



ReloFact: Travel by Commercial Carrier

This ReloFact explains Travel by Commercial Carrier. For additional information, please refer to articles 4.2.03, 6.08, 11.1.05 and 11.2.13 of the Relocation Directive.

The information provided in this document is made available in the form of a general guide and is to be used for information purposes only. The Relocation Directive remains the authority for the reimbursement of all relocation expenses and you are encouraged to review the directive for eligibility prior to incurring any expenses.

Who Books Commercial Travel?

During your relocation you may require Commercial Transportation for the following reasons:

- Travelling on your House Hunting Trip (HHT)/Destination Inspection Trip (DIT)
- Travel to New Location (TNL)
- Return to Assist, when on Unaccompanied/Imposed Restriction (IR), or from Place of Enrolment

You can submit your travel request through the Trips section of your Member Secure Website. Once received, BGRS will forward your request to Hogg Robinson Group (HRG), who is the Government contracted service provider that books all commercial travel. HRG will provide you with your confirmed travel itinerary and address any questions you have regarding the booking. Your Commercial Travel will be booked from origin to destination location via the most economical means, upgrades to Business or First class cannot be requested.

Note: The only authorized changes to the travel itinerary will be for service or compassionate reasons, and can only be completed through the service provider. Changes to travel itineraries or stopovers to accommodate pets are not authorized.

Requirements to Book Commercial Travel

You will be required to provide a Traveler Identification Number (TIN) for you and your dependents prior to BGRS requesting your Commercial Travel. The Traveler Identification Number will be unique to each individual. If you do not already have a TIN, you will be required to contact HRG directly to set up your accounts.

For assistance with obtaining a TIN for yourself or any of your dependants, please contact <mailto:CDAO2.travelservices@forces.gc>

Timelines to Book Commercial Travel

Travel to New Location requests must be arranged at least 14 days in advance of travel, unless it is impossible to do so (i.e. Operational Reasons) and is supported by the BComd/BAdmO.