Corporate Travel Policy and Procedures
North America, Latin America, Caribbean

Revised: 08.01.13
Table of Contents

Travel Policy and Procedures Overview ......................................................... 1
Getting Started ................................................................................................... 2

Section 1: Air Travel .......................................................................................... 4
A. Fares ........................................................................................................... 4
B. Class of Service ...................................................................................... 5
C. Changes to Airline Reservations and Flying Standby ............................ 5
D. Unused Tickets/Cancellations ................................................................. 6
E. Frequent Flyer/Airline Clubs ................................................................. 6
F. Internet Fares .......................................................................................... 7
G. Spouse Travel .......................................................................................... 7

Section 2: Car Rental/Parking/Tolls ................................................................. 8
A. Car Rental ............................................................................................... 8
B. Car Rental Insurance ............................................................................ 9
C. Car Rental Refuel/Return ...................................................................... 9
D. Cancellations .......................................................................................... 9
E. Parking / Tolls ........................................................................................ 9

Section 3: Hotels ............................................................................................. 10
A. Rates ........................................................................................................ 10
B. Cancellations ......................................................................................... 10
C. Contracted Rates .................................................................................. 11

Section 4: How to Obtain eInvoice for Expense Reporting ....................... 12
A. Introduction - TripCase® ................................................................... 12
B. Retrieving your eInvoice .................................................................... 12
C. Technical Assistance .......................................................................... 12

Section 6: Compliance ................................................................................... 13
A. TSA Requirements/Passports .............................................................. 13
B. USA PATRIOT Act/Anti-Money Laundering Program ......................... 14
C. Travel Security ...................................................................................... 14
D. Data & Information Security ................................................................ 14

Appendix A: Preferred Vendors ................................................................. 15
Appendix B: MEDEX International Travelers Assistance ....................... 16
Appendix C: Healthcare Professional Travel ........................................... 18
TRAVEL POLICY AND PROCEDURES OVERVIEW

Star Travel Services, Inc., a wholly owned subsidiary of Cook Group, has the responsibility to provide arrangements for transportation and accommodations for those who travel on Cook’s behalf. All of us have a personal stake and responsibility in ensuring that such travel is conducted in a cost efficient manner. However, we recognize that travel has become more difficult and demanding, and there are often reasonable trade-offs between economics and convenience. Like many today, our company has become a global business, and we are facing increasing costs of travel. The Travel Policy and Procedures booklet has been developed to provide balance among these often competing objectives.

In general, the costs associated with required travel (air, car rental, hotel) will be paid for or reimbursed by the company. In order to reduce costs, the company has negotiated several contracts with selected vendors who can provide top quality travel and other services. As well, Cook has the unique advantage of owning three of its own hotel properties, the Grant Street Inn Bed and Breakfast in Bloomington, IN and the French Lick Springs and West Baden Resorts in Southern Indiana. These facilities offer discounted rates to Cook employees. Therefore, employees are required to utilize these lodging options when in the respective areas.

In order to take full advantage of these contracts, company policy states that all reservations for Cook employees (air, car rental and hotel) must be made through Star Travel Services and should be made as far in advance of date of travel as is reasonable and appropriate to take advantage of discount fares.

Travel plans and suppliers (airline, car rental, hotels, etc.) must be selected without regard to promotional programs, such as frequent flyer and hotel club memberships. Frequent flyer benefits can be retained by the employee, but cannot be the basis for selecting an air schedule, car rental, or hotel company. Any membership fees for frequent flyer clubs will not be reimbursed by Cook.

Exceptions to the Travel Policy and Procedures may be requested where medical or physical conditions warrant. Such exceptions must be approved in writing by an officer of the company or Strategic Business Unit (SBU) leader. Regional/District Sales Managers do not have the authority to make these exceptions.

