

Registries Stakeholder Group Statement

Issue: **Draft Community Travel Support Guidelines**

Date statement submitted: **16 July 2018**

Reference URL: <https://www.icann.org/public-comments/travel-support-guidelines-2018-05-30-en>

Background¹

The Community Travel Support Guidelines are intended for supported travelers attending ICANN Public meetings (+/- 300 per meeting) or other approved ICANN events. The guidelines also contain information about travel support intended for community groups that select supported travelers.

Note: the selection of supported travelers is not the responsibility of ICANN Travel Support and not covered in these guidelines. Supported travelers are selected by the group that receives travel support or by the supported program (NextGen, Fellowship, etc).

ICANN Community Travel Support Guidelines Consultation:

- [RySG Response](#) (17 Nov 2017)
- [Consultation Summary report](#)

Registries Stakeholder Group (RySG) comment:

The Registries Stakeholder Group (RySG) welcomes the opportunity to comment on the Draft Community Travel Support Guidelines and wishes to make the following comments:

Travel Reports (p.6)

'After every ICANN Public Meeting and approved ICANN event, ICANN Travel Support posts reports of nonaudited travel costs - with names, affiliations, and expenses for all supported travels.'

We recommend that ICANN Travel Support looks into the GDPR requirements for publishing travel reports on its website containing the names of supported travelers and acts accordingly.

Cancellations and substitutions (p.11)

'If a supported traveler misses two consecutive days of an event once it has started, ICANN travel support cancels support for this supported traveler.'

The guideline should better define when a supported traveler is considered to have missed two consecutive days (e.g. non-arrival is different from not showing up at the meeting) and foresee in exemptions in case of force majeure occurring after the commencement of the travel (e.g. health condition, exceptional delays).

¹ *Background: intended to give a brief context for the comment and to highlight what is most relevant for RO's in the subject document – it is not a summary of the subject document.*

Combining Official ICANN Travel and Personal Travel (p.15)

'Supported travelers who want to arrive before their authorized arrival date or stay past their authorized departure date may request approval from ICANN Travel Support. (...).'

The use of 'may request' can be confusing for non-native speakers. We suggest that the guideline makes clear that this is a requirement and indicates when and how the change of travel dates should be requested.

Compensation for Volunteering to Change Itinerary (p.16)

'Airlines occasionally offer free tickets and/or cash allowances on a voluntary basis to compensate travelers for taking a later flight. Supported travelers may not accept these offers as they may result in the traveler arriving late for the event'

The reasoning provided indirectly suggests that travelers could accept such offer as long as they arrive on the same day or for their return flight. We therefore suggest to amend the text: 'Supported travelers may only accept these offers if they arrive on the same day at the event's venue or for their return flight.'

Hotel Bookings for ICANN Supported Travelers (p.19)

'Supported travelers are not eligible to request an upgrade to a higher class room or suite. Any unauthorized hotel room upgrade is considered a personal expense and is not reimbursable.'

This guideline is confusing as it prohibits upgrades and at the same time suggests that upgrades are considered a personal expense. We suggest rephrasing the guideline and using the wording from the guideline regarding late check-outs (p.19): 'Upgrades to a higher class room or suite are not authorized. However, supported travelers may arrange an upgrade directly with the hotel (subject to availability). Any additional expenses are the responsibility of the supported traveler.'

Arriving and Departing Outside Authorized Dates (p.19)

'Hotel expenses resulting from arrivals or departures outside the authorized dates are the responsibility of the supported traveler, regardless of the reason. For example, ICANN will not cover hotel expenses for an earlier arrival date even if the flight cost is lower for that date or if the supported traveler is leaving a day earlier.'

We assume that the example should be: 'ICANN will not cover hotel expenses for an earlier arrival date and, or later departure date even if the flight cost is lower for that (these) date(s).'
