

Comments on [Draft Community Travel Guidelines](#) – 30 May 2018

I would like to thank you for giving me this opportunity to comment on the Draft Community Travel Support Guidelines – 30 May 2018. Even though I am part of the At-Large Community, I am making these comments in a personal capacity.

First and foremost, I would like to really appreciate the ICANN Travel Support Team for all the support that they accord to ICANN supported travelers. I do not know how big the team is, but I know that the work is massive and they have been able to accommodate our requests and travel plans. For the recently concluded ICANN meeting in Panama, my travel was organized in a matter of hours, and outside normal working hours. From previous trips, Joseph de Jesus, and Nichole Kennedy have responded promptly to queries and have made travel arrangements easier, even in cases visas have arrived closer to the meeting. So, thank you Travel Team!

Please see my comments below:

- Item 4 under communication responsibilities (page 7) needs an adjustment. "If there is no response five days after the third email, ICANN Travel Support sends a **third** email,.....", should be ".....ICANN Travel Support sends a **fourth** email....."
- Under Trip Cancellations, 60 days is so much time considering the many challenges that travelers go through, including acquiring visas. I would like to suggest that this time be changed to 30 days.
- Visas: Many embassies or consulates do not give any confirmation, so it is hard for a traveler to know if they will be granted a visa until it actually arrives. In addition, some embassies or consulates prefer to grant visas closer to the travel date. I would like to suggest that instead of requiring supported travelers to have visas at least 2 weeks before the start of an ICANN Public Meeting or approved ICANN event, this should be at least 1 week or if left at 2 weeks, an explanation for exceptional cases should be noted.

- Changes to Travel Arrangements (page 15): The designated Travel Management Company should get tickets that are flexible to allow a traveler to make changes directly with the airline. I had some issues with one of my recent trips and on contacting the airline was informed that the travel agent had "locked" the ticket so changes could only be made through them. In this case I was willing to pay the cancellation charges incurred but was not able to.
- The Visa processing company (in this case, Newland Chase) has not been mentioned in the travel guidelines yet they have in the past helped travelers during the visa application process. The visa section should make mention of the company, just like the travel section makes mention of the Travel Management Company.

I appreciate the accommodations that have been made on occasions where a traveler is outside the specified days according to the Travel Guidelines, and once again thank the travel team for their support.

Sincerely,

Sarah Kiden