

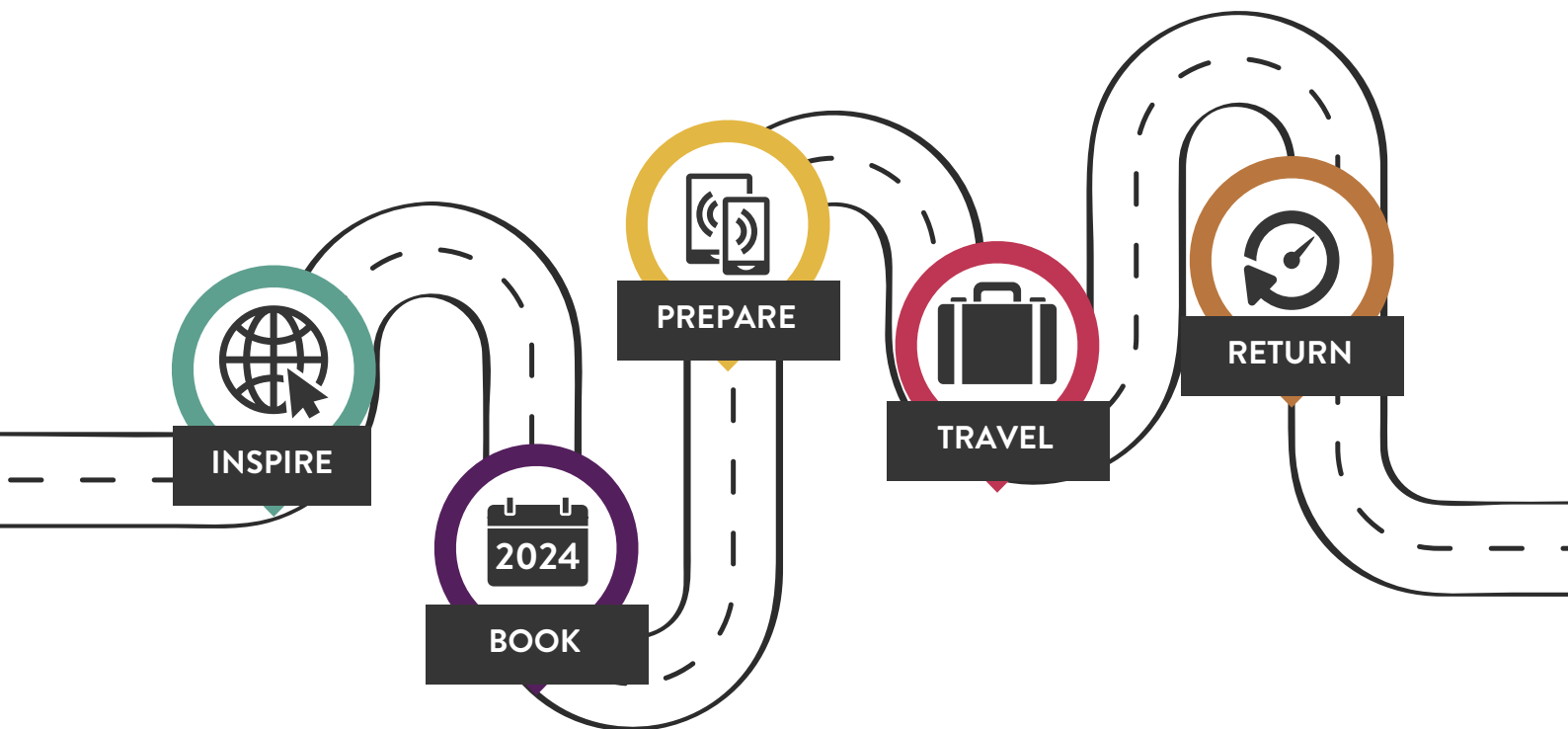
**STUDYLINK**TOURS  
GROUP TRAVEL FOR UNIVERSITIES & COLLEGES

# STUDYLINK BOOKING GUIDE

## SIMPLE STEPS TO BOOKING YOUR GROUP TRAVEL

We know it can be time consuming to coordinate your student group travel plans and we're committed to simplifying student group travel through our knowledge, expertise and personal service. This guide will help you through the process of booking your student group travel.

# A SEAMLESS CUSTOMER JOURNEY



StudyLink's state of the art technology works in tandem with support from your dedicated Account Executive, Nadine Diver, to make planning and booking your tour with us more efficient, personalised and hassle-free for you.

## INSPIRE

### StudyLink Website & Account Executive Advice

The StudyLink website features a wide selection of destinations and university case studies to help give you inspiration for your next trip. On our website, you can also submit a quote request with details of your tour requirements. Plus, Nadine will be on hand to help and offer advice on the chosen destination.

*It's never too early to start planning your tour or request a quotation.*

The earlier you book the better chance you have of getting the best prices and discounts for your transport and preferred accommodation.

We recommend planning 6-12 months in advance, but don't worry if this is not possible, we can still help.

To request your quote, you simply need to provide us with the following:

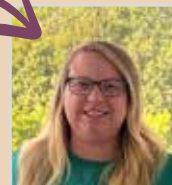
- Subject and educational goals (so we understand what you need to achieve)
- Destination(s)
- Approximate dates
- Approximate number of students and staff
- Preferred mode of transport, inclusions such as transfers, accommodation, meals, visits, local guides
- Budget
- Booking timeframe
- Special requirements for any students with additional needs, such as accessibility requirements

Alternatively, we can supply you with our Quote Request Form to make it even easier for you.

