

Enroller Travel After Hours Emergency/Non-Emergency Instructions

Enroller Travel After Hours: Monday – Friday, 5:00pm - 8:30am, EST and CST (and weekends)

Gallagher Enrollment Solutions takes every step necessary to ensure safe and convenient travel to and from enrollment locations, as well as other necessary travel while on assignment for our organization. Travel arrangements may include airline tickets, car rental and hotel accommodations.

Occasionally, travel logistics can be impacted by a variety of unpredictable circumstances. These circumstances can include adverse weather conditions, changing vendor requirements, and reservation adjustments by suppliers.

****IMPORTANT**** *Reviewing your travel itinerary in advance can help avoid travel emergencies. Please review your travel itinerary as soon as it has been communicated that it is available for review. Waiting to review your itinerary close to your departure date does not permit for a timely resolution for any errors. If your travel itinerary is incorrect or you have any questions, please contact your travel coordinator directly.*

In the event of a travel emergency, please refer to the following steps.

- If you are in an unsafe circumstance or environment, and if possible, take all practical steps to protect your safety and contact 911 if required.
- Immediately contact your enrollment manager and notify them of the emergency.
- Once notified, your enrollment manager will assess your situation and provide direction on how to resolve the issue. Please note that your enrollment manager may need to consult with additional members of our staff within the organization to determine the resolution.

In the event that you have a personal emergency during the enrollment, please contact your enrollment manager directly. Your enrollment manager will then notify the travel coordinator of any changes. Travel will then be updated accordingly.

Non-emergency situations associated with travel can be encountered as well, and can often be resolved by working with the entity directly. Some examples of a non-emergency are listed below.

- Flight delays or cancellations
- Rental car reservations not found during pick-up/contracted rental car type unavailable
- Hotel reservations/Billing issues .

In the event of a non-emergency, please refer to the following steps.

Flights:

If a delay of cancellation occurs while you are at the airport:

1. Go to the airline counter and have them reschedule, rebook, or re-route your flight. The airline counter will have more update information than the travel coordinator.
2. For flight delays/cancellations, contact your enrollment manager to notify them of the delay and provide them with the expected arrival date and time.

Rental Cars:

If the counter cannot find your reservation upon arrival, verify that they have the correct reservation number or name (as shown on your travel itinerary). Contact your enrollment manager if no resolution.

Hotel Reservations:

If the hotel cannot locate GES's form of payment or credit card authorization at check in:

- Ask the attendant to look for the fax or email attachment that was previously sent on behalf of Gallagher Enrollment Solutions for payment information.
- If before 6pm Eastern or Central time, contact your enrollment manager/travel coordinator.
- If after 6pm Eastern or Central time, use your personal credit card to check in.
Ask them to place the minimum hold amount on your personal credit card for the evening until the correct billing information can be obtained the following day.
- Notify your enrollment manager and travel coordinator of the issue. GES will contact the hotel the next business day to update the billing information on file to avoid any personal charges