

## **CPP 48 Hour Auto Cancellation Frequently Asked Questions**

### **1. What is the 48 hour auto cancellation rule?**

The FY13 City Pair Program (CPP) contract's 48 hour auto cancellation rule gives airlines the discretion to cancel domestic CPP reservations (YCA and \_CA) that are not ticketed 48 hours prior to departure. Note: All CPP contract fares remain fully refundable and not subject to change fees. The rule does not impact those benefits.

### **2. How does the government benefit from including this requirement in the FY13 CPP contract?**

Inclusion of the 48 hour auto cancellation rule reduced the risk of price increases from airlines. It also allows all travelers, including federal travelers, to utilize the seats that are made available upon cancellation for last minute travel.

### **3. Are all of the airlines participating in the 48 hour auto cancellation?**

No. The FY13 CPP contract includes 11 carriers. Southwest Airlines (along with AirTran Airways) has decided not to participate in the automatic cancellation.

### **4. When does this requirement go into effect?**

All domestic CPP fares purchased for travel beginning on or after October 1, 2012 may be subject to the auto cancellation rule. As of now, 10 of 11 carriers plan to implement this rule (See #3 above).

### **5. My agency's mission requires employees to travel at the last minute. How will last minute travel be impacted by this requirement?**

As of the date of this publication, the CPP participating carriers were unable to come up with one policy for last minute travel. However, most airlines require reservations booked within 72 hours of departure to be ticketed within 6 hours of booking.

For a detailed look at each airline's policy for last minute travel, please read the CPP 48 Hour Auto Cancellation Airline Profile document.

### **6. Does the 48 hour auto cancellation apply to international flights?**

No. The 48 hour rule only applies to domestic flights. The carriers have agreed to exempt international flights from the 48 hour auto cancellation rule for FY13.

### **7. If my itinerary includes both domestic and international segments, will both segments be cancelled if not ticketed?**

The international segment will not be affected. However, the domestic segment may be cancelled as a result of the 48 hour auto cancellation rule.

For example, if the traveler is scheduled to fly from Dallas, Texas to Seoul Korea with a connecting flight in Washington, DC this rule will only affect the Segment from Dallas to DC.

**8. Will the airlines impose the 48 hour auto cancellation rule on Discount Government (DG) fares?**

Yes. Since DG fares are not under the purview of the CPP contract, carriers are free to change the rules at any time. As of now, all carriers have agreed to impose this rule on their DG fares.

**9. What should my agency do to decrease the chances of passengers showing up to the airport with no ticket?**

Agencies must ensure that all trip authorizations are approved at least three business days prior to departure. Agencies should also consult with their Travel Management Center (TMC) to identify any reports or notifications that can aid in identifying open authorizations and notifying the traveler of any impending cancellation.

Note: All CPP contract fares remain fully refundable and are not subject to change fees, so it is better to ticket the reservation in advance and cancel or change if necessary.

**10. What happens if my trip is cancelled? Should I call the TMC?**

If your reservation was cancelled as a result of the 48 hour auto cancellation rule and you still need to travel, you should work with your authorizing official to re-establish your reservation. This may include calling the TMC directly. Please consult your agency's policy for booking last minute travel.

**11. If I booked a car and hotel, what happens to the reservations if my flight is cancelled?**

If the airline cancels your flight as a result of the 48 hour auto cancellation rule, the car and hotel reservations will not be affected. If the traveler is no longer traveling, they will have to cancel the hotel and car separately.

**12. My reservation was cancelled due to the 48 hour auto cancellation rule. However, I still need to travel. Will I be able to obtain the same fare?**

It depends. If the original reservation included a CPP fare which is no longer available due to capacity restrictions (i.e. \_CA fare), the original fare may not be available upon rebooking. A traveler may have to book a different fare (i.e. YCA fare or DG) which can be higher than the original booked fare. Depending on agency policy, the new booking may require additional approval on the travel authorization.

Important note: If the traveler is rebooking within 48 hours prior to departure, airline policies vary but most airlines require ticketing within 6 hours prior to departure. Make sure your approving official is aware of the changes to your travel. For a detailed list of airline policies for last minute travel, please see CPP 48 Hour Auto Cancellation Airline Profile document.

**13. Is my agency's TMC required to notify me upon cancellation?**

Most TMC services contracts require the TMC to notify the traveler of schedule changes or similar changes to arrangements. Please check with your agency's travel office, for a more detailed answer regarding how your agency's TMC will address this notification. Always remember to check your travel authorization to make sure your approving official has approved it especially if you are travelling within the next 72 hours.