

## Section 1: Getting Started

- All Cook employees are required to use Concur Travel or Cook Medical in-house Corporate Travel Agency Cook Medical Travel when making travel reservations for Air, Hotel or Car Rental.
- You may use Cook Medical Travel to make reservations for other methods of transport such as Train, Limos, Ferries.
- All corporate travel reservations will be secured and ticketed against a Cook company credit card.
- It is the responsibility of all travelers to keep their Business Traveler Profile up to date and current in Concur.

## Section 2: Travel Reservations

There are three opportunities available to make the reservation:

1. Online with Concur [www.concursolutions.com](http://www.concursolutions.com)  
Concur is preferred for all standard airfare, hotel and car rental reservations. You can also book some low-cost airlines and trains through Concur. For some trains not part of GDS or Concur travel booking system, you may book yourself directly with the train vendor or call the corporate travel agent. Please call the travel agent if you are doing complex around the world trips or any trips containing more than 8 segments. Please also call travel agent for changes to reservations.
2. Corporate Travel Department via phone or Email  
**Cook Medical Travel Ireland (Europe excl. Denmark)**  
Phone number: +35361250700  
Email: [travel@cookmedical.com](mailto:travel@cookmedical.com)  
Office hours (GMT): 07:30-17:00 (Mon-Thurs)  
07:30-16:00 (Fridays)  
**Cook Medical Travel Denmark (Danish employees)**  
Phone number: +45 56868686  
Email: [travel@cookmedical.com](mailto:travel@cookmedical.com)  
Office hours (CET): 08:30-16:30 (Mon-Thurs)  
08:30-16:00 (Fridays)  
**Cook Travel (North America, Latin America, Caribbean)**  
Phone number: 800-542 1647 Toll free or 812-336-6811  
Email: [travelagent@cookmedical.com](mailto:travelagent@cookmedical.com)  
Office hours (EST): 08:30-17:00 (Mon-Fri)
3. After Hours Emergency Travel Service – please see your reservation or Travel card for details. Should be used for out of hours flight changes or other emergencies only.

## Section 3: Concur Travel Bookings

- You log into Concur [www.concursolutions.com](http://www.concursolutions.com)
- Concur can only be used to make reservations for the Concur user. For other business travelers (colleagues, HCP, spouse) please call Cook Medical Travel agents for any such reservations.

## Section 4: Air Travel

- Fares should be booked as far in advance as is reasonable.
- You may be asked to provide a valid business reason in Concur if the fare chosen is higher than the recommended fare. Exceptions may be reported to your manager.
- Ground transport should generally be used if travel within 4 hours driving time or within 250miles/400 kilometers.
- Non refundable and non-upgradeable fares should be chosen on all flights.
- Changes to air travel should be made by calling a travel agent.
- Changes to flights should generally only be made under the following circumstances:
  - Difference in departure time is 4hours or more,
  - Medical or family emergency,
  - required to attend another Company event
- Travelers must notify travel agent before departure time with any cancellations as we may be able to reuse ticket or reclaim taxes.
- The use of any one carrier to acquire Frequent Flyer points violates Company policy.
- Cook Medical Travel is unable to assist with any frequent flyer redemption requests and has no access to mileage account balances.

## Section 5: Ground Transport

- Car rental reservations should be made through Cook Medical Travel or Concur utilizing a Cook preferred car vendor.
- Please make sure to verify the rate, terms and conditions prior to signing your rental agreement.
- Car Rental Insurance –
  - If a car is hired in Europe through AVIS then the corporate discount code of C4212000 should be quoted on booking. This will ensure that the hire cost is inclusive of all applicable insurances which means employees **do not** need to purchase the additional insurance, i.e. loss damage/collision damage waiver insurance. Due to the fact that the inclusive loss/damage collision waiver insurance has an excess you may be offered the opportunity to purchase an extension to the insurance which reduces this excess to nil. **Please decline this additional insurance**, as it's not required.
  - If a car is hired in the US through AVIS then the corporate discount code of A543600 should be quoted on booking. This will ensure that the hire cost is inclusive of all applicable insurances which means

employees **do not** need to purchase the additional insurance, i.e. loss damage/collision damage waiver insurance. The inclusive loss/collision waiver damage insurance on this policy has no excess so no additional insurance should be offered to you. If it is then please decline it as it's not required.

- If a car hired anywhere is not hired through AVIS using the corporate discount codes above, employees **should always** purchase loss damage/collision waiver insurance at the time of rental.
- When picking up and return the vehicle walk-around to ensure there is no damage.
- It is the responsibility of traveler to cancel any car reservations in the event of a change in travel plans.
- Airport parking should be long term if exceeding 12 hours.

## Section 6: Hotels

- Hotel reservations must be booked through Cook Medical Travel or Cook Events department for conference/conventions.
- Three star categories should be preferred while on the road, Five star categories are prohibited. Rooms to be booked- Standard.
- All reservations and guaranteed late arrivals will be charged to your Cook credit card.
- When canceling a reservation take note of cancellation number and/or name of hotel employee taking the cancellation.
- Guaranteed room charges incurred due to non-cancellation (no-show) are the responsibility of the traveler and may not be reimbursed by Cook.
- Lodging expenses are not reimbursable when staying with friends or relatives when on a business trip
- All hotel contracted rates, contracts and room blocks should be negotiated by Cook Medical Travel or Cook Events department.

## Section 7: Expense submission – Invoice

Please see the Quick Reference Guide/Concur Expenses Guidelines for details on Expense submission.

All airfare booked through Cook Medical Travel via Concur or via Travel agent should be imported to Concur Expense.

### Need help?

Please contact:

**Cook Travel – Americas and the Caribbean 800-542 1647**  
**Cook Medical Travel - Europe excl Denmark +353 61 250700**  
**Cook Medical Travel - Denmark +45 5686 8686**  
[www.cookmedicaltravel.com](http://www.cookmedicaltravel.com)