

Cisco GSX FY26 Travel Policy

Purpose

The purpose of the Cisco GSX travel policy is to establish and communicate reasonable and fiscally responsible requirements for all Cisco employees authorized to travel on behalf of Cisco to this event which will take place in Las Vegas, NV on August 26-28, 2025.

- GSX Travel Dates: Attendees should plan to arrive on Monday, August 25 and depart on Friday, August 29. Flights departing after 20:00/8:00PM PST on Thursday, August 28 are acceptable.
- If you have been invited to an Auxiliary Meeting, including Tech Elevate, please consider the scheduled date and time prior to booking air travel.
- If you have received an invitation to attend Cisco GSX FY26 and Tech Elevate, your travel dates are:
Arrival – Saturday, August 23
Departure – Friday, August 29 or Thursday, August 28 (flights must depart after 20:00/8:00PM PST)
- If you have been invited to attend Tech Elevate only, your travel dates are:
Arrival – Saturday, August 23
Departure – Monday, August 25 (flights departing after 19:00/7:00PM PST) or Tuesday 26 August anytime

Table of Contents

[Booking Guidelines](#)

[How to Book](#)

[After Hours Emergency Services \(AHES\)](#)

[Cancellation of Reservation](#)

[Method Of Payment](#)

[Personal Travel](#)

[Changing/Amending a Booking](#)

[Passport/Visas/Travel Documents](#)

[Ticketing](#)

[Travel Disruptions](#)

[Travel Insurance](#)

[Lost Baggage](#)

[Unused Airline Tickets](#)

[Unauthorized Air Travel](#)

[Cisco GSX Program Transportation](#)

[Luggage Tips while Traveling](#)

Booking Guidelines

- All air travel to and from Cisco GSX in Las Vegas must be booked through the Cisco Travel Program and follow the [Global Travel Policy](#). Booking air tickets via airline websites or websites (Kayak, Skyscanner, Booking.com or any 3rd party travel provider) is prohibited.
- All changes after ticketing must also be managed through the Cisco Travel Program.
- All travel must be in Economy (coach) Class. Employees are required to select the lowest logical economy fare that includes baggage allowance, if travelling with checked luggage.
- The lowest logical fare is defined as the most time-efficient round-trip flight, inclusive of checked baggage allowance, from the employee's permanent residence to Las Vegas and back on the specified GSX travel dates.
- Travelers should book the lowest logical available and applicable airfare through [Concur Travel](#) where available. Alternatively travelers should contact their local [Amex GBT Travel Support team](#). Tickets purchased direct through airline websites or outside agencies will not be reimbursed.
- Paid seat assignments for economy seating can be submitted for reimbursement, however priority or premium seating is not reimbursable.
- Personal upgrades must be managed by Amex GBT, not directly with the airline, and charged to the employee's personal credit card.

How to Book:

On Concur Travel

- Search air options on [Concur Travel](#)
- Select the lowest logical economy/coach fare per your required arrival and departure dates
- Select "Cisco GSX FY26" as your Purpose of Trip if attending both Tech Elevate and Cisco GSX FY26.

If you select "Event" instead of "Cisco GSX FY26" as the Purpose of Trip, proceed with the following steps:

- Choose "Event: Internal Event."
- Select "Approved Internal Event: Cisco GSX FY26."
- If attending Tech Elevate only, select "Tech Elevate Only" as your purpose of trip

With AMEX GBT

- Call the [Amex GBT Travel Support Team](#).
- Advise the travel counsellor your trip is for GSX FY26 or Tech Elevate if you are only attending Tech Elevate.

Air tickets for GSX FY26 will be pre-approved, subject to [Cisco GSX attendance criteria](#).

Non-Global Virtual Hub Countries (GVH) - After Hours Emergency Services (AHES)

- After Hours Emergency Services (AHES) are available for employees who need travel assistance outside of normal service hours. Contact After-Hours Services following the BAU process. [Amex GBT Support \(sharepoint.com\)](#).
- Contact After-Hours Services if travel is within 24 hours. This service carries a premium charge per call and should only be used for changes needed before the next business day. AHES cannot be used for new reservations.

