

# Travel & Expense Management Policy

For The Vendors Of

Visit California



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## 1.0 Travel Policy Purpose and Enforcement

### 1.1 General

This document provides guidelines and establishes procedures for all Visit California vendors incurring business travel and entertainment expenses for the benefit of Visit California. All vendors are required to comply with these guidelines to receive reimbursement for any expense claims related to travel and entertainment on Visit California's behalf. When submitting invoices to claim reimbursement, it is expected that vendors will neither gain, nor lose, financially. This Travel and Expense Management Policy applies to business trips of less than 20 calendar days duration; otherwise, refer to the specific guidelines in Section 18.0 for Extended Stays/Temporary Assignments, which apply to trips of 20 calendar days or more.

### 1.2 Purpose

The purpose of these guidelines is to:

- Ensure all vendors have a clear and consistent understanding of policies and procedures for business travel and entertainment.
- Provide guidance regarding what expense types are, and are not, allowed while traveling or entertaining for the benefit of Visit California.
- Provide business travelers with a reasonable level of service, comfort and security at the lowest possible cost.
- Ensure that all authorized expenditures meet and comply with all requirements for the most favourable tax and expense treatment for Visit California.
- Ensure conformity of expenditures with Visit California Code of Business Conduct.

### 1.3 Responsibility

Each vendor of Visit California has stewardship responsibility for managing travel expenses, but in particular:

- All vendors are responsible for reading, understanding and complying with this policy and any additional related guidelines established by their specific region.
- All approvers (Management) are responsible for reviewing all invoices for accuracy and compliance to policy.
- The Accounts Payable Department is responsible for reviewing invoices for accuracy, required supporting documentation and compliance to policy.
- Visit California's management is responsible for establishment, maintenance, revision and publication of this policy and the administration of all processes and procedures needed to ensure compliance with this policy.

### 1.4 Enforcement

Visit California will reimburse vendors for all reasonable and necessary expenses while traveling on authorized Visit California business that are in compliance with the guidelines of the Travel and Entertainment Expense Management Policy, and the specific guidelines set forth in the vendor's contract.

- Visit California assumes no obligation to reimburse vendors for expenses that are not in compliance with this policy or the vendor's contract.
- Travelers and/or Expense Claim Approvers who do not comply with this policy may be subject to delay or withholding of reimbursement and / or cancellation of contract.

### 1.5 Exceptions to Policy

Exceptions, deviations or reimbursements for expenses that are not in compliance with this policy require the prior written approval of Visit California's CEO or Chief Operating Officer.

Traveler non-compliance and lost savings will be recorded and related information will be provided to Visit California's Executives, including the CEO, Department Vice President, or Chief Operating Officer, within the Data Privacy regulations permitted under individual country rules.

### 1.6 Contact Information for Travel Policy Issues

Please contact Visit California's Chief Operating Officer with any questions, concerns or suggestions regarding this travel policy.

### 1.7 Policy Effective Date & Review

Effective date of this policy is **January 1, 2024**. This policy will be reviewed annually or as required, to ensure that the terms are current, fair and representative of relevant corporate and industry conditions. Visit California reserves the right to change this policy at any time, without prior notice.

## 2.0 Alternatives to Travel

E-Meetings, teleconferencing and videoconferencing are effective alternatives to travel and represent an opportunity to significantly reduce travel costs as well as Visit California's impact on the environment leading to climate change. Every potential traveler should consider if the business objective could best be accomplished through the use of an e Meeting, teleconference or videoconference.

## 3.0 Consultants and Contractors

If a non-employee (contractor, consultant, employment applicant) is required to incur travel or entertainment expenses at the request of, and for the benefit of, Visit California, the guidelines and requirements of this Travel and Entertainment Expense Management Policy will apply to the vendor to the same extent as imposed on the employees of Visit California, with the following notable differences:

- Airline tickets are to be paid by the vendor and reimbursed by Visit California except in the case of an employment applicant, at which point Visit California will pay for the booking up front.
- Reimbursement of travel-related expenses will be based on an invoice submitted by the vendor to the Visit California Accounts Payable Department at [accountspayable@visitcalifornia.com](mailto:accountspayable@visitcalifornia.com), however the invoiced amount must be supported by the documentation requirements of Section 7.
- In no circumstance will personal travel expenses of either the contractor/consultant or a companion/spouse be reimbursable by Visit California.

## 4.0 Travel Arrangements

### 4.1 Emergency/En-Route Reservation Changes

All en-route changes must be documented as to the reason why a change was necessary or required on the vendor's invoice.

### 4.2 Exceptions for Travelers with Special Needs

If the traveler requires accommodation beyond that permitted by the Travel and Expense Management Policy due to special needs or circumstance, the special requirements must be approved by Visit California's CEO or Chief Operating Officer prior to booking any travel arrangements.

## 5.0 Risk Management During Travel

### 5.1 International Travel Advisories

Safety and security are of primary importance when vendors are traveling on Visit California business. Travel advisories that restrict travel for safety or health purposes are issued regularly by local Government agencies.

### 5.2 Health Precautions/Immunizations

Vendors should be aware if immunizations are required based on travel destination.

- The traveler, based on his/her medical situation, is also advised to contact his/her personal physician to determine if an immunization or other medical intervention is recommended prior to travel.
- Immunization costs are reimbursable if required for business travel.

### 5.3 General Travel Safety Tips

While traveling:

- The traveler must ensure that company assets are safeguarded at all times, i.e., implement password protection (phones, tablets).
- Your laptop, wallet, cell phone and other high-tech gadgets are all targets. Be on the lookout for distraction, thefts, and do not leave your valuables unattended-even at airport security checkpoints.
- Carry emergency telephone numbers. An up-to-date list of emergency contacts should be kept with you (in your wallet, purse, briefcase, etc.) at all times.
- Leave the airport as soon as possible after deplaning. Disturbances are more likely to occur in public airport lobbies.
- Carry several days' supply of any medications on your person even on day trips. The rest can be kept in your luggage. Keep a note in your wallet listing your medications, their dosages, your physician's name and phone number and your blood type. If you are on a medication that requires an injection through a hypodermic needle, such as insulin, you will be required to present documentation from a physician.

## 6.0 Payment Methods

Vendors are to bill Visit California per the terms of their contract.

## 7.0 Invoicing and Reimbursement

### 7.1 Receipt Limits

Itemized receipts are required for all expenditures of \$75 or more.

### 7.2 Documentation Requirements

Travelers must provide the appropriate documentation as follows:

- Receipts for expenditures of \$50 or more, to claim reimbursement. Expenditures \$75 or more require an itemized receipt.
- All hotel folios (receipts) are required, or if booked online and folio is unavailable an itemized online receipt showing payment was made is required.
- All invoices must state the business purpose.
- Evidence of any requisite pre-approvals must be attached to the invoice.
- Visit California will not reimburse any expenses without proper documentation.
- Electronic receipts are acceptable in lieu of original receipts, provided that the detail on the receipt includes the name of the payee, amount of the charge, transaction date and form of payment.
- Tear tabs are NOT acceptable receipts.
- When original receipts cannot be obtained or have been lost and all measures to obtain a duplicate receipt have been exhausted, a written statement should be provided explaining why such receipts are not being submitted with the invoice. These will be evaluated on a case-by-case basis and does not guarantee reimbursement above the \$50 limit. The statement must include a certification that the amount shown is the amount actually paid and that the traveler has not and will not seek reimbursement from any other source.

**Any attempt to alter receipts will result in loss of reimbursement and possible cancellation of contract.**

### 7.3 VAT Reclaim

Value Added Taxes may be “reclaimed” for certain business expenses incurred overseas, particularly in Europe. Visit California submits applications for VAT refunds annually. In addition to the standard receipts required for invoices, international travelers must provide receipts for the following business expenses: lodging, entertainment, gasoline, meals, car rentals, rail travel, conferences, trade shows, and training courses. Charge/credit cards receipts are not acceptable.

