



GLOBAL INITIATIVE

Frequently Asked Questions

Travelperk

We have compiled a list of some frequently asked questions. If you are unable to find an answer to your query, please reach out to the travel facilitator.

Section 1 : Access to the platform

I am a new staff member, how do I get access to the platform?

Profiles must be created for all individuals wishing to make use of the platform. Send a copy of the traveller's passport to the travel facilitator who will register a profile to enable reservations.

I have an external party travelling on behalf of the GI, how do go about in facilitating travel arrangements?

The first step is to ascertain if this individual will be travelling frequently or whether it is only a once-off. If the latter is the case, it is recommended that you contact our travel agent to assist with the arrangements. Should this be a frequent traveller, send a copy of the passport to the facilitator to register a profile. Another consideration is whether access will be given to the traveller to make his / her own arrangements, or whether bookings will be facilitated by a contact at the GI. It is important to note that we prefer to limit access to the platform as much as possible.

Is there an app that I can download to use on the go?

Yes, the Travelperk app is available on [Google Play](#) and [Apple Store](#).

Can I add loyalty programs to my profile?

Yes, you are able to set up flight, train and car loyalty programs that you are a member of.

Section 2 : Navigating the Platform

I have an upcoming event, how do I go about it?

To limit the number of users on the platform, event arrangements are to be made through our travel agent who will assist with flights, transfers, accommodation, venue hire and other logistics you may have.

Can I group travellers together?

Yes, if travellers have the same departure and return dates and destinations, more than one individual can be booked at a time. Please reach out to the travel facilitator to assist.

The flight I selected is no longer available?

Travelperk is a 'live' system and the availability of a flight depends on a number of factors. The system will generate a notification if your flight is no longer available. Kindly select an alternative.

I need to make changes to my trip?

Plans inevitably change and it is possible to make changes to an existing booking. Select your trip on the platform and proceed to the 'manage trip' section. Travelperk will liaise directly with you regarding your itinerary and preferred changes.

I can't see the project code I need to use?

There is an extensive list of project codes on the platform. If you cannot find your specific project, try typing in the first letters of the project.

I am not sure who should approve my trip?

Each project has an assigned project leader responsible for the specific project budget. Should you be unsure of who to select from the dropdown menu, visit the latest Donor and Project file available on the [Ops Manual](#).

How do I make sure I select the correct invoicing entity?

If you are unsure about where the project is held, please visit the Donor and Project file available on the [Ops Manual](#).

What happens if my approver is unable to approve the trip?

Unfortunately all travel has to be approved by the team leader. Should there be some reason why this cannot be done, please reach out to the travel facilitator.

I selected the wrong entity, what do I do now?

Unfortunately once a trip has been approved, no changes can be made to the billing entity. It is your responsibility to check and check again. Recharging entities are a time consuming exercise, so please take special care at this part of your reservation. If you are unsure, please refer to the Donor and Project file available on the [Ops Manual](#) or chat to a member of the finance team.

Can I book Airbnb on the platform?

Yes you can, please reach out to the concierge service with detailed information about your preferred accommodation. If possible, include a link to the website.

I cannot see a specific flight on the platform?

Travelperk aims to offer a wide selection of flights to your destination, but it has happened before that alternatives are available directly through the airline, and not necessarily visible on Travelperk. You can take a screenshot of the flight in question and reach out to the Travelperk team to assist with booking the specific flight.

I can find the same flight cheaper elsewhere?

Unfortunately this does happen from time to time. Discuss this with your project leader as it might be an option to cover the cost upfront and claim a reimbursement if it has a significant impact on your budget.

Section 3 : Payments

What is the Flexiperk Option – is it worth it?

Flexiperk caters for additional flexibility by allowing you to cancel a trip or element thereof regardless of the reason. This is particularly useful if you have made a preliminary reservation in anticipation of an upcoming event or meeting. Note that this option comes at an additional charge which will be communicated to you when selecting the flight. Travelperk will then refund a percentage of the cost should the trip be cancelled. Considering to use Flexiperk is dependent on your budget and the certainty regarding undertaking the trip.

What happens once my reservation is confirmed?

Once your trip is approved you will receive an e-mail from Travelperk with your booking information. An invoice is automatically generated and sent to the relevant invoicing entity.

Are there any fees payable for this service?

Yes, a service fee is charged per reservation.

How does a refund work?

Should a refund be processed, a credit note is issued to the invoice entity.

Can I get a report of travel booked against my project?

Yes, please reach out to your travel facilitator to assist.

Do we get charged every time I made an amendment?

We are charged a service fee per reservation. No additional fees apply to any changes made subsequent to the initial reservation.

Can I make a personal reservation?

Reservations for personal travel may not be booked on the platform.

Can I travel with a child?

Aviation regulations have stringent rules when it comes to travelling with a minor. Should you minor accompany you on a work trip, reach out to Travelperk directly for the reservation.

I bought a ticket from my own pocket, can it be reimbursed?

Travel can be reimbursed if approved by the team leader and submitted for payment with all the necessary supporting documents.

The GI Travel policy only allows me to book Economy class?

For travel requirements outside the policy set out by the GI (e.g. travel in business class) approval needs to be obtained from Tuesday Reitano.

How do I speak to someone at Travelperk?

There are several ways of contact the team at Travelperk.

Online Chat	Via Mobile App
E-Mail	premium@travelperk.com
Phone	Canada +1 604 265 9216 Germany +49 30 33083747 Spain +34 931 22 75 81 UK +44 20 3322 5405 US +1 630 333 4807 Malaysia +60 377240 774 Singapore +65 312944 26 Philippines +63 285409898