



Group Travel

General Guidelines & Best Practices

ctp-travel.com



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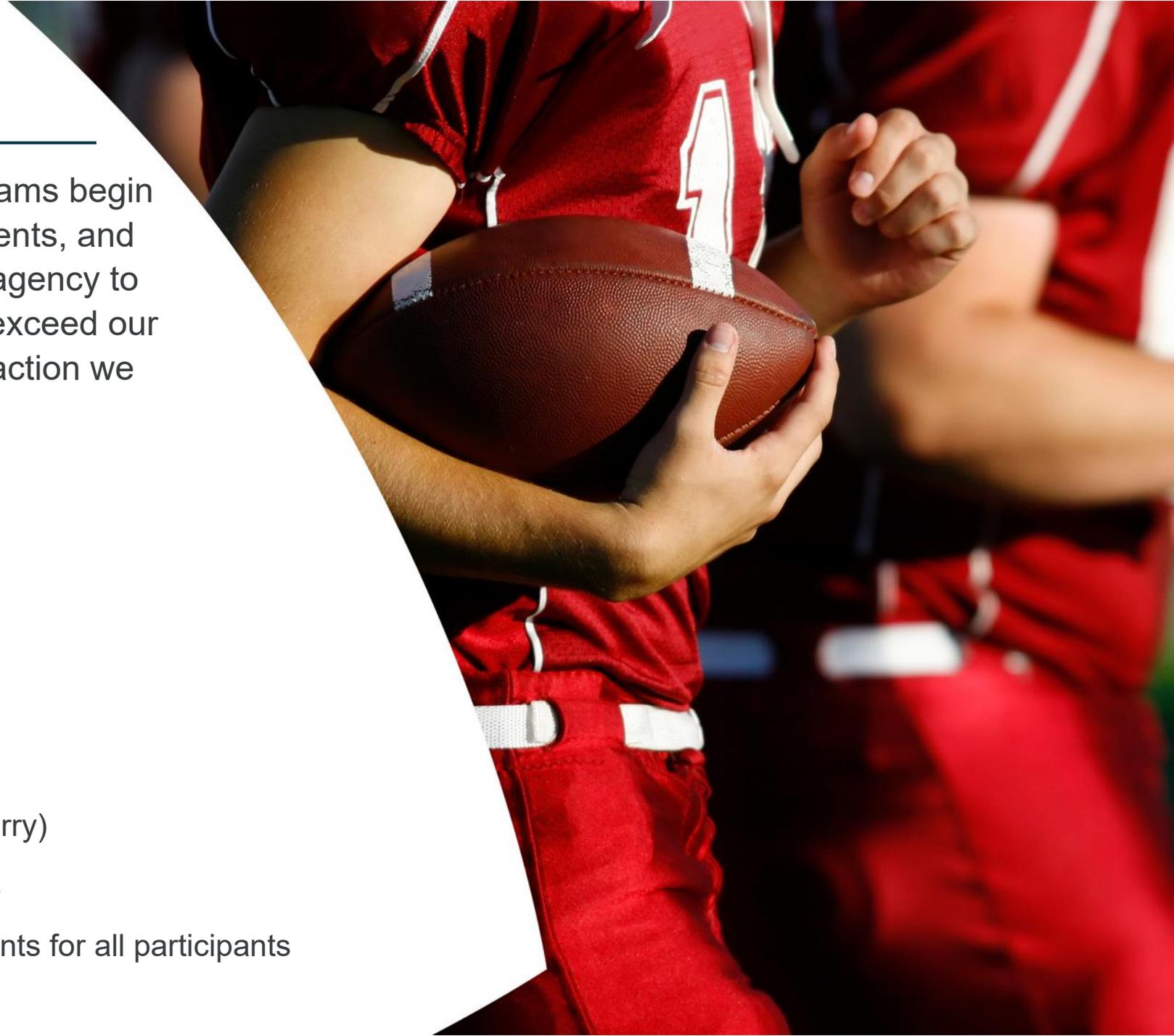


Getting Started

Getting Started

We firmly believe successful travel programs begin with a team approach, listening to our clients, and utilizing the formidable resources of our agency to achieve success. At CTP our goal is to "exceed our customer's expectations" through every action we take.

