



Heroic Hearts Project (HHP) Program Participant (PP) Travel Policy (External Policy)

As of: November 30th, 2023

- Purpose:** The purpose of this Travel Policy is to outline the terms and considerations Heroic Hearts Project (HHP) uses to book and manage Program Participants (PPs) travel. In conjunction with receiving funds through the HHP Grant, each PP acknowledges and accepts these terms and conditions.
- Overview:** Attempting to serve as many veterans as possible with a limited pool of funds, HHP aims to provide PPs with the most direct and cost effective travel while also managing the level of comfort each veteran participant needs.
- Home Airport:** PPs are required to travel in and out of the closest major airport. If the PP desires travel different to this, this is allowed only if no significant cost differential (determined on a case by case basis) is required. If a significant cost difference is incurred, the cost of this is required to be paid for by the PP. Depending upon the PPs physical home address location and associated costs, PPs may be required to drive within a 2-3 hour window to depart from a more cost effective airport. Considerations of flight costs, flight time, drive time, and participant health will all be taken into consideration.
- Leisure Travel:** Due to the nature of this program, HHP highly discourages any leisure travel by PPs prior to and post program retreats. Leisure travel should only be considered if the PP is an experienced traveler, and is comfortable navigating international airports and cities.

If participants want to conduct leisure travel prior to or post their program retreat, the PP is required to book their own travel, is unable to receive support from HHPs travel agency and HHP will not be responsible for any extra travel costs incurred associated with the PPs travel.

Any flights or hotels associated with leisure travel must be purchased directly by the PP. HHP will only reimburse up to the total it would have cost HHP to fly a PP from their home airport to the program retreat center. Any remainder of costs is absorbed by the PP. Once a PPs travel is booked through the HHP travel agency, all costs associated with canceling or rebooking flights for leisure travel will be absorbed by the PP.
- Preferred Seating and Baggage:** PPs are provided with flights that allow for basic seat selection and carry on baggage allowance only (weight limits apply). The costs of any seat selection or checked baggage above this (unless medically necessary) will be absorbed by the PP. Medical necessity for seat or baggage upgrades must be communicated in the Enrollment Application.

6. **Layovers and Hotel Accommodation:** In the event a participant has a layover of more than 6 hours, and this time period occurs during local overnight hours of 8pm-8am, a hotel room (which may be shared double occupancy - same gender) will be booked by HHP. Details of the hotel booking will be included in the travel itinerary provided via email. If required to pay at check in, PP is to keep their receipts and will be reimbursed by HHP if requested.

7. **Travel Itinerary Documentation:** PPs complete travel itinerary will be emailed to them. Once received, PPs are to:

- Confirm receipt, and notify HHP of any discrepancies **within 24 hours**
- Download it onto their phones and take a screenshot
- Share itinerary with Primary NOK/ spouse/ significant other
- Print a copy of your itinerary to travel with
- Locate and smartly store passport
- Take a photo of passport to travel with

8. **Missed Flights:** Participants must apply proper preparation and planning to ensure they arrive at the airport two hours prior to any scheduled flight departure times. If a PP misses a flight due to their own negligence (determined on a case by case basis), they will be required to incur the costs themselves for their further travel to get to or back from the retreat center.

9. **Delayed or Canceled flights:** Any flight cancellations or postponements that result in the need for a new itinerary (new flights), contact your assigned HHP Veteran Experience Manager by cell or by signal chat immediately to manage flight changes through the travel agency.

- Any flight changes necessary will be paid for by HHP, updated itinerary sent via email
- If after hours, and HHP Program Veteran Liaison/Enrollment Guide are unavailable, call TakeTwo Travel Agency phone number at **+1-646-751-8886**.

10. **Lost Passport:** If a PP loses their passport anytime throughout their travel, let HHP Veteran Experience Manager or assigned HHP Liaison know immediately. PP is responsible for scheduling a [new emergency passport appointment](#) through the retreat country's US Embassy.

11. **Other Travel Issues:** Any other travel accidents/ incidents regarding travel and costs will be assessed on a case by case basis.

12. **Food Costs and Local Travel Expenses:** Any food or taxi expenses incurred during travel are absorbed by the PP. Group dinners the night before and after the retreat will be funded by HHP.

13. **Reimbursement:** Requests for reimbursement are made by:

1. Emailing the Veteran Experience Manager julie@heroicheartsproject.org AND payables@heroicheartsproject.org expense receipts, First/ Last name, reason for reimbursement and month/year (MM/YYYY) of incurred expense.
2. Then, submit a payment request for the exact total amount on PayPal from payables@heroicheartsproject.org.

The payment request will be verified from the Veteran's Experience Manager, then paid on the 1st or 15th of the month, if the claim is approved.

14. **Summary:** Basic PP travel is arranged and paid for through the acceptance of the HHP Grant Agreement. Any travel issues will be arranged through the HHP Veteran Experience Manager. PPs must ensure proper preparation and planning in order to reduce the likelihood of any potential travel issues. Consider wisely the decision to add leisure travel.