

March 10, 2020

Re: Travel Assistance Concerning the COVID-19 outbreak

In support of the University's response to the COVID-19 outbreak, University Purchasing provides the following information to assist travelers.

- ❖ Individuals who booked through **Rezdesk** or **ADTRAV** should contact ADTRAV to speak with one of UAB's dedicated travel agents. ADTRAV will leverage our airline agreements to work towards refunds (best) or change fee waivers when the unused ticket is applied towards the purchase of a new ticket on the same airline. Tickets can also be reassigned to another traveler – fees may apply.

ADTRAV 24/7/365

(205) 444-1133 or (800) 635-7139

uabtravel@adtrav.com or travelservices@uab.edu

- ❖ Travelers who did not use ADTRAV should contact the original source of booking.

All travel reservations not being used must be canceled before the scheduled trip date. It is the travelers' responsibility to notify ADTRAV or the airline that they wish to cancel their itinerary.

See the links below for more information on each airline's efforts to work with travelers impacted by this outbreak.

- [Air France](#)
- [American Airlines](#)
- [British Airways](#)
- [Delta Air Lines](#)
- [KLM](#)
- [Lufthansa](#)
- [Qatar Airways](#)
- [Southwest](#)
- [United Airlines](#)

Note: Travel Exception Policies may change at any time without advance notice.

UAB officials are continuing to monitor the situation closely and will communicate new information to the UAB community as it becomes available during this rapidly evolving situation. All updates will be posted to the UAB News webpage for [COVID-19](#).

UNIVERSITY PURCHASING

801 Financial Services Building | 801 5th Avenue South

Mailing Address:

801FIN B10 | 1720 2ND AVE SOUTH | BIRMINGHAM AL 35294

Phone: 205.934.4515 | Fax: 205.934.6719

purchasing@uab.edu