UNIVERSALTURISMO's original reservation, and if those changes have not been notified in writing to the Travel Agency, UNIVERSALTURISMO will be liable solely to ensure that the correct tax regime has been applied in the invoice and will then forward the invoice to the competent ASO, responsible for checking its economic content.

#### 5. **Rail travel** (6% of ticket price)

For all rail travel, the Travel Agency will purchase tickets for the class requested and will charge its additional service fee. All requests must specify what type of ticket is required: electronic (available immediately) or paper (available at the EUI Travel office the morning after the request).

If the user does not notify the Travel Agency of a cancellation in time to avoid cancellation fees, the cost of the ticket and/or the penalty will be charged directly by the Institute to the user and/or the requesting Department.

6. **Private services** (Fee, same as the Institute)

All requests for private services made by EUI academic and/or administrative staff will be provided at the same conditions and terms as services provided for the Institute, with the exception of payment terms.

The Institute shall in no way be responsible for dealings between “private” person(s) and the Travel Agency.

**Annexes:**

1. 24-hour assistance service
2. Planned Emergency service

## **Servizio di Assistenza 24 ore su 24 365d/y**

Il Servizio di Assistenza Globale Universalturismo HRG (aereo 24) permette di prenotare, riconfermare, modificare o cancellare il proprio programma di viaggio, in qualsiasi momento e da qualsiasi parte del mondo si trovi il passeggero

Qualunque sia la necessità del passeggero, il call centre sarà in grado di intervenire 24 ore al giorno, 365 giorni l'anno.

Il Servizio Assistenza Speciale, svolto in multi-lingue, tramite un sistema di comunicazione collegato tra Centri Assistenza in Gran Bretagna, Canada ed Emirati Arabi assicurerà una copertura globale e specializzata.

### **Questi i principali benefici:**

- 1) Possibilità di prenotare, modificare e riconfermare voli, alberghi, ed autonoleggi.
- 2) Assistenza per qualsiasi genere di emergenza in qualsiasi parte del mondo si trovi il viaggiatore.
- 3) Immediata variazione di qualsiasi prenotazione tramite tutti i GDS.
- 4) Consulenza per la ricerca dei bagagli smarriti.

### **Come funziona:**

mettersi in contatto telefonico con una delle centrali sotto indicate, a seconda dell'area geografica in cui si trova il passeggero o il richiedente del servizio:

#### **AREA EUROPEA (English base)**

tel. +44 1252 881011  
fax +44 1252 881012

#### **AREA MEDIO ORIENTALE ED ESTREMO ORIENTALE (EAU base)**

tel. +971 4 3166060

#### **AREA AMERICHE (USA base)**

tel. +1 888 3423221 (numero verde - USA & Canada)  
tel. +1 416 3423221 (al di fuori di USA & Canada)

Un operatore riservato Universalturismo HRG identificherà l'azienda chiamante e la sua appartenenza all'agenzia cui è riservato il servizio H24, attraverso la richiesta del codice prenotazione PNR o, in alternativa, attraverso:

- o il codice di prenotazione del vettore
- o il numero del volo
- o il proprio cognome

La prenotazione sarà rilevata, presa in carico ed attiva per le variazioni necessarie. Le variazioni per le quali sia previsto il pagamento di una penale o di una differenza tariffaria dovranno, necessariamente, essere regolate direttamente attraverso carta di credito.



**COMUNICAZIONE OPERATIVA Febbraio 2010:**

Con la presente desideriamo informarvi che da oggi sarà operativo un servizio di:

**REPERIBILITA' PER EMERGENZA PROGRAMMATA**



**Su Vostra richiesta attiveremo un periodo di tempo programmato per l'apertura di una finestra di emergenza, espletata direttamente dal personale specializzato Universalturismo.**

Saremo disponibili per l'espletamento, dopo l'orario di chiusura, delle emergenze che non potranno essere rimandate al giorno di riapertura dei nostri uffici.

Alcuni esempi di servizi che per cui richiedere l'emergenza:

- Scadenze time limit piano volo con emissione biglietteria
- Scadenze time limit block bookings alberghieri
- Scadenze time limit servizi autonoleggio
- Assistenza non-stop in caso di scioperi programmati
- Assistenza e reperibilità per gruppi e convention in corso
- Assistenza speciale e continuata VIP

Verrà comunicato un numero telefonico mobile, associato al periodo di emergenza programmato, cui inoltrare le chiamate di richiesta intervento.

Inoltre sarà "mantenuta aperta" la mail dedicata al Vostro Istituto ([eui@universalturismo.com](mailto:eui@universalturismo.com)) attraverso la quale sarà possibile richiedere l'intervento, inviando un messaggio con oggetto EMERGENCY.

Servizio soggetto a pagamento, quotazione disponibile su richiesta.

Al fine apportare strada facendo tutto quanto possa migliorare il nostro servizio, speriamo di avervi fatto cosa gradita.

Cordiali saluti

Direzione Commerciale Universalturismo

