

When booking transportation reservations with Central Travel Service, either in person or over the phone, the following information should be provided and/or recorded:

**(1) The itinerary, including:**

- (a) preferred departure dates and times;
- (b) the class of travel you are booking (e.g., economy);

Staff should request advice on reduced-fare reservations, as well as the restrictions these reservations carry. Departmental regulations oblige travellers to take advantage of special fares where such fares will not interfere with or detract from the purpose of travel. You may be called upon to justify your selection of a class of travel when your travel claim is audited.

- (c) the number of passengers; and
- (d) special arrangements you may require (i.e., seat selection, special meals, excess baggage, etc.).

When arrangements are being made and you are advised that no economy class seats are available, you should:

- (a) ask that a notation be made on the travel itinerary printout; and
- (b) prepare a memo for signature by the appropriate ADM asking for the upgraded travel; and
- (c) forward the memo to ABMT for approval of ACB.

**(2) The name(s) of the person(s) travelling, including Mr., Mrs., Ms., etc.**

**(3) The traveller's office and home telephone numbers.**