

Fox Group Block Services

University of Wisconsin System



Agenda

- Welcome
 - Becky Kopidlansky, Assistant Director of Travel Management Services
- Review of Fox Group Block Services
 - Wanda Burdick, Director of Operations
- Questions

Fox team and new contact information

- Phone number: 920.933.4180 and email: Foxgroupblock@foxworldtravel.com
 - Group block specialists are available during business hours 730am-5pm
 - Our Afterhours team is available 24/7 for any emergency support
 - Susan Moore, manager

Fox Group Block Specialists Team:

Robin Abel



Paula Schultz



What is a group block?

- Reserving 10 or more tickets with one airline via a customized airline contract
- Advantages of a group block
 - All travelers are on the same flights
 - Allows group travel coordinators time to finalize number of travelers as the count may fluctuate up until the contract deadline without penalty
 - Guaranteed base pricing (airline taxes will vary and are not guaranteed until ticketing date) for the entire group
 - All the tickets are held at the same price and deferring ticketing until a later date with a minimal deposit
 - Deposit could be waived with Fox World Travels' preferred Status with some airlines
 - One form of payment is used for all tickets
 - Name changes
 - Some airlines allow for name changes at minimal cost
 - Below are the policies for the 4 major US carriers.
 - United , Delta , American and Southwest
 - Free name changes up to 7 day prior to travel. Only 1 name change allowed per ticket
 - All other carriers – please verify with agent as policies vary by carrier.
- Limitations/Restrictions of Blocks
 - 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
 - Frequent flier miles may not be credited to traveler. Please check with your agent to verify specific carrier policy.
 - 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

How to get started?

UW TravelWise  Fox World Travel  [Group Block Form](#)

Sourcing: Received request from travel arranger via email

- Fox advisor will reach out to arranger via phone and/or email within 24 business hours to review request
- **Airline sourcing**
 - \$205 sourcing Fee
 - Giving expert advice to why a different schedule would be better
 - IE- cost, better connection time, pointing out why that schedule was picked
 - Provide 3 airline quote, minimum
 - If you have a preferred schedule, please provide to advisor
 - \$42.25 Domestic per ticket fee and \$49.25 per International per ticket fee
 - Expected Timeline: 2 business days for domestic and 3 business days for international
- **Hotel sourcing /Ground Transportation**
 - \$100 sourcing fee
 - 5 hotel quotes/ 3 ground quotes (if applicable)
 - Cvent sourcing, Booking.com, hostels, GDS and Airbnb (per UW's agreement)
 - Expected Timeline: 3-5 business days
- **Other services requested**
 - Meeting space, Events, meals
 - \$100 sourcing fee

Payment required when sourcing/quote is requested

- Sourcing fee will be refunded at the time of ticketing. If group is not ticketed, the sourcing fee is nonrefundable.
- Sourcing group is active 45 days (when possible) for re-sourcing
 - ❖ Once agreed on schedule, confirmed contract deadline apply
 - ❖ Airline sourcing quotes expire at anytime
 - ❖ If sourcing window expires prior to confirming group, and a new sourcing is requested, an additional sourcing fee will be charged.

Secured group block, now what happens?

Deposit – 11months-45 days prior to departure

- UW travel arranger confirms schedule
 - Fox advisor secures contract with airline
 - Deposit payment is required within 1-3 days
 - FOX line of credit to secure space and waive the deposits for UA,DL,AA,LH,AS
 - All other airlines payment type varies, from check, ACH and/or credit card

Utilization 120-90 days prior to departure

- Reminder notifications sent
- Contact customer to confirm # of seats
- Now under penalty, if reducing seats
- Work schedule changes
- Check pricing

Ticketing 45-30 Days Prior to departure

- Travel arranger will provide name list 3-5 days prior to ticketing deadline
- Fox advisor will reprice block, compare to current GDS price
 - Provide name list to airline, Review details for accuracy
 - Wait for ticketing instructions from airline. Issue tickets
- Assign seats
- Send e-invoice with ticket numbers and pricing to customer
- Work schedule changes
- UATP cards on File until 2022 for American,Delta and United –work with USWA

