

Travel Podcast Script:

Amanda: Hello. I'm Amanda Long and with me is Matt Richardson. We are the travel team here at the National Learning Center Home of the National Veterans' Training Institute. We are going to be discussing some travel basics for those of you who may be traveling out to Denver for our training courses. If you are listening to this podcast there's a good chance you have been selected to come to training at NLC/NVTI. We recommend you listen to this podcast very carefully as it contains important information you will need as you get ready to travel to Denver. There is also a checklist available on this podcast you will need to refer to at some point and we recommend you print that off as well for future assistance.

Matt: Thanks Amanda. We know some people have run into some confusion with the newest travel policies that we have encountered recently, so our hope today is to discuss those recent developments to help ensure a smooth travel process for you as you make your way out to Denver. If you have received a "selection notice letter" from NLC/NVTI, that means you have been selected to attend an NLC/NVTI training course in Denver, CO. The next step upon receiving the selection notice is to contact NLC/NVTI to discuss your travel/hotel preferences so we can get started on arranging your travel and getting the hotel information from you. It is important that you get in touch with us quickly to ensure good flights and to ensure that you get the preferences you want. Typically, the information we request you to call or email us with is your name and spelling as it appears on your photo ID or driver's license, your social security number (for some), your airport city of departure (you can choose where you would like to fly out of and fly back to), your business and cell phone numbers so we can reach you, your flight preferences (such as preferred flight times based on the class start/end dates and times), your room preferences (such as smoking if available/non smoking, 1 or 2 beds) , and any special needs or accommodations you may have (such as refrigerator needed for medication, disability, etc.).

Amanda: Right, Matt. That is the most important information we need right up front, and all of this information is laid out in the selection notice letter that every participant receives by email once selected for an NLC/NVTI training class. We have also posted a checklist of this information on the podcast site that you can print off and use. So let's go ahead and run through the selection notice letter that you first receive from us when being selected to come to a training course. It covers most travel and hotel information that you need to know when coming out to Denver. It is important to open, read and print all emails that you receive from us before traveling to Denver, as the emails give you all information you need to know regarding hotel information, shuttle pick up from the airport, baggage fee information, as well as information on what to do once you arrive at the training hotel.

Matt: That's right Amanda. Now, let's go through the letter information in more detail. First on the letter all participants will find out hotel information. The majority of on-site training classes are held at the Doubletree Hotel on 3203 Quebec Street in Denver. Now there are rare times that we will hold a training class at a neighbor hotel due to hotel availability and so forth. The most important thing you can find on the selection letter about the hotel is the hotel shuttle policy. We have some confusion here from some participants who travel to our classes. The Doubletree provides a complimentary shuttle which will take you to and from the hotel at no charge to you. The shuttle picks up on Level 5 which is

the baggage claim level. After you have gotten your checked items, go out West Door #508 on Level 5 to Island #3- Ground Transportation, and wait for the shuttle bus that has Doubletree/Red Lion Hotel identification. The shuttles cycle every 15 to 45 minutes after the hour and will stop when you wave them down. Please remember not to take any other mode of transportation to and from the airport as NVTI will not be able to reimburse you for any other mode. The hotel shuttle is free and convenient.

Amanda: It is important that we point out that the hotel shuttle WILL NOT pick up on the East side of baggage claim. Please make sure to only go out the West Door #508. You will be waiting a long time if you go out the wrong door 😊 If you have questions as to what side of the airport baggage claim you are on, please see an airport attendant to ensure that you are indeed going out the west door exit. Now, once you catch the shuttle, first ensure that you are going to the Doubletree on Quebec Street in Stapleton/Denver. Once arriving at the Doubletree, your next step is to check into your room. Upon check in you will receive all needed information for your week of training. The hotel front desk will provide you with your participant folder that contains information on the time and place of your NLC/NVTI training session, as well as your meal tickets. Now, it is important that we point out that the hotel will require you provide a major credit card at check in. They require the card merely for incidental charges such as long distance phone calls, room service, etc. Your card will NOT be charged unless you incur or use these chargeable services.