- Airline Group Blocks
- Air Charters
- Accommodations
- Housing Management
- Meeting Rooms
- Bus Charters
- Ground transportation (trains, car rental, ferry)
- Customized activities including group tours
- Personalized itineraries and travel documents for all participants
- Traveler tracking with Risk Alerts



Getting Started

Contact Information

Normal Hours of Operation: 8:00am – 5:00pm CST

1-800-810-2695 – toll free

Emergency Service/After Hours

1-833-977-1935 – toll free

Email: groups@ctptravelservices.com

TRAVEL REQUEST FORM (complete one for each trip)

All requests must be submitted via the Travel Request Form.

CTP will assign an agent within 42 business hours of receipt of the request and the agent will reach out with any questions or a quote within 72 business hours of your submission of the form.



Booking Flights

Group Block versus Group Air

A **Group Block** is reserving 10 or more seats (6 or more for athletics) with an airline via a special contract, where the travelers are on the same flight round trip, and one form of payment is used for all tickets. All seats are held at the same price and permit ticketing at a later date.

Advantages of **Group Block**:

- Guaranteed base price for the entire group (airline taxes will vary and are not guaranteed until ticketing date)
- The airline holds seats for the group, deferring ticketing and full payment until a later date
- Some airlines allow for name changes at minimal cost – policies vary by carrier.
- Allows group travel coordinators time to finalize number of travelers as the count may fluctuate up until the contract deadline without penalty

Limitations of **Group Block**:

- Single credit card must be used for all travelers
- Seating preferences -seats cannot be chosen, they are assigned by the airline and are not guaranteed.
- Frequent flier status may not be taken into consideration
- Deviations from main group flight may be limited or not allowed
- Online check-in may not be allowed
- Baggage fees may apply and are paid at the time of check-in

Group Block versus Group Air

Group Air is 10 or more travelers traveling from a variety of cities to a specific destination. Individual reservations are made for each traveler. Group Air groups are established with a specific start and end date.

Advantages of **Group Air**:

- No need to commit to the number of seats required
- Travelers can choose their own itineraries
- Form of payment can be different for each individual traveler
- No deposit necessary. Full payment due at time of ticketing
- Accommodate groups with various departure cities (i.e. meeting and conference group travel)

Limitations of **Group Air**:

- Air fare is not guaranteed until ticket is issued
- Tickets must be issued immediately and can not be put on hold
- Fares may vary for each traveler, based on flight availability
- Tickets are typically non-refundable
- Penalties apply (vary by carrier) for changes/cancellations
- Name changes are not allowed (some exceptions apply)
- Cancelled tickets can only be used by the traveler whose name is on the ticket

Booking Travel – Flights

Submit [TRAVEL REQUEST FORM](#)

- Be as detailed as possible when requesting flights and let us know if you have preferred flights and/or times
- The form has a free form comment box for you to include any additions notes to agent

Upon receipt of request

CTP will research the various options and reply via email within 72 hours with:

- Your preferred option & price
- Additional options & prices, within the parameters you've set if available and any other comments or questions for your request
- CTP will also provide any applicable terms, restrictions, as well as ticketing time limit

Select your preferred flight option

Please reply via email with your preferred flight option and we will secure the seats.

- Availability and pricing are not guaranteed until you have approved an option and we blocked the space with the carrier

Booking Travel – Flights

Submit Name List

We will provide each group/team with a master **Names List Template** which we ask you to return to us as soon as possible but no later than the due date that CTP provides.

- Please utilize the names list template provided by CTP as it is formatted in the naming convention the airlines require
- Frequent Flyer Number must be submitted with name list **before** ticketing
- Southwest will not add Freq Flyer (Rapid Rewards) Number after ticketing
- Other legacy carriers may accept Freq Flyer #'s after ticketing, but we cannot guarantee
 - Travelers will have the responsibility of retaining their boarding pass and submitting request for mileage via airline website
 - Name on Frequent Flyer account must match your photo i.d. in order to ensure proper mileage accrual

IMPORTANT: Please ensure accuracy of the name list prior to submission to CTP.