Email notifications Group block due date reminders 14, 10 and 5 days prior

Pre-trip reminder and Post trip Survey

- 2 weeks prior to departure -Tips for a Successful Group Trip
 - Reconfirm block w/airline verify times and schedule
 - Email schedule changes
 - Final Invoice
 - Outline all charges in one document
- 2-4 days prior to departure - Trip Reconfirmation Email
 - Providing personalized email checklist
 - Latest schedule/Invoice
 - Check in guidelines
 - Baggage policy
 - Codeshare details, where to check in
- Post trip
 - Post trip survey to group coordinator to receive feedback on the trip

Fox Support

- **Team shared email box**
 - All communication is via shared email box Foxgroupblock@foxworldtravel.com
 - Streamline support for all customer and vendor communication
- **After Hours Support**
 - Available 24/7/365 for group blocks via phone
 - Training provided twice annually on Group block services
 - Access to group block shared box for airline communication
- **Travel alerts**
 - **Group level**
 - Altitude flight Alert
 - Flight monitoring alerts for schedule changes, delay notifications, gate changes
 - Recommend group leader email address
 - » Will receive 1 email notification pre-trip to sign up for alerts
 - » If opt out has been selected will need to notify FOX re-activate
 - **Campus travel manager**
 - Travel alerts, several per day
 - Any type of travel disruption event, i.e. road closed to airport, flooding in the Ukraine, hotel fire, earthquake
- **Reporting**
 - Email alert notification to travel managers when block is requested
 - Monthly report to travel management team

Sourcing quote



Group Block Air Sourcing Request - Flight Quotes Overview for Name of group /group number

Flight Option Schedules

Flight Quote 1



American Airlines #4493 -

Departs: [Minneapolis-St Paul International/Wold-Chamberlain Airport](#) (MSP) - Saturday March 27th 2021 at 7:00 am | [map](#)

Arrives: [La Guardia Airport](#) (LGA) - Saturday March 27th 2021 at 10:43 am | [map](#)

*REPUBLIC AIRWAYS AS AMERICAN EAGLE



American Airlines #4523 -

Departs: [La Guardia Airport](#) (LGA) - Thursday April 1st 2021 at 1:40 pm | [map](#)

Arrives: [Minneapolis-St Paul International/Wold-Chamberlain Airport](#) (MSP) - Thursday April 1st 2021 at 3:43 pm | [map](#)

*REPUBLIC AIRWAYS AS AMERICAN EAGLE

Air Sourcing Details

32 Seats

Base Fare of \$400.00 + Tax (\$20.20)

*Country tax not applicable

Approximate Total = \$13,446.40

Contract obligation dates will be provided at the time the block is held. Pricing and availability subject to change until space is secured. Taxes subject to change until ticketing. We have not held any space for you at this time. Fares and Availability are subject to change until block is secured on your behalf. [Baggage fees](#) may apply.

This flight quote was created on Thursday May 7th 2020 10:14 am

Confirmed contract



Group Block Air Sourcing Request - Group Contract for UW Oshkosh 20 Quest III Literary Ireland - 09UW4350

Greetings,

Please find below the confirmation outlining the details of the contract for your group. After you have had the opportunity to review, please respond within 48 hours via email advising your approval for Fox World Travel to confirm this contract as definite with the carrier.

***** Option 1 *****

A deposit of \$2,200.00 is required **via check**. If a deposit is due via check and payment is made via credit card, a 3% convenience fee will apply.

***** Option 2 *****

A deposit of \$2,200.00 is required **via credit card**. Please contact Fox World Travel with credit card information. **DO NOT** send via email.

***** Option 3 *****

Due to Fox World Travel's top status with the air carrier, the deposit has been waived. Please contact Fox World Travel with the credit card information to be used for final ticketing. **DO NOT** send via email.