Matt: I am glad you point that out Amanda. I know some participants have been worried about why exactly the hotel needs their credit card so it is good to know that the cards WILL NOT be charged for the room itself, but rather services that they use that are not part of the room rate. It is hotel policy that they do this. The selection notice letter also covers important information as far as the schedule of your training class and when you begin the class, along with the link where you can access and pre-print out the class PowerPoint slides before coming to class. Some people like to reference these during the class so it would be a good idea to print them out before. We have this available on the NVTI website so feel free to print them out and bring them with you to class. Your class facilitators will not have these PPT's available, so we highly recommend you print them out before you attend. You should print only the handout form rather than print one slide per page. Please reference your selection notice letter for the site and for your class start time and day of the week.

Amanda: Right Matt. Also in your email you will find many attachment documents that you should read over and print out before traveling out the Denver. They cover more in depth information on traveling to training, the change policy for your airline reservations, the NLC/NVTI reimbursement policy for mileage and driving to class and tips for security and baggage at your airport and at the Denver International Airport. Matt and I will touch on some important things to remember when traveling out the Denver and airport information. The first of which is baggage. We are all aware of the increase charges that have been put into place by many airlines...and the newest of these being baggage charges for even the first checked bag. It is important for you to know that many airlines have started a new policy in which the second checked bag will be charged a fee. Please keep in mind that NVTI is unable to reimburse for second checked bag fees. However, for those airlines that are charging 1st checked bag fees, NLC/NVTI will reimburse you for your FIRST checked bag only.

Matt: that's right Amanda. Many airlines have started a new policy in which ALL checked bags will be charged a fee. The first bag is typically charged a \$15 fee each way. Be prepared to pay this \$15 on each leg of the trip. If you are charged a first bag fee NVTI will reimburse you for your cost. Be sure to SAVE your receipt to be turned in with a travel voucher provided by your instructors during class. Remember though, NVTI is unable to reimburse for second bag fees. And while we are talking about reimbursements, why don't we talk about a few specifications on filling out travel vouchers. You can fill out a travel voucher for a few different reasons: first being for baggage fees, second for mileage reimbursement if you decide to drive your vehicle to Denver rather than NLC/NVTI arranging your flights for you, and third to get reimbursed for your flight if you arrange your flights on your own. Many people are interested in bringing their spouses or family members out to Denver with them and want to get on the same flight as their guest. You have the option to make your own travel arrangements and NLC/NVTI will reimburse you UP TO the amount that we would pay for your ticket. You can talk with me or Amanda about this in more detail if it applies to you, just by calling or emailing one of us. When filling out the travel reimbursement voucher you will need to provide a receipt for all baggage fees or flight receipts. Once you fill out the form, you attach your receipt(s) and then mail the form directly to NLC/NVTI attention Deb Barley. Deb Barley handles all reimbursements. We will post the travel voucher address information on the podcast page for your reference.

Amanda: Good point Matt. It is very important that the participants mail the travel voucher to NLC/NVTI rather than the address that is listed on the reimbursement form itself. That way they can ensure speedy reimbursement. A reimbursement typically takes about 2-3 weeks to process and get to you upon turning in the voucher. If sent to the wrong address the reimbursement could take MUCH longer. Please note also that we are unable to reimburse you for lodging or food on the road if you choose to drive to NVTI or stay longer than the class entails. We will however, cover all hotel and meal costs for the duration of your stay in Denver for the training class. We provide you with meal tickets for dinner on your arrival day/travel day to Denver, breakfast/lunch/dinner on each day of training, and breakfast/lunch for your Friday/day of departure from Denver. We will also cover the hotel costs for all days of class. The participant is responsible for paying for any additional nights they may have in the hotel (if they decide to stay in Denver longer than the class entails) and also for any extra meals they may need on the morning on travel day and the evening of departure from Denver. This would be reimbursable by your state. Another thing to remember is that the participants' state is responsible for reimbursing the participant for any parking fees or mileage fees that they incur driving to and from THEIR state airport. NLC/NVTI cannot reimburse for anything in the state where the participant is coming from.