Upon receipt we will be upload them “as is” to airlines and any errors would be the responsibility of the individual group/teams.

Name Changes

- Email the name change information (cancelled player/new player) and include new player name spelling as it appears on photo i.d., plus Date of Birth & Gender
- CTP will update the Master Names Template and return to travel requestor for review and approval
- Upon approval, CTP will submit name changes to Airline

Airline ticketing deadlines are **non-negotiable** therefore all names/TSA info must be provided by no later than 12:00 Noon (CST) on date set for ticketing.

Once tickets are issued, you will receive an Itinerary/Invoice and we ask that you review details (names, dates, flight info) carefully. If you discover any errors, please contact us immediately and most certainly within 24 hours.

TIP: If you are not sure of a traveler details, we do have the opportunity for “name change” (see later in guide) with most airlines in advance of 1st flight.

Booking Travel – Flights

Once tickets have been issued and you have your eTicket Itinerary Confirmation, you are all set for your flights. However, there are occasions when name changes and/or cancellations are required.

The chart below provides you with an overview of airline policy* for Ticket Status (cancellations rules), Baggage Allowance, and Name Changes.

AIRLINE	TICKET STATUS	BAGGAGE ALLOWANCE	NAME CHANGE **Read Timelines**	AIRLINE	TICKET STATUS	BAGGAGE ALLOWANCE	NAME CHANGE **Read Timelines**
Alaska Airlines	All Group Tickets are non-refundable. <i>Cancellations will result in value of ticket being available against future group booking within 12 months of ticket date.</i>	\$30.00 for first checked bag per person (50 pounds and under)	1 (one), name change per ticket Up to 72 hours prior to travel – No Charge Any changes inside 72 hours - \$125.00 airline fee	JetBlue	All Group Tickets are non-refundable, non-changeable and non-cancellable. Valid for ticketed itinerary only.	2 Free Bags per person (50 pounds and under) NO CARRY-ON BAGS ALLOWED	1 (one), name change per ticket Up to 72 hours prior to travel – \$100.00 airline fee No Changes allowed within 72 hours of 1st flight
American Airlines	All Group Tickets are non-refundable. <i>Cancellations will result in value of ticket being available against future group booking within 12 months of ticket date.</i>	\$30.00 for first checked bag per person (50 pounds and under) Oversize and overweight cost determined at the airport	1 (one), name change per ticket <u>Must be completed no later than 72 hours prior to travel</u>	Southwest Airlines	All Group Tickets are non-refundable, non-changeable and non-cancellable. Valid for ticketed itinerary only.	2 Free Bags per person (50 pounds and under)	1 (one), name change per ticket <u>Must be completed no later than 48 hours prior to travel</u>
Delta Airlines	All Group Tickets are non-refundable. <i>Cancellations will result in value of ticket being available against future group booking within 12 months of ticket date.</i>	\$30.00 for first checked bag per person (50 pounds and under)	1 (one), name change per ticket <i>(Maximum of 50% of Group)</i> <u>Must be completed no later than 72 hours prior to travel</u>	United Airlines	All Group Tickets are non-refundable. Cancellations will result in value of ticket being available against future group booking within 12 months of ticket date.	\$30.00 for first checked bag per person (50 pounds and under)	1 (one), name change per ticket <u>Must be completed no later than 24 hours prior to travel</u>
				OTHER AIRLINES	Contact Designated Travel Advisor		

* These policies are general guidelines and are subject to change by airline

Booking Travel – Flights

Changes or Flight Cancellations (Prior to departure)

If you require any modification to travel, please let CTP know as soon as possible.

