

When should I make travel arrangements for an upcoming OPTN meeting?

A general rule of thumb is six-to-eight weeks prior to the meeting date. If the OPTN is covering the cost of your trip, you will receive a [GetThere](#) email invitation within that timeframe that outlines exactly how to book your trip.

Can I change my ticket?

Yes; but if you change the ticket more than 24 hours in advance of the trip, it will cost more than \$200 in addition to the cost of airfare at the time of the change. If you change the ticket within 24 hours of the flight, you can usually work with the airline directly and only incur a \$75 same-day change fee.

Do I need to book my own hotel?

No; when you are travelling on behalf of the OPTN, UNOS Meeting Partners will add the hotel reservation to your itinerary once your flights are received from [GetThere](#).

Do I need to use my own credit card when booking room reservations for OPTN meetings and travel?

In almost all cases, rooms are billed directly to the OPTN and you would only need to provide a credit card for incidentals that might be charged to your room during your stay.

I forgot my [GetThere](#) information – how can I find it?

If you forgot your username and password, simply email meetings@unos.org and a UNOS Meeting Partners travel agent will help. If you only forgot your password, you can simply click the “Forgot Password” link on the [GetThere](#) login screen.

I can’t find Amtrak in [GetThere](#). How do I book a train?

Simply reply to the email that asked you to book your trip with the station, date and time information of the train you would like to book and a UNOS Meeting Partners travel agent will book the train and email you a confirmation.

Why can’t I book a basic economy ticket through [GetThere](#)?

Basic economy airline tickets are so restrictive that it does not make good business sense for UNOS or for members to book flights through that option.

I had to pay some out of pocket expenses for the trip I took when travelling on behalf of the OPTN. Are those expenses reimbursable?

Yes; simply visit or reimbursement tool, [Chrome River](#), and submit your receipts. A list of reimbursable items can be found in [our travel policy](#).