### 7.4 Converting Foreign Currencies

Expenses in foreign currencies are converted into local currency as follows:

- Expenses incurred and paid directly by the traveler are converted at the actual exchange rate and can be reported directly on the Invoice.
- Expenses paid by the traveler using cash or other form of payment will be converted using the previous monthly average exchange rate from Wells Fargo or xe.com obtained from our Accounts Payable Department.
- All expenses are required to be recorded in local currency, with the currency conversion rate clearly noted on the invoice and on all supporting receipts.
- If the amount claimed on the invoice is different than the amount of the attached receipts, a written statement explaining the differences must accompany the invoice.

### 7.5 Invoice Audits and Exception Reporting

Visit California Internal Audit will conduct basic processing audits to ensure compliance with financial authorities as well as confirming that receipts support all expenses. Random audits on completed invoices by Internal Audit will also be conducted on a regular basis concentrating on the type, reasonability and justification of expenses, with findings reports and recommendations submitted to the CEO.

Post Audits may be conducted from time-to-time based on special requests from department or senior leadership focusing on specific categories of expenses such as entertainment or miscellaneous expenses.

## 8.0 Air Travel

### **8.1 Advance Planning**

Requests for air travel reservations are required at least 14 days prior to planned departure.

### **8.2 Airline Class of Service**

All airline tickets will be issued in Coach/Economy Class only, with the following exceptions:

- For International trips with single flight segments of 8 hours or more, or total trip of 16 hours or more, travelers may book the equivalent of Premium Economy.
- When traveling on non-bartered tickets, travelers are permitted to use their own accrued frequent flyer mileage to upgrade from coach to either business or first class since there is no financial impact on Visit California.

Southwest Airlines flights will be booked at lowest available fare (generally, "Wanna Get Away" fare).

### **8.3 Upgrades for Air Travel**

Upgrades at the expense of Visit California are NOT permitted. Upgrades are allowed at the traveler's personal expense. Vendors are not permitted to book air travel at a higher fare to use Frequent Flyer program privileges when a lower non-restrictive fare exists on the same flight.

### **8.4 Lowest Airfare Definition**

Travelers are required to book the lowest logical airfare that is determined using the following search criteria:

- Routing requires no more than one additional interim stop each way.
- When booking travel for a co-worker or manager, the time window for the departure/arrival must be no more than [2] hours before and [2] hours after the requested time. One stop & single connection flights are treated the same as non-stops for itinerary purposes, fare calculations, and lowest fare identification.
- Travelers may elect to fly a non-stop flight (over a lower-priced, connecting flight) provided that the additional cost is less than \$200 per direction of travel.
- The connecting flight would have added more than a 2-hour extension of travel time each way.

In determining the lowest logical airfare, the low fare alternatives considered will include, but not be limited to, the following:

- Preferred carrier
- Specially negotiated fares
- Non-refundable fares
- Penalty fares
- Connecting and one-stop flights
- Alternate airports
- Saturday night stay-over
- Advance purchase fares
- Group / meeting / training zone fares
- Lower cost non-preferred carriers

### **8.5 Airline Frequent Flyer Programs**

Travelers may retain frequent flyer program benefits for personal use.

- Participation in a Frequent Flyer Program must not influence flight selection that would result in incremental cost to Visit California beyond the lowest available airfare, as required by this policy.
- The traveler is responsible for the record keeping, redemption and income tax implications of program rewards; Visit California will not intervene to resolve any frequent flyer program concerns, issues, etc.
- Any membership costs associated with a Frequent Flyer program are not reimbursable by Visit California.

### **8.6 Airline Club Memberships**

Airline club membership costs are not reimbursable.

### **8.7 Travel on Private and Charter Aircraft**

Business travel by Visit California vendors is restricted to corporate and commercial aircraft. Use of charter or private aircraft while on company business is prohibited unless approved by Visit California's CEO prior to booking.

### **8.8 Denied Boarding Compensation**

Airlines occasionally offer free tickets or cash allowances to compensate travelers for delays and inconvenience due to overbooking, flight cancellation, changes of equipment, etc. Travelers may volunteer for denied boarding compensation only if:

- The delay in their trip will not cause an increase in the cost of the trip, and
- The delay in their trip will not result in any interruption or loss of business.

### **8.9 Overnight Delays**

Should an airline delay or cancellation necessitate an unscheduled overnight stay:

- The traveler must first attempt to secure complimentary lodging from the airline.
- If required to book hotel, rates within the Section 9.4 apply.

### **8.10 Weekend/Saturday Night Stay-Over**

Weekend hotel stays and expenses for vendor are reimbursable if:

- The airfare savings accrued to Visit California due to the Saturday night stay-over (including the cost of additional hotel and meal expenses) are at least \$100 less in comparison to the alternate itinerary.
- The traveler must remain at the same business city to qualify for this reimbursement.

### **8.11 Cancellations**

Travelers are responsible for cancelling air reservations by using the same method as their booking procedure (i.e., online booking tool).

### **8.12 Unused Airline Tickets**

Unused airline tickets or flight coupons must never be discarded or destroyed as these documents may have a cash value. To expedite refunds:

- Unused or partially used airline tickets must be returned immediately to the Designated Travel Agency.
- Unused tickets must NOT be returned to the airline directly.
- Travelers must NOT submit unused tickets with the invoice.
- For unused e-tickets and non-refundable or penalty fares, contact the Designated Travel Agency.

### **8.13 Lost or Excess Baggage**

The ultimate responsibility for retrieving and compensating for lost baggage lies with the airlines. Visit California will not reimburse vendors for personal items lost while traveling on business.

### **8.14 Airport Parking**

Reimbursement for short-term (hourly) parking at airports is not permitted due to excessive cost. Travelers need to use daily, long-term or offsite parking and provide receipts for reimbursement. In all cases, the availability of airport shuttle service needs to be considered and used whenever possible. The cost of taxi or airport limousine service should be compared to the cost of parking and the lower cost alternative chosen.

### **8.15 Overnight Hotels Prior to flight**

Travelers are authorized to stay at hotel near airport the evening prior (subject to rates in Section 10.4) if flight leaves at 6:00 A.M. or earlier. Alternatively, some hotels offer hotel fly/park packages that allow you to leave your car at the hotel instead of paying for airport parking. This can prove more cost efficient for longer trips where airport parking may end up being well over \$100. Purchasing such a hotel fly/park package the night prior to your trip is allowed if the total cost of the package is less than what you would have spent on airport parking.

## **9.0 Lodging**

### **9.1 Preferred Hotel Program**

Visit California does not have a designated Preferred Hotel program at this time.

### **9.2 Making Hotel Reservations**

All hotel reservations must be made directly with the hotel or through the Internet, in an effort to secure the best rate.

### **9.3 Hotel Payment Procedures**

Hotel costs must be paid upon departure. Travelers require a zero-balance receipt/folio statement upon checkout and must submit this documentation with the Invoice.

### **9.4 Hotel Selection and Spending Guidelines**

Travelers are required to choose the most reasonable hotel that does not exceed Visit California's tiered rates as defined below:

| Maximum Nightly Rate – excluding taxes | Tier 1 | Tier 2 | Tier 3 | Tier 4 |
|--|--------|--------|--------|--------|
| Domestic                               | \$199  | \$249  | \$349  | \$399  |
| International                          | \$249  | \$299  | \$399  | \$449  |

- Prior approval must be obtained from Visit California’s CEO or Chief Operating Officer for rates in excess of these amounts.
- Travelers will be reimbursed for actual hotel room costs as charged on the hotel invoice/folio.
- Travelers are required to verify the hotel room rate at check-in to avoid being overcharged. Travelers are encouraged to ask about the availability of special promotional rates at time of check-in; these rates are market-driven and can be lower than Visit California’s negotiated rate.
- It is the traveler’s responsibility to review and dispute any discrepancies he or she might encounter on his or her hotel bill.
- Travelers staying a week or longer should inquire about weekly/long-term discounts.

**9.5 Hotel Upgrades**

Travelers are required to reserve standard rooms only. Travelers may accept room upgrades to suites or executive floor rooms ONLY if the upgrade is at no additional cost to Visit California.

**9.6 Assured Reservations and Room Guarantee**

If the hotel has overbooked and a room is not available even though the room was guaranteed, it is the hotel’s responsibility to provide alternate accommodations at no incremental cost.

**9.7 Hotel Cancellation Procedures**

Travelers are responsible for cancelling hotel rooms and must either:

- Use the online booking tool to cancel their reservations; or
- Contact the Designated Travel Agency; or
- Contact the hotel directly.