Flight Delay that impacts your connection or Flight Cancellation (Day of travel/Mid-Trip)

If an airline delay will affect your connecting flight, or your flight is cancelled by the airline, please follow this process:

- If already at airport, stand in line for next airport representative
- While in line, call CTP for further instruction (use after hours if outside of our normal business hours)
- We'll be working to advise solutions however airport representative may have more leverage to resolve.

Tip: *Airport representatives have the most options to get you to your destination. If the delay is caused by a “mechanical issue” they can even protect you onto another airline, if seats available*

Tip: *Consider if you'd be willing to split your group/team and let representative and/or CTP Advisor know that immediately. Splitting into 2 or 3 sub-groups can lead to greater success when there are airline disruptions to flights during trip*

Hotels Accommodations & Meals During Disruptions

In most circumstances, airlines are not responsible for providing you with hotel and/or meals if a flight is delayed or cancelled.

The one exception to this is “mechanical issue” on aircraft, then only airport representative has authority to provide rooms or meals.

If you require hotel rooms in a connecting city, contact CTP as soon as possible while also consulting your university policy on budget/approvals.



Accommodations

Hotel Reservations

Requests for under 10 rooms

Hotels will not offer additional amenities or special contract rates for under 10 rooms etc.

Requests for over 10 rooms

Turn around time for hotel bid responses can take from 7-10 Business Days

When requesting hotel(s) please provide the following

- Preferred Location (Provide any details or suggestions such as close to University X or nearby city)
- Date of arrival
- Number of Nights
- Budget per Room Night (Range: Low to High)
- Number of Rooms
- Occupancy of Room: 1-4 (Single/Double/Triple/Quad)
- Acceptable Bedding for your team: Single/Doubles/Queen/King
- Other amenities requested - Ex: Loyalty Points, Meeting Room and/or Suite styled room, breakfast, WiFi

NOTE: CTP will forward with quote with terms/conditions for your review & approval.
Upon completion of booking, CTP will provide final details and confirmation information.

IMPORTANT:

Please ensure that on check-out from hotel, you retain all receipts or folio, for reconciliation of expenses for your accounting/travel & expense department.



Ground Transportation

Bus Charters

CTP will source vendors (both CTP and/or University) for availability and quotes.

Process to reserve bus charters: Provide complete itinerary details to CTP.

In order to obtain a quote and secure a bus, we must provide as much of a complete itinerary as possible both for budget accuracy and to ensure availability of bus.

- Arrival Date/ Pick Up Time
- Pick up location
- Destination
- Additional Destinations/routings along with dates and pick up times
- Number of passengers
- Will you be transporting equipment along with team? If so, please provide description of equipment.

CTP will obtain quote and forward information to travel Requestor with terms & conditions including deposit/final payment info.
Typical turn around time is 7-10 business days for Bus Charters to reply with quote in writing

Upon receipt of formal Bus Charter Quote, you would need to respond with either approval, or further questions as soon as possible but not later than 24-72 hrs.

NOTE: Quotes are not locked in until CTP has received approval to move forward and confirmed with bus charter company.

Upon securing bus charter contact, CTP will forward details and confirmation to travel requestor.



Receipts & Itineraries

Receipts & Itineraries

CTP will provide copies of receipts/itineraries for travel ordered and processed by CTP

Receipts/invoices will be emailed to the travel requestor (please retain for records & expense reports)

- CTP can also send copy of receipts to any additional email box you designate
- CTP Invoices reflect charges for purchases at time of booking (generally air ticket purchases only)
- Hotel/Car travel information will be included in itinerary, but the formal receipt will be provided by vendor at time of car return, or hotel check out (which will include all final charges, taxes, fees, incidentals, etc)

CTP cannot assist with obtaining/providing receipts for purchases made directly with travel vendors as outlined below

