

Direct Travel (formerly BTI) is the College's designated travel company. Their network provides the College with preferential rates from travel vendors and the latest enhancements for arranging and managing corporate travel.

Benefits to using the services of Direct Travel, either by booking through GetThere (see ACCESS below) or working with an individual travel agent by phone or email include the following.

- 24/7 after hour toll free assistance to solve the unforeseen travel dilemma.
- Unused ticket tracking-technological solution capturing credit of cancelled tickets.
- Voided tickets- a 24 hour window to erase a travel reservation, start over with no exchange or cancellation fees.
- Preferred vendor partnerships yielding better pricing and enhanced traveler experience.
- Access to Direct Travel's industry leading Groups and Meetings department.

Direct Travel charges \$34 for airline tickets purchased working with an agent by phone or email. The charge for tickets purchased via GetThere is only \$10 per ticket. Direct Travel agents are available by phone or email between 7 a.m. and 7 p.m, Monday through Friday while GetThere is available 24/7.

## **Booking a reservation**

Hamilton College travel reservations can be made by using an online booking tool called GetThere, which employees may use to make their own travel reservations or to make reservations for others. Airline and train tickets purchased via GetThere may be direct billed to the College, charged to a college corporate card, or charged to a personal credit card.

Employees preferring the flexibility of booking online will find GetThere an extremely easy to use tool which consolidates air, car, hotel and rail reservations in one location. For those preferring to work directly with a consultant, Direct Travel offers an experienced staff of both domestic and international consultants easily engaged by email or telephone.

### [Online Booking Tool](#)

#### **Direct Travel Contact Information:**

Travel Agent Services      Mon-Fri, 7 a.m. to 7 p.m.    Phone: 800-472-7447

Email: Domestic itineraries: CorpAgents\_Syracuse@dt.com; international itineraries: INTLCORP\_Syracuse@dt.com

BTI After Hours Support    24/7

Phone: U.S. Canada, Mexico itineraries: 800-206-1478; International Itineraries: 201-221-4462  
Code-S-V8X1

BTI Group Travel Services Mon-Fri, 8:30 a.m. to 5 p.m. Phone: 315-234-1481

Email: [Groups\\_Syracuse@dt.com](mailto:Groups_Syracuse@dt.com)

## **Access**

Employees who need access to GetThere to make travel arrangements for college travel should have their **SUPERVISOR or DEPARTMENT CHAIR** notify the Business Office that they are authorized to use by sending an email to Tricia Schweitzer at [tschweit@hamilton.edu](mailto:tschweit@hamilton.edu) with the following information.

- Name as it appears on ID used for airport check-in
- Email address
- Phone number
- Identify if employee will need guest booking access which provides ability to book travel for guests.

Employees will then receive instructions to log on to [www.dt.com/syracuse](http://www.dt.com/syracuse) to set up their profile and to [www.tripcase.com](http://www.tripcase.com) to access their itineraries.

## **How to use GetThere**

For a demonstration on how to use GetThere online booking tool use the link below to access the recorded training session from August 28, 2018.

[Recorded demonstration 8/28/18](#)

## **travel policy**

For more information on allowable travel expenses, please see the [Travel Policy](#).