These special exceptions will be reviewed and must be renewed annually. A copy of all approved exceptions must be on file with Star Travel Services.
GETTING STARTED

There are three general travel rules when doing business on behalf of Cook:

- All Cook employees are required to use Star Travel Services, Inc. when booking travel reservations.
- All corporate travel reservations will be secured and ticketed against a Cook company credit card.
- It is the responsibility of all travelers to keep their Business Traveler Profile up to date and current.

In addition to understanding the policy and procedures covered in this booklet, there are two tasks that we require you to complete. They are:

- **Preferred Vendor Enrollment**
  Enroll online at www.startravelservices.com. From the homepage, select any preferred vendors to enroll in their programs. Be sure to make note of your membership numbers to include in your Business Traveler Profile.

- **Business Traveler Profile**
  Log on to www.concursolutions.com, click the “Profile” link found in the toolbar, and complete your travel information. Don’t forget to also change your temporary password.

There are three opportunities available to make your travel reservations:

1. **Online with Concur**
   You are invited to book your corporate travel reservations using our on-line booking engine, Concur at www.concursolutions.com. Concur offers Cook travelers the ability to both look and book on the web while adhering to the Cook Corporate Travel Policy program. You will see the same fares and rates that our Corporate Travel Managers see in their airline computer. This includes the special negotiated discounts for Cook. We ask that you use Concur to book domestic air, car and hotels; however, for any complex or multi-segment international reservations you will need to contact a Star Travel Services Corporate Travel Manager. You will also need to contact a corporate travel manager if your on-line booking reservation has already been ticketed and changes are required. **Reservations confirmed and purchased using online booking engines outside of Concur are strictly prohibited.**
2. **Corporate Travel Department**

   Our Corporate Travel Managers and staff are eager to help you. They can be easily reached at 812-336-6811 (toll free: 800-542-1687) or via email at corporateagent@startravelservices.com. Our office hours are Monday - Friday, 8:30am to 5:00pm, Eastern Time.

3. **After Hours Emergency Travel Service** (Use only after normal business hours)

   During orientation, you should have received an **After Hours Emergency Travel Hotline Card**. Carry this card for reference and use the service only after normal business hours. This emergency travel hotline has confidential access to our records and your Business Traveler Profile through our computer reservations system, so you don’t have to “reinvent the wheel” when you call them. Star Travel subscribes to this service for the convenience of all Cook travelers. Please keep in mind that when you call this special non-published phone number, Cook is charged $20.00 per phone call. This special non-published number can be found on the bottom of your travel itinerary.
SECTION 1: Air Travel

Air travel is a necessary and sometimes difficult part of business. Cook employees are expected to always utilize preferred carriers and book the most cost efficient fare possible to meet their travel and business requirements. Cook understands this is not always easy. Star Travel will assist and provide guidance in this area.

Industry average for total time required for a typical airline flight is 3 ½ to 4 hours. As a general rule, travel within a 250 mile radius or 4 hours driving time should be by automobile. Normally, there is a significant cost-to-benefit-ratio of driving vs. flying for trips under 250 miles or 4 hours driving.

A. Fares

The travel industry is very competitive and fares vary significantly. There are many factors that determine the best fares; feasible departure and arrival times, connections, specific air carriers, etc. Contracts have been negotiated for air travel with several carriers which benefit Cook and its travelers. These contracts require our companies to meet certain commitments and Star Travel Services has been assigned the responsibility of routinely reviewing conformity with these contracts. Star Travel Services may offer several options for each traveler to consider. If all else is relatively equal, i.e. price and schedule, then employees should book contract carriers. In order to allow maximum flexibility in obtaining discounts, air travel arrangements should be made as far in advance as is reasonable.

Due to significant fare savings, nonrefundable and non-upgradeable fares will be utilized on domestic flights whenever possible. While most nonrefundable fares carry some penalties and fees for changes, these fees in conjunction with the lower nonrefundable fare are markedly more cost effective than non-penalty, “full fare” tickets.

