

cancelled by the traveller. For example, hotel reservations may be affected by changes to transportation bookings. Failure to change or cancel such reservations may well result in the traveller being charged with the cost of a "no-show".

When changing or cancelling a trip at headquarters or while in travel status in Canada, the following procedure applies:

(1) Contact the appropriate CTS office.

At headquarters:

Air Canada (993-1661) or CP Air (993-7000)
Via Rail (call CTS Air Canada and ask for Via Rail)

Elsewhere in Canada:

See the list of CTS offices in Canada attached as Annex C to this guide.

(2) Give your File Locator Number, or provide the following information:

- (a) full name;
- (b) flight number;
- (c) date of travel; and
- (d) travel destination.

(3) Amend or cancel all bookings affected by the change:

- (a) transportation;
- (b) hotels; and
- (c) car rentals

(4) Ask for and record any cancellation numbers on the Travel Authority form. (The cancellation number is your proof that a cancellation was requested.) Travellers should also note the time and date cancellation was requested.

(5) If the trip is being cancelled, take a copy of the Travel Authority