

## **EMERGENCY TRAVEL SERVICE OUT OF OFFICE HOURS / ON WEEKENDS OR HOLIDAYS**

AX Travel/American Express - provides an emergency telephone service. This is to be used for changing or obtaining flight tickets, hotel or car-rental reservations. After normal office hours and on weekends/holidays the normal telephone extension of AMEX (23090) is forwarded to the Emergency Travel Service Center (based in Barcelona). The relevant telephone number is also provided on the itinerary.

In case of fare differences (ticket has to be rebooked to a higher fare / rebooking charges) and / or issuance of a new ticket, the costs need to be charged to the private credit card of the traveler and will be reimbursed with the travel claim provided the extra costs for the rebooking / new ticket were approved by the allotment holder.

The traveler may also contact the airline directly to change an existing flight. If there are extra costs involved (changing fee, higher ticket price, etc), an approval from the allotment holder has to be obtained unless change was already pre-approved. Extra costs need to be charged to the private credit card of the traveler and will be reimbursed with the travel claim.

If the traveler does NOT have a private credit card available, the allotment holder has to be contacted who then needs to get in contact with CTBTO General Services or AMEX operations or account manager and confirm approval. CTBTO General Services or AMEX operations manager/account manager will then give the approval directly to the Emergency Service Center to issue / rebook the ticket and debit CTBTO.

### **Contact Phone Numbers:**

ETS Barcelona: +43(1)2600 23090 – call will be forwarded to the Emergency Service Center

AMEX Operations Manager: Ms. Nadine Bieber +43(0)664 88339209

AMEX Account Manager: Ms. Patrizia Perez de la Maza +43 (0)664 8394914