Travelers must request and record the cancellation number in case of billing disputes. Note: Cancellation deadlines are based on the local time of the property and may vary by property.

Travelers will not be reimbursed for “no-show” or cancellation charges unless there is sufficient evidence that the billing is in error, i.e., a cancellation number was obtained.

**9.8 Early Checkout Procedures**

If the traveler is required to check out a day or more earlier than stated on the reservation due to business requirements, any fee charged by the hotel for early checkout is reimbursable. The traveler should consult with the hotel reservations desk to determine if a checkout fee is applicable.

**9.9 Hotel Health and Fitness Center Charges**

Hotel and fitness center charges will not be reimbursed.

**9.10 Lodging in a Private Residence in Lieu of Hotel**

Staying in a private residence with family or friends while traveling on business is allowed, however no reimbursement or lodging allowance will be provided.

**9.11 Hotel Frequent Guest Programs**

Many hotels have frequent guest programs that reward travelers with free accommodations in exchange for a given number of paid room nights at the hotel. Travelers may retain awards from such programs for personal use. Participation in these programs must not influence hotel selection, which would result in incremental cost beyond Visit California’s specially negotiated rate. Any membership fees associated with joining these programs are not reimbursable. At no time will Visit California intervene in the reconciliation of hotel frequent guest program eligibility or coverage issues.

**10.0 Car Rental**

**10.1 Preferred Rental Car Suppliers**

Visit California does not have a preferred rental car supplier at this time.



## **10.2 Making Car Rental Reservations**

- Vendors are permitted to make reservations directly with the supplier.
- The use of a rental vehicle is justified only when it is more economical than the local ground transportation alternative, taking safety and travel time into consideration. Personal convenience is NOT acceptable justification.
- Private sedan service with driver is not permitted unless approved in advance by Visit California's CEO or Chief Operating Officer.
- Travelers must consider vehicle rental TO their destination when:
  - Driving is more cost-effective than airline or rail travel; or
  - Required to transport large or bulky materials.
- Travelers may rent a vehicle AT their destination when:
  - It is less expensive than other transportation modes such as taxis, airport limousines and airport shuttles; or
  - Entertaining customers; or
  - More than two (2) vendors are traveling together.

## **10.3 Rental Car Payment Procedures**

All travelers must pay for the invoiced cost of the rental. The car rental receipt and proof of payment must accompany the invoice.

- When picking up a rental car, travelers should check with the rental car customer service representative for any promotional rates, last-minute specials or free upgrades. Traveler should also inspect the car and note any existing damage on the contract before the vehicle is accepted.
- It is the traveler's responsibility to review and dispute any discrepancies encountered on the car rental invoice.

## **10.4 Rental Car Size Guidelines**

Intermediate size (or smaller) cars will be reimbursed for vendors traveling alone or in a group of up to three (3) vendors, unless extenuating circumstances (e.g., medical, physical, etc.) dictate otherwise. A full-size vehicle is permitted if the traveler is required to transport bulky equipment or more than three (3) vendors travel together in a single vehicle. Approval prior to booking is required for any vehicle larger than Intermediate size by Visit California's CEO or COO.

## **10.5 Rental Car Upgrades**

Travelers may accept car rental upgrades only if there is no additional cost to Visit California.

## **10.6 Rental Car Accessories**

Costs associated with car accessories such as car seats, satellite radio, etc. are not reimbursable. Rental GPS systems will be reimbursed up to a maximum of \$10 per day.

## **10.7 Car Rental Insurance**

The traveler should accept all optional insurance premiums, including Collision Damage Waiver/Loss Damage Waiver. Travelers will not be liable for damage of rental car/personal injury when on business-related travel.

- Travelers should not use personal car insurance as their business-related car rental insurance.

## **10.8 Rental Car Cancellation Procedures**

Travelers are responsible for cancelling rental car reservations by using the same method as their booking procedure (i.e., online, contacting American Express Business Travel Services or the rental car agency directly). If the car rental agency is contacted directly, the traveler must request and record the cancellation number in case of billing disputes.

## **10.9 Returning Rental Cars and One Way Rentals**

All rental cars must be returned to the city of origin unless Visit California's CEO or Director of Finance has approved a one-way rental prior to travel. The vehicle must be returned in the condition received and at the specified time to avoid charges for damages or additional hours.

## **10.10 Refuelling Rental Car Prior to Return**

The rental vehicle must be returned with a full tank of gas to avoid refuelling fees by the car rental company.

- Fuel charges are reimbursable.
- The fill-up option must not be purchased.

## **10.11 Rental Car Accidents**

Should an accident occur while driving a rental car, travelers must immediately contact:

- Local authorities, as required; and

- Visit California’s COO; and
- The rental car company.

The traveler is required to obtain and keep a copy of the accident report. The insurance company and car rental agency require a written accident report and police report; in addition, the insurance company requires the final rental invoice, which includes the costs related to the accident. It is the traveler’s responsibility to obtain these reports.

**10.12 Parking and Toll Charges**

Necessary parking and toll charges are reimbursable.

**10.13 Traffic and Parking Violations**

Traffic and parking violations while operating a rental vehicle or a personal vehicle for business purposes are not reimbursable.

**11.0 Rail Travel**

**11.1 Making Rail Travel Reservations**

Rail may be used when:

- It is less expensive than air travel and adds no more than one and a half hours to the total travel time.
- Total elapsed travel is less than if driving.

Travelers are responsible for cancelling rail reservations by using the same method as their booking procedure (i.e., online, contacting American Express Business Travel Services or contacting the rail company directly). If the Rail Company is contacted directly, the traveler must request and record the cancellation number in case of billing disputes.

**11.2 Rail Travel Payment Procedures**

All travelers must use their personal funds to make all rail reservations and to pay for the tickets. Invoices with receipts are required for reimbursement. Unused tickets must be returned immediately to Rail Company for refund.

**11.3 Class of Service – Rail Travel**

Rail travel must be booked in Coach/Economy class.

**12.0 Other Transportation**

**12.1 Personal Car Usage Guidelines**

Vendors may use their personal car for business purposes under the following conditions:

- If it is less expensive than renting a car, taking a taxi or alternate transportation; or
- If it is more timely than taking public transportation; or
- When transporting company goods for delivery.

Frequent use of personal vehicles for business is discouraged. It is the personal responsibility of the owner of a vehicle being used for business to carry adequate insurance coverage for their protection and for the protection of any passengers.

**12.2 Reimbursement for Personal Car Usage**

Travelers will be reimbursed for business usage of personal cars at the Business Mileage Rate set by the United States Internal Revenue Service. Personal mileage reimbursement is intended to cover all costs related to operation of the vehicle including service, maintenance (gas, oil), insurance and depreciation. Mileage reimbursement excludes normal round trip to and from work, unless otherwise approved in writing. If a traveler chooses the option to drive instead of flying the reimbursement of mileage will not exceed the cost of an airline ticket, at time of reservation request. If driving v. flying is chosen, traveler must include documentation showing the cost of the flight he/she would have taken or no reimbursement will be given. Under no circumstances will Visit California reimburse a vendor for insurance premiums for a personal vehicle used for business purposes nor any damage resulting from an accident while using the vehicle for business purposes.

To be reimbursed for use of a personal car for business, travelers must provide on the invoice:

- Purpose of the trip
- Date and location
- Receipts for tolls and parking (for amounts \$75 or greater)
- Mileage log, or online map with mileage (i.e., Google maps, MapQuest, etc.)

**12.3 Other Ground Transportation**

The most economical mode of transportation must be used to and from airports, bus and rail terminals when the traveler is not accompanying a customer.

- Receipts must support all charges.
- Vendors traveling to the same location should share ground transportation to and from the airport whenever possible.
- The use of taxis/Uber/Lyft is encouraged for local travel, where no other more economical means of transportation is available (i.e., airport shuttle/private car) or for short-term trips at foreign locations where ground transportation is anticipated to be only required for the trip to and from the airport and hotel.
- Travelers will be reimbursed for personal car mileage to and from the airport less their normal home-to-office-commute if the use of a personal vehicle is the most economical.
- Reimbursement for short-term parking at airports is not permitted due to excessive cost; travelers must use general, long term or offsite parking and provide receipts for reimbursement.
- Private limousines or car services should be used only when valid business reasons preclude the use of more economical modes of transportation. Approval by Visit California’s CEO or COO prior to booking is required.
- Vendors may use ferries, car ferries or the Channel Tunnel where the total cost is less than air or rail fare to the same location and there is no loss of working hours.