Any itinerary the Cook traveler chooses that results in a higher fare and is within a 3 hour window of the lowest available fare originally offered must be approved in writing by an officer of the company or Strategic Business Unit (SBU) leader. Regional/District Sales Managers do not have the authority to make these exceptions.
B. Class of Service

Cook pays for air transportation for company business purchased via Star Travel Services, Inc.. Class of service will be coach or economy class for the U.S., Canada and Mexico. Business class may be used by travelers on intercontinental flights between the North American continent and Asia, Europe, Africa, Australia, and South America.

C. Changes to Airline Reservations and Flying Standby

Changes to air travel arrangements, while traveling, should be arranged by calling Star Travel Services or dealing directly with the airline.

When discussing possible changes to previously approved travel arrangements while en-route, please ask for the dollar implication of such changes and make prudent selections based upon the dollar and time value involved.

In the past, airlines would allow you to change reservations and fly standby at little or no additional cost. Most airlines are now charging (sometimes excessively) for these changes. Please be EXTREMELY cautious when making changes or flying standby. Be sure to understand the costs associated with making the change or flying standby before you agree.

As a general rule you should only change your flight under the following situations:

- Difference in departure time of 4 hours or more
- Medical emergency
- Family emergency
- You are required to attend another company event that necessitates you departing your present assignment earlier or later than scheduled
D. Unused Tickets/Cancellations

To avoid a total “no-show” forfeit, travelers should notify Star Travel Services prior to the originally scheduled departure date/time with any airline cancellations. Tickets that are deemed refundable will be credited back to the original form of payment within one week of the cancellation (credit card processing may take up to two billing cycles). Tickets deemed nonrefundable will be held on file with Star Travel Services for future use for a time period not to exceed that which is allowed by the validating carrier(s). If you need to cancel after normal business hours, please contact the After Hours Emergency Travel Service. Their phone number can be found at the bottom of your travel itinerary.

E. Frequent Flyer/Airline Clubs

The use of any one carrier simply to acquire Frequent Flyer points violates company policy. The company recognizes the inconvenience and hardship of frequent trips and being away from home. Therefore, employees who earn Frequent Flyer bonus certificates and other Frequent Flyer membership awards, as a result of business travel, may keep them for personal use or for future business upgrades. Frequent Flyer benefits can be retained by the employee, but cannot be the basis for selecting air schedule, car rental, or hotel accommodations.

Star Travel Services makes every effort to transmit your frequent flyer account number to the appropriate carrier. Some airlines require that the account number be phoned in direct to the carrier which can be hindered due to work volume in the office. It is ultimately the responsibility of the passenger to make sure that the account number is present in the record when checking in for a flight. Star Travel Services is not responsible for any account number that is not transmitted to the appropriate airline.

Please note: Star Travel Services is unable to assist with any frequent flyer redemption requests and has no access to mileage account balances or free ticket inventory. Star Travel cannot assist with any modifications to your frequent flyer accounts. Travelers must contact the carrier directly for any frequent flyer transactions.

Any membership fees for Frequent Flyer clubs will be a personal expense to the employee.
F. Internet Fares

Internet fares are not to be booked as they are “untrackable” transactions and do not count toward the fulfillment of Cook discount contracts with vendors (i.e. air carriers, car rental, etc.)

Internet fares have proven to cause more harm than good. The scenario of arriving at the airport ticket counter and finding you do not have a reservation continues to be a common occurrence of these types of transactions. It is because of this, and other scenarios, that Star Travel will not book any internet fares, even if the internet fare is less than the otherwise published airfare.

This does not include bookings confirmed on Concur (Star Travel’s online booking engine) as this site prohibits the inclusion of internet fares in its tariff display.

Internet fares are never to be booked for the purpose of increasing award points, (i.e. frequent flyer, other award programs) even if the fare is the same or less.

G. Spouse Travel

Spousal travel cannot be booked using Concur.

When spouses of employees travel at the Company’s request, all travel arrangements, expenses, and activities should be conducted as if the spouse were a full time employee. An officer of the company or Strategic Business Unit (SBU) leader must approve business travel involving a spouse prior to arrangements being made. Regional/District Sales Managers do not have the authority to make these exceptions.

