

# FAQ

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## How Can I Book Travel?

**Easy Online Booking** - Concur Travel, the University's online travel booking tool, functions similarly to commercial sites (e.g. Orbitz, Expedia, etc.) where you search for air, rail, hotel, car and dining, with the added bonus of BU's contracted discounts loaded into the system. All faculty and staff using university funds are expected to use the U.S. Bank Travel Card when paying for business travel expenses. See the [Travel Card Policy](#) for additional detail.

Booking through the BU Travel Portal saves money as there are no transactions fees for booking online and you benefit from the extra discounts available to BU travelers. ***Personal travel should not be booked using Concur Travel.***

**BCD Travel Agency Contact** - You may contact an agent at BCD Travel, the preferred agency of Boston University at (617) 353-1700, toll free at (866) 535-3238, international collect at (847) 627-3171 (VIT Code: 3XSC) or via email at [bu@bcdtravel.com](mailto:bu@bcdtravel.com). Agents have access to all negotiated discounts with travel vendors, and payment for airfare, hotels and rail can be made using a U.S. Bank Travel Card.

Fees - \$16 domestic transaction fee, \$24 international transaction fee.

- Reservations for guests and students should be done in Concur using the U.S. Bank Travel Card.
- To book travel for groups of 10 or more people (BU employees, students or guests) traveling from Boston to another location, complete this [form](#) and submit to BCD Travel at [bu@bcdtravel.com](mailto:bu@bcdtravel.com) BCD will take the information provided and create a Meeting Number assigned to your group.
- To book travel for several people (BU employees, students or guests) who are traveling from different places to one meeting place, complete this [form](#) and submit to BCD Travel at [bu@bcdtravel.com](mailto:bu@bcdtravel.com). BCD will take the information provided and create a Meeting Number assigned to your group.

**Important Note:** *With the integration of Concur Travel and Expense the University will no longer use Internal Service Requests (ISR) to pay for business travel. All travel arrangements must be paid for using the U.S. Bank Travel Card (when using University funds) and reconciled in Concur.*

A website has been developed for all things travel at [www.bu.edu/travelservices](http://www.bu.edu/travelservices).

BU Travel Service's goal is to make business travel more pleasurable and efficient for you. Your feedback is always appreciated. We encourage you to contact us with any questions or comments regarding our agency program and our online booking tool at [butravel@bu.edu](mailto:butravel@bu.edu) or directly at 617-353-7202.

 Check out our [Facebook Page](#)

<https://www.facebook.com/pages/Boston-University-Business-Travelers/100358833369259>

## What are the advantages of using BCD Travel?

1. Gain access to all of Boston University's discounts with preferred vendors.
2. Security – in case of emergency, University administrators and BCD managers are able to easily contact travelers to assist in any way possible. If a BU traveler books through an outside source, such as Orbitz, their whereabouts are not known until they return from their trip and reconcile their expenses in Concur.
3. Saves time – you can book air, car, hotel, and rail all at once. With Concur integration, all purchases made through BCD will automatically populate into your expense report.
4. Stores all personal travel preferences, including frequent flier programs in the travel profile which are automatically applied to reservations.
5. All charges will automatically populate into your expense report for easier processing when you pay for air, hotel and rail with a U.S. Bank Travel Card –.
6. Ability to follow your carbon footprint for more sustainable travel practices.

## Where can I find travel resources such as the travel guidelines, reimbursement forms, and schedules for Travel training sessions?

Everything you need to know about traveling on behalf of Boston University can be found at [www.bu.edu/travelservices](http://www.bu.edu/travelservices). You can search for preferred vendors, read the BU's travel guidelines and policies, and access various trainings and user-guides.

## Are there International Travel considerations?

There are many important issues to consider when traveling internationally. Below are some of the helpful resources and information available to BU travelers.

### **Global Programs**

[Boston University Global Programs](#) provides operational and strategic support for all University global activities. Global Programs staff members are always available to discuss any matters related to [international travel](#), work and study. The Global Programs [website](#) also provides best management practices, key guidelines, policies, planning tools and templates in one central location, along with links to offices and individuals who can help work through any issues that arise.

### **High-Risk Destinations**

High-Risk Destinations comprise those countries currently subject to [U.S. Department of State Travel Warnings](#), for all or part of the country. For more information and assistance with planning travel to these countries, please contact Joe Finkhouse, Associate Director, Health, Safety and Security, Global Programs ([finkhous@bu.edu](mailto:finkhous@bu.edu) or 617-353-5401).

### **Foreign Travel on Federal Awards**

Federal regulations govern the use of federal funds (grants, contracts, cooperative agreements) and the selection of air carriers for foreign travel. Foreign flag air carriers may not be used solely on the basis of costs.

## **Fly America Act**

The Act applies to federal awards and with a few exceptions requires the use of U.S. flag air carriers, i.e., an air carrier that is certified under 49 U.S.C. 41102, or service under a code share agreement with a foreign air carrier when the ticket or e-ticket identifies the U.S. flag air carrier's designator code and flight number.

