

Travel Booking FAQs

Is it required to book travel using the Rutgers Online Booking Tool or Direct Travel, the university's contracted travel agency?

Yes, all airfare, Amtrak, hotel, and rental car reservations must be booked using the Rutgers Online Booking Tool, or by contacting Direct Travel, the university's contracted travel agency.

Travel reservations made through other booking channels will not be considered Rutgers-related travel and will not be reimbursable.

What does not need to be booked using the Rutgers Online Booking Tool or Direct Travel?

The following travel arrangements do not need to be booked through the Rutgers Online Booking Tool or Direct Travel: Hotel reservations associated with conference room blocks; Airbnb, Vrbo, and other home-share providers; Rutgers University Inn and Conference Center; car service, taxis, Uber, Lyft, and other ride-share providers; local train transport (NJ Transit, subway, metro, etc.); bus reservations; shuttles; private tours, and other travel services not provided through Direct Travel. Please reach out to RUTravel@finance.rutgers.edu for other considerations.

Why is it important to book travel reservations using the Rutgers Online Booking Tool or through Direct Travel?

Booking travel through a centralized platform and process increases the university's visibility from a Duty of Care perspective. This means the university will be alerted when travelers are affected by significant medical or security incidents (natural disasters, civil unrest, acts of terrorism, etc.), and can take a more proactive approach to managing traveler safety and security.

In addition, the university has volume-based discounted rates and amenity programs with major airline and hotel providers. To maintain or expand access to discounts and amenities, the university needs to leverage its overall spending through a centralized platform.

Can I use my airline frequent flyer or hotel loyalty accounts to accrue points?

Yes. Travelers can accrue individual frequent flyer/hotel loyalty points for bookings made through the Rutgers Online Booking Tool or travel agency. Be sure to include your frequent flyer and/or hotel loyalty account numbers to your traveler profile.

Can I include personal travel with a trip booked through the Rutgers Online Booking Tool or Direct Travel?

Yes. However, travelers must contact the travel agency via phone or email to book their trip. Additional costs associated with personal travel are the responsibility of the traveler. The travel agency can split payment and will ask for a personal form of payment if necessary.

How do I pay for reservations made through the Rutgers Online Booking Tool or Direct Travel?

Airfare and Amtrak reservations made through the Rutgers Online Booking Tool or travel agency are charged directly to the university and allocated to the traveler's Project Account or Unit. Hotel and rental car reservations made through the Rutgers Online Booking Tool or travel agency are paid by the traveler and submitted for reimbursement. A credit card is required to hold a hotel reservation. Payment is made upon check out with a personal credit card and then employees are reimbursed via Expense Management, non-employees through non-PO upload.

Note: if a hotel requires a deposit, the card being used to hold the room will be charged at the time of booking. Please review the rate details and cancellation policy when completing your reservation.

If pre-payment for a hotel reservation is required, follow the standard purchase order requisition process after the booking is made through the Rutgers Online Booking Tool or travel agency. For rental car direct billing options, please contact RUTravel@finance.rutgers.edu.

How do I obtain special travel accommodations?

See the Travel Accommodation Policy Exception Request Form found at [Travel Forms](#) section.

Can I call or email Direct Travel to make travel reservations?

Yes. The preferred method of booking travel is the Rutgers Online Booking Tool or mobile application, but a traveler can call or email the travel agency if needed. Emergency issues should be handled via phone for immediate attention.

How do I change or cancel a reservation made through the Rutgers Online Booking Tool or Direct Travel?

Changes and cancellations to existing reservations can be processed by calling or emailing Direct Travel.

Can I take a companion on a Rutgers-related trip?

Yes. However, travelers must contact Direct Travel via phone or email to book travel. Additional costs associated with companion travel are the responsibility of the traveler. The travel agency can split payment and will ask for a personal form of payment for the companion.

Can I upgrade to a higher class of service (Premium Economy, Business, or First Class)?

After a flight is confirmed, travelers can contact Direct Travel via phone or email to pay for an upgrade. Additional costs associated with upgrades are the responsibility of the traveler. The travel agency will ask for a personal form of payment for any upgrades.

Can I use the Rutgers Online Booking Tool to book travel that is externally funded (not paid or reimbursed through Rutgers)?

No. Travel that is funded through external sources cannot be booked using the Rutgers Online Booking Tool, as some items, e.g., airfare and Amtrak, are charged directly to Rutgers. Travelers must contact the travel agency via phone or email to make this type of arrangement. The travel agency will ask for a personal form of payment if necessary.

What items are not purchasable through the Rutgers Online Booking Tool or Direct Travel?

Ancillary fees, for example, baggage fees, paid-seats, and Wi-Fi are the responsibility of the traveler and can be purchased directly from the vendor after the reservation is booked. Whether these items are reimbursable is dependent upon current travel policy, business offices, and individual finance approvers.

Do student workers have access to the Rutgers Online Booking Tool and Direct Travel?

Yes, but they will need to be granted access by contacting RU Travel at RUTravel@finance.rutgers.edu.

Where can I find out information on international travel?

Visit the Risk Management website at [Risk Management International Travel](#) for information on International Travel Registration, Medical Access Abroad, International Medical Insurance Program and On Call International Emergency Assistance.

Who can I contact if I have other questions?

Please review the Travel and Expense webpage for more info or contact the Rutgers Travel and Expense Team at RUTravel@finance.Rutgers.edu.