An employee traveling on company business taking his or her spouse, not at the company’s request, shall do so at personal expense. Reimbursement shall be made only for the employee’s authorized and reasonable expenses that would have been incurred had the employee been traveling alone. Accordingly, differentials in hotel room rates for double occupancy, meal costs, travel costs, and service fees are expenses to be borne by the employee.

Cook policy and medical device industry standards do not allow Cook to provide travel or related expenses for the spouses, family or other guests of healthcare professionals.

This policy also applies in situations where the Healthcare Professional travel is provided by Cook related to product training, manufacturing facility tours or under a professional services agreement as a reasonable and necessary part of the provision of services.
SECTION 2: Car Rental/Airport Parking

All reasonable and necessary taxi, bus and limousine expenses will be reimbursed. Employees should use judgment in determining the most reasonable cost alternative (car rental versus hotel shuttle, taxi or limousine) based on the length of stay and geographic area. Free shuttle, limousine or van service, whenever available, is encouraged (especially to and from airports, hotels, city centers, etc.).

A. Car Rental

All car rental reservations should be made through Star Travel Services, utilizing a Cook preferred car vendor. To enroll in a Preferred Service program with one of our contracted car vendors, go to www.startravelservices.com. From the homepage, click on the vendor link, and follow the instructions.

The intermediate car size is preferred for most single traveler situations. Based upon the number of employees traveling to the same location or the type of business being conducted, a larger car size may be appropriate. Rental car fleets are reducing the volume of cars in their inventory. When the reserved car class is not available, upgrades to a larger car class can be obtained without additional charges. Please make sure to verify the rate, terms and conditions prior to signing your rental agreement.

If a traveler chooses to use a non-preferred car rental company and the resulting rate is higher than a preferred vendor, the traveler will be obligated to pay, or reimburse, the difference. Caution should be used when booking away from preferred vendors as promotional rates do not include costly insurances included or waived in the preferred rates.

Renting a car may not always be the most cost effective form of local transportation. Such items as rental costs, gas, parking charges, time in picking up the car and returning it, and difficulties of driving in a strange city are to be considered. For short distances, taxis may be preferable.
B. Car Rental Insurance

For car rentals in the Continental United States the collision and physical damage waiver (CDW) along with other insurance should be declined, as coverage is included in the negotiated rate with the designated rental car company or covered by Cook. All insurance outside of the Continental U.S. should be accepted including Canada, Puerto Rico, Europe, Asia, etc.

Any rental car accidents, while on company business, must be reported in writing immediately upon returning from the trip. Be sure to complete any vendor required paperwork regarding the accident at the time you return the car.

C. Car Rental Refuel/Return

Whenever possible, car rentals should be refueled prior to their return to avoid fuel surcharges. Frequently, fuel charges can be as high as 100% mark-up over service stations.

When picking up and returning the vehicle, be sure to do a complete “walk-around” to insure that there is no damage.

D. Cancellations

It is the responsibility of the traveler to cancel any car reservations in the event of a change in travel plans. Please be aware that rental car companies will attempt to keep reserved cars for 2 hours after your scheduled arrival. If delays and or cancellations occur, please contact Star Travel Services, or the car rental agency to ensure the availability of your car upon arrival.

E. Parking / Tolls

Parking / Tolls consideration should be given to reasonable cost when incurring parking fees. Care should be especially taken with regards to short term airport parking. Short term airport parking should not exceed 12 hours in duration.

Toll charges incurred for personal travel are not reimbursable expenses.
SECTION 3: Hotels

Hotel reservations must be booked through Star Travel Services. This includes business conferences and meetings, as well as individual travel. The only exception to this policy would be hotels in conjunction with a conference and/or convention, which require booking through the Cook, where applicable.