## **13.0 Personal/Vacation Travel**

### **13.1 Combining Personal with Business Travel – General Guideline**

Personal/vacation travel may be combined with business travel:

- Provided there is no additional cost to Visit California.

Visit California will NOT pay for vacation expenses such as sightseeing, bus tours, souvenirs and personal expenses, such as movies, health club fees and meals.

### **13.2 Use of Company Negotiated Rates for Personal Travel**

- Negotiated air discounts can be used for personal travel, but the traveler is responsible for paying for all fees associated with the personal travel.
- Negotiated hotel and rental car rates may be used for personal travel, but the traveler is responsible for paying for all fees associated with the personal travel.

## **14.0 Meals & Entertainment**

### **14.1 Personal Meal Expenses**

Personal meals are defined as meal expenses incurred by the individual traveler when on an out-of-town business trip.

- Travelers will NOT be reimbursed for personal meals when in their home city unless allowed per the terms of the vendor’s contract.
- Personal meal expenses will be reimbursed according to actual cost of meal.
- Meal expenses may be claimed within fifty (50) miles of the Visit California Office if:
  - Such expenses are a direct business benefit to Visit California, which can be clearly demonstrated and must be pre-approved by Visit California’s CEO or Chief Operating Officer via written documentation; and, all other criteria for claiming the meal are met.
  - The IRS recognizes that circumstances may require that meal limits may be exceeded, depending on the guests and location of the meal (both in domestic urban areas and international venues). As a result, Visit California policy is to request **itemized** justification for meals in excess of \$75.00 per person.
  - For entertainment expenses, amounts in excess of \$100 per person will also require justification and prior approval in writing from Visit California’s CEO or Chief Operating Officer.

### **14.2 Spending Guidelines and Limits**

Travelers will be reimbursed for actual documented meal expenses (i.e., with proper receipts). These guidelines include taxes, delivery charges, and gratuities. Itemized receipts are required for any charge of \$75.00 or more:

|                      | <b>Tier 1</b> | <b>Tier 2</b> | <b>Tier 3</b> | <b>Tier 4</b> |
|----------------------|---------------|---------------|---------------|---------------|
| Daily Meal Allowance | \$100         | \$125         | \$200         | \$250         |

### **14.3 Business Meal Expenses**

Business Meals are defined as meals taken with customers or suppliers during which a specific business discussion or meeting takes place. Vendors will be reimbursed for business meal expenses according to actual and reasonable costs. Business meal expenses will be reimbursed only when the traveler can demonstrate a clear business purpose.

The invoice must provide:

- The specific business purpose of the meal.
- The name(s) and title(s) of all attendees.
- Name and location where meal/event took place.
- Visit California affiliation.
- Exact amount and date of the expense.
- Itemized receipt of all charges.

#### **14.4 Entertaining Customers**

Entertainment includes events such as country clubs, theatres and sporting events, whereby a business discussion takes place during, immediately before or immediately after the event.

Entertainment expense is strictly limited to those vendors authorized to entertain customers, suppliers, or guests as part of normal business relationships. Travelers will be reimbursed for entertaining customers or suppliers:

- If the person entertained has a potential or actual business relationship with Visit California, or
- If the expenditure directly precedes, includes or follows a business discussion that would benefit Visit California.

The following documentation is required for invoicing:

- The specific business purpose of the meal
- The name(s) and title(s) of all attendees
- Name and location where meal/event took place
- Visit California Affiliation
- Exact amount and date of the expense
- Itemized receipt

#### **14.5 Alcohol Consumption**

The consumption of alcohol during a personal meal, business meal or business entertainment is reimbursable within the guidelines set forth Section 14.2. Vendors are to fully consider the appropriateness of alcohol during company events and Visit California's liability when serving and/or consuming alcohol. Purchasing of alcohol for customers, suppliers, and guests is strictly limited to those vendors authorized in advance, to entertain customers, suppliers, or guests as part of normal business relationships.

#### **14.6 Documentation and Government Tax Reporting Requirements**

Visit California vendors must submit an itemized receipt with the invoice for any individual meal, business meal or entertainment expense regardless of amount. Contractors or vendors are allowed to submit photocopies of the itemized receipt, but are encouraged to retain original for possible subsequent review. In addition, for business meal and entertainment expenses, the following documentation is required for taxation purposes, and must be recorded on the invoice:

- Names of individuals present, their titles and company name
- Name and location of where the meal or event took place
- Exact amount and date of the expense
- Specific business topic discussed

### **15.0 Tipping/Gratuities**

Gratuities for services such as those listed below will be reimbursed, based on the destination and quality of service rendered:

- Airport Skycap Porter \$1-2 per bag/box/event item
- Bell Service/Porter \$1-2 per bag
- Valet Parking \$1-\$2 (if baggage, \$1-2 per bag)
- Lobby Attendant (None for opening doors or calling a taxi from the stand; \$1 for help with luggage or obtaining a taxi from the street)
- Housekeeping \$1-\$2 per day
- Taxi drivers 20% of the total fare
- Wait Staff 15-20% of the total bill (excluding taxes)
- Any tips considered excessive will not be reimbursed.

## 16.0 Travel-Related Telecom

Telephone charges are not reimbursed by Visit California.

### 16.1 Mobile Phone and PDA Reimbursement

Travelers will not be reimbursed for Mobile Phone or PDA costs.

### 16.2 Hotel/Airport Internet Access

Visit California vendors will be reimbursed the actual cost of internet (Wired or Wi-Fi) at:

- The hotel where travelers are staying.
- Airports.

Traveler is encouraged to utilize free Wi-Fi whenever possible.

## 17.0 Travel Insurance

### 17.1 Additional Travel Insurance Purchased by Travelers

Visit California will NOT reimburse expenses for travel insurance coverage purchased by vendors.

### 17.2 Loss/Theft of Valuables While Traveling

- If a loss of Visit California property occurs, the incident must be reported to Visit California's Chief Operating Officer immediately.
- If the loss is the result of theft, a written report should be made to local law enforcement authorities and a copy of the report submitted to Visit California.
- For the loss or theft of personal property, vendors must file a claim with their personal property insurance company/agent to determine policy coverage. Visit California will NOT reimburse expenses for the loss or theft of personal items or valuables while traveling.

## 18.0 Extended Stay/Temporary Assignment

An extended stay or temporary assignment is defined as 20 calendar days or more away from the traveler's regular place of business, at the request of Visit California for purposes of carrying out Company-related activities. This type of assignment is subject to an individual contract and vendor must contact Visit California's Chief Operating Officer for more detailed information.

## 19.0 Other Reimbursable & Non-Reimbursable Expenses

### 19.1 Other Allowable Travel-Related Expenses

The following incidental expenses, when directly related to business travel, may be reimbursable provided they are appropriate in the country incurred, and are identified separately and supported by receipts:

- Laundry, dry-cleaning and valet services for trips in excess of 10 nights.
- Parking & tolls
- Gasoline for rental vehicles
- Business phone calls
- Ground transportation
- Currency conversion costs
- Personal car mileage
- Seminar fees
- Taxis
- Visa and passport fees
- Immunization costs
- Emergency dependent care, if notification of need to travel is less than 48 hours, not to exceed \$100 per day or \$500/trip.

### 19.2 Non-Reimbursable Expenses

The following is a list of expenses, although not all-inclusive, that are NOT reimbursable:

- Airline membership fees/dues
- Air, rail, car rental phone usage
- Annual dues on a personal credit card
- Barber/hairstylist expenses
- Car washes
- Club memberships or fees
- Hotel room movies
- Hotel no-show/Cancellation Charges
- Hotel safe rentals
- Interest charges for credit cards
- Kennel fees/Doggie day care
- Lost cash
- Shoeshine, shoe repair
- Snacks or other meals beyond breakfast, lunch or dinner
- Snow removal, lawn care
- Social activities that involve other vendors (celebrations or wedding or other personal events, birthdays, farewell parties, etc.)