1. If a U.S. carrier offers nonstop or direct service (no aircraft change) between the U.S. and your foreign destination, you must use a U.S. flag air carrier unless such use would extend travel time by 24 hours or more.
2. If a U.S. carrier does not offer nonstop or direct service (no aircraft change) between the U.S. and your foreign destination, you must use a U.S. flag air carrier on every portion of the route unless the use of the foreign carrier would:
  - a. increase the number of aircraft changes outside of the U.S. by two or more; or
  - b. extend your travel time by at least six hours or more; or
  - c. require a connecting time of four hours or more at an overseas interchange point.
3. If a U.S. carrier does not offer service on a particular leg of your travel route, a foreign air carrier may be used, but only to or from the nearest interchange point to connect with U.S. flag air carrier service.
4. Use of a foreign carrier is also acceptable when determined to be a matter of necessity:
  - a. A U.S. flag carrier involuntarily reroutes travel on a foreign air carrier;
  - b. medical reasons;
  - c. to avoid unreasonable risk to traveler's safety; or
  - d. a seat on U.S. air carrier in authorized class of service is unavailable, and a seat on the foreign air carrier in authorized class of service is available.

## **Open Skies Agreement**

The U.S. General Services Administration has issued a limited exception to the Fly America Act for transportation under an Open Skies air transportation agreement between the U.S. and the government of a foreign country. These agreements give foreign airlines the right to transport passengers and cargo on flights funded by the U.S. Government. Otherwise, the Fly America rules apply. **Note: This exception has been implemented only by the National Science Foundation for its award recipients. It is anticipated that other agencies may adopt Open Skies in the future. If so, this webpage will be updated.**

Grant and contract recipients are allowed to use foreign carriers if an Open Skies Agreement exists, but a City-Pair agreement does not. Follow these steps:

1. An Open Skies Agreement exists between the U.S. and the foreign country. To determine if an Open Skies Agreement exists, review the [General Services Administration's \(GSA\) Travel website](#). Currently, agreements exist with the European Union, Australia, and Switzerland.
  - o If an Open Skies Agreements exists, go to step 2.

2. A City Pair agreement does not exist for the departure and arrival cities. To determine a City-Pair arrangement, review the [City-Pair website](#).
  - o If a City Pair agreement is listed, you may not charge costs for a foreign air carrier to a federal award, unless an exception is designated under the Fly America Act.
  - o If a City Pair agreement is not listed, you may charge the fare on a foreign carrier to a federal award.

## How to pay For travel?

As a general rule, the U.S. Bank Travel Card should be used for all expenses associated with travelling for business purposes at Boston University when the traveler is using university funds.

<b>TYPE OF EXPENSE/PURCHASE</b>	<b>PREFERRED PAYMENT PROCESS</b>
BCD Travel (air, hotel and rail)	U.S. Bank Travel Credit Card (or personal credit card if not using University funds as defined in the <i>Travel and Business Expense Policy</i> ).
All other registered travel agencies & consolidators	U.S. Bank Travel Credit Card
Domestic Car Rental- Employees	U.S. Bank Travel Credit Card
Foreign Car Rental - Employees	U.S. Bank Travel Credit Card
Offsite meetings prior to the event	Limit Order / Shopping Cart
Offsite meetings prior to the event with deposit	Limit Order / Shopping Cart inclusive of deposit amount. Once the PO # is generated, complete an <a href="#">Event Deposit Form</a> and submit it to Accounts Payable Department.
Boston area hotel stay for guests of the University	U.S. Bank Travel Credit Card
Local travel expenses for employees, guests, students, and job candidates	U.S. Bank Travel Credit Card (PCard may be used if total expense is < \$50)
Boston area hotel stay for BU employee	U.S. Bank Travel Credit Card
Non local hotel stay for BU Employee	U.S. Bank Travel Credit Card
Association fees and Conference registration fees	U.S. Bank Travel Credit Card (Disbursement Form only if credit card not accepted by vendor)
Local restaurant meals consumed on-campus	U.S. Bank Travel Credit Card/PCard/Shopping Cart if vendor is registered (only if credit card is not accepted)
Local restaurant meals consumed in restaurants	U.S. Bank Travel Credit Card / Shopping Cart if vendor is registered (only if credit card is not accepted)

## What are the advantages of applying for a U.S. Bank Travel Card?

### *U.S. Bank VISA Corporate Credit Card*

All employees are required to use the University Travel Card when booking travel and incurring travel-related expenses using University funds. When not using University funds, employees are encouraged to use the card for all University travel and business expenses. Many advantages of the card include:

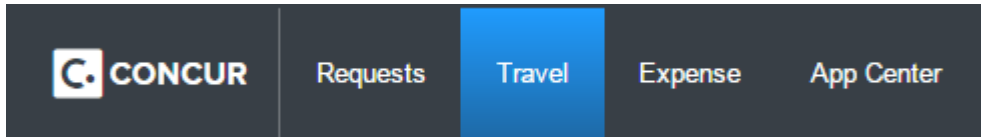
- The U.S. Bank Travel Card is a VISA product, accepted at millions of locations worldwide.
- Integrated “Chip and Pin” technology comes standard with all cards for increased security and worldwide acceptance.
- The Travel Card is *corporate-liability*, meaning that it is billed and paid for directly by Boston University which reduces the financial burden on the traveler when travelling on University business.
- All card transactions automatically populate into the Concur Expense tool which allows for faster and more efficient expense reporting for the traveler.
- The U.S. Bank Travel Card offers a number of cardholder benefits, including auto rental collision damage coverage, luggage insurance coverage and travel accident insurance up to \$500,000. For a full list of benefits see [Visa’s corporate card benefits page](#).
- Obtain travel advances directly from U.S. Bank through ATM machines worldwide. (A small fee may be charged for each advance, which will be reimbursed by the University.) Given worldwide acceptance of card the need for travel advances should be rare and are subject to approval. See the [Travel and Business Expense Policy](#) and [Travel Card Policy](#) for additional information.
- Greater convenience and flexibility when traveling.
- All full-time faculty and staff of Boston University (paid through the University’s payroll system) are eligible to apply for a U.S. Bank Travel Card. Students and Guests may not apply.