The appropriate class of hotel should be utilized in regards to the type of travel situation. Example; Most general overnights while on the road should be of the Three Star category such as Courtyard by Marriott, Hilton Garden Inn and similar business class hotels. Four Star properties, such as JW Marriott, Westin and similar should be used only when deemed necessary by your supervisor or SBU Leader and will require their approval. Five Star properties, such as Four Seasons, Ritz Carlton and the like are prohibited.

Cook has the unique advantage of owning three of its own hotel properties, the Grant Street Inn Bed and Breakfast in Bloomington, IN and the French Lick Springs and West Baden Resorts in Southern Indiana. These facilities offer discounted rates to Cook employees. Therefore, employees are required to utilize these lodging options when in the respective areas.

A. Rates

To take advantage of corporate rates, hotels may require an identification number at the time of check-in. This will be provided by Star Travel Services on the travel itinerary. Employees are encouraged to inquire about possible lower rates at check-in as hotels often run promotional, seasonal or local rates that are not always available at the time the reservation is confirmed.

B. Cancellations

All lodging reservations and guaranteed late arrivals will be charged to the individual Cook traveler’s corporate American Express card. It is the responsibility of the traveler to cancel all guaranteed lodging in the event of a change in travel plans. When canceling a reservation, a record should be made of the cancellation number and/or the name of the hotel employee taking the cancellation. Guaranteed room charges incurred due to non-cancellation are the responsibility of the traveler and may not be reimbursed by Cook. All receipts should be itemized and retained for expense report approval.
Lodging expenses are not reimbursable when staying with friends or relatives when on business trips.

C. Contracted Rates

All hotel contracted rates should be negotiated by Star Travel Services, Inc. on behalf of Cook.
SECTION 4: How to Obtain an eInvoice for Expense Reporting

A. Introduction - Trip Case®

Star Travel Services, Inc. is pleased to deliver your complete invoice/itinerary to you electronically through Trip Case®. You can access your itineraries 24/7, from the Internet or your personal wireless devices.

B. Retrieving your eInvoice

Open your email from “Star Travel Services, Inc.” and click on the attached PDF.

Your eInvoice is only available for 90 days from the date of issue. If you require a paper copy of this invoice, please print it within the next 90 days.

C. Technical Assistance

For technical questions regarding the Trip Case® product, please refer to www.tripcase.com and click on the “support” tab.
SECTION 6: Compliance

A. Transportation Security Administration (TSA) Requirements/Passports

The Transportation Security Administration (TSA) has announced the implementation of the Secure Flight program, which shifts pre-departure watch list matching responsibilities from individual airlines to the TSA. The mission of the Secure Flight program is to enhance the security of domestic and international commercial air travel through the use of improved watch list matching to identify known and suspected terrorists. All travel agencies (including Star Travel Services, Inc.) are required to request and collect the data. Under the Secure Flight program, passengers are required to provide us the following information:

- Full Legal Name (First, Middle, Last)
- Name as it appears on your passport* (or driver’s license if you don’t have a passport)
- Date of Birth
- Gender

*Note: Your passport is your best form of identification when traveling. If you do not currently have a passport you are strongly encouraged to get one.

The new TSA program may also impact your frequent flyer accounts as the name on the account must match the name on the ticket exactly. It is each traveler’s responsibility to contact the airline direct to secure procedures for having the name updated on your account. Star Travel cannot assist with any modifications to your frequent flyer accounts.

Star Travel Services, Inc. will not be held responsible should you be subjected to additional security screening and, possibly, denied boarding for failure to comply with the TSA requirements.

For more information on Secure Flight or any TSA issue please refer to www.tsa.gov.
B. USA PATRIOT Act/Anti-Money Laundering Program

In addition to the Cook Global Ethics & Compliance Program, it is the policy of Star Travel Services, Inc. to comply with the USA Patriot Act which imposes anti-money laundering restrictions on U.S. financial institutions, which has come to include travel agencies. Any questions should be directed to a Corporate Compliance Officer.

C. Travel Security

To help you prepare properly for what may be encountered on your trip abroad, you should refer to the US Department of State travel advisory. Go directly to www.travel.state.gov/ or through Star Travel’s website at www.startravelservices.com.

