

## PROTOCOL FOR EAFIT UNIVERSITY TRAVELERS

Every EAFIT University traveler, whether a staff member, a full professor, an adjunct professor or a guest professor, must be aware of and comply with the following guidelines, put in place by the institution for travel services:

1. The University provides economy class air tickets. Any surcharges or fines caused by change of such ticket arrangements and due to personal reasons or to mistakes in planning the trip, must be paid by the traveler or the support personnel, in case such mistake results from an incorrect administrative procedure.
2. Land travel is not authorized for those destinations where air travel is available.
3. The University provides lodging (including breakfast and internet connection) according to the various agreements in place at each city. Payment of lodging costs is not provided in cash. Additionally, travel expenses are paid for the destination city as well as for lunch and dinner, depending on the travel duration. Such travel expenses are paid based on rates previously established by the University.
4. Land transport service will be rendered through companies in contract with the University. An allocated vehicle can be shared by up to three travelers. Transport of non-authorized persons is not allowed. Also, no wait periods throughout the journey are allowed. At the moment of requesting transportation service, the traveler should be clear about the destination, since changes to the specified travel route are not allowed.
5. Upon reception of the request for land travel service, the carrier will send an email or otherwise contact the traveler to report the pickup time, which must be at least two hours before the flight for domestic travel and at least four hours before the flight for international travel. If the traveler requests to be picked up later than the time suggested by the carrier, the traveler will pay for the surcharges incurred by loss of flight. In case no confirmation is received from the carrier, the traveler is obliged to contact the company chosen in order to confirm the transportation service. Travelers are encouraged to do the web check-in to make boarding easier.
6. Travelers who designate EAFIT University as the pickup point should keep in mind that the waiting location for vehicles is block 18 and the established waiting time is five minutes. Eventually, in case travelers have problems to

access the University, they will be able to find out about their transport at the main entrance of the Institution.

7. In the event that the traveler needs to change the pickup time due to a change in the flight departure time, he/she must contact the carrier at least two hours in advance, in order to report the relevant changes (information reported includes name of the airline, the new flight number and the new departure time). Failure to report the change, the company will bill the transport service to the University under the “no show” description and the traveler will consequently have to pay for the transport fee.
8. The carrier will wait for the traveler up to five minutes after the agreed pickup time, since the carrier should probably pick up two other travelers and needs to ensure the timely arrival of the three of them to the requested destination.
9. Note that, pursuant to Aeronáutica Civil provisions, carriers are not allowed to pick up passengers at the taxi stand area of Jose María Córdoba airport (Rionegro). They can pick up passengers only at the designated parking lots.
10. In the event that the travelers do not want to or cannot conform to these guidelines, they can make their own lodging or transport arrangements and pay for these with their personal funds.
11. Any optional evaluation done by the traveler of the transportation services received should be based on the provisions set out in the present document and be reported to EAFIT University Purchasing Department (Departamento de Compras) via the following email address: [compras@eafit.edu.co](mailto:compras@eafit.edu.co).

Administrative and Financial Management  
EAFIT University