### *U.S. Bank Travel Card Preferred Usage*

- The Travel Card should be used for all airfare, hotel reservations, car rentals, and meals while on University business.
  - Due to the additional insurance coverage extended to Boston University via the Travel Card, for domestic car rentals, always decline car rental company insurance offered at the time of vehicle pick up. This charge will not be reimbursed by the University.
  - Due to varying levels of insurance standards in foreign countries, it is recommended that travelers do purchase the additional insurance offered by international car rental companies. This expense will be reimbursed by the University.
  - See the [Travel and Business Expense Policy](#) for full details related to rental vehicles.
- The Travel Card may not be used for the purchases of equipment, cash gifts/awards, supplies and services. For additional exclusions please refer to the policies found on the Boston University Travel website at [www.bu.edu/travelservices](http://www.bu.edu/travelservices).

## How do I book travel?

1. Go to BUWorks Portal and select the "Travel and Expenses" tab
2. Enter your BU username and Kerberos password to login to Concur
3. Select the *Travel* tab



4. It is HIGHLY recommended that you take a moment to complete your travel profile in Concur Travel. It is here that you may store personal travel information such as contact info, credit card numbers, department information, frequent flier numbers, seat preferences, AAA memberships, add travel arrangers, and complete new TSA Secured Flight information.

At this point, if you wish to speak to an agent at BCD, you may do so. They have access to your travel profile, so no duplicate information should be asked. Contact an agent at 617-353-1700 or via email at [bu@bcdtravel.com](mailto:bu@bcdtravel.com).

## I'm trying to access Concur Travel, but nothing happens when I click "Book Travel"...What do I do now?

You must allow pop ups for this site in your internet browser. Directions are listed below. If you see a tab at the top of your screen "Need to Book Travel?" please follow the directions to set up your online booking profile. After completing this process, you will need to allow pop ups.

If you are using a Mac, you must disable pop ups each time you use Concur Travel. It is highly recommended that you use IE or Mozilla over Safari.

### *Internet Explorer*

1. Copy web address in browser
2. Choose "Tools" from browser menu bar
3. Pop Up Blocker
4. Pop Up Blocker Settings
5. Paste web address in "Address of Website to Allow"
6. Click "Add"
7. Close

### *Mozilla Firefox*

1. Copy web address in browser
2. Choose "Tools" from browser menu bar
3. Options
4. Content
5. Choose "Exceptions" tab to the right of "Block Pop - Up Windows"

6. Paste website in "Address of Website"
7. Close
8. Okay

### *Safari for Macs*

1. There is no option for placing specific sites on an acceptance list. Each time you would like to access Cliqbook you must turn off your pop-up blocker:
  - a. Menu
  - b. Uncheck "Block Pup-Up Windows"
  - c. OR Under Preferences
  - d. Security
  - e. Under Web Content uncheck the last box, "Block pop-up windows"

### *Google Chrome*

#### **To see blocked pop-ups for a site, follow the steps listed below:**

1. If pop-ups have been blocked, you'll see the icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialog.

#### **To manually allow pop-ups from a site, follow the steps below:**

1. Click the wrench icon on the browser toolbar.
2. Select Options (Preferences on Mac and Linux; Settings on a Chromebook).
3. Click the Under the Hood tab.
4. Click Content settings in the "Privacy" section.
5. In the "Pop-ups" section, click Manage exceptions.

### **Can I book travel for a guest?**

### **Can I delegate travel booking functionality to another person?**

### **[I'd like to learn more about Concur Travel](#)**

To access training visit [www.bu.edu/travelservices](http://www.bu.edu/travelservices) > Resources > [Training](#) located on the left side of the page. This page offers links to custom developed FAQ/process guide documents and information about attending a live in-person training session.



## What is the difference between searching for flights by schedule or by price?

In continuing efforts to provide the best options for BU travelers, please note that the default search option for airfare is by SCHEDULE, not PRICE. This will allow for more search results each time travelers look for fares. Simply choose a departure and return flight from the search results to price.

You can still search by price by toggling between the two tabs on the results page. Be aware that this will return the lowest fares offered, not necessarily the lowest non-stops for example. It returns the lowest price regardless of schedule, therefore, results can be limited.

## Refundable vs. Nonrefundable Airfares: What's the Difference and Why is it Important?

Airlines provide consumers with many "types" of airline tickets to suit the needs of many different travelers. Some prefer the lowest cost possible, some prefer the flexibility of making changes to their dates or time of travel, and some travelers like the security of knowing that if they have to cancel their flight all together, they will be fully refunded. All of these elements are accounted for in refundable and nonrefundable fares.

### ***REFUNDABLE FARES:***

You will notice that refundable fares are always **more expensive** than nonrefundable fares. This is because there are fewer restrictions on the type of ticket you are paying a premium for. With refundable fares, there are no airline fees if you have to change your ticket in any way – either for time or date of travel. If you have to cancel the trip all together, the ticket is fully refundable. (note, there may be minor charges from the travel agent.)