Matt: I am glad you bring all of that up Amanda, as we do frequently have participants who fly into Denver early or decide to fly out a few days after class is over to visit family or check out what Denver has to offer. We have no problem with arranging your travel earlier or later than the days specified for class. However, the participant WILL BE responsible for paying the additional nights at the hotel or arranging their own sleeping arrangements for the additional days. If you do decide to stay additional nights at the Doubletree hotel for extended days you will be able to get the NLC/NVTI reduced rate for those extra nights.

Amanda: Another important thing that is discussed in the “Traveling to Denver” documents that are attached in the email that you will need to read is information on your flight itinerary. So let’s spend some time talking about the travel itinerary. Once we receive all needed information from the participant on the flight/rooming preferences, we will then go ahead and order the flight itinerary. It is important to point out that once the information is sent to us from the participant that is the final information we will go off of in order to make the flight itinerary. That is the LAST time the participant can tell us their preferences and/or make changes to such preferences. Once we have the final itinerary, we CANNOT make changes to flight times and/or days, unless an emergency comes up, of course. We try to make all travel arrangements as close to the preferences laid out by the participant. However, we may not be able to accommodate you exactly as laid out on the email. It is important to ensure that all information is correct on the itinerary, as a fee will apply to the participant if changes are needed last minute. Once we have the flight itinerary, we then send the itinerary via email to the participant. The itinerary we send acts as an E-ticket or an electronic ticket. This is NOT the boarding pass. The participant will still need to check in at the airport kiosk to receive their final boarding pass.

Matt: Good point Amanda- we get a lot of questions on that. We will not send a paper ticket/boarding pass to you. All the participant will need to do is check in at the airport with a photo ID/driver’s license to receive the paper boarding pass, which they will need to get through security and on to the flight. And, speaking of security, please plan to allow yourself PLENTY of time to get through security while at the airport. Airport security screening procedures are significantly more stringent now. Not only will lines be longer, but it is important to note the changes in allowable carry-on and checked items as well. Usually allowing 2 hours at the airport for domestic flights, and 3 hours at the airport for international flights, in order to get through security and check in is the safe route. This goes for your city as well as while in Denver. Typically, your class will end on Friday afternoon at around 12noon, so you should be sure to schedule your shuttle times at least 2 hours in advance from the hotel to the Denver International Airport.

Amanda: Good point Matt. Now switching gears for a minute, as for participant attire during training in Denver, you DO NOT have to wear any type of suit or uniform. The class attire is business casual, and Friday (your travel day) is travel attire- meaning on Friday feel free to wear jeans. And remember...as we close...you will be traveling to Denver, CO...the most in consistent weather you will ever encounter. As far as the weather, Mark Twain was right in quoting – “If you don’t like the weather in Denver, just wait a few minutes.” The weather in CO changes constantly, so be sure to be prepared with sunglasses, a winter coat, and shorts ☺ Also remember to feel free to get out and explore Denver on your off hours of training. You will have every evening off after class gets out, so ask the hotel concierge and your instructors about possible activities to enjoy while in CO. Our training facility is located in a great, booming area, and offers many different restaurants along with a new shopping mall, movie theater, and is located very close to downtown Denver which is where you can take in a Avalanche hockey game, Rockies baseball game, or enjoy many restaurants, night clubs and shopping centers. Check the internet on what activities are going on in Denver. You will receive a map in class of different sights you can see while in town. Anything you think we should add Matt before we finish up?

Matt: I think that about wraps it up. Just remember to read and print off all emails that you receive from us prior to attending a training class. And also remember that any question or concerns you have before coming to Denver you can feel free to contact Amanda or myself to get those answered. We will

go ahead and post additional information on addresses and contact information on the podcast link on the NVTI website. We will also post the address that we discussed for sending the travel reimbursement voucher.

Amanda: Thanks Matt...and thanks to all of you for listening!