- Corporate card delinquency fees
- Credit card rewards plans membership fees or personal credit card fees
- Dependent care, unless less than 48 hours' notice of the need to travel was provided
- Donations to charity
- Expenses related to vacation or personal days while on a business trip for traveler or travel companion
- Lost personal items and valuables
- Lost tickets
- Loyalty or rewards programs membership fees
- Luggage, briefcases
- Movies
- Personal articles (toiletries, magazines)
- Personal entertainment
- Purchase of formal attire
- Routine car maintenance
- Souvenirs, personal gifts
- Spa services
- Supplementary personal life insurance or other insurance premiums
- Traffic & parking fines

## 20.0 Tiers by City

| <b>Tier 1</b>   |                                   |                      |                            |
|-----------------|-----------------------------------|----------------------|----------------------------|
| <b>Domestic</b> |                                   | <b>International</b> |                            |
| State           | City                              | Country              | City                       |
| AL              | Birmingham                        | ARGENTINA            | Cordoba                    |
| AL              | Gulf Shores                       | ARGENTINA            | Salta                      |
| AL              | Huntsville                        | ARMENIA              | Yerevan                    |
| AL              | Mobile                            | AUSTRALIA            | Brisbane                   |
| AL              | Montgomery / Prattville           | AUSTRALIA            | Cairns                     |
| AR              | Hot Springs                       | AUSTRALIA            | Darwin, Northern Territory |
| AR              | Little Rock                       | AUSTRALIA            | Melbourne                  |
| AZ              | Grand Canyon / Flagstaff          | AUSTRALIA            | Richmond, NSW              |
| AZ              | Kayenta                           | AUSTRIA              | Linz                       |
| AZ              | Phoenix / Scottsdale              | AUSTRIA              | Vienna                     |
| AZ              | Sedona                            | BAHAMAS              | Andros Island              |
| AZ              | Sierra Vista                      | BAHAMAS              | Grand Bahama Island        |
| AZ              | Tucson                            | BARBADOS             | Barbados                   |
| AZ              | Yuma                              | BELGIUM              | Brugge                     |
| CA              | Antioch / Brentwood / Concord     | BELGIUM              | Brussels                   |
| CA              | Barstow / Ontario / Victorville   | BELGIUM              | Gosselies                  |
| CA              | Benicia / Dixon / Fairfield       | BELGIUM              | Kleine Brogel              |
| CA              | Death Valley                      | BELGIUM              | Liege                      |
| CA              | Eureka / Arcata / McKinleyville   | BELGIUM              | Mons                       |
| CA              | Fresno                            | BELGIUM              | SHAPE/Chievres             |
| CA              | Mammoth Lakes                     | BELIZE               | Belize City                |
| CA              | Mill Valley / San Rafael / Novato | BELIZE               | Belmopan                   |
| CA              | Modesto                           | BELIZE               | San Pedro                  |
| CA              | Oakhurst                          | BRAZIL               | Angra dos Reis             |
| CA              | Palm Springs                      | BRAZIL               | Belem                      |
| CA              | Point Arena / Gualala             | BRAZIL               | Belo Horizonte             |
| CA              | Redding                           | BRAZIL               | Campinas                   |
| CA              | San Luis Obispo                   | BRAZIL               | Campo Grande               |
| CA              | Santa Cruz                        | BRAZIL               | Foz do Iguacu              |
| CA              | Santa Rosa                        | BRAZIL               | Goiania                    |
| CA              | South Lake Tahoe                  | BRAZIL               | Joao Pessoa                |
| CA              | Tahoe City                        | BRAZIL               | Manaus                     |
| CA              | Truckee                           | BRAZIL               | Natal                      |
| CA              | Visalia / Lemoore                 | BRAZIL               | Porto Alegre               |
| CA              | West Sacramento                   | BRAZIL               | Recife, Pernambuco         |
| CA              | Yosemite National Park            | BRAZIL               | Sao Jose dos Campos        |
| CO              | Boulder / Broomfield              | BRAZIL               | Teresina                   |
| CO              | Colorado Springs                  | CANADA               | Fredericton                |
| CO              | Cortez                            | CANADA               | Gander, Newfoundland       |
| CO              | Crested Butte / Gunnison          | CANADA               | London, Ontario            |
| CO              | Douglas County                    | CANADA               | Mississauga                |
| CO              | Durango                           | CANADA               | Moncton                    |
| CO              | Fort Collins / Loveland           | CANADA               | Northwest Territories      |
| CO              | Glenwood Springs / Grand Junction | CANADA               | Ottawa                     |
| CO              | Montrose                          | CANADA               | Prince Edward Island       |
| CO              | Silverthorne / Breckenridge       | CANADA               | Regina, Saskatchewan       |
| CO              | Steamboat Springs                 | CANADA               | Richmond                   |
| CT              | Bridgeport / Danbury              | CANADA               | Saskatoon, Saskatchewan    |

## Tier 1

| <b>Domestic</b> |  | <b>International</b> |                          |
|-----------------|--|----------------------|--------------------------|
| CT              | Cromwell / Old Saybrook                                      | CANADA               | Sidney                   |
| CT              | Hartford   | CANADA               | St. John's, Newfoundland |
| CT              | Lakeville / Salisbury  | CANADA               | Victoria                 |
| CT              | New Haven  | CANADA               | Winnipeg                 |
| CT              | New London / Groton  | CHILE                | Santiago                 |
| DE              | Dover  | CHINA                | Changchun                |
| DE              | Lewes  | CHINA                | Chengdu                  |
| DE              | Wilmington   | CHINA                | Chongqing                |
| FL              | Altamonte Springs  | CHINA                | Dalian                   |
| FL              | Boca Raton / Delray Beach / Jupiter                          | CHINA                | Fuzhou                   |
| FL              | Bradenton  | CHINA                | Guilin                   |
| FL              | Cocoa Beach  | CHINA                | Hangzhou                 |
| FL              | Daytona Beach  | CHINA                | Harbin                   |
| FL              | Fort Lauderdale  | CHINA                | Jinan                    |
| FL              | Fort Myers   | CHINA                | Kunming                  |
| FL              | Fort Walton Beach / De Funiak Springs                        | CHINA                | Lhasa                    |
| FL              | Gainesville  | CHINA                | Lijiang                  |
| FL              | Gulf Breeze  | CHINA                | Nanjing                  |
| FL              | Jacksonville / Jacksonville Beach / Mayport<br>Naval Station | CHINA                | Ningbo                   |
| FL              | Kissimmee  | CHINA                | Qingdao                  |
| FL              | Lakeland   | CHINA                | Sanya                    |
| FL              | Naples   | CHINA                | Shantou                  |
| FL              | Ocala  | CHINA                | Shenyang                 |
| FL              | Orlando  | CHINA                | Suzhou                   |
| FL              | Panama City  | CHINA                | Tianjin                  |
| FL              | Pensacola  | CHINA                | Urumqi                   |
| FL              | Punta Gorda  | CHINA                | Wuhan                    |
| FL              | Sarasota   | CHINA                | Xiamen                   |
| FL              | Sebring  | CROATIA              | Zagreb                   |
| FL              | St. Augustine  | CZECH REPUBLIC       | Brno                     |
| FL              | Stuart   | FINLAND              | Helsinki                 |
| FL              | Tallahassee  | FRANCE               | Aix-en-Provence          |
| FL              | Tampa / St. Petersburg                                       | FRANCE               | Bordeaux                 |
| FL              | Vero Beach   | FRANCE               | Clermont-Ferrand         |
| GA              | Athens   | FRANCE               | Istres                   |
| GA              | Atlanta  | FRANCE               | Le Havre                 |
| GA              | Augusta  | FRANCE               | Lille                    |
| GA              | Columbus   | FRANCE               | Montpellier              |
| GA              | Jekyll Island / Brunswick                                    | FRANCE               | Rennes                   |
| GA              | Savannah   | GERMANY              | Aachen                   |
| IA              | Cedar Rapids   | GERMANY              | Chemnitz                 |
| IA              | Dallas County  | GERMANY              | Garmisch-Partenkirchen   |
| IA              | Des Moines   | GERMANY              | Leipzig                  |
| ID              | Bonner's Ferry / Sandpoint                                   | GERMANY              | Oberammergau             |
| ID              | Coeur d'Alene  | GERMANY              | Weimar                   |
| ID              | Driggs / Idaho Falls   | GREECE               | Athens                   |
| ID              | Sun Valley / Ketchum   | GREECE               | Iraklion (Crete)         |
| IL              | Bolingbrook / Romeoville / Lemont                            | INDIA                | Agra                     |
| IL              | O'Fallon / Fairview Heights / Collinsville                   | INDIA                | Trivandrum               |
| IL              | Oak Brook Terrace  | IRELAND              | Cork                     |
| IL              | Springfield  | IRELAND              | Galway                   |
|                 |  | ITALY                | Bolzano                  |



