

FOX GROUP BLOCK SERVICES – INFORMATIONAL GUIDE

CONTACT INFORMATION

PHONE:

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EMAIL:

- foxgroupblock@foxworldtravel.com

AVAILABILITY:

- MONDAY-FRIDAY, 7:30AM-5:00PM CT

GROUP BLOCK SPECIALISTS:

ROBIN ABEL



PAULA SCHULTZ



What is a group block?

A group block is reserving 10 or more seats on one airline where all travelers have the same itinerary.

Example: You have 25 people who will be originating from one location together, with a shared destination, and all 25 will be on the same flight.

What is NOT a group block?

- **Group Air:** Individual bookings under a shared policy.

Fox's Group Air service is designed for groups of 10 or more travelers heading to the same destination for a meeting or event. Each traveler can book their tickets individually while adhering to your group's travel policy.

Example: You have 25 people who will be originating from several different locations, potentially on different dates, who will not be traveling as a group but do need to follow the same policy.

- **Hotel Blocks & Ground Transportation:** Sourced separately.
- **Full-Service Meeting Solutions:** Includes registration, app development, on-site support, etc. Contact: meetings-incentives@foxworldtravel.com

Advantages of a Group Block

- All travelers on the same flight.
 - Group block space ensures you have the required number of seats on the necessary flight for your group, allowing everyone in the group to travel together.
- Guaranteed base pricing for the group.
 - Base fare is guaranteed at the time of contracting, allowing you to allocate your budget properly.
 - Taxes vary until final ticketing.
- Deferred ticketing with minimal deposit.
 - While the number of seats needed is required information to secure a group block, names and payment do not need to be provided until closer to departure, allowing time for group leaders to finalize details on number and names of attendees while still having seats and pricing secured.
 - Deposits may be waived for Fox's preferred carriers.
- Single form of payment.
 - Group leaders can pay for the group on one credit card, removing the burden of payment and expensing from the individual travelers.
- Flexibility for name changes.
 - In cases where a traveler who was planning to attend can no longer travel, group leaders can switch a ticket from one name to another for little or no penalty. A benefit not typically available on individual tickets.

Limitations of a Group Block

- Limited or no deviations allowed.
 - Deviations from the group's itinerary are not allowed. Travelers who may need to leave early, depart late, depart from a different city, etc, should not be included in a group block and should be booked as an individual ticket.
- Seats assigned by airline; no selection.

- The airline will assign seats after tickets are issued (30-45 days in advance of departure). Fox does not have the ability to select seats on the travelers behalf. The traveler may be able to change their seat after it has been assigned.
- Online check-in may be restricted.
 - Varying by airline, some will require the group to check in together at the airport on the day of departure. Check in instructions will be provided to you at the time of ticketing.
- Single form of payment is required.
 - The airlines will not accept multiple forms of payment for a group (i.e. individual credit card by person). One form of payment is required for the entire group.
- Baggage fees may vary.
 - Varying by airline, baggage fees may or may not be provided to Fox. In the case they are not provided to us, your group will need to pay for baggage at the airport on the day of the departure.
- Frequent flyer benefits may vary.
 - Varying by airline, traveler status and frequent flyer benefits may not apply. Fox can add your frequent flyer information to your group booking, but it is at the discretion of the airline to honor status and grant miles/benefits.