Thank you.

Air Schedule



Aer Lingus #124 -

Departs: [Chicago O'Hare International Airport](#) (ORD) - Friday May 22nd 2020 at 8:30 pm | [map](#)

Arrives: [Dublin Airport](#) (DUB) - Saturday May 23rd 2020 at 10:05 am | [map](#)

*Aer Lingus



Aer Lingus #123 -

Departs: [Dublin Airport](#) (DUB) - Monday June 8th 2020 at 11:30 am | [map](#)

Arrives: [Chicago O'Hare International Airport](#) (ORD) - Monday June 8th 2020 at 2:00 pm | [map](#)

*Aer Lingus

Group Contract Details

18 Seats

Base Fare of \$616.00 + tax (\$118.90)

*Country tax not applicable

Approximate Total = \$13,228.20

- There is generally only one transaction fee per ticket unless there is a ticket reissue or a name change.
- The approximate tax on this ticket is subject to change per the airline.
- **This block will require a \$2,200.00 deposit due on date of contract signature. This must be paid by check/ACH. This deposit will be reimbursable after travel dates.**
- **Pending your approval, Fox World Travel must sign the contract no later than October 1, 2019**
- **\$616.00 per seat penalty applies to any seat not used or released by January 22, 2020**
- **You must not drop the block below 10 seats minimum or standard published fare will apply and the group deposit may be forfeited.**
- All Name changes are subject to [airline imposed](#) fees and/or additional service fees. Name changes are due by 05/15/2020. Name changes will be considered on a case by case basis per carrier policy.
- A passport is required for travel to this destination. Travel requires a passport with at least six months of validity. For visa and immunization information, please visit [CIBTVisas](#).
- **March 31, 2020 is the ticketing deadline. In order to issue tickets that day, we will need the full legal names of the travelers (as it appears on their travel ID), date of birth, gender, passport number, passport expiration date and the country the passport was issued in. We will also need full payment for the airline tickets and air service fees on this day - this must be paid by credit card.**
- Tickets are non-refundable and not changeable.
- No seat assignments will be made prior to names being submitted. Seat assignments are at the discretion of the airline and requests may not be honored.
- Frequent Flier miles are not awarded on block space travel.
- [Standard Baggage fees](#) may apply and could change any time based on carrier discretion.
- Economy baggage policy applies. 1 checked bag included at no cost per person.
- Please let me know if you have any questions and if you would like for us to sign the contract on your behalf.

Note: Please use this [link](#) to access air quote details on ~~Expnet~~.

This flight quote was created on Tuesday September 17th 2019 10:25 am



Fox World Travel, Inc.
1150 South Washburn Street
Oshkosh, WI 54904
920-236-8000
888-369-8785

Utilization date reminder



Utilization Date Reminder
UW Green Bay 20 Men's Soccer - 09UW4920

Greetings Robin Abel,

As a reminder, the utilization date for your group is 06/02/2020. The airline is currently holding 23 seats for your group. Please reply to this email to confirm the exact number of seats you would like to continue holding for this block space. Any seats cancelled or released after this date will be subject to a penalty determined by the airline.

Please remember, you must not drop the block below the 10 seat minimum or standard published fares will apply and the group deposit may be forfeited.

**Please Note: If the above utilization date is on a Saturday or Sunday, Please response to this email by the Friday prior the above utilization date.*

Thank you.

Ticketing date reminder



Ticketing Date Reminder
Name of Group - Europe - 09UW5162

Greetings Robin Abel,

As a reminder, the ticketing date for your group is 04/13/2020. All names (as they appear on their photo ID), dates of birth, and gender are due by this date. Full payment is also due at this time. Please contact Fox World Travel to confirm your form of payment.

Please use the attached spreadsheet as a template when submitting the name list.

Thank you.

Fox World Travel, Inc.
2150 South Washburn Street
Oshkosh, WI 54904
920-238-8000
888-369-8785

Questions?

Thank you for join us!