

Frequently Asked Questions

How do I book a trip?

You can book a trip using these avenues:

- By submitting a travel request form on your travel portal (recommended).
- By calling or emailing your agent.

These booking options can be found on the "Book a Trip" tab on the on-line portal.

How far out should I contact Short's Travel Management (STM) to book travel?

Individuals: We recommend booking, at minimum, 21 days in advance of travel when possible, however we do understand that some travel will have special circumstances and will not allow for as much advance notice. Short's will still be able to service these travel requests depending on airline and hotel availability.

Groups: We recommend booking, at minimum, 90 days in advance of travel when possible for added access to lower cost, availability, and desired schedules.

Can we book further in advance?

You are welcome to book further in advance for both individual and group travel; but please be aware that the probability for airline flight schedule changes is greater the further in advance you book.

How long will it take for a travel request form to be completed?

Once you submit a request to our agent team, our agents are expected to respond to your request within 24 hours (max) & will:

- Acknowledge receipt of your request
- Ask any clarifying questions to ensure your request is fully understood
- Inform you of the estimated time it will take to provide you with a thorough search of flight options.

Complex or multiple trip requests may take 3-5 business days depending on requirements.

**Note: some airlines are able to provide instant pricing, while other can take more time*

Why can't STM get the same fare I was quoted by another agency or airline?

If you worked through any agency/airline direct for pricing and they held something, this would prohibit us from accessing that inventory to return the same pricing rate. Please also consider that on-line pricing at individual published rates will differ from accessing group inventory. Published rates will vary and often times increase as you book each seat. Most often group rates are lower overall and of course offer added flexibility.

If I find a lower fare on my own; will STM price match?

If the traveler can provide proof of a lower fare (screenshot with time-stamp) for the identical trip on the same airline and is available to be booked at the same time Short's was asked to complete the booking, Short's will cancel and rebook the flights for you if able or will refund you the difference in fare if it is outside the airline's void/refund 24-hour time-frame.

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What do I do when ready to secure/finalize my group travel request?

Inform the agent of the flight option you have chosen, and the agent will work with the airline to secure the booking option and request a group contract. The agent will then send you the group contract specifics and will outline/highlight any important sections in the contract for you to review. **Note:** If you do not understand any portion of the contract please ask for clarification. It is important to us that you are comfortable and understand all contract obligations.

Once we commit to the group space, the agent will ensure you are aware of and will follow up on any future contract requirements which will vary by airline carrier. **Note:** All airlines have different policies, some are more lenient, and some require instant contract utilization commitment. The agents will make sure you are aware of this prior to finalizing travel plans.

- Examples of contract obligation/ requirements include:
- Date to release seats that are no longer needed (Group Utilization Date)
- Deposit due date
- Date the names of travelers need to be submitted
- Deadline to issue tickets
- Deadlines for name changes prior to travel, which is generally up to 24hrs prior to departure, but varies by airline carrier

If any of the contract deadlines are not met, we risk the probability of the airline cancelling our space entirely. If this happens the airline will NOT waive or forgive any contract obligations that have already conceded. They are not required to honor the space that was held or the rate. We would be subject to new availability and pricing. This typically results in higher group fares than the initial rate.

What if there is a fare or schedule change after signing the contract, before departure?

The agent will check for schedule changes and communicate as they are made aware. If there is a major schedule change and the new flight schedule does not work, we will work with you to find the best solution, as well as work with the carrier to either refund the original flight or provide waivers for any re-issues if applicable. If a lower fare becomes available after booking, the agent will work with the airline carrier to reissue the tickets.

What is the process for booking our team's hotel needs through STM?

Your dedicated agent team is available to support event qualification, availability searches, contract negotiations and planning support, where and when needed. We will work with you to understand your team's needs, conduct a search, provide availability results of one or more options, and negotiate with area hotels to secure an advantageous contract. The goal of Short's sourcing is to obtain the best available rate and incorporate defined concessions for a maximum savings and service experience for our athletic teams. Access via the Group Travel Request from the Short's Travel Portal or contact your agents by phone or email.

What's the process for booking our team's ground transportation through STM?

Our staff is able to assist with all rental vehicles, including conversion/12 passenger vans, as well as car service if desired. For bus arrangements, your agents will work alongside; Nick Gyllin, President of STM Driven/Charter Bus services. Nick has a great understanding of the nature of team travel and works well with our universities – Access via the Group Travel Request from the Short's Travel Portal or contact your agents by phone or email.

What if we need to make any changes to our trip?

In any situation, it is best to notify us of any possible changes as soon as possible. In cases of weather, as soon as there is a chance of weather disrupting your trip, once we know we can start working to make contingency plans and work with our vendors to make sure an acceptable plan is in place to get you where you need to be on time. With each reservation you will be given the name of your primary contact for each aspect of travel (bus, team hotels, charter or commercial air), so that you are never without someone to get ahold of, no matter what time of day it is.

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STM Travel Contacts

NAME	POSITION	EMAIL	PHONE
Athletics Travel ALL Team, Individual, recruiting, Hotel, Bus	Dedicated Agents	uwsathletics@shortstravel.com	844-814-3936
Jennifer Putz	Strategic Account Manager	jputz@shortstravel.com	515-971-6798
Jodi Prince	Sports Operations Manager	jprince@shortstravel.com	319-433-0867
Nick Gyllin	Director of Charter Bus Services	ngyllin@stmdriven.com	319-344-0851
Chris Brann	SVP, STM Stay	chris@shortstravel.com	781-690-4158

TO ENHANCE THE EXPERIENCE OF GETTING THERE, BEING THERE, AND COMING HOME

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