

Emergency/Issue Protocol

In the event of an emergency or issue (weather conditions, health, conflicting meetings), contact your agency's Travel Coordinator or IDOA Travel for assistance and guidance.

Traveler safety is of upmost importance, please keep this in mind if you are unable to make immediate contact with your agency or IDOA.

Airfare

Contact IDOA Travel before you make flight changes.

The airline service desk is the best source for information on what the airline can provide including recommended lodging for canceled flights.

Mechanical/Airline Issue

In the event your flight is canceled due to mechanical or airline issues the airline should offer accommodation (new flight, lodging accommodation).

Weather

In the event your flight is canceled due to weather, you will need to confirm what the airline is able to accommodate.

****NOTE: Any travel bonus or voucher belongs to the state and will need to be provided to your agency.**

Transportation and Lodging

Changes to transportation and lodging arrangements must be approved by IDOA Travel.

If emergency lodging accommodation is required (weather related, flight cancelation) immediate notice will need to be sent to IDOA Travel.

Contact Information

Agency Travel Coordinator

Name: _____
 Phone: _____
 After Hours: _____
 Email: _____

Agency Supervisor

Name: _____
 Phone: _____
 After Hours: _____
 Email: _____

IDOA Travel Contact

After Hours Emergency: 1-317-450-9751
 (Text Message Preferred)

Normal Business Hours

John Purdy
 1-317-232-4258
jpurdy@idoa.in.gov

Matthew Bills
 1-317-234-9665
mbills@idoa.in.gov

General Questions: idoatravel@idoa.in.gov

Enterprise

1-800-736-8287
<https://www.enterprise.com/en/business-car-rental.html>

Corporate Travel Management

1-855-416-3902
intravel@travelctm.com
<https://us.travelctm.com/in/>