

## Airline Best Practices

---

**Purpose** The purpose of the Department of General Services' (DGS) *Airline Best Practices* guide is to provide government business travelers with guidelines and industry standard best practices relative to the establishment of the Airline Reservation Requirements policy (Management Memo 21-07). These are recommendations to achieve airfare cost savings and policy compliance.

*Executive Branch Agencies only:* This guide does not supersede state travel policies outlined in the State Administrative Manual (SAM) sections 0700 (Travel) and 4100 (Transportation Services). This guide is to be used in conjunction with the DGS Management Memo (MM) 14-03, MM 21-07, and Executive Order B-06-11.

**Best Practices**

Use the following best practices when booking airfare:

- Use the state's contracted airlines for all flights (link to airline contracts located on [Airfare Resources for Government Travel](#) website under Airline Contracts)
- Book all domestic flights 7 days or more in advance
- Book all international flights 30 days or more in advance
- Book non-refundable fares (outbound and return):
  - These fares are typically 40-60 percent off the cost of a fully refundable fare. Frequent travelers must always book non-refundable fares since there is a high probability any unused funds generated from a cancelled flight will be used for future travel within the expiration period.
- Book roundtrip flights only; one-way flights are not allowed unless there is a business reason for not flying round trip
- Be aware of all cancellation rules and any applicable penalties before booking your flight. Travelers are responsible for knowledge and understanding of these rules and subject to all penalties set forth by each airline.
- Refundable fares may only be used if:
  - Traveler does not travel more than once a year.
  - Travel is being booked for a non-government traveler, or an individual that is not employed by the department
  - Only Refundable fares available at time of booking

**Contact Information** Letty Santana, Travel Program Specialist  
[Letty.Santana@dgs.ca.gov](mailto:Letty.Santana@dgs.ca.gov)  
(279) 946-8512