Travel Disruptions: Guidance for LSU Travelers

Unexpected travel disruptions, including flight delays, cancellations, and other circumstances beyond the traveler's control, may result in additional travel expenses. The following guidance outlines steps travelers should take when a disruption occurs, and the documentation required upon completion of travel.

During a Travel Disruption

When official University business travel is disrupted by unforeseen circumstances beyond the traveler's control, reasonable and necessary additional expenses, such as lodging, meals and incidentals (M&IE), and transportation, may be incurred.

For travel arrangements booked through Christopherson Business Travel (CBT), travelers should contact CBT for assistance with cancellations/changes. CBT may advise travelers to contact the airline directly for further assistance.

CBT Contact Information

- Phone: 1-800-961-0720
- Email: statelauniv@cbtravel.com

Upon Completion of Travel

Spend Authorization

There is no need to revise the Spend Authorization due to additional expenses resulting from a travel disruption. Expenses reflected on the Spend Authorization are estimated costs.

Expense Report

The Expense Report should include all documentation for the travel expenses incurred during the trip, including any additional expenses resulting from the travel disruption. A justification explaining the circumstances surrounding the disruption and the necessity of additional expenses should be included.

Note: All additional expenses remain subject to review and approval in accordance with PM-13, University Travel Regulations.

Bank of America (BOA) – Eligible LaCarte Travel Benefits

Certain travel purchases made with the LaCarte card may provide access to the following Bank of America benefits, subject to applicable eligibility requirements, coverage terms, and conditions:

- Travel and Emergency Assistance Services
- Auto Rental Collision Damage Waiver
- Travel Accident Insurance
- Roadside Assistance
- Collision Loss Damage Insurance
- Lost or Damaged Luggage Insurance

BoA Contact Information – Travel and Emergency Assistance Services

To use the services, call the ***24-hour Benefit Administrator:***

- 1-800-592-4089 (Domestic)
- 1-804-673-1468 (Outside the United States, call collect)

Note: Claims must be submitted directly to Bank of America in accordance with its requirements.