This is extremely important to consider when booking Boston University business travel for non-University employees or students. If you are hosting potential new employees, consultants or students, and there is a possibility that they may not end up traveling, then a refundable ticket is the best fiscal choice for your department and ultimately Boston University. If you were to book a nonrefundable ticket for a non-BU traveler and he/she cancelled, the credit would be in the traveler's name, not your department and ultimately Boston University would be out the full cost of the ticket.

### ***NONREFUNDABLE FARES:***

Nonrefundable fares have many restrictions associated with the price, which is why the ticket price will be less than a refundable ticket. However, there will be **change fees** for anything you may need to alter. Most airline change fees start at \$150.

It is extremely important to remember that there will be additional restrictions and fees for these fares which could result in this type of ticket costing more than a refundable fare!

When booking online in Concur Travel, there is a radio button that you may set to refundable fares, otherwise it will automatically search for nonrefundable fares. There are multiple

warnings set to remind you that there are restrictions associated with purchase of nonrefundable tickets.

When booking with an agent at BCD Travel, please let them know if you would like a refundable or nonrefundable ticket and they will search airline inventory for the best match.

### **Car Rental Insurance – Should I decline the car company’s insurance?**

Employees renting vehicles with the permission of the University for University business purposes should *decline any physical damage coverage*, commonly called the collision damage waiver (CDW). When renting a vehicle with the U.S. Bank Travel Card this benefit is automatically provided, and this coverage is also self-insured by the University and is handled by the Office of Risk Management.

As in the University's own fleet, a \$500 deductible is applied to any department that has an at-fault accident. It is important to inspect any rented vehicle before driving it. Make sure any dents, scratches or other damages to the vehicle are noted on the rental form prior to leaving the rental office.

Boston University employees renting a vehicle with the permission of the University for University business purposes *should not purchase* additional rental liability insurance for **DOMESTIC** rentals. For international rentals, it is suggested that travelers do indeed purchase the additional insurance offered by the car rental companies. The University's automobile policy will provide excess coverage over the minimum coverage provided by the rental agency.

IT IS STRONGLY RECOMMENDED THAT ALL VEHICLES BE RENTED USING A U.S. BANK TRAVEL CARD, offered by Boston University. Benefits under this card include primary collision/loss damage insurance up the full value of the rental car. This not only helps the University, but also helps the department avoid a \$500 deductible for any at-fault accident.

All vehicle rental receipts and the rental agreement, including both sides, should be kept on file in the department renting the vehicle. Also, the rental agency should be advised if others will be driving the vehicle as the agency may require the name of the individual(s).

It is strongly recommended that all employees restrict their choice of rental vehicles to Avis, Enterprise or Budget/Dollar. The University has negotiated special programs with these companies that include discounted rates.

For additional information about renting vehicles, including procedures for reporting an accident, please see the [Travel and Business Expense Policy](#).

### **There are students driving rental cars in my department; is there a fee because of their age?**

**Avis:** \$27 daily fee age 18 – 20 when renting on business

**Dollar/Thrifty:** WAIVED for drivers age 21 – 24 when renting on business

**Enterprise:** WAIVED for drivers age 21 – 24 when renting on business

### How do I make an Amtrak Reservation?

You may book discounted fares using BU's online booking tool, **Concur Travel**, paying with a **U.S. Bank Travel Card or personal card**. When traveling, simply step up to a kiosk and swipe the same card that was used to book the reservation to receive your ticket. Fee: FREE

You may book these fares by **calling a BCD travel agent** at 617-353-1700 or contact via email at [bu@bcdtravel.com](mailto:bu@bcdtravel.com). You can pay by **U.S. Bank Travel Card or personal card**. When traveling, simply step up to a kiosk and swipe the same card that was used to book the reservation to receive your ticket. If paid by a departmental administrator travel card, swipe any card at the kiosk to receive your ticket. Fee: \$16

### I've got to book travel for a group of people. How do I go about doing this?

BCD can assist you in setting up arrangements for group travel.

- You are arranging travel for 10 or more people either from Boston University or guests to the University.
- The University will pay for the group's travel arrangements via the U.S. Bank Travel Card.
- Travelers will pay themselves with a major credit card.

If your group meets this criteria, please complete this form and submit to BCD Travel at [bu@bcdtravel.com](mailto:bu@bcdtravel.com) and copy [butravel@bu.edu](mailto:butravel@bu.edu). BCD will take the information provided and create a Meeting Number assigned to your group.

Please make sure your travelers communicate this meeting number to an agent when calling in to book so that the agent can access all pertinent group information.

BCD will monitor the group reservation weekly to check to see if all travelers have indeed booked. It is your responsibility as the travel arranger to ensure that all of your travelers book in a timely fashion to ensure the best pricing. Funds will not appear in your budget until all tickets have been booked as designated on the group reservation form.

### TSA Secure Flight Mandate – What do I need to Know?

Since September of 2010, TSA Secure Flight Data will be required for all air travel to, from or over the United States, as well as all US carriers flying worldwide. To prevent your reservations from being cancelled by the airlines due to missing Secure Flight Passenger Data, please ensure your travel profile within Concur Travel are updated with your full name, date of birth and gender. If the airline does not have all of the mandatory data or if your boarding pass and

government issued ID do not match, it could prevent airlines from issuing tickets, cause problems clearing airport security and checking in for your flights.