Check travel warnings and alerts for each country you are visiting.

If you would like additional information, have questions, or would like a country briefing, you may contact the Director of Security, at (812) 339-2235.

D. Data & Information Security

The security of the data you bring with you is as important as any other security. It is important to only travel with the data that is necessary for the business purpose of your travel. Remember that other jurisdictions may not respect the privacy laws of your home jurisdiction. The United States Customs and many others possess the authority to copy and or confiscate any electronics or data for any purpose. To assist you in understanding how to safely travel with data, refer to the Cook Group Data Security Passport for travelers is located at http://compliance.cookgroup.com. Reading the guide is strongly encouraged for anyone traveling internationally.

If you have a breach of data security while traveling immediately contact your Corporate Compliance Officer.

If you have additional questions contact Cook Group Global Privacy.
APPENDIX A

Preferred Vendors

For the current list of preferred travel vendors please visit our website www.startravelservices.com.
APPENDIX B

MEDEX International Travelers Assistance

One of the aspects of our International Liability Coverage is Workers Compensation benefits while traveling abroad.

Chubb, our liability insurance carrier, has arranged a Traveler’s Assistance Program with MEDEX which is part of your Foreign Workers Compensation coverage. On the next page are instructions to assist you if you need medical treatment in a foreign country.

If there is a medical condition or emergency, this contact information can:

- Help you with language translation
- Locate the nearest hospital
- Arrange for emergency evacuation
- Provide legal referral

When traveling Internationally, a toll-free number will be listed at the bottom of your travel itinerary.

Remember, this is not a replacement for insurance. If you have a medical claim, you will still need to file the claim with your insurance carrier.
MEDEX ID: 5261  
Expiration Date: XX/XX/XX  
Company Name: COOK GROUP INCORPORATED  
Policy Number: 3537-94-13

When a toll free number is not available, call medex collect!  
United States: Baltimore, Maryland (1)-410-453-6330

INTERNATIONAL TOLL FREE NUMBERS

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia and Tasmania</td>
<td>1-800-1 27-907</td>
</tr>
<tr>
<td>Austria</td>
<td>0-800-29-5810</td>
</tr>
<tr>
<td>Belgium</td>
<td>0800-1-7759</td>
</tr>
<tr>
<td>Brazil</td>
<td>0800-891-2734</td>
</tr>
<tr>
<td>China (Northern)</td>
<td>108888 tone then 800-527-0218</td>
</tr>
<tr>
<td>China (Southern)</td>
<td>10811 tone then 800-527-0218</td>
</tr>
<tr>
<td>Dominican Republic</td>
<td>1-888-567-0977</td>
</tr>
<tr>
<td>Egypt (inside Cairo)</td>
<td>2-510-0200 tone then 877-569-4151</td>
</tr>
<tr>
<td>Egypt (outside of Cairo)</td>
<td>022-510-0200 tone then 877-569-4151</td>
</tr>
<tr>
<td>Finland</td>
<td>0800-114402</td>
</tr>
<tr>
<td>France and Monaco</td>
<td>0800-90-8505</td>
</tr>
<tr>
<td>Germany</td>
<td>0800-1-811401</td>
</tr>
<tr>
<td>Greece</td>
<td>00-800-4412-8821</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>800-96-4421</td>
</tr>
<tr>
<td>Indonesia</td>
<td>001-803-1471-0621</td>
</tr>
<tr>
<td>Israel</td>
<td>1-800-941-0172</td>
</tr>
<tr>
<td>Italy, Vatican City and San Marino</td>
<td>800-877-204</td>
</tr>
<tr>
<td>Japan</td>
<td>00531-11-4065</td>
</tr>
<tr>
<td>Mexico</td>
<td>001-800-101-0061</td>
</tr>
<tr>
<td>Netherlands</td>
<td>0800-022-8662</td>
</tr>
<tr>
<td>New Zealand</td>
<td>0800-44-4053</td>
</tr>
<tr>
<td>Philippines</td>
<td>1-800-1-111-0503</td>
</tr>
<tr>
<td>Portugal</td>
<td>800-84-4266</td>
</tr>
<tr>
<td>Republic of Ireland (Eire)</td>
<td>1-800-409-529</td>
</tr>
<tr>
<td>Republic of South Africa</td>
<td>0800-9-92379</td>
</tr>
<tr>
<td>Singapore</td>
<td>800-1100-452</td>
</tr>
<tr>
<td>South Korea</td>
<td>00798-1-1-004-7101</td>
</tr>
<tr>
<td>Spain and Majorca</td>
<td>900-98-4467</td>
</tr>
<tr>
<td>Switzerland and Liechtenstein</td>
<td>0800-55-6029</td>
</tr>
<tr>
<td>Thailand</td>
<td>001-800-11-471-0661</td>
</tr>
<tr>
<td>Turkey</td>
<td>00-800-4491-4834</td>
</tr>
<tr>
<td>U.K., N. Ireland, Isle of Jersey, the Channel Isles and Isle of Man</td>
<td>0800-252-074</td>
</tr>
<tr>
<td>United States, Canada, Puerto Rico, U.S. Virgin Islands, Bermuda</td>
<td>1-800-527-0218</td>
</tr>
</tbody>
</table>
Appendix C

