



STA Travel booking procedures and services for University of Cincinnati:

For all **University of Cincinnati Faculty/Staff Study Abroad related Group or Suggested Itinerary travel** requests, please start by contacting Amanda Baitinger and/or Patrick Simmons of STA Travel. Amanda and/or Patrick will ensure that your request is sent to the correct person/team at STA Travel and will monitor your requests to ensure a timely response. Once Amanda or Patrick have processed your request (usually within 1-2 business hours), the appropriate STA Travel staff member will be in contact with you directly to discuss your trip further and handle the booking process. We can also provide a custom web page for the University of Cincinnati that lists the program and allows students to register for one of the program group or suggested itinerary flights. Sample Web Page- <http://b2b.statravel.com/uga.html>

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For any **individual students traveling on a University of Cincinnati Program** that wants to book on one of the programs or an individual flight, please refer them to the following University of Cincinnati dedicated STA Travel phone number: **800-206-3877** or they can email their request to UC@statravel.com.

Travelers can also access our **24/7 Travel Help** in case of problems while traveling at **800-836-4115**.

General Services offered:

- **Individual Flight bookings** – Take advantage of our Exclusive Student and Faculty Airfare contracts with flexible change and cancellation rules.
- **Airfare Deposit Program** - \$300 down to confirm flight and remaining balance due 7 days prior to departure. [Click here to view/download the Airfare Deposit Program Flier](#)
- **Group Flight bookings** – If student will be paying for their ticket on a group flight arranged for UC
- **Suggested Flight Itineraries** (for faculty led or suggested itineraries not taking a group flight)
- **Accommodations** – Hotels, hostels and dorms
- **Airport Transfers**
- **Rail bookings** – Eurail, Britrail, Japan Rail, Korea Rail, Australia Rail, Eurostar, Oyster Cards, etc
- **Ground transportation**
- **Classroom/meeting space**
- **Tours**

STA Travel Response times:

- **Individual flight request** – Usually the same day the request is received, but can take up to 24 Business hours.
- **Group flight request** – Group Logistics Agent will be in contact within 24 Business hours to introduce themselves and to discuss the nature of the trip and the overall group needs. After the initial contact most quotes take 24-72 hours depending on airline and destination.
- **Suggested Itinerary request** – Group Logistics Agent will be in contact within 24 Business hours to introduce themselves and to discuss the nature of the trip and the overall group needs. After the initial contact most quotes should be completed within 24 business hours.
- **Accommodations and Classroom/meeting space** - Group Logistics Agent will be in contact within 24 Business hours to discuss the group needs, location preferences, and room preferences (singles, doubles, Triples, hostel etc). After the initial contact most quotes take between 1 and 7 business days depending on destination.
- **Rail bookings** – Group Logistics Agent will be in contact within 24 Business hours to discuss options. Eurail, Britrail, Japan Rail, and Eurostar will be handled within 48 Business hours. All other rail options can take up to 7 business days.
- **Ground transportation** - Group Logistics Agent will be in contact within 24 Business hours to discuss group needs and options. Most quotes require between 4 and 10 business days to complete.
- **Tours** – Group Logistics Agent will be in contact within 24 Business hours to discuss group needs and options. Most quotes require between 4 and 10 business days to complete.

Please note that you should always get an introductory call or email from our staff within 1 business day (24 Business hours) of your initial request. Also, response times can vary greatly depending on the time of year that the request is made, the destination of the program, the airlines that we need to work with, and how many different components are included in the request. Please feel free to contact Taylor or Charlie should you have any concerns about response times or if any requests take longer than the above guidelines.

STA Travel has the ability to invoice University of Cincinnati for any University sponsored travel arrangements. We can also take payment via credit card directly from students, faculty, and staff for any non-university sponsored travel. If a participant or staff member wishes to deviate from a group itinerary, we are able to provide options (where available) and collect any difference in fare that University of Cincinnati is not covering directly from the passenger.

Groups Flights vs. Suggested Itineraries

Group Booking (10+ Individuals)

- Base price can be locked in for X number of seats for up to 330 days prior to departure.
 - o Deposits are waived for invoicing clients (UC) No other names or information is required.
- Nothing else is required until about 95-100 days before the date of departure when the airline asks for the utilization (we call it "commitment" in our contracts) where the group leader needs to simply tell us if they will use all of the seats or if they need to reduce.
 - o Most airlines give us 10%-20% allowance to cancel a seat after utilization without penalty, however that's not always.
- Names and date of births are not required until about 35-40 days in advance.
 - o This is nice for group travel as SO MUCH can change as far as who is allowed to go, who gets in trouble and can't go, who can't commit to the payments until the last minute.
- This is the same time that final payment is due. We issue tickets based off of the airline taxes on the day of ticket, so those are subject to change unless the airline guarantees them which would be outlined in their contract.
- Date changes/deviations/name changes are all much more flexible with group tickets. Especially if they're on our student contract of course.
 - o Name changes are many times allowed on group tickets. So for a fee, airlines will let us change the name of a passenger and swap out for another one. This also comes in very handy for groups as things happen/change up until the last minute, so it's nice to know that if someone can't go anymore for whatever reason, the group won't lose the whole amount of the ticket, and can use that ticket for someone else.
- With groups who are coming from all over the country – sometimes (with certain airlines) they can offer feeder flights that will get them from wherever they are to a hub airline (i.e. LAX, JFK, MIA) and then the group would fly from there.
- Schedule changes!! When there is a schedule change on a group flight that may have a misconnect or something along those lines, the airlines are more likely to keep the group together, whereas if the students all booked separately on live tickets, there's nothing we can do to get the airlines to keep them together. This is something very important to think of when looking at booking groups with younger ages.
- Faculty can still have the students call in individually to pay for these flights that they work out with our Group Logistics Specialist (GLS), so they don't have to chase for payment, they just have to set up the logistics.
- GLS will be in touch with group leader for any pre departure check/schedule changes/rule, etc.
- No booking fees for group bookings

Suggested Itinerary/Individual Tickets:

- When there is flexibility with when/how the students get to the location. Example: "you just have to be there by 1pm on 01JUN and can't leave before 1pm on 01JUL" this gives the students flexibility to extend their travel, fly from where they want, etc.
- We can work with the faculty/staff member to put into our MFG (Master Flight Grid – the internal system we work off of from the info we put in) as little or as much detail as the school want us to work off of when the students call in.
- Students and faculty aren't locked into any pricing or routing, so they have the freedom to leave from any location on any airline, etc. etc.
- Your STA Agent will be in touch with individual passenger for any pre departure check/schedule changes/rule and baggage reminder/etc.
- Students can take advantage of our Airfare Deposit Program. They can confirm a flight for \$300 deposit and pay the remaining balance 7 days prior to departure.
- Fares subject to availability and can change in price until paid for in full. Or if they are utilizing the airfare deposit program, they are subject to change until deposit is received.
- \$30 booking fee for individual books for Suggested Itinerary flights.