This requirement applies to traditional and online reservations. With any online booking process, automated ticket rejections resulting from failure to provide Secure Flight passenger data will also be subject to additional fees for “touched” reservations.

\*If you do not travel on behalf of Boston University, you do not have to make these adjustments or request a travel profile be created.

### *Where do I enter my Secure Flight passenger data within Concur Travel?*

If you have never visited Concur Travel before, you must adjust your browser settings to allow for pop-ups.

1. Go to the BUWorks Portal and select the “Travel and Expenses” tab
2. Enter your BU username and Kerberos password.
3. Select the Travel tab
4. Choose Profile from the menu bar,
5. Choose Personal Information.
6. Scroll down to TSA Secure Flight section & complete.
7. Hit Save below.

### *Can I ask non-BU Employees their age prior to booking them an airline ticket?*

Boston University’s Office of the General Counsel strongly prefers that both the hiring department and HR not have information about a candidate’s age prior to an offer being extended as this can provide a basis for an unsuccessful candidate to claim that he or she was not hired due to age discrimination. Therefore, reservations can be placed on hold for potential hires, but the candidate must call in to BCD to provide this information and book the ticket.

To comply with a U.S. government mandate and to ensure that our travelers are neither inconvenienced nor incur fines from the airlines, BU has mandated BCD Travel to collect TSA Secure Flight passenger data.

- TSA regulations require all airline passengers to provide the following personal data:
  - Full Name (as listed on the government-issued ID with which they travel)
  - Birth Date
  - Gender

Failure to provide information may result in steep penalties passed along by airlines, inhibited ticketing by the airlines and additional service fees. Any traveler who fails to furnish Secure Flight passenger data will be responsible for any and all charges incurred.

Regulations established in 2009 by the Transportation Security Administration (TSA) required airlines by the end of 2010 and going forward to collect Secure Flight passenger data at least 72 hours prior to flight departure or at time of ticketing for flights booked within 72 hours.

Threatened with steep federal fines for failure to comply, airlines have now begun to tighten adherence to Secure Flight regulations. As a result, those failing provide required TSA Secure Flight data will risk the following consequences:

- Debit Memos up to \$27,500 per segment + processing fee
- Blocked ticketing
- Cancellation of tickets after issuance
- Denied boarding passes

If you have any questions, please contact BU's Travel Services via email at [butravel@bu.edu](mailto:butravel@bu.edu).

## **Preferred Vendors**

### **Air Transportation**

All Boston University vendor discounts are accessible by BCD agents in addition to being loaded into the online booking tool Concur Travel to ensure competitive pricing for all BU Travelers. Using our preferred vendors allows us to negotiate better rates with increased usage. Airline discounts are available for BU business travel only.

Please contact Travel Services at 617-353-7202 or [butravel@bu.edu](mailto:butravel@bu.edu) for more information.

#### **American/US Airways Airlines (Part of OneWorld Alliance)**

Negotiated discounted fares are available through our membership with MASCO for Domestic and International Flights. Also discounted flat fares are available for the US Airways Air Shuttle to LGA and DCA. For more information, please contact BCD at (617) 353-1700 or at [bu@bcdtravel.com](mailto:bu@bcdtravel.com).

#### **JetBlue Airlines**

Negotiated discounted fares are available through our membership with MASCO for Domestic Flights. All discounted fares are built into Concur Travel. They can be accessed by agents at BCD Travel (617) 353-1700 or at [bu@bcdtravel.com](mailto:bu@bcdtravel.com).

#### **Virgin America**

Virgin America offers Boston University a percentage discount off the ticket base fare. Please consider signing up for Virgin America's Elevate Rewards Program to start earning reward points for every flight. Please be aware that Virgin America tickets are instant purchase and non-refundable. Changes to tickets will result in fees. These discounts are built into Concur Travel. They can also be accessed by agents at BCD Travel (617) 353-1700 or at [bu@bcdtravel.com](mailto:bu@bcdtravel.com).

#### **Porter Airlines**

Negotiated discounted fares are available through our membership with MASCO. Porter offers expertise in travel to and from the following destinations: Toronto, Ottawa, Montreal, Halifax, St. John's, Mont Tremblant, Quebec, Thunder Bay, Sudbury, Moncton, NY, Boston and Chicago.

These discounts are built into Concur Travel. They can also be accessed by agents at BCD Travel (617) 353-1700 or at [bu@bcdtravel.com](mailto:bu@bcdtravel.com).

### **Emirates Airlines**

Negotiated discounted fares are available through our membership with MASCO. Emirates offers non-stop service to Dubai, one stop connections to India, Asia and Africa. They also offer airport Chauffeur Service to premium passengers. These discounts are built into Concur Travel. They can also be accessed by agents at BCD Travel (617)353-1700 or at [bu@bcdtravel.com](mailto:bu@bcdtravel.com).

## **Understanding the Benefits of the US Air Shuttle Discount**

Washington, D.C. and New York City are Boston University's most frequently traveled destinations, and US Airways provides the most flights to and from these locations. Through our membership with MASCO, Boston University along with Harvard University and MIT has negotiated a discount off of these particular routes.