Healthcare Professional Travel

Cook policy allows for necessary and reasonable healthcare professional travel and related expenses under a few limited circumstances:

1. Infrequent tours of Cook manufacturing facilities
2. Cook product training
3. As necessary to perform required services for Cook under a written professional services agreement that must be in place prior to the performance of the services.

Note: Cook policy and medical device industry standards do not allow Cook to provide travel or related expenses for the spouses, family or other guests of healthcare professionals.

Air Travel

Airports: Flights are to originate at the airport closest to the healthcare professional’s home or place of employment and the destination airport should be the closest one to the Cook manufacturing facility, location of product training or the location where the professional services are to be provided, unless other, necessary arrangements have been made in writing.

Parking / Tolls: We ask that consideration be given to reasonable cost when incurring parking fees. Care should be especially taken with regards to short term airport parking. Short term airport parking should not exceed 12 hours in duration. Toll charges incurred for personal travel are not reimbursable expenses.

Class of Service

Cook pays for air transportation for company business purchased via Star Travel Services, Inc.. Class of service will be coach or economy class for the U.S., Canada and Mexico. Business class may be used by travelers on intercontinental flights between the North American continent and Asia, Europe, Africa, Australia, and South America.
Changes to Airline Reservations

Changes to air travel arrangements, while traveling, should be arranged by calling Star Travel Services or dealing directly with the airline.

As a general rule you should only change your flight under the following situations:

- Differences in departure times of 4 hours or more
- Medical emergency
- Family emergency
- You are required to attend another company event that necessitates you departing your present assignment earlier or later than scheduled

Cancellations

To avoid a total “no-show” forfeit, travelers should notify Star Travel Services prior to the originally scheduled departure date/time with any airline cancellations. **If you need to cancel after normal business hours, please contact the After Hours Emergency Travel Service. Their phone number can be found at the bottom of your travel itinerary.**

Reservations

Our Corporate Travel Managers and staff are eager to help you. They can be easily reached at 812-336-6811 (toll free: 800-542-1687) or via email at corporateagent@startravelservices.com. Our office hours are Monday-Friday, 8:30am to 5:00pm, Eastern Time.

**After Hours Emergency Travel Service (Use only after normal business hours)**

This emergency travel hotline has confidential access to our records and your Business Traveler Profile through our computer reservations system, so you don’t have to “reinvent the wheel” when you call them. Star Travel subscribes to this service for the convenience of all Cook travelers. Please keep in mind that when you call this special non-published phone number, Cook is charged $20.00 per phone call. This special non-published number can be found on the bottom of your travel itinerary.