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Group Bookings

General Guidelines and Best Practices

ctp-travel.com



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Our team is part of your team

We bring 30 years of experience in managing all kinds of travel, from small group executive travel (deans, provosts, presidents, and other university VIPs) to university departments of 8-15 people to larger groups with 1,500+ travelers, athletics & study abroad. We've got you covered on every level.

Our agents handle all travel details such as:

- ❑ Airline group reservations
- ❑ Charter bus services
- ❑ Hotel room block management
- ❑ Negotiating team meeting space within the group hotel
- ❑ After-hours support (always in-house)

In addition to assisting your group travel, CTP provides the following benefits:

- ❑ Travel program consulting
- ❑ Data analytics and reporting
- ❑ Unused ticket management
- ❑ Next generation travel technology
- ❑ Vendor negotiations for contract savings
- ❑ Duty of Care/Risk Management



Getting Started

The CTP Group Department is set up as follows to accommodate group travel needs;

Small Groups

Assist with 5-9 travelers

Car Rentals

Hotel rooms – less than 9 rooms

Assist with 5 or more travelers coming from different airports to same destination

Large Groups/Athletics

Assists with airline block space for 6 or more (Athletics) – 10 or more (non Athletics)

Car Rentals

Hotels – less than 9 rooms

Meeting Planner

Assists with Hotel room blocks – 10 or more rooms

Bus charters

Meeting Rooms

Air Charters

Contact Information:

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

• 800-810-2695 - toll free

Emergency Service/After hours (evenings/weekends)

• 833-997-1935 - toll free

Email: Groups@ctptravelservices.com

Group Department Manager - Mary Lou Miller

Our agents have been briefed on your policies and requirements and will be asking for the **Fund Code, ORG Code and Program Code** before any bookings are finalized. All travel and fees will be billed to the Morehouse College ghost card ending in 4987 unless the staff member's corporate card is preferred.

When ready to book, please click on link: [TRAVEL REQUEST FORM](#) (one for each trip)

CTP will acknowledge receipt of request same day if received by 3pm CST or next business morning

TIP: *We recommend you letting us know as soon as possible so we can begin work to secure the space for your team.*



Booking Travel – Air: Process to Secure Flights

1. Submit [TRAVEL REQUEST FORM](#)

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

2. Upon receipt of request , CTP will research the various options and reply via email within 72 hrs 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

3. 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

4. Once we have confirmed your preferred flights, the next steps will include

- Airline Contract acceptance
- Deposit(s) as necessary
 - CTP existing partnership with the following carriers exempts you from requiring a deposit at time of booking; Alaska, American, Delta, Southwest & United,
 - Individual team(s) will be liable for any penalties incurred after signing/acceptance of airline contract.
- Advising of additional terms & conditions such as;
 - Utilization Date, if any, set by airline (last date to cancel/reduce without penalty)
 - This varies by airline, but on the whole, its normally must use 90% of seats held after this date, otherwise penalties will apply.
 - Date for requirement of Names (see slide 5 for details on providing name list)
 - Date that tickets will be issued

Booking Travel – Air: Name Lists & Name Changes

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 – Air: Additional Travel Changes

Once tickets have been issued and you have your ticket 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 – Air: Flight Delays & Cancellations

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

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.

Booking Travel - Hotel Reservations

Requests for **under 10 rooms**, handled by designated Travel Advisor

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

Requests for **over 10 rooms**, handled by CTP Hotel/Meeting Desk

- 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.

TIP: *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.*



Booking Travel – 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.

TIP: 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.

Booking Travel - 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 & expensing)

- 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



| CTP Group Contacts | |
|----------------------------------|---|
| CTP Group Travel Request Form: | https://secure-ctp.forms-db.com/view.php?id=113460 |
| CTP Group Travel Email: | groups@ctptravelerservices.com |
| CTP Group Travel Phone: | Toll Free 800-810-2695 / Direct 210-530-0857 |
| CTP Group After Hours/Emergency: | Toll Free 833-997-1935 / Direct 720-836-1874 |
| Hours: | 8:00 am – 5:00 pm CST |
| Group Operations Manager: | Mary Lou Miller, MaryLou.Miller@ctptravelerservices.com |

Thank you!

ctp-travel.com

