

### Hotel Reservation Requests:

1. Email all travel requests to [travel@lopdnm.us](mailto:travel@lopdnm.us) with at least a **5 day notice for regular requests** and **3 day notice for emergency requests**. Less notice may lead to higher costs and may require traveler to pay out of pocket and seek reimbursement if there is no room availability. We understand at times the required days' notice is not feasible and we will attempt to accommodate all requests.
2. **You must CC supervisor in request**. If supervisor is not CC'd in email the request will be denied until a new email with supervisor being CC'd is received. (this allows us to know the request is approved)
3. If accommodations are needed for multiple travelers, please send information for all travelers at once.
4. The following information is needed for all requests:
  - **Travelers full name**
  - **Destination**
  - **Check-in date**
  - **Check-out date**
5. Notify [travel@lopdnm.us](mailto:travel@lopdnm.us) as soon as possible for cancellations, please note most hotels require at least 24-48 hrs. notice for cancellations with no penalty to the agency. If cancellation occurs over the weekend, **YOU** must contact the hotel directly and document who you spoke with and get cancellation confirmation number (if available). Email this information to [travel@lopdnm.us](mailto:travel@lopdnm.us) so it can be documented as soon as possible.
6. If any issues arise at check-in during regular business hours, notify [travel@lopdnm.us](mailto:travel@lopdnm.us) immediately and they will communicate with the hotel directly. If issues arise **after hours**, please contact:
  - **Debbie O'Dell** at 505-490-5463 (Work Cell) or 505-469-4919 (Personal Cell)
  - **Robert Cardon** at 505-795-0241 (Work Cell) or 505-235-8144 (Personal Cell)

*Under any circumstance they do not answer, please send a text and they will assist you immediately.*

### Airfare Reservation Requests:

1. The following information is needed for each traveler:
  - **Full legal name EXACTLY as it appears on your driver's license.**
  - **Date of birth**
  - **Gender**
  - **Personal contact phone number, needed for the airline to contact you with flight delays and updates.**
  - **Travel dates and time preferences for departure and return flights.**
  - **Airport you are flying out of and in to.**

2. Airfare request will only come from **Elizabeth Holmes, Marisa Salazar and Stephannie Gallegos**. Such requests are for conferences held out of state.
3. When airfare is requested it is pertinent that the traveler respond confirming that all information is correct **no later than 4 p.m** on day email is sent from travel. If response is not received within the timeframe, price and flight availability are subject to change.
4. Once e-ticket is received, if any changes need to be made such as flight times, or if flight needs to be canceled make sure to email [travel@lopdm.us](mailto:travel@lopdm.us) as soon as possible so they can contact the travel agency and get it corrected or canceled.