Cancellation of Reservation

- Please contact your local [Amex GBT Travel Support Team](#) to cancel air reservations, except for North American markets.
- For North American markets, please cancel through [Concur Travel](#).
- [Amex GBT Mobile App](#) - Employees are encouraged to download the Amex GBT mobile App to receive critical information about their trip and to call/chat with an Amex GBT Travel Counsellor.

Method of Payment

- Air travel will be centrally billed to the traveler's department.

Personal Travel

- Employees are permitted* to add personal travel prior to or after the event dates, provided the airfare is equal to or less than the lowest logical economy/coach fare offered on the approved event travel dates.
- If adding personal days results in a higher fare, you must book with an Amex GBT travel counselor and you will be responsible for covering the price difference.
- Any additional personal travel expenses, including any increase in airfare, are the employees' responsibility; however, the airline with the lowest logical fare should be selected.

*Germany based employees may add a maximum of 2 PTO days to their business travel. Saturdays and Sundays are not counted as PTO days. German employees using more than 2 PTO days cannot book through Concur Travel or Amex GBT nor will airfare booked outside of Concur Travel or Amex GBT be eligible for reimbursement. **Airfare must be less or equal to the roundtrip fare as the sole business trip.**

- Personal credit cards cannot be used when booking through Concur Travel, therefore, any deviations for personal reasons that exceed the Cisco GSX lowest logical economy/coach fare, as defined above, must be arranged through the employee's Amex GBT travel desk. Additional costs will be charged directly to the employee.

Changing/Amending a Booking

- All changes must be done through Amex GBT
- Costs associated with changes for personal reasons are charged to the employee.
- Costs associated with changes for business reasons require email approval from the employees' manager and the costs associated will be charged to the employee's department.

Passport/Visas/Travel Documents

- It is the employee's responsibility to obtain and carry the proper travel documents (Passport and Visa).
- US employees will need a REAL ID or Passport to travel domestically.
- Employees should verify travel document requirements as soon as possible to ensure there is time to secure the proper documents and prevent unnecessary expenses or travel delays. Learn more at Cisco's [Passport & Visa Program](#).
- GSX FY26 Visa Sponsor Information:

Host Full Name: Desiree Hamilton

Host Email: desireeh@cisco.com

Host Mobile Number: +1-408-526-8888

Host Cisco Full Address: 170 W Tasman Dr., San Jose, CA 95134

Event Email: gsx@cisco.com

Hotel Name: Mandalay Bay

Hotel Address: 3950 S Las Vegas Blvd, Las Vegas, NV 89119

- Employees already holding a valid US visa do not require a visa letter.
It is advisable to carry a 'Port of Entry' letter (Immigrations letter) to clear immigration checks.
- Employees can submit their Port of Entry letter request through the [Visa Request page](#) by selecting 'Yes' for the question 'Do You Have a Valid Visa?'
- US visa appointment slots are at US Embassy's discretion. Cisco Travel has no scope for negotiation here and must abide by the Embassy guidelines.

Ticketing

- Travel will only be approved for employees who meet the current Cisco GSX Las Vegas [attendance criteria](#).
- Employees not meeting the current criteria will be notified and the travel canceled.
- Attendance at the Cisco GSX Opening and Closing Global Sessions is mandatory.
- Any late arrivals or early departures will require manager approval.

Travel Disruptions

- Employees with flights departing more than 24 hours prior to the event who experience disruptions due to airline operational issues should access the airline's website or reach out to Amex GBT to manage their booking and check the flight status. Either the airline or Amex GBT will reach out to assist employees with rebooking flights.
- For employees with flights departing within 24 hours of the event or already enroute who face disruptions due to airline operational issues, the airline will assist with rebooking and aid with hotel accommodations if the next available flight is scheduled for the following day.
- Employees should ensure their mobile phone is included in their booking and traveller profile.
- In the event of disruptions due to natural occurrences, such as severe weather, the airline will contact the employee to arrange rebooking. Please note that the airline may not provide hotel accommodations if the flight is rescheduled for the day following the originally planned travel date.
- Employees are advised not to rebook their flights or pay for hotel accommodations using personal cards.