## Tier 1

| <b>Domestic</b> |   | <b>International</b> |                  |
|-----------------|---|----------------------|------------------|
| IN              | Bloomington                               | ITALY                | Gaeta            |
| IN              | Ft. Wayne                                 | ITALY                | La Spezia        |
| IN              | Hammond / Munster / Merrillville          | ITALY                | Naples           |
| IN              | Indianapolis / Carmel                     | ITALY                | Pisa             |
| IN              | Lafayette / West Lafayette                | ITALY                | Pordenone-Aviano |
| IN              | Michigan City                             | ITALY                | Ravenna          |
| IN              | South Bend                                | ITALY                | Vicenza          |
| IN              | Valparaiso / Burlington Beach             | JAPAN                | Akashi           |
| KS              | Kansas City / Overland Park               | JAPAN                | Amagasaki        |
| KS              | Wichita                                   | JAPAN                | Akita            |
| KY              | Boone County                              | JAPAN                | Aomori           |
| KY              | Kenton County                             | JAPAN                | Asahikawa        |
| KY              | Lexington                                 | JAPAN                | Chitose          |
| KY              | Louisville                                | JAPAN                | Fukui            |
| LA              | Alexandria / Leesville / Natchitoches     | JAPAN                | Fukuyama         |
| LA              | Baton Rouge                               | JAPAN                | Gifu             |
| LA              | Covington / Slidell                       | JAPAN                | Hiroshima        |
| LA              | Lafayette                                 | JAPAN                | Kochi            |
| MA              | Andover                                   | JAPAN                | Komaki           |
| MA              | Burlington / Woburn                       | JAPAN                | Kure             |
| MA              | Falmouth                                  | JAPAN                | Kushiro          |
| MA              | Hyannis                                   | JAPAN                | Matsue           |
| MA              | Northampton                               | JAPAN                | Matsuyama        |
| MA              | Pittsfield                                | JAPAN                | Morioka          |
| MA              | Plymouth / Taunton / New Bedford          | JAPAN                | Nagoya           |
| MA              | Springfield                               | JAPAN                | Obihiro          |
| MA              | Worcester                                 | JAPAN                | Oita             |
| MD              | Aberdeen / Bel Air / Belcamp              | JAPAN                | Okayama          |
| MD              | Annapolis                                 | JAPAN                | Osaka-Kobe       |
| MD              | Baltimore County                          | JAPAN                | Otsu             |
| MD              | Cambridge / St. Michaels                  | JAPAN                | Oyama            |
| MD              | Centreville                               | JAPAN                | Sapporo          |
| MD              | Columbia                                  | JAPAN                | Sasebo           |
| MD              | Frederick                                 | JAPAN                | Shiga            |
| MD              | Hagerstown                                | JAPAN                | Takamatsu        |
| MD              | La Plata / Indian Head / Waldorf          | JAPAN                | Tokushima        |
| MD              | Lexington Park / Leonardtown / Lusby      | JAPAN                | Tottori          |
| MD              | Ocean City                                | JAPAN                | Toyama           |
| ME              | Bar Harbor                                | JAPAN                | Toyonaka         |
| ME              | Kennebunk / Kittery / Sanford             | JAPAN                | Tsu              |
| ME              | Portland                                  | JAPAN                | Wakayama         |
| ME              | Rockport                                  | JAPAN                | Yamato           |
| MI              | Ann Arbor                                 | JAPAN                | Yokohama         |
| MI              | Benton Harbor / St. Joseph / Stevensville | JAPAN                | Yokota           |
| MI              | Detroit                                   | KOREA                | Changwon         |
| MI              | East Lansing / Lansing                    | KOREA                | Chinju           |
| MI              | Grand Rapids                              | KOREA                | Chongju          |
| MI              | Holland                                   | KOREA                | Chonju           |
| MI              | Kalamazoo / Battle Creek                  | KOREA                | Chung Ju         |
| MI              | Mackinac Island                           | KOREA                | Incheon          |
| MI              | Midland                                   | KOREA                | Kimhae           |
| MI              | Mount Pleasant                            | KOREA                | Kumi             |

## Tier 1

| Domestic |                                       | International |                                |
|----------|---------------------------------------|---------------|--------------------------------|
| MI       | Muskegon                              | KOREA         | Kwangju                        |
| MI       | Petoskey                              | KOREA         | Kyongju                        |
| MI       | Pontiac / Auburn Hills                | KOREA         | Masan                          |
| MI       | South Haven                           | KOREA         | Pohang                         |
| MI       | Traverse City and Leland              | KOREA         | Pyongtaek                      |
| MN       | Duluth                                | KOREA         | Sokcho                         |
| MN       | Eagan / Burnsville / Mendota Heights  | KOREA         | Taegu                          |
| MN       | Minneapolis / St. Paul                | KOREA         | Taejon                         |
| MN       | Rochester                             | KOREA         | Uijongbu                       |
| MO       | Columbia                              | KOREA         | Ulsan                          |
| MO       | Jefferson City                        | MEXICO        | Acapulco                       |
| MO       | Kansas City                           | MEXICO        | Campeche                       |
| MO       | St. Louis                             | MEXICO        | Chihuahua                      |
| MO       | St. Robert                            | MEXICO        | Ciudad Juarez                  |
| MS       | Gulfport / Biloxi                     | MEXICO        | Ciudad Victoria                |
| MS       | Hattiesburg                           | MEXICO        | Colima                         |
| MS       | Oxford                                | MEXICO        | Cozumel                        |
| MS       | Southaven                             | MEXICO        | Cuernavaca                     |
| MS       | Starkville                            | MEXICO        | Culiacan                       |
| MT       | Big Sky / West Yellowstone            | MEXICO        | Ensenada                       |
| MT       | Butte                                 | MEXICO        | Guadalajara                    |
| MT       | Helena                                | MEXICO        | Hermosillo                     |
| MT       | Missoula / Polson / Kalispell         | MEXICO        | Huatulco                       |
| NC       | Asheville                             | MEXICO        | Ixtapa Zihuatanejo             |
| NC       | Atlantic Beach / Morehead City        | MEXICO        | La Paz                         |
| NC       | Chapel Hill                           | MEXICO        | Manzanillo                     |
| NC       | Charlotte                             | MEXICO        | Matamoros                      |
| NC       | Durham                                | MEXICO        | Mazatlan                       |
| NC       | Fayetteville                          | MEXICO        | Merida                         |
| NC       | Greensboro                            | MEXICO        | Mexicali                       |
| NC       | Greenville                            | MEXICO        | Monterrey                      |
| NC       | Kill Devil                            | MEXICO        | Morelia                        |
| NC       | New Bern / Havelock                   | MEXICO        | Nogales                        |
| NC       | Raleigh                               | MEXICO        | Nuevo Laredo                   |
| NC       | Wilmington                            | MEXICO        | Playa del Carmen, Quintana Roo |
| NC       | Winston-Salem                         | MEXICO        | Puebla                         |
| NE       | Omaha                                 | MEXICO        | Puerto Penasco                 |
| NH       | Concord                               | MEXICO        | Puerto Vallarta                |
| NH       | Conway                                | MEXICO        | Queretaro                      |
| NH       | Durham                                | MEXICO        | San Carlos                     |
| NH       | Laconia                               | MEXICO        | San Jose del Cabo              |
| NH       | Lebanon / Lincoln / West Lebanon      | MEXICO        | San Miguel de Allende          |
| NH       | Manchester                            | MEXICO        | Tapachula                      |
| NH       | Portsmouth                            | MEXICO        | Tijuana                        |
| NJ       | Atlantic City / Ocean City / Cape May | MEXICO        | Veracruz                       |
| NJ       | Belle Mead                            | MEXICO        | Zacatecas                      |
| NJ       | Cherry Hill / Moorestown              | NEW ZEALAND   | Auckland                       |
| NJ       | Eatontown / Freehold                  | NEW ZEALAND   | Christchurch                   |
| NJ       | Edison / Piscataway                   | NEW ZEALAND   | Queenstown                     |
| NJ       | Flemington                            | NEW ZEALAND   | Rotarua                        |
| NJ       | Newark                                | NEW ZEALAND   | Wellington                     |
| NJ       | Parsippany                            | NORWAY        | Oslo                           |