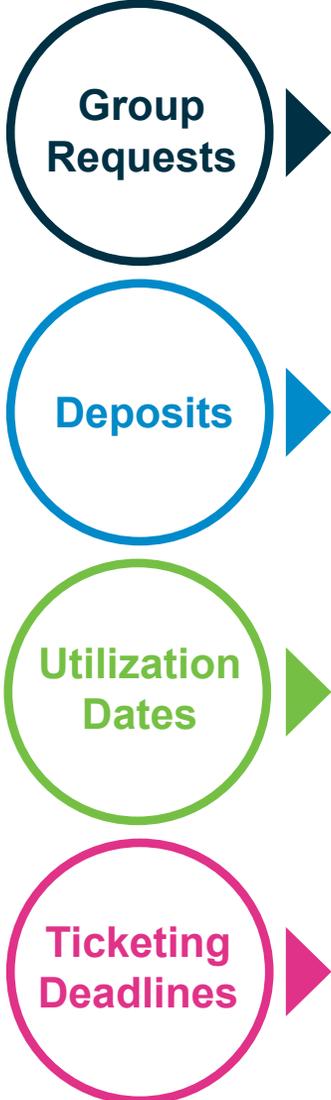
Please be sure to ask for and retain a copy of receipt anytime you incur charges for group travel outside of CTP

- Airline Receipts for air travel charges incurred directly with an airline
- Airline receipts for ancillary charges (baggage or seats)
- Parking facility receipts
- Car/Van Rentals: Please request a copy of your receipt from vendor directly upon vehicle return
- Hotel Receipt/Folio: Please request a copy of the receipt/folio for each room upon check out of hotel



Tips & FAQ's

TIPS – Group Blocks



Group Requests

Group blocks can be submitted up to 11 months prior to travel. Submit your request as soon as dates have been finalized for the best availability.

Deposits

Most airlines request \$50 - \$100 per seat to confirm the group space. Collegiate Travel Planners uses our global buying power to waive the deposit for several airlines.

Utilization Dates

Utilization dates vary by airline but are typically 60 to 90 days prior to departure. These dates are highlighted in the airline's terms & conditions.

Ticketing Deadlines

Ticketing date vary by airlines but are typically 30 – 60 days prior to departure. Once tickets are issued name change penalties apply.

TIPS – Group Blocks

Group Blocks

The group must consist of at least 10 passengers. All passengers must travel together on at least 1 common flight.

Group Pricing

Group blocks are not always the least expensive. They do provide the same price for all travelers, with the ability to provide names 30 – 45 days prior to departure and ensure everyone is on the same flight.

Cancellations

The group must always meet the minimum passenger number. After tickets are issued tickets are non-refundable.

Changes

Changes to the time and dates made 90 or more days prior to departure are free but may result in a fare increase. Group blocks allow name changes.

Terms & conditions for each airline and group vary. The above is a general guide.

TIPS – Accommodations



**Staffing &
Demand**

87% of US Hotels are still reporting resource and staffing shortages. This reality impacts availability, pricing, and turn-around time for obtaining group block contracts.



**Rooming
Lists**

Rooming lists are typically due to the hotel 2 – 3 weeks prior to arrival. This does vary by property. Utilization ranges from 80-90% of the room block.



**Extra
Benefits**

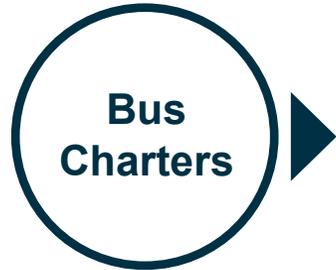
While it can be hard to negotiate a special discount, we can negotiate extra benefits for your group. Free internet and breakfast are 2 great examples.



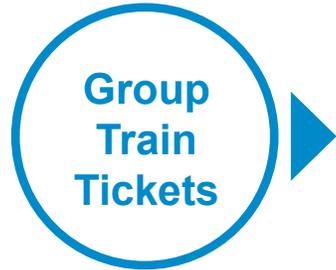
**Minimum
Number of
Rooms**

In most cities hotels will only quote and block 9 or more rooms. For groups who need less than 9 rooms, we will work with the hotel to secure the rooms and arrange payment.

TIPS – Ground Transportation



Bus Charter companies are experiencing very limited vehicles and drivers. These challenges can impact both availability and pricing, as well as response time from bus companies.



