

GENERAL Q&As

1. Why was the AD 2801 - Travel Expenses Policy updated?

Updates were made to offer clear employee guidance to accommodations for business related travel and to ensure greater accountability, consistency, and cost-effectiveness in managing accommodation related travel expenses.

2. What are the overall key changes to AD 2801?

Key changes include:

- **Requirement to use the Government of Canada Accommodation Directory.** (If other special lower rates are available, employees may use them as an alternative.)
- **Pre-approval for all out-of-province travel** by supervisor and deputy head, or by finance executive or Clerk (for deputy heads only). Approval is achieved via the travel request form (see AD 2801, Appendix D)
- **Pre-approval for accommodation exceptions** for requests above a normal standard room or above government accommodation directory rates. Approval is achieved via the travel request form (see AD 2801, Appendix D).
- Notification that pre-approved costs for Out of Province Travel/Accommodation Exceptions should remain consistent and should not deviate significantly (when expensed).
- Approved travel request forms must be attached to expense claims.

(Note: The above policy updates are reflected specifically within the following AD 2801 sections: 1.2, 1.3, 3.1.2 and within the revised Appendix D Travel request form.)

3. What is the Government of Canada Accommodation Directory, and why must employees use it?

It's a directory that helps employees access accommodation rates achieved through federal supply arrangements. Using it helps employees identify reasonably priced, safe and clean accommodations for business travel. (Note: If other special lower rates are available, employees may use them as an alternative.) Please see question #8 for detailed guidance re: booking with accommodation providers identified within the federal directory.

4. Do I need pre-approval for all work-related travel accommodations?

No, pre-approval is only required for out-of-province travel; for travel that involves booking a rate that is higher than what is noted in the federal accommodations directory or for requesting beyond a standard room. Supervisor and deputy head approval is required for these circumstances, via the travel request form (finance executive or Clerk approval is required for deputy heads only).

5. What is new about submitting employee expense claims?

Employees and deputy heads are now required to submit an approved travel request form with expense claims for out-of-province travel; for booking above federal directory rates; or for

reserving above a standard room. This is to uphold accountability practices and to adhere to AD 2801 Travel Expenses policy requirements.

GOVERNMENT OF CANADA ACCOMMODATION DIRECTORY Q&As

6. Where do I find the federal government accommodations directory?

The directory can be accessed via GNB's [AD 2801 Travel Expenses policy](#), see section 3.1.2 Hotels, or click [here](#).

7. What are employee obligations when using the federal accommodations directory?

Employees are to use the federal directory to search accommodations and available rates and must ensure accommodation bookings are in keeping with the directory's established [city rate limits](#) for the business travel destination. **Note:** The accommodation directory search results will not indicate if accommodation rates are within or above the established city rate limits. It is the employee's responsibility to verify the city rate limit for their destination and ensure the accommodation supplier they wish to use, offers a rate within that limit.

If an employee opts to select an accommodation with a rate that is above the city rate limit, the employee must engage their supervisor and deputy head for approval, via the GNB travel request form (see AD 2801, Appendix D).

8. How do I make an accommodation booking using the directory?

Visit the Public Services and Procurement Canada website and click the "[Government of Canada Accommodations Directory](#)" link, followed by the "Find Hotels" tab at the top of the directory.

- Search the directory by travel destination (or nearby community), to review available accommodation options. **Note: The accommodations directory does not have a direct-booking feature for GNB employees.**
- After taking note of a hotel and rate, verify the hotel rate against the federal directory [city rate limit](#) set for the location and travel month, to ensure it's at or below the listed limit.
- If confirmed to be at or below the city rate limit, book the accommodation directly with the provider (e.g.: by phone or directly via the accommodation provider's website).
- Inform the hotel representative that you are a GNB employee and an "Identified User" of the federal accommodations directory.
- At check-in, confirm that the appropriate federal directory rate is received.
- Be prepared to offer proof of GNB employment, on official business travel.

NOTE: Third party accommodation booking methods (e.g. Expedia™.) may be used by employees, if they offer lower rates than the federal accommodation directory. However, take careful note of specific terms and conditions, to ensure awareness re: fees, cancellations, etc. If issues arise with a third party booking, employees would need to consult the third party to discuss resolution options, not the federal accommodations directory.

9. Is the federal accommodation directory to be used to support international travel accommodation needs?

Employees may consult the federal directory for accommodations, as well as the National Joint Council guidelines (per AD 2801), or explore specific conference recommended accommodations (if any) and select the most economic option.

10. How do I proceed if no city accommodation establishment options exist in the federal accommodation directory, in my business travel destination?

If the accommodation directory does not result in an accommodation establishment option, it means no supply arrangement exists for the area searched and a max rate of \$110 (subject to annual change) is set to book an accommodation in that area. Employees are encouraged to search the federal accommodations directory for a nearby city/community with participating accommodation rates. Note: If an employee seeks to engage above the city rate limit, approval is required by your supervisor and deputy via the travel request form (see AD 2801, Appendix D).

11. Will accommodation establishments request identification and/or proof of business travel?

Yes, they may. Federal supply arrangement terms allow accommodation establishments to verify that a booking is related to government business (versus leisure). Especially during busy times (holiday season, concerts, etc.), GNB employees should have proof that they are on government business travel (e.g. travel authorization, GNB photo ID). This may be requested at the time of booking and/or when arriving at the accommodation.

12. What is the cancellation policy for accommodations establishments listed in the federal accommodation directory?

Cancellations must be made, and a cancellation confirmation received, at minimum 24 hours (local time of the accommodation establishment) prior to the time of check-in.

13. Can I book with an accommodation establishment that is not listed in the federal government accommodations directory?

Yes, so long as the rate is lower than the approved city rate limit for the location searched. If the rate is above, approval via travel request form (see AD 2801, Appendix D) is required by the employee's manager and deputy head (or by finance executive or Clerk for deputy heads).

14. Why do some accommodation directory establishment rates show up as \$99,999?

If a rate of \$99,999 shows, it indicates that the accommodation rate exceeds city rate limits for this period of time. Approval would be required, via the GNB travel request form (see AD 2801, Appendix D), to stay at this accommodation.

15. Can Government of Canada accommodation directory rates be used for Leisure Travel?

No, they are only to be used when travelling for business