



## STA Travel Booking Procedures and Services

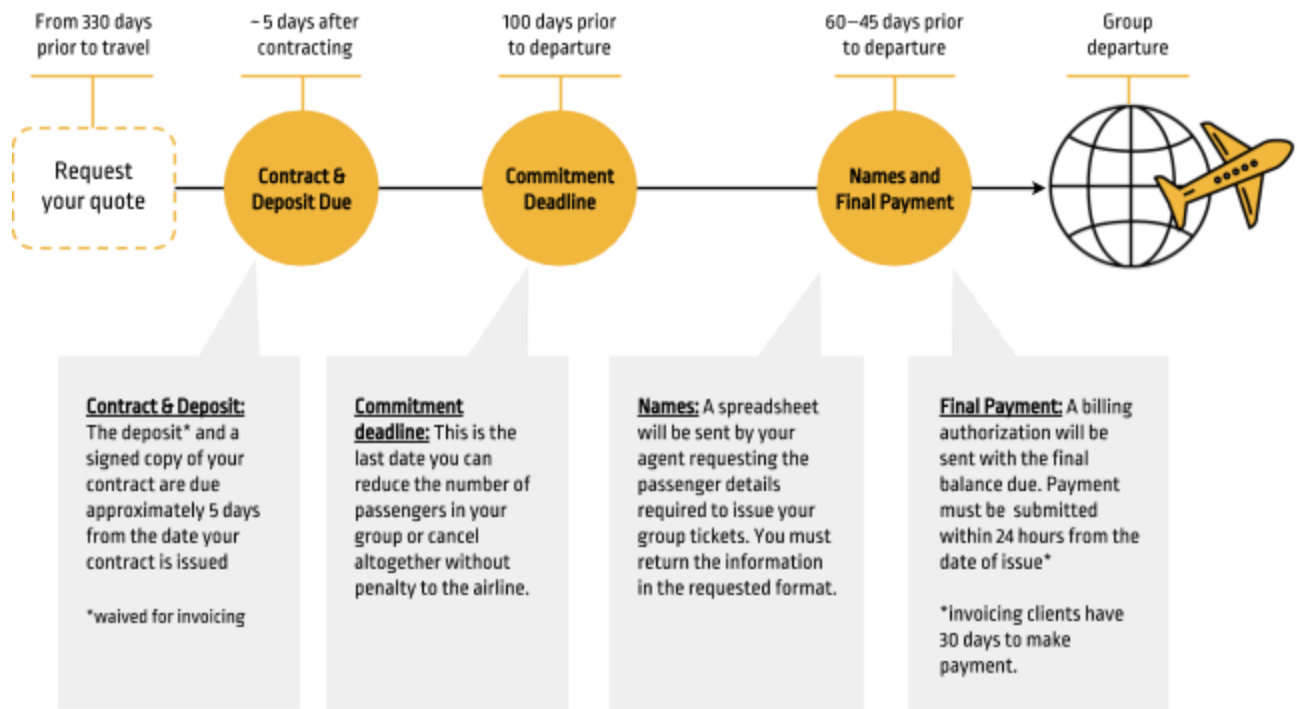
For any individual students traveling on a school Program that want to book one of the programs or an individual flight, please contact the Executive Board from your University's MEDLIFE Chapter or contact MEDLIFE at [info@medlifemovement.org](mailto:info@medlifemovement.org)

### 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:** Only \$300 down to confirm a flight and lock in the fare! Remaining balance due 7 days prior to departure. Click here to view/download the Airfare Deposit Program Flyer.
- **Group Flight bookings:** For when students will be paying for their ticket on a group flight arranged for a school or university program.
- **Suggested Flight Itineraries**
- **Airport Transfers**



### Group Booking Timeline



## Specialized Services Offered

For all University or High School Faculty-Led and Study Abroad-related Group or Suggested Itinerary travel requests, please start by contacting Habib Huerta and/or Amanda Batista. Habib and/or Amanda 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 Habib or Amanda have processed your request (usually within 1-2 business hours), the appropriate STA Travel expert will be in contact with you directly to discuss your trip and booking process.

STA Travel can also provide a custom web page that lists the program and allows students to register for one of the program groups or suggested itinerary flights.

## Group Booking (10+ Individuals)

### Up to 330 days prior to departure:

- **Base price:** Can be locked in for X number of seats
- **Deposits:** Waived for invoicing clients. No other names or information is required

### 95-100 days before the date of departure:

- **Confirmation of seats:** Airlines ask for the utilization (we call it “commitment” in our contracts). The group leader will need to tell us if they will use all seats, reduce, etc.
- **Seat Reduction:** This varies between airlines, but some airlines offer a 10-20% allowance in seat reduction after utilization, without penalty.

### 35-40 days in advance:

- **Final payment is due:** STA issues tickets based off the airline taxes on the day of ticketing. Taxes are subject to change unless guaranteed in contract.  
**Names and birth dates are now required.**



## Group Travel affords greater flexibility:

- **Student changes:** For example, students who might cancel, who can't commit to the payments until last minute, etc. Group travel affords greater flexibility in these circumstances.
- **Name changes:** Often, this is allowed on group tickets. There may be a fee, but airlines may let STA change the name of a passenger or swap the passenger for another one. If someone can't go for some reason, the group won't lose the whole amount of the ticket and can use that ticket for someone else, subject to airline approval.
- **Schedule changes:** In the event of a schedule change, or misconnect, the airlines will work to keep the group together. If the students book individually on live tickets, the airlines are under no obligation to keep the participants together and a concern when younger students are traveling.
- **Feeder Flights:** Group participants traveling from all over the country, may have availability to add on feeder flights, with certain airlines, to get them from their home city to a hub city (LAX, JFK, MIA, etc) to meet the group flight.
- **Contacting the Call Center:** Faculty can instruct students to call individually and work with our Travel Experts when booking and paying for their flights. This way, faculty aren't responsible for tracking, or accepting, student payments.
- **Faculty:** GLS will be in touch with group leader/faculty regarding the logistics and planning of the program and any pre-departure check/schedule changes/rules, etc.
- **Booking Fees:** Booking fees do not apply to group bookings.

## Suggested/Recommended Itinerary and Individual Tickets

### Arrival at Location:

- Greater flexibility with when/how the students arrive to the final location. For example, a student needs to arrive by 1pm on 01JUN in London and cannot leave before 1pm on 01JUL.
- The students have flexibility to extend their travel, modify departure/return cities, etc.

### Master Flight Grid:

- STA can work with the faculty/staff member to enter information into our Master Flight Grid (an internal system where we enter and work with the details of the program/flights) with as little or as much detail as the institution wants to be utilized when students call in to book their flights.

### Flexibility with Routing and Pricing:

- Students and faculty aren't locked into pricing or routing. They have the freedom to leave from any location, on any airline, etc.

- STA agents will be in touch with individual passengers for any pre-departure check/schedule changes/rules and baggage reminder, etc.
- Fares are subject to availability and price can fluctuate until paid in full. Or, if they are utilizing the airfare deposit program, pricing is subject to change until deposit is received and fare locked in.