The savings in this negotiation are two-fold. First, if a traveler were to walk up to the counter at Logan and purchase a shuttle fare to Washington, DC for travel that day, it would cost on average at least \$1,000. The BU shuttle discount is anywhere between 15% - 65% off of the higher "walk-up" fare depending on the inventory available for sale (the airlines control this inventory).

If a traveler had a reservation for a specific shuttle and wanted to move to an earlier or later flight, they would incur a change fee of approximately \$150 plus the difference in fare between their ticket cost and what the current selling price may be (the "walk-up fare"). If the traveler had originally purchased his or her ticket on Orbitz.com for \$150, it would cost an additional \$1,000 (\$850 difference in fare plus \$150 change fee) to switch flights. These deeply discounted fares purchased online through Orbitz, Expedia, etc., are typically heavily restricted fares, commonly called "non-refundable fares".

This leads to our second area of savings. Our negotiated rates through MASCO do not have any restrictions. There are no standby fees, change fees, advance purchase fees, and they are fully refundable.

Travelers may find themselves paying more initially, but the savings in flexibility and ease of change will ultimately save the university in the long run. When considering that this amount does not account for saved fees associated with changes to tickets covered under the terms of the contract, booking the US Air shuttle fare is valuable to Boston University.

## **Hotel Reservations**

All Boston University vendor discounts are accessible by BCD agents in addition to being loaded into the online booking tool Concur Travel to ensure competitive pricing for all BU Travelers. Using our preferred vendors allows us to negotiate better rates with increased usage.

### **BOSTON AREA HOTELS**

### **Bertram Inn**

(617) 566-2234

Built in 1907, the Bertram Inn retains the beautiful charm and architectural detailing of the period and offers guests a luxury respite just outside of Boston's city center. The Inn boasts comfortable deluxe beds, with luxury linens, and private baths with Turkish towels and bath amenities. Some rooms have working fireplaces. Wireless internet and workspaces are available. Discounted rates are available by calling them at the listed number.

### **Club Quarters Boston Financial**

(617) 357-6400

Club Quarters are full service hotels for member organizations in 15 prime downtown locations in the U.S. (NY, Boston, Philadelphia, Washington DC, Chicago, San Francisco, and Houston) and London. They offer low fixed rates 365 days a year with a range of accommodations for business travelers. To make reservations for MASCO discount: Call Club Quarters Member Services at 1-203-905-2100 or +44 (0)20 7451 5800 or book online at [www.clubquarters.com](http://www.clubquarters.com) (member rates only). **Password is MASCO.** You will also need to mention MASCO's name when making phone reservations. Please note, weekend and holiday rates are offered upon request only and based on availability.

### **Colonnade Hotel**

(617) 424-7000

Located in the heart of downtown Boston's fashionable Back Bay / Copley Square neighborhood, the Colonnade has recently undergone extensive renovations. The 11 story luxury boutique hotel includes a roof top pool, fitness center, restaurant, and 24-hour business center. Discounted rates are available for Boston University including complimentary high speed internet access. **Corporate Discount Code: BOSUNIV**

### **Doubletree Guest Suites Boston (Soldiers Field Rd)**

(617) 783-0090

Doubletree Guest Suites Boston offers a selection of comfortable guest rooms and suites at a great value. You'll enjoy 156 square feet of space and scenic views of the Charles River, not to mention their famous chocolate-chip cookies at check-in. Amenities include business center, high-speed Internet service, meeting rooms, fitness room, pool and whirlpool. Discounted rates are available for Boston University. **15% off best available rate, no blackout dates.**

### **Fairmont Copley**

(617) 267-5300

Fairmont Copley has been a symbol of the city's rich history and elegance since its gala opening in 1912 and offers 383 guest rooms. Easily accessible to and from Logan Airport, the hotel is just steps from the upscale Copley Place Shopping Gallery, the Prudential Shops and famous Newbury Street, offering fine dining, art galleries, designer boutiques and sidewalk cafes. Amenities include on-site fitness facilities and restaurants.

### **Holiday Inn Brookline**

(617) 277-1200

The Holiday Inn Brookline Hotel is located just minutes from downtown Boston amidst the charming brownstones and tree-lined streets of historic Brookline. The hotel is near Boston University, Hynes Convention Center, and Fenway Park, and the most renowned Boston Hospitals with free shuttle service to the Longwood Medical Area. Boston's Logan International

Airport is only 6 miles from the hotel. Amenities include Atrium Café, fitness center, and pool. Discounted rates are available for Boston University including wireless Internet.

### **Hotel Commonwealth**

(617) 933-5000

Boston's Hotel Commonwealth is the grand cornerstone of the city's new Kenmore Square - the gateway to Boston's many neighborhoods, cultural, and historical attractions, as well as steps away from world-renowned medical institutions, universities, and Fenway Park. Offering classic style with a contemporary edge, this acclaimed independent 150-room luxury Boston hotel features oversized, elegantly appointed guest rooms, exceptional amenities and gracious, personal boutique hotel service. A destination unto itself, Hotel Commonwealth's notable list of on-site offerings includes two celebrated restaurants, a gallery of outstanding retail shops and a stylish lounge. Discounted rates are available for Boston University.