## Tier 1

| <b>Domestic</b> |   | <b>International</b> |                        |
|-----------------|---|----------------------|------------------------|
| NJ              | Princeton / Trenton                     | POLAND               | Gdansk                 |
| NJ              | Springfield / Cranford / New Providence | POLAND               | Warsaw                 |
| NJ              | Toms River                              | POLAND               | Wroclaw                |
| NM              | Albuquerque                             | POLAND               | Zakopane               |
| NM              | Las Cruces                              | PORTUGAL             | Cascais                |
| NM              | Los Alamos                              | PORTUGAL             | Estoril                |
| NM              | Santa Fe                                | PORTUGAL             | Faial Island           |
| NM              | Taos                                    | PORTUGAL             | Lisbon                 |
| NV              | Incline Village / Reno / Sparks         | PORTUGAL             | Madeira Islands        |
| NV              | Stateline, Carson City                  | PORTUGAL             | Oeiras                 |
| NY              | Albany                                  | PORTUGAL             | Oporto                 |
| NY              | Binghamton / Owego                      | PORTUGAL             | Ponta Delgada          |
| NY              | Buffalo                                 | PORTUGAL             | Sao Miguel Island      |
| NY              | Floral Park / Garden City / Great Neck  | SPAIN                | Almeria                |
| NY              | Glens Falls                             | SPAIN                | Bilbao                 |
| NY              | Ithaca / Waterloo / Romulus             | SPAIN                | Fuengirola             |
| NY              | Kingston                                | SPAIN                | La Coruna              |
| NY              | Lake Placid                             | SPAIN                | Malaga                 |
| NY              | Niagara Falls                           | SPAIN                | Marbella               |
| NY              | Nyack / Palisades                       | SPAIN                | Oviedo                 |
| NY              | Poughkeepsie                            | SPAIN                | San Sebastian          |
| NY              | Riverhead / Ronkonkoma / Melville       | SPAIN                | Santa Cruz de Tenerife |
| NY              | Rochester                               | SPAIN                | Seville                |
| NY              | Saratoga Springs / Schenectady          | SPAIN                | Valencia               |
| NY              | Syracuse / Oswego                       | SPAIN                | Vigo                   |
| NY              | Troy                                    | UNITED KINGDOM       | [Other]                |
| NY              | West Point                              | UNITED KINGDOM       | Birmingham             |
| OH              | Akron                                   | UNITED KINGDOM       | Cheltenham             |
| OH              | Canton                                  | UNITED KINGDOM       | Glasgow                |
| OH              | Cincinnati                              | UNITED KINGDOM       | Harrogate              |
| OH              | Cleveland                               | UNITED KINGDOM       | High Wycombe           |
| OH              | Columbus                                | UNITED KINGDOM       | Liverpool              |
| OH              | Dayton / Fairborn                       | UNITED KINGDOM       | Loudwater              |
| OH              | Hamilton                                | UNITED KINGDOM       | Menwith Hill           |
| OH              | Medina / Wooster                        | UNITED KINGDOM       | Oxford                 |
| OH              | Mentor                                  | UNITED KINGDOM       | Portsmouth             |
| OH              | Sandusky / Bellevue                     |                      |                        |
| OH              | Youngstown                              |                      |                        |
| OK              | Oklahoma City                           |                      |                        |
| OR              | Ashland / Crater Lake                   |                      |                        |
| OR              | Beaverton                               |                      |                        |
| OR              | Bend                                    |                      |                        |
| OR              | Clackamas                               |                      |                        |
| OR              | Eugene / Florence                       |                      |                        |
| OR              | Lincoln City                            |                      |                        |
| OR              | Seaside                                 |                      |                        |
| PA              | Allentown / Easton / Bethlehem          |                      |                        |
| PA              | Bucks County                            |                      |                        |
| PA              | Chester / Radnor / Essington            |                      |                        |
| PA              | Erie                                    |                      |                        |
| PA              | Gettysburg                              |                      |                        |
| PA              | Harrisburg / Hershey                    |                      |                        |

## Tier 1

| <b>Domestic</b> |  | <b>International</b> |
|-----------------|--|----------------------|
| PA              | Lancaster                                  |                      |
| PA              | Malvern / Frazer / Berwyn                  |                      |
| PA              | Mechanicsburg                              |                      |
| PA              | Montgomery County                          |                      |
| PA              | Pittsburgh                                 |                      |
| PA              | Reading                                    |                      |
| PA              | Scranton                                   |                      |
| PA              | State College                              |                      |
| RI              | East Greenwich / Warwick / North Kingstown |                      |
| RI              | Providence / Bristol                       |                      |
| SC              | Aiken                                      |                      |
| SC              | Columbia                                   |                      |
| SC              | Greenville                                 |                      |
| SC              | Hilton Head                                |                      |
| SC              | Myrtle Beach                               |                      |
| SD              | Hot Springs                                |                      |
| SD              | Rapid City                                 |                      |
| SD              | Sturgis / Spearfish                        |                      |
| TN              | Brentwood / Franklin                       |                      |
| TN              | Chattanooga                                |                      |
| TN              | Knoxville                                  |                      |
| TN              | Memphis                                    |                      |
| TN              | Oak Ridge                                  |                      |
| TX              | Austin                                     |                      |
| TX              | Beaumont                                   |                      |
| TX              | College Station                            |                      |
| TX              | Corpus Christi                             |                      |
| TX              | Dallas                                     |                      |
| TX              | El Paso                                    |                      |
| TX              | Galveston                                  |                      |
| TX              | Greenville                                 |                      |
| TX              | Laredo                                     |                      |
| TX              | McAllen                                    |                      |
| TX              | Midland                                    |                      |
| TX              | Plano                                      |                      |
| TX              | Round Rock                                 |                      |
| TX              | San Antonio                                |                      |
| TX              | South Padre Island                         |                      |
| TX              | Waco                                       |                      |
| UT              | Park City                                  |                      |
| UT              | Provo                                      |                      |
| UT              | Salt Lake City                             |                      |
| VA              | Abingdon                                   |                      |
| VA              | Blacksburg                                 |                      |
| VA              | Charlottesville                            |                      |
| VA              | Chesapeake / Suffolk                       |                      |
| VA              | Chesterfield / Henrico Counties            |                      |
| VA              | Fredericksburg                             |                      |
| VA              | Loudoun County                             |                      |
| VA              | Lynchburg                                  |                      |
| VA              | Norfolk / Portsmouth                       |                      |