Travel Insurance

- **Employees who become unwell during the trip or upon arrival should [contact Employee Relations](#).**
- All Cisco employees are covered by [Cisco Medical Benefits Abroad \(MBA\)](#) and Business Travel Accident Insurance while traveling internationally on business.
- Employees are covered under the Cisco MBA plan for up to 180 days (~6 months) while traveling internationally on Cisco business outside their country of residence or permanent assignment.

- Employees should contact Cisco Loss Prevention Department for:
 - Items confiscated by customs
 - Lost/stolen business-related items, i.e., laptop computer
 - Lost/Damaged baggage

Lost Baggage

- Checked baggage lost/damaged by the carrier should be reported before departing the airport.
- If luggage is lost enroute, file a claim immediately with the airline baggage office and request overnight amenities, if necessary. Photocopy the claim ticket to prevent losing it.
- Copies of the written reports and any receipts must be retained until a final claim determination has been made.
- If baggage is lost, the airline will complete the necessary paperwork and immediately begin the tracing process.
- When lost/damaged baggage is located and received at the arriving airport, the carrier will deliver it to the employee.
- If baggage cannot be located, the airlines will reimburse up to a set amount (varies by carrier) limited to weight rather than value.
- Damaged baggage will be repaired, if possible. If repair is not possible, most airlines will replace the bag, however carrier policies vary.
- Please do not pack valuables, expensive items or medication in checked luggage as the full value will not be reimbursed.

Lost/Damaged Baggage - Personal

- Cisco bears no responsibility for personal lost/damaged baggage or items as these are not insured by Cisco.
- Employees carrying personal property insurance should contact their insurer to make a claim for loss of personal property.

Unused Airline Tickets

- All fully or partially unused tickets issued for Cisco GSX must be returned to the Cisco Travel Team for refund or future use, if applicable.
- (US only)-If the ticket is non-refundable, the ticket value may be applied, less any airline fees, to the traveler's next travel booking.
- If an E-ticket was issued, it is the traveler's responsibility to notify the Amex GBT, prior to travel date, that the ticket will not be used.

Unauthorized Air Travel

- Cisco will not issue tickets designed to circumvent applicable fare rules and will not reimburse for the following ticket purchases:
 - Back-to-back tickets
 - One-way tickets
 - Tickets purchased from unauthorized agencies and/or third parties

- Tickets booked and purchased from external websites upgrades
- Cisco GSX attendees must select the lowest logical airfare in economy/coach. Employees may not book a higher fare to use 'Frequent Flyer' upgrade privileges if a lower fare exists on the same flight (unless the fare difference is paid personally by the employee).
- Points usage must be done directly with the ticketing airline. Cisco does not reimburse for items purchased with points.

Regional Cisco Amex GBT Teams

- Cisco GSX air travel support will be offered through Cisco's standard Amex GBT Travel desk during regular business hours. Please visit Amex GBT [Travel Support](#) Team, for days and times of operation for your geographic location.
- Ground Transportation - Las Vegas Airport/Hotel Shuttles
- Complimentary airport transfers from Harry Reid International Airport to all Cisco GSX hotels including Mandalay Bay and the MGM Grand will be provided to attendees on:
 - Arrivals: August 25, 2025
 - Departures: August 29, 2025
- If arriving outside these dates, we recommend taking shuttles, approved ride shares or taxis (please note, many Las Vegas taxis only accept cash).
- Rental cars are not required for this event and will not be reimbursed.

Cisco GSX Program Transportation

- Transportation to the Mandalay Bay Convention Center, the MGM Conference Center and other Cisco GSX function locations will be provided from all Cisco GSX designated hotels. You must use this service.

Luggage Tips while Traveling

- It is advisable that travelers have discreet identification both inside and outside all checked luggage to aid in recovery.
- Employees should **NOT** wear clothing or carry anything displaying the Cisco logo, i.e., laptop bags, as this may alert thieves that you are carrying a laptop.
- Employees should always carry their laptop/smart phone/camera as carry on/hand luggage.
- Never leave laptops unsecured.
- Due to increased security measures globally, employees are advised to check the airline website for luggage restrictions/carry-on allowances.