

Contact with Central Travel Service can be made in two ways:

- (1) For simple itineraries, staff at headquarters may phone a CTS office of either CTS/Canadian Pacific (993-7000) or CTS/Air Canada (993-1661). (Other CTS offices are located across Canada and are listed in the Government Intercity Calling Guide and in Annex C to this Guide.)
- (2) Where travel is more complicated, travellers may consult in person at the CTS office located on the second floor of Tower D.

It is left to the employee as to which CTS airline he or she chooses for help in booking reservations.

The step-by-step procedures for travel arrangement, described in this guide, apply to all headquarters staff and to all official travel for which this Department is financially responsible.

In order to have travel arrangements processed as quickly as possible, travellers are urged to make them personally. This is particularly true where the trip involves a complex itinerary or the traveller is faced with tight time constraints. Travellers are cautioned that arrangements made through the internal mail system can be subject to delays or misroutings.

For information on group travel arrangements please contact ABMT.

This Guidebook is issued as an interim measure pending publication of a revised travel chapter by Compensation and Benefits Policy Division (ABM). It should not be considered the definitive authority on travel policy.