### **Hotel Marlowe – Kimpton Hotel**

(617) 868-8000

Offering services and amenities you expect from a four diamond boutique hotel, our Cambridge hotel features unexpected extras such as high-speed Internet access, complimentary to Kimpton InTouch Guest Loyalty members. Many of the 236 guestrooms boast views overlooking the park-lined Charles River, along with the Boston skyline. Hosted evening wine hour is a signature feature of Kimpton Hotels. Hotel Marlowe is a pet-friendly Boston hotel. Discounted rates are available for Boston University **using code BUN**.

### **The Gryphon House**

617-375-9003

The Gryphon House is an elegant 1895 townhouse featuring eight spacious suites full of amenities, just a short walk from Boston University and Fenway Park. All rooms have large private bathrooms, fireplaces, refrigerators and wet bars. Wireless internet access is included. Parking is available on site. Discounted rates are available for Boston University by calling the listed number.

### **Marriott Courtyard Brookline**

617-734-1393

The Courtyard Marriott Brookline is located in the Coolidge Corner area of Brookline, MA and minutes from Downtown Boston and close to public transportation. The 187 room hotel offers complimentary Wireless Internet service and a restaurant which offers breakfast and dinner daily. The hotel also offers a fitness center and an indoor pool for guests. Discounted rates are available for Boston University.

### **Marriott Courtyard South Boston**

(617) 436-8200

The Marriott Courtyard is located in South Boston with easy access to and from the airport and the Boston Convention and Exhibition Center. Shuttle service to and from Logan Airport and Boston University Medical Building is available. Complimentary high-speed Internet access in guest rooms, business library, and wireless in lounge and restaurant area are some of the amenities. Complimentary coffee/tea station served daily in our lounge area, refrigerators available in all guestrooms, guest laundry facilities on premises, indoor heated pool, whirlpool, and exercise room. Full Hot and Cold breakfast buffet served daily in our Courtyard Café. Discounted rates are available for Boston University.



## Nine Zero – Kimpton Hotel

(617) 772-5800

Nine Zero Hotel, a beautiful Boston boutique hotel, brings together everything the discerning traveler seeks: an ideal location in downtown Boston, luxurious accommodations, personalized service and thoughtful amenities. Recently named to Travel + Leisure's "Best 500 Hotels in the World" list, Nine Zero, is now a Kimpton Hotel. Nine Zero completes its luxury hotel services and amenities with exceptional meetings and events in our beautifully appointed meeting rooms (all boast views of the city). Nine Zero also features one of Boston's most popular dining spots, KO Prime. Other amenities offered are hosted evening wine hour, pet friendly, in-room spa services, wireless Internet access and fitness center. Discounted rates are available for Boston University using **code BUN**.

## Residence Inn Fenway

617-236-8787

Residence Inn by Marriott opened in July 2013 in the Back Bay-Fenway area, ½ mile from both Kenmore and Fenway T Stations on the Green Line. The eight-story Inn has a modern glass and steel façade and offers 175 studio, one bedroom, and two bedroom suites with fully equipped kitchens. A complimentary daily hot breakfast, along with a hosted evening social hour (Monday-Thursday) with light bites and beverages are available for travelers. Other complimentary amenities offered by the Residence Inn are grocery shopping service, high speed and wireless Internet access, business center, and newspapers (Monday-Friday). An indoor swimming pool, exercise room, guest laundry facilities, and a 24 hour on-site convenience store are also available. Discounted rates are available for Boston University.

## Samuel Sewall Inn

617-713-0123

Built in 1886 as a private residence, the Samuel Sewall Inn boasts beautiful Victorian accommodations two miles from the heart of the city and one block from public transportation. Accommodations include wood burning fireplaces, Italian linens, Turkish towels, their signature bathrobes and workspaces with Wireless Internet for the business traveler. Discounted rates are available for Boston University by calling the listed number.

## Sheraton Boston – Starwood Hotels & Resorts

(617) 236-2000

Sheraton Boston Hotel is located just four miles from Boston Logan International Airport. Enjoy indoor access to shopping and restaurants at The Shops at Prudential Center and Copley Place or one of the Boston Back Bay restaurants. Amenities include high speed Internet access, pool, business center, fitness center, and laundry/valet. Discounted rates are available for Boston University including guestroom Internet access. Please provide BU's SET identification # at time of booking to ensure discount: **60969**

## The Inn at Longwood Medical

(617) 532-6225 - Charlotte Clark

The Inn at Longwood is a BU preferred hotel. Located at 342 Longwood Avenue, The Inn at Longwood is a full service, three-star property located in Boston's Longwood Medical Area and two blocks from the MBTA Green Line D. This economically priced hotel offers 161 sleeping rooms, wireless internet access, free in room coffee, and The Longwood Grille & Bar. The Longwood Galleria food court is also attached to the hotel offering 12 different shops and services. Newly renovated private function space is available from 10-400 people.

## The Westin Copley Place – Starwood Hotels & Resorts

(617) 262-9600

Winner of the AAA Four Diamond Award in the heart of trendy Back Bay, the Westin Copley has 803 guest rooms which overlook the scenic Back Bay and the Charles River. The Westin is linked to the Hynes Convention Center via a skybridge. They are also the recipient of the prestigious 4-Green Key Award, and one of four hotels in Massachusetts to be recognized as a Green Seal Certified Hotel. Rejuvenate at The Westin Copley Place featuring amenities like the invigorating Heavenly Bath®, the plush Westin Heavenly Bed®, high-speed Internet access, business center, spa and indoor pool. Discounted rates are available for Boston University including guestroom Internet access. Please provide BU's SET identification # at time of booking to ensure discount: **60969**.