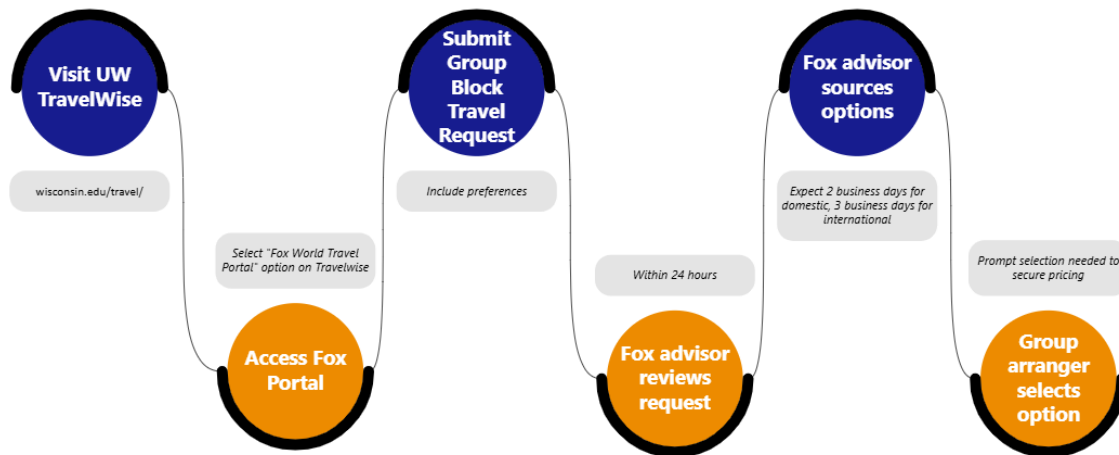
Pricing Details

- Airlines allocate limited seats at each price point.
- Group blocks ensure consistent pricing across the group.
- Online fares may appear lower due to dynamic pricing.

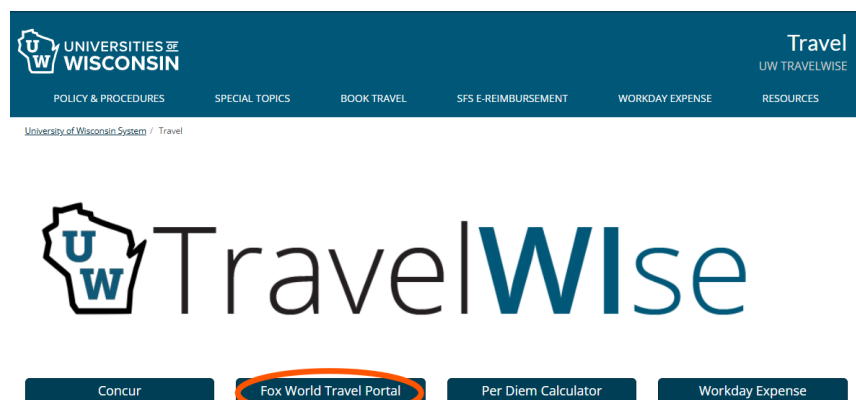
How to Request a Group Block

EXPECTATIONS:

- Group blocks are very complex and not a quick process.
- Group blocks require collaboration between Fox and the group leader and timely responses.



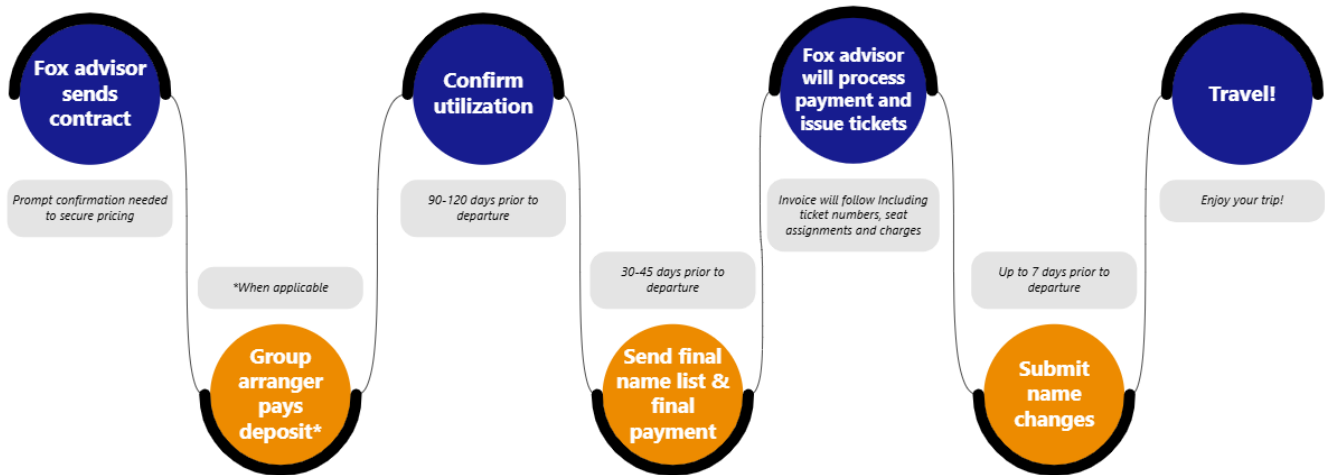
1. Visit UW TravelWise
 - o wisconsin.edu/travel
2. Access the Fox World Travel Portal



