

# State Traveler Quarterly Updates



## Booking for a Group

A group is 10 or more travelers. To book for a group, you must contact CI Azumano travel agents by:

- Emailing [CalTravelGroups@ciazumano.com](mailto:CalTravelGroups@ciazumano.com)
- Calling 877-454-8787, Option 4

## Canceling Travel

- Each vendor has their own cancellation policy that must be followed.
- Travelers must check the cancellation policy for each segment of travel. This can be done while booking travel on Concur.
- If travel is not canceled within the vendor's cancellation policy, it may result in a charge.
- CI Azumano will send a cancellation email once the travel has been officially canceled.
- If a traveler does not receive a cancellation email, follow-up with your agency Travel Coordinator(s) to ensure the cancellation has been processed.
- Travelers will receive a cancellation number for canceled lodging and train fare.
- Travelers will receive a void ticket number for canceled airfare.
- Travelers will not receive a cancellation number for canceled car rentals.

## Lodging

The Preferred Hotel Program consists of contracts with hotels to provide state rates and other amenities to state business travelers. Travelers should give preference to "Most Preferred" and "Preferred" properties when booking lodging. Coming soon: Keep an eye out for the Preferred Hotel Program interactive map to search for participating hotels, cross-reference amenities, and more!

Hilton Hotels have integrated with Conferma to ensure smooth usage of Virtual Card Numbers. 109 Hilton Hotels participate in the Preferred Hotel Program!

Most hotel chains provide ADA rooms in Concur, however Marriott hotels **do not** have ADA rooms shown in Concur. If booking a Marriott brand hotel, please contact the hotel directly to request/guarantee the ADA room, after making the reservation in Concur.

## Airlines

New airline agreements will be live on July 1, 2025.

State of California will have airline agreements with four preferred carriers:

- Alaska Airlines
- Delta Airlines
- Southwest Airlines
- United Airlines

Travelers will be charged bag fees for Southwest flights starting July 1, 2025.

A Travel Bulletin will be released with more information.



## Virtual Card Numbers

Travelers should book "Preferred" or "Most Preferred" hotels as they have agreed to accept Virtual Card Numbers.

It is best practice to check-out in person to request two receipts and ensure the correct card(s) were charged.

If you encounter any Virtual Card Number issues, please contact your agency Travel Coordinator(s).

### Agency:

- Website:
- Email:
- Phone:

### CI Azumano

- Website: [www.caltravel.ciazumano.com](http://www.caltravel.ciazumano.com)
- Travel Agent Email: [Caltravel@ciazumano.com](mailto:Caltravel@ciazumano.com)
- Travel Agent Phone: 877.454.8785

## Conferma App

It is recommended that travelers download the Conferma app to access the virtual card numbers on the day of check-in and check out.

Travelers can view the communication history between Conferma and the hotel to ensure the hotel has received the virtual card number.

Travelers can resend the credit card authorization form if requested.

## Car Rentals

Toll charges must be paid on time. Any penalty fees for late payments are the responsibility of the traveler.

Travelers are expected to prepare for trips by researching potential tolls. Toll charges are digitized and payable online.

There is no acceptable justification for nonpayment of tolls or penalty fees.

## Resources

- [Booking an ADA Room Within Concur](#)
- [Concur Travel Demonstration Training \(Video\)](#)
- [How to Cancel a Booking \(Video\)](#)
- [How to Set Up 2 Factor Authentication \(Video\)](#)
- [SAM 4117 Guide](#) (for executive branches only)
- Sign up for the [Live Concur Travel Training](#) on August 7
- [Subscribe to Travel Updates](#)
- [Trainings Resource Page](#)
- [Traveler Resources on Statewide Travel Program Website \(Video\)](#)
- [Who's Who in State Travel](#)