

# GROUPS & VIP CHECKLIST



**INTRODUCING OUR COMPREHENSIVE CHECKLISTS** designed to ensure flawless travel experiences, Stage and Screen sets the standard for groups and VIP travel.

With a focus on seamless itineraries and discreet arrangements, we guarantee extraordinary service every step of the way. Drawing on our consultants' extensive experience in managing travel for high-profile individuals and groups, including VIPs, we understand the critical importance of delivering a flawless travel experience tailored to your unique needs. Whether it's coordinating airport assistance, ensuring preferred seating, or arranging special accommodation, our team has the expertise and industry connections to make it happen.

Backed by long-term client relationships in the sporting and entertainment industries, as well as our proven track record with prestigious clients like Football Australia, Network Seven, Cricket Australia, Foxtel, APRA, Screen Australia and NRL, we excel in managing the intricate details of group and VIP travel.

Our competence extends beyond VIPs; we are equally adept at handling the complex requirements of group travel. From coordinating group itineraries to managing last-minute bookings, our checklists cover every aspect, ensuring nothing is overlooked.

**WHETHER YOU'RE A VIP TRAVELER OR PART OF A GROUP**, trust Stage and Screen to deliver an unparalleled travel experience.

**STAGE AND SCREEN HAS PROVEN ITS ABILITY** to expertly deliver on the unique demands of clients by:

- Capably managing **high volume point-to-point travel** and complex domestic and international itineraries involving air travel, accommodation and car hire
- Working extensively with **VIPs/High-Profile's/senior executives** and knowing what is important to them
- Managing **group travel and last-minute bookings** with no fuss or onerous cost to client
- Applying **cost control measures** to lower the expense of company travel
- Negotiating on elements such as **excess baggage and long-stay hotel rates** to achieve further savings where possible.
- When a VIP or Group booking is made the Travel Manager will complete the '**Minimum Standard Service Levels**' procedures as well as the '**Service Levels Check List**'.
- Each VIP or Group booking is checked by another Travel Manager and also the by Team Leader 24 hours prior to departure, all relevant suppliers are called and all details double checked.



# GROUPS & VIP CHECKLIST TEMPLATE

SERVICE	REQUIREMENTS	DETAILS
AIR	The following must be checked 14 days prior to departure	<ul style="list-style-type: none"> <li>E-ticket details correct with date and routing</li> <li>Frequent flyer information added and generated to affiliate airlines</li> <li>Mobile and hotel number or other local contact numbers in SI field or advised to airline</li> <li>Preferred seating confirmed or airline rep contacted to request</li> <li>Meal or special service requests acknowledged</li> <li>Check that appropriate visas have been obtained</li> <li>Terminal numbers noted on itinerary are correct</li> <li>All airline relocations included on itinerary</li> <li>Operating airline and code share services noted on itinerary</li> </ul>
HOTEL	For all bookings, the following points are checked with the groups department at the hotel 14 days prior to arrival of first guest	<ul style="list-style-type: none"> <li>Rate, dates and payment details checked (chargeback fax received)</li> <li>Stage and Screen room list matches Hotel Room list</li> <li>Pre-registration requested if applicable</li> <li>Late arrival advised if applicable</li> <li>Preferred room type requested (e.g.. Nonsmoking)</li> <li>Appropriate hotel memberships have been advised</li> <li>Hotel advised if rooms need to be located near to each other</li> </ul>
CAR	For all bookings, the following points are checked with each rental car company 14 days prior to pick up.	<ul style="list-style-type: none"> <li>Rate, dates and payment details have been checked</li> <li>Advised flight arrival</li> <li>Preferred car type requested</li> <li>Car memberships have been advised</li> <li>Approx total of rental noted and advised (incl all fees, surcharges and levies)</li> </ul>
TRANSFERS		<ul style="list-style-type: none"> <li>Transfers details reconfirmed</li> <li>Arrival and departure flights correspond on transfer company list with Stage and Screen list</li> <li>Confirmation numbers noted</li> <li>Approximate total cost included</li> </ul>
INSURANCE & VISA	For all bookings the following should be checked	<ul style="list-style-type: none"> <li>Visa requirements checked and advised, and visa footer added</li> </ul>
DOCUMENTS	Documents will be checked for the following	<ul style="list-style-type: none"> <li>Itinerary correct (i.e., in correct date order)</li> <li>You must note in the Lumina booking file notes field your consultant initials, date and time you have completed the Group check</li> </ul>