20 or more travelers will receive a discounted rate for most train tickets. European rail providers will provide deeply discounted rates for student groups.



We can use our network of partners to arrange private airport transfers. We can arrange transportation for 6 to over 100 depending on your needs.

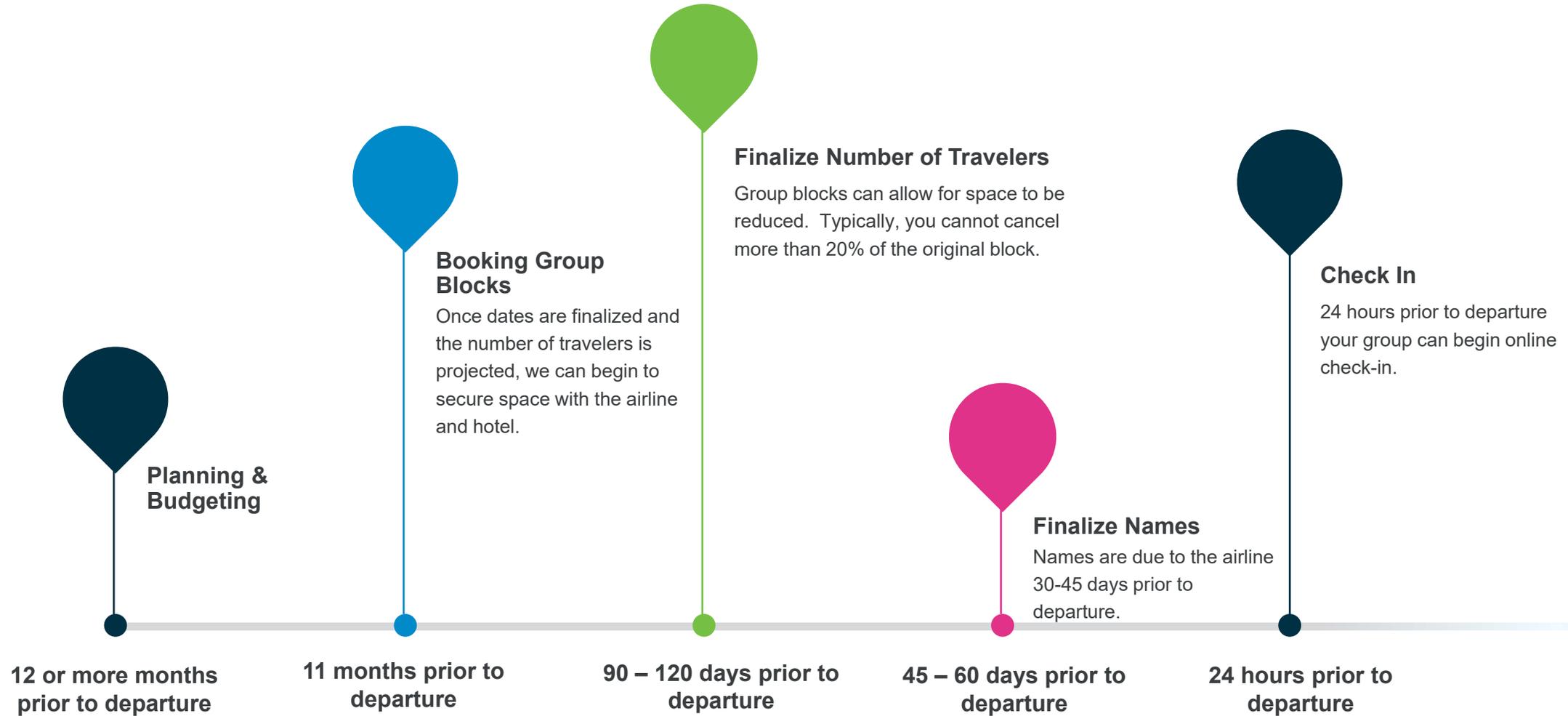


Collegiate Travel Planners can book city and day tours for your travelers with the ability to customize based on the needs of the group.



Example Timeline

Timeline





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