## Tier 1

| <b>Domestic</b> |                                     | <b>International</b> |
|-----------------|-------------------------------------|----------------------|
| VA              | Prince William County / Manassas    |                      |
| VA              | Richmond                            |                      |
| VA              | Roanoke                             |                      |
| VA              | Virginia Beach                      |                      |
| VA              | Wallops Island                      |                      |
| VA              | Warrenton                           |                      |
| VA              | Williamsburg / York                 |                      |
| VT              | Burlington / St. Albans             |                      |
| VT              | Manchester                          |                      |
| VT              | Middlebury                          |                      |
| VT              | Montpelier                          |                      |
| VT              | Stowe                               |                      |
| VT              | White River Junction                |                      |
| WA              | Anacortes / Coupeville / Oak Harbor |                      |
| WA              | Everett / Lynnwood                  |                      |
| WA              | Ocean Shores                        |                      |
| WA              | Olympia / Tumwater                  |                      |
| WA              | Port Angeles / Port Townsend        |                      |
| WA              | Richland                            |                      |
| WA              | Spokane                             |                      |
| WA              | Tacoma                              |                      |
| WI              | Appleton                            |                      |
| WI              | Brookfield / Racine                 |                      |
| WI              | Lake Geneva                         |                      |
| WI              | Madison                             |                      |
| WI              | Milwaukee                           |                      |
| WI              | Sheboygan                           |                      |
| WI              | Sturgeon Bay                        |                      |
| WI              | Wisconsin Dells                     |                      |
| WV              | Charleston                          |                      |
| WV              | Morgantown                          |                      |
| WV              | Shepherdstown                       |                      |
| WV              | Wheeling                            |                      |
| WY              | Cody                                |                      |
| WY              | Evanston / Rock Springs             |                      |
| WY              | Gillette                            |                      |
| WY              | Jackson / Pinedale                  |                      |
| WY              | Sheridan                            |                      |
|                 |                                     |                      |
|                 |                                     |                      |
|                 |                                     |                      |
|                 |                                     |                      |

## Tier 2

| Domestic |   | International |                        |
|----------|---|---------------|------------------------|
| State    | City                                    | Country       | City                   |
| CA       | Anaheim / Long Beach                    | ARGENTINA     | Buenos Aires           |
| CA       | Sacramento                              | CANADA        | Calgary                |
| CA       | San Mateo / Foster City / Belmont       | CANADA        | Fort McMurray, Alberta |
| CA       | Temecula                                | CANADA        | Montreal               |
| CO       | Denver / Aurora                         | CANADA        | Quebec                 |
| CO       | Telluride                               | CANADA        | Vancouver              |
| FL       | Miami                                   | CHINA         | Guangzhou              |
| LA       | New Orleans                             | DENMARK       | Copenhagen             |
| NY       | Tarrytown / White Plains / New Rochelle | DENMARK       | Lyngby                 |
| OR       | Portland                                | FRANCE        | Lyon                   |
| PA       | Philadelphia                            | FRANCE        | Marseille              |
| RI       | Jamestown / Middletown / Newport        | FRANCE        | Nice                   |
| SC       | Charleston                              | FRANCE        | Strasbourg             |
| TN       | Nashville                               | FRANCE        | Toulouse               |
| TX       | Arlington / Fort Worth / Grapevine      | GERMANY       | Berlin                 |
| TX       | Houston                                 | GERMANY       | Boeblingen             |
| WA       | Seattle                                 | GERMANY       | Bonames                |
| WA       | Vancouver                               | GERMANY       | Cologne                |
|          |   | GERMANY       | Dresden                |
|          |   | GERMANY       | Duesseldorf            |
|          |   | GERMANY       | Echterdingen           |
|          |   | GERMANY       | Eschborn               |
|          |   | GERMANY       | Esslingen              |
|          |   | GERMANY       | Frankfurt am Main      |
|          |   | GERMANY       | Hamburg                |
|          |   | GERMANY       | Heronen                |
|          |   | GERMANY       | Herzogenaurach         |
|          |   | GERMANY       | Hoechst                |
|          |   | GERMANY       | Kalkar                 |
|          |   | GERMANY       | Kornwestheim           |
|          |   | GERMANY       | Ludwigsburg            |
|          |   | GERMANY       | Moenchen-Gladbach      |
|          |   | GERMANY       | Munich                 |
|          |   | GERMANY       | Nellingen              |
|          |   | GERMANY       | Offenbach              |
|          |   | GERMANY       | Roedelheim             |
|          |   | GERMANY       | Sindelfingen           |
|          |   | GERMANY       | Stuttgart              |
|          |   | GERMANY       | Tuebingen              |
|          |   | GERMANY       | Twisteden              |
|          |   | INDIA         | Hyderabad              |
|          |   | IRELAND       | Dublin                 |
|          |   | ITALY         | Genoa                  |
|          |   | ITALY         | Palermo                |
|          |   | ITALY         | Trieste                |
|          |   | ITALY         | Turin                  |
|          |   | JAPAN         | Kurashiki              |
|          |   | JAPAN         | Miyazaki City          |
|          |   | JAPAN         | Nagasaki               |
|          |   | JAPAN         | Okinawa Prefecture     |
|          |   | KOREA         | Cheju                  |

## Tier 2

| <b>Domestic</b> | <b>International</b> |            |
|-----------------|----------------------|------------|
|                 | KOREA                | Pusan      |
|                 | KOREA                | Seoul      |
|                 | MEXICO               | Cancun     |
|                 | SPAIN                | Barcelona  |
|                 | SPAIN                | Madrid     |
|                 | SPAIN                | Zaragoza   |
|                 | SWEDEN               | Stockholm  |
|                 | SWITZERLAND          | Basel      |
|                 | SWITZERLAND          | Lugano     |
|                 | UNITED KINGDOM       | Belfast    |
|                 | UNITED KINGDOM       | Bristol    |
|                 | UNITED KINGDOM       | Caversham  |
|                 | UNITED KINGDOM       | Edinburgh  |
|                 | UNITED KINGDOM       | Gatwick    |
|                 | UNITED KINGDOM       | Horley     |
|                 | UNITED KINGDOM       | Manchester |
|                 | UNITED KINGDOM       | Reading    |
|                 | VENEZUELA            | Valencia   |
|                 |                      |            |
|                 |                      |            |

## Tier 3

| Domestic |                              | International  |                   |
|----------|------------------------------|----------------|-------------------|
| CA       | Carlsbad/Oceanside           | <u>Country</u> | <u>City</u>       |
| CA       | Oakland                      | AUSTRALIA      | Sydney            |
| CA       | Monterey                     | BRAZIL         | Sao Paulo         |
| CA       | San Diego                    | CHINA          | Beijing           |
| CA       | Santa Monica                 | CHINA          | Shanghai          |
| CA       | Sunnyvale/Palo Alto/San Jose | CHINA          | Shenzhen          |
| CO       | Aspen                        | CROATIA        | Split             |
| FL       | Key West                     | CZECH REPUBLIC | Prague            |
| IL       | Chicago                      | INDIA          | Kolkata           |
| MA       | Martha's Vineyard            | INDIA          | New Delhi         |
| NV       | Las Vegas                    | ITALY          | Bologna           |
|          |                              | ITALY          | Florence          |
|          |                              | ITALY          | Milan             |
|          |                              | ITALY          | Siena             |
|          |                              | JAPAN          | Awashima          |
|          |                              | JAPAN          | Kyoto             |
|          |                              | MEXICO         | Cabo San Lucas    |
|          |                              | MEXICO         | Mexico City, D.F. |
|          |                              | SWITZERLAND    | Bern              |
|          |                              | SWITZERLAND    | Klostern          |
|          |                              |                |                   |



## Tier 4

| <b>Domestic</b> |   | <b>International</b> |                |
|-----------------|---|----------------------|----------------|
| CA              | Los Angeles   | BRAZIL               | Rio De Janeiro |
| CA              | Napa  | CANADA               | Toronto        |
| CA              | Newport Beach / Huntington Beach  | CAYMAN ISLANDS       | Cayman Islands |
| CA              | San Francisco   | FRANCE               | Paris          |
| CA              | Santa Barbara   | FRANCE               | Cannes         |
| CO              | Vail  | ITALY                | Capri          |
| DC              | District of Columbia  | ITALY                | Como           |
| MA              | Boston / Cambridge  | ITALY                | Rome           |
| MA              | Nantucket   | ITALY                | Venice         |
| NY              | Manhattan (includes the boroughs of Manhattan, Brooklyn, the Bronx, Queens and Staten Island) | JAPAN                | Tokyo          |
|                 |   | SWITZERLAND          | Davos          |
|                 |   | SWITZERLAND          | Geneva         |
|                 |   | SWITZERLAND          | Montreux       |
|                 |   | SWITZERLAND          | Zurich         |
|                 |   | UNITED ARAB EMIRATES | Abu Dhabi      |
|                 |   | UNITED ARAB EMIRATES | Dubai          |
|                 |   | UNITED KINGDOM       | Crawley        |
|                 |   | UNITED KINGDOM       | London         |
|                 |   | VENEZUELA            | Caracas        |
|                 |   |                      |                |