## Hotels Outside of Boston

### Club Quarters

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### Long Term Stays

#### Furnished Quarters

Furnished Quarters provides stylishly designed and fully equipped temporary (minimum 30 days) furnished apartment rentals in MA, NY, NJ and CT. Mention **code MASCOFQ14** for discounted rates when calling 800-871-3446 – [www.furnishedquarters.com](http://www.furnishedquarters.com)

## Rail Travel

### Amtrak

Price discounts are available on the Acela Express throughout the northeast corridor through our membership with MASCO. Discounts can range up to 30% on the Northeast Corridor routes Boston, Providence, NYC, Philadelphia, Wilmington, DE, and Washington DC. The discounts are calculated from Amtrak's lowest Acela Express K Fare available in inventory at the time of booking.

Book these fares using the online booking tool Concur Travel, by calling a BCD Travel Agent at (617) 353-1700 or contacting them via email at [bu@bcdtravel.com](mailto:bu@bcdtravel.com). You should pay with the U.S. Bank Travel Card. When traveling, simply step up to a kiosk and swipe the same card that was used to book the reservation to receive your ticket.

## Ground Transportation

### Chauffeured Transportation

#### Boston Coach

Boston Coach offers discounts on convenient and reliable executive car service in cities in the U.S. Negotiated rates are available through our membership with MASCO. To make a reservation, call 800-672-7676. You should pay with the U.S. Bank Travel Card.

#### DavEl

Owned by Boston Coach but under dba MTG Acquisitions, please call 800-922-0343 to make a reservation. You should pay with the U.S. Bank Travel Card.

**Note:** Any chartered travel services should be booked using an approved vendor. For chartered bus services, all arrangements must be made in accordance with the University's [Charter and Shuttle Bus Services Policy](#) to ensure the safety of all travelers. Any chartered travel should be communicated to and approved by the Sourcing & Procurement department prior to travel.

In addition, due to liability concerns, it is ***against University policy for any BU employee or student to rent a 15 passenger van for University business purposes***. Any exception to this policy must be approved by [BU Risk Management](#) (617-353-3020).

### Car Rentals

#### Avis Budget Group

Discounted corporate and personal use rates are available for BU employees. Remember that personal travel is not allowed to be made through Concur Travel. Visit <http://www.avis.com> to utilize this discount for personal use. Reference # for all personal and business reservations is A294000. For customers 18-20 years of age there is an additional \$27.00 fee per day.

Enjoy faster reservations and rentals every time with Avis' complimentary *My Avis/Wizard Program* at <https://www.avis.com/car-rental/profile/register.ac>. You can save your personal data, rental preferences, and special discount information in the Wizard profile.

AVIS is now offering a new program – **ONE WAY RENTALS** from Boston and other cities (Atlanta, Chicago, Los Angeles, Miami, New York, Philadelphia, Pittsburgh, Portland, Providence, San Francisco, Seattle and DC). Pick your car up at any of the airports in these cities on a Thursday or Friday and the car is yours for 4 hours and \$19.99 (includes gas and insurance).

You then drop it off downtown at specified locations. On Sunday and Monday, you can pick up the car downtown and drop it off at the airport for the same time and price.

For more details visit [avis.com/one-way](http://avis.com/one-way) or [budget.com/one-way](http://budget.com/one-way).

### Dollar Rent A Car

Discounted corporate and personal use rates are available. Please remember that personal travel is not allowed on Concur Travel. Visit [www.dollar.com](http://www.dollar.com) to utilize this discount for personal use. Reference number for all personal and business discount reservations is **TA8732**.

Dollar EXPRESS Rental Program® -- the fastest way ever to rent a car from Dollar. Dollar EXPRESS Members enjoy the convenience of quicker reservations, rentals and returns. Dollar EXPRESS Renter Rewards® is an optional rewards program that gives you a free rental day at Dollar rather than airline frequent flyer miles. Drivers must be 21 years of age to rent. Rates include additional driver fee, business rentals only.

### Enterprise Rental Car

Discounted corporate rates are available through our MASCO membership. The Corporate Discount to be referenced in all business reservations is **10E8227** and if booking via the internet at [enterprise.com](http://enterprise.com), the online pin number is "**MAS**". Free pick-up and delivery service is included in rate.

Enterprise offers a wide variety of car leasing, vanpooling, car sharing and hourly rental programs. Drivers must be 21 and over. There are no additional driver fees. For New England rentals only: Daily & weekly rates include unlimited mileage for compact through premium vehicles. All other car classes include 150 free miles per day and 1,050 free miles per week. Monthly rates for all vehicles include 2,500 free miles per month. Any additional miles will be charged at the rate of \$0.20 per mile. For outside New England area: 5% Discount off of best daily rental price available at time of reservation.

### Thrifty

Discounted corporate and personal use rates are available. Please remember that personal travel is not allowed on Concur Travel. Visit <http://www.thrifty.com> to utilize this discount for personal use. Corporate Discount to be referenced in all reservations: **0010228606**. Consider signing up for Thrifty's rewards program, BlueChip at <https://www.thrifty.com/BlueChip/Index.aspx>.

Drivers must be 21 years of age to rent. Rates include additional driver fee, business rentals only.