



## **FREQUENTLY ASKED QUESTIONS**

### **Who do we contact and what is the number to book reservations and/or call if we have an issue?**

Contact Anita Hewitt (primary agent) or Rick Biel (secondary agent) at Travel Leaders (TL) at:

- 800-848-3488 (phone) – during business hours of 8am to 5pm, Pacific Time
- 509-327-9647 (fax)
- [ahewitt@travellers.com](mailto:ahewitt@travellers.com) (email) for Anita Hewitt or [rbiel@travellers.com](mailto:rbiel@travellers.com) (email) for Rick Biel

For any emergencies that cannot wait until the next business day, you may contact the TL 24-hr Emergency Service at:

- 866-284-7640 and mention your personal ID code of: AL5X/GNAC
- **Any** issue or question about the GNAC travel program – contact David Vahala, TL Account Manager 800-848-3488 email: [dvahala@travellers.com](mailto:dvahala@travellers.com)

### **How does each institution/team/official pay for travel?**

Payment for all travel arrangements is made directly to:

- Great Northwest Athletic Conference
- Attention: Tricia Haddock, Assistant Commissioner
- P.O. Box 9262
- Spokane, WA 99209
- Phone: 509-535-5291

All individual and group travel will be paid through the GNAC office. Billing is coordinated by GNAC staff, through a monthly invoice and will include reports showing all group and individual airline travel.

### **What airlines will we be using?**

Alaska/Horizon Airlines is the preferred carrier in all Alaska/Horizon markets. If Alaska/Horizon does not fly to your requested cities, the lowest fares available will be quoted. If another airline offers a lower fare on an Alaska/Horizon market, both fares will be quoted.

### **How far in advance should I purchase tickets?**

The further in advance, the better opportunity we have to book the lowest rates. As soon as you know the dates and times for your travel; call to discuss the lowest fare options. Lowest rates almost always require 14 to 21 day advance notice, however, the sooner you book the better, since fares are based upon availability.

For group rates, we will confirm the lowest fare for the group as soon as the space is blocked with the airline(s).

### **How do I know we are receiving the lowest airfares available?**

Your TL travel consultants employ sophisticated airfare search software tools to identify the lowest rates. Additionally, they will offer rates using alternate airports where available and check the day before/day after, to provide travelers with multiple options. If a traveler locates a lower rate (such as an Internet provider), they should always let the TL travel consultant know. Often, we are able to secure the same "airline direct" rates by contacting the airline.

### **Can names be changed last minute for travel with no fee charged?**

For all group reservations booked on Alaska/Horizon, name changes may be done up to 24 hours prior to travel with no fee. Other airlines are not as flexible. Anita will work these as needed.

### **Can I book the GNAC preferred hotels through Travel Leaders?**

Yes. All preferred hotel reservations may be booked thru TL. It is always a good idea to discuss your hotel plans with the consultant. *When TL travel consultants make hotel reservations in conjunction with your airline travel, we are able to assist you with en-route changes and when airline flights are delayed or cancelled.*

### **Can I book the GNAC preferred car rentals through Travel Leaders?**

Car rental reservations, including the preferred vendor, may be booked thru TL. Be aware, the preferred car rental company provides rental vehicle insurance coverage. Remember to discuss your vehicle rental plans with the consultant. *When TL travel consultants have the opportunity to make car reservations in conjunction with airline travel, we are able to assist you with en-route changes and when airline flights are delayed or cancelled.*

### **How do I set up my travel profile with Travel Leaders?**

To set up travel profiles, click on the TL website link located on the GNAC home page <http://www.gnacsports.com/> (or directly at: [www.travelleaders.com/spokanewa](http://www.travelleaders.com/spokanewa)), then click on the GNAC link to request travel profile forms and travel request forms via email, or you may call or email Anita to request the forms via email or fax.

### **How do I redeem my travel certificates?**

To redeem your GNAC travel certificates, contact Anita at Travel Leaders. All certificates must be redeemed through TL. Your certificate will then be applied to your travel request. For questions about the GNAC Travel Program with TL, contact Tricia Haddock at the GNAC office at 509-535-5291.

### **What about personal travel reservations?**

TL is fully prepared to assist you with personal travel arrangements. GNAC has negotiated the same air transaction service fees and benefits package included in its business travel program for your personal travel needs. TL welcomes all personal travel inquiries and will provide a complete array of travel services to all GNAC members, staff and families, including exclusive TL travel discounts and upgraded amenities.