3. Once in the Portal, you can submit a Group Block Travel Request. This is where you will outline travel dates, origin/destination cities, requirements and preferences. It's extremely important to be as specific as possible on your request form to ensure our Fox agents can source the most applicable flight options for you. By detailing as many of your preferences as possible, we can minimize back and forth communication and get you what you're looking for right away.
4. Our Fox Advisors will review your request and reach out for any questions or clarifications before they begin sourcing.
5. Our Fox Advisors will begin sourcing.
 - o You should expect 2 business days for domestic trips for options to be returned to you.
 - o You should expect 3 business days for international trips for options to be returned to you.
 - o Since group block fares are not available online, please practice patience as our Fox Advisors contact each carrier separately to get pricing.
6. Each option provided to you will include flight details, pricing details, and any extra notes our advisors need you to know about that particular option.

7. After options are provided to you, you can make your selection. Because these fares are not held or secured at the time of sourcing, a prompt response helps to ensure you can lock in pricing before it increases.

How to Secure a Group Block



1. Secure your contract. Our Fox advisor will send you the contract and ask you to confirm back. We will sign the contract on your behalf. After finalizing the contract, your deposit (when applicable) will be due. We will provide you with this information when necessary.
2. Confirm utilization. This means if you have secured a group contract for 25 travelers, but as it gets closer you are only needing 22 of these seats, this deadline will be the last time to reduce those extra three seats without penalty. You can reduce the number of seats after this date, but a penalty will apply.
3. Submit your final name list and payment. Your Fox advisor will process payment, issue tickets, and send you your itinerary with ticket numbers, seat assignments, and charges.
4. Submit any name changes. In the case you have a person in your group who can no longer travel and someone else is taking their place, you can change the name on each ticket only once.
5. Travel!

Contract Milestones

- **Deposit Amount:** May be required upfront.
 - Deposit due within 1-3 days of contract acceptance.
- **Contract Acceptance Date:** Deadline for Fox to sign and return, following your approval.
 - Missing this deadline will require new options and pricing to be sourced.
 - Typically needs to be returned within one week.
- **Utilization Date:** Last day to reduce seats without penalty.

- 120-90 days prior to departure.
 - Confirm seat numbers.
 - Reductions may incur penalties.
 - **Ticketing Deadline:** Final day to issue tickets.
 - Name list submitted 30-45 days before deadline.
 - Fox can issue tickets prior to this deadline with a complete name list and form of payment, if the group leader wishes.
 - **Name Change Deadline:**
 - Allowed up to 7 days prior.
 - Only one name change is allowed per ticket.
 - Policies vary by carrier.
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Additional Notes and Best Practices

- Submit requests **6–11 months** in advance.
 - Detailed request forms improve flight options (dates, destinations, traveler needs).
 - Group blocks are contractual and vary by airline.
 - Not all airline routes allow space for group blocks.
 - Baggage policies differ by airline and may not be known until check-in.
 - International travel will incur higher taxes.
 - Wait to submit your name list until after your utilization date in case you would need to reduce the number of seats. Once tickets are issued, you can no longer reduce the number of seats.
 - Wait to submit your name changes as long as reasonable to ensure you do not need to make multiple changes.
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Fox Communications Overview

Document/Alert	Recipient(s)
Flight Options	Group Leader, Campus Travel Manager
Air Contract	Group Leader, Campus Travel Manager

Document/Alert	Recipient(s)
Utilization/Ticketing Reminders	Group Leader, Campus Travel Manager
Invoice/Itinerary	Group Leader, Campus Travel Manager
Travel Alerts	Group Leader, Campus Travel Manager, Primary traveler (if different from Group Leader)

Support Services

- SHARED INBOX: foxgroupblock@foxworldtravel.com
 - AFTER-HOURS SUPPORT: 24/7/365 availability
 - TRAVEL ALERTS:
 - Group-level flight monitoring
 - Campus-level disruption alerts (weather, road closures, etc.)
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