

## INTER-ISLAND AIR TRAVEL PROCEDURES

### All travel must be authorized by the Diocesan Support Center.

The Diocese's Travel Coordinator, Sharon Billingsley, will be provided with the names of people authorized to travel for each meeting. Please book flights in advance. Last minute booking is not recommended due to higher cost and availability of flights. However, if there is an unforeseen need to make a reservation or make a change within 48 hours of your request, please call Sharon (808-255-4245).

### ONLY TRAVEL REQUESTS RECEIVED VIA E-MAIL WILL BE BOOKED.

Online form: <https://episcopalhawaii.jotform.com/222596244873162>

(for *EMERGENCY* use only, Sharon's cell phone: 808-255-4245)

#### General Information:

The following information is REQUIRED to make your flight reservation.

1. Legal name as it appears on your photo identification (first, middle, last name)
2. Your date of birth
3. Your gender
4. Your phone number
5. Your e-mail address
6. Date, time of travel, departure city to destination city
7. Purpose of travel
8. Hawaiian Airlines frequent flyer member number, if applicable
9. Known Traveler Number, if applicable, and country of issue

**You will receive a reservation confirmation code and itinerary by e-mail directly from Hawaiian Airlines. Please check to make sure all information is correct.** If corrections are required, please notify Sharon via [e-mail](#) as soon as possible. If you have not had a response within 5 days of submitting your request, please call Sharon (808-255-4245) as there may be a problem with e-mail. Upon arrival at the airport, either show your itinerary or give your name, date, time of travel and flight number.

**If you need to make changes** to your name, date, flight, or destination they must be made at least 4 hours prior to departure.

- a) **If a flight change is due to a schedule change by the Diocese**, contact Sharon to make the changes. You will not be charged for the change.
- b) **If the change is for any other reason** (personal reasons or because your church/organization makes a schedule change), notify Hawaiian Airlines Corporate Desk directly at 1-800-578-5722 (Mon-Sun 4AM-7PM HST). If the flight you are changing to has a higher fare than the fare on your confirmation, you will need to pay the difference at the time you make the change.
- c) **Free Standby on an earlier flight.** As a corporate traveler you have free Neighbor Island standby on an earlier flight.\*

**If you need to cancel your flight**, please notify Sharon immediately via e-mail ([airtravel@episcopalhawaii.org](mailto:airtravel@episcopalhawaii.org)) AND send a text message to her at 808-255-4245. **DO NOT** call Hawaiian Airlines directly. Missed flights, missed timing on changes, and No Shows will incur a \$50 fee that will be paid by you.

Reimbursements for charges relating to flight changes are allowed **only when changes are made by the Bishop, his staff and Chairs of commissions**. Your request for reimbursement must be submitted within 15 days from date of travel, accompanied by the original documentation and filed with the reimbursement authorization form (aka Check Request Form). Obtain the Check Request Form at

www.episcopalhawaii.org or if unable to access the site, contact Rae Costa at the Diocesan Support Center via email ([rcosta@episcopalhawaii.org](mailto:rcosta@episcopalhawaii.org)) or phone (808) 536-7776 ext. 326.

### **Regularly Scheduled Meetings**

*Diocesan Council, Standing Committee, Commission on Ministry, Commission on Finance & Administration*

We would like to book these travel tickets 2-3 months in advance of meetings.

Clergy members, representatives to governance bodies, participants on commissions that meet regularly only need to provide travel details and reason for travel. Personal details are on file.

### **Special Travel**

*Commission Gatherings, Training and Workshops, Supply Clergy, Annual Meeting*

Tickets will be booked when details of the meeting and those approved to travel become available.

### **\*How to stand by for an earlier flight:**

Access to free stand-by tickets for an earlier flight is a benefit of the "Corporate Ticket booking" you get from booking through [AirTravel@EpiscopalHawaii.org](mailto:AirTravel@EpiscopalHawaii.org). This is particularly helpful if you get to the airport earlier than expected for your return flight.

**BEFORE YOU CLEAR TSA**, go to the Hawaiian Air counter and ask if you might be able to get an earlier flight home. You may have to mention that it's a Corporate Ticket (The Episcopal Church in Hawai'i). The agent will give you a standby ticket (which is not a real boarding pass). Using your original boarding pass, go through the TSA check point and proceed to the gate indicated for the earlier flight.

Your original boarding pass still works for TSA, and your seat on that original (later) flight is guaranteed unless you get onto an earlier flight. If that (new) next flight is mostly empty, they may announce early that all standby passengers have been cleared. If you have the Hawaiian App, you can "refresh" and get the new ticket there. If not, go up to the gate counter if they make this announcement. On fuller flights, they will announce standby status after the rest of the boarding is complete. In any event, your original flight and seat are still guaranteed.