PSC Travel Guidance related to the Coronavirus [1]

The health and safety of all travelers within the University of Colorado community are of upmost importance, and University officials are actively monitoring the current coronavirus outbreak (COVID-19) first identified in Wuhan, Hubei Province, China. The Centers for Disease Control and Prevention (CDC) provides public updates [2] on cases in the U.S. as the situation progresses. There are no confirmed cases in Colorado at this time. According to infection control experts, the risk of COVID-19 transmission remains low in the United States. However, the situation is rapidly evolving.

Booking your Travel

Booking your travel within CU’s travel program, either through Concur or through Christopherson Business Travel (CBT), will ensure your trip is registered in iSOS. This allows us to monitor your travel location and provide assistance should you encounter a health, emergency, or security issue. If you choose to book outside of the travel program, please make sure you self-register with iSOS [3].

International SOS (iSOS)

iSOS is an organization that helps manage the health and security risks facing international travelers. iSOS assists University Risk Management in locating CU employees during an emergency for travel assistance and insurance coverage. For more information, visit iSOS [4], click “member log in” at the top of the screen, enter the CU membership # 11BCAS000006, and click log in. You will find FAQs, program benefits, medical and security alerts, and a printable iSOS membership card that you can bring with you on your trip.

International Medical & Evacuation Insurance

The University provides employees with international medical and evacuation insurance that covers medical emergencies, security emergencies, or natural disasters through GeoBlue (HTH Worldwide Services). Additional information is available on the University Risk Management International Travel [5] page.

Inbound Guests

Be aware that an inbound guest may have travel impacted or restricted from entry to the U.S. based on ongoing risk assessments. Currently, entry of foreign nationals from China and Iran has been suspended. Updates regarding risk assessment and restrictions are available on the CDC Travel Information
Delay or Cancel Travel

Please contact a CBT agent if you plan to delay or cancel your trip due to coronavirus concerns. Many airlines have altered flight frequencies and capacity to highly affected areas, and some have begun to offer refund/rebooking options. Airline change fees do still apply if trips are changed/cancelled before an airline offers the option at no cost. BCD Travel’s publication, Move [7], provides a list of airline updates and information on how countries around the world are responding.

- CBT does not cover trip cancellations. Trip insurance can be purchased and requires department approval.
- If cancellations are made by the airline, the airline will typically reimburse the airfare cost or allow the full value of the ticket to be used for future travel. Refunds would be applied to the SpeedType that was used for the purchase.
- If the traveler initiates cancellation of the airfare, the value of the ticket, less a change fee, will be available for future use. If the unused ticket is used for another individual, additional name change fees may also be applied.
- Hotels will allow for cancellation with no charge from 72-24 hours prior to the date/time of check-in. Please check the policy for your hotel.

Campus Updates

- Boulder [8]
- Denver | Anschutz [9]
- Colorado Springs [10]

Source URL: https://www.cu.edu/psc/travel/psc-travel-guidance-related-coronavirus

Links
[5] https://www.cu.edu/risk/services/international-travel
[8] https://www.colorado.edu/coronavirus