Once we have this information, Nadine will put together a tailor-made quotation including suggested itinerary, popular activities & useful information on risk and safety management. We may also be able to suggest more

**DEDICATED ACCOUNT EXECUTIVE:**

NADINE DIVER  
NADINE.DIVER@STUDYLINKTOURS.CO.UK  
DDI: +44 (0) 1253 833587





sustainable tours and better value options for you.

**TOP TIP** - Planning is key to a successful and stress-free tour. Give yourself enough time to get a quotation, gain authorisation, promote the tour and collect deposits.

## BOOK

### Online Quote & Provisional Booking

Your StudyLink Account Executive will source live prices to create a personalised online quote and will send this through to you via a secure link.

From this online quote, you'll be able to amend travel requirements, ask questions and make a no-obligation provisional booking.

We can provisionally book your tour (with no financial commitment from you), giving you time to finalise your details and organise your approval and payment.

We will send you a provisional booking form with the details of your tour and a date for when you need to confirm your booking by.

We will provide you with access to **My Tour Manager (MTM)**, our on-line tool allowing you to make amendments, complete passenger lists, add excursions, monitor completion of tasks and receive email reminders to keep you



on track with your trip paperwork.

Go to [www.studylinktours.co.uk/online-trip-organiser-app](http://www.studylinktours.co.uk/online-trip-organiser-app) for more information.

To confirm your booking, simply complete the details on the provisional booking form checking everything is correct and email back to Nadine. Alternatively, you can confirm your booking online via My Tour Manager (MTM).

To complete your booking, we will require a deposit payment or an official purchase order.

We will send you a booking confirmation email and publish your booking confirmation and draft itinerary on MTM. You can then log in and manage your trip and paperwork and can access this anytime, anywhere, via desktop, laptop, tablet or phone.

## PREPARE

### Finalise your tour in My Tour Manager

Inform your Account Executive of any updates, changes or additions and the tour will be adjusted accordingly.

You can complete passenger lists and emergency contact details on MTM as well as managing all elements of your trip. Once everything is finalised, your Account Executive will raise your final invoice.

## TRAVEL

### Enjoy your tour with complete peace of mind

We will send you your final information pack and provide you with log in details for our Travel App one week before



you depart (depending on booking timeframe).

The **StudyLink Travel App** will provide you with tickets, vouchers and all the information you need relating to your trip.

Nadine will call you 3 days before you travel to ensure you have everything you need.

Your University or College will also be able to track the group using our advanced traveller tracking device **Locate My Trip**.

With **Locate My Trip**, we'll provide you with a handset ahead of your tour:

- Your university can log in & locate your group's whereabouts – where you've been & your current location
- **Locate My Trip** enables your university & StudyLink to react quickly to travel issues & other events which may affect your tour plans
- You can easily provide parents with relevant information should travel plans be disrupted

For more information, watch our short video on **Locate My**

Trip here: [www.studylinktours.co.uk/risk-management](http://www.studylinktours.co.uk/risk-management)

***Should you need help or assistance whilst on tour we are only a phone call away 24-hours a day. Our emergency contact details are provided in your tour information pack and on the Travel App.***

## RETURN

### Group Leader Questionnaire

We value your feedback to enable us to continually improve our products & services. A link will be shared with you 24 hours after arrival back in the UK, where we invite you to share your feedback with us.

We use this information to:

- Provide feedback to our team and network of travel partners
- Ensure that students get the best possible experience on their next tour

Plus, your Account Executive will call you after the trip for your personal feedback and to establish any future travel plans.

# STUDYLINK TOP TIPS FOR YOUR STUDENT TRAVEL

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## ✓ BOOK EARLY TO SECURE THE BEST FLIGHTS & ACCOMMODATION

Whilst we pride ourselves on turning trips around quickly, we recommend that you enquire as early as possible to take advantage of best flight prices.

Flight prices fluctuate dependent on demand, so they're often cheaper when they're first released. For scheduled airlines this is often 11 months before departure, and for low-cost airlines, these are usually released several times a year, and we can secure your flights with just an initial deposit.

Plus, you'll also get access to our preferential group travel rates across our network of accommodation partners.



## ✓ GIVE YOUR STUDENTS TIME TO PREPARE FOR THEIR UPCOMING TRIP

Some of your travellers may need to apply for or renew their passports, and it's important to give your international students plenty of time so they can get their visas arranged.

Our visa processing service will help them to know what visas and documents are required, and can support them with this process.

Find out more here: <https://www.studylinktours.co.uk/visa-service>

## ✓ LET US TAKE CARE OF YOUR TRAVEL PLANS FOR YOU

There are so many elements that make up a student field trip; from flights, accommodation, coaches to public transport tickets, educational visits, and meals... the list is almost endless! So it makes sense to have one point of contact that can arrange all this for you.

StudyLink have been arranging educational trips for decades, for thousands of students every year.

The StudyLink Account Executive team each have on average 10 years' experience in travel, so you know your trip plans are in safe hands. Your Account will use their expertise to advise you on the accommodation and visits that consistently get great feedback time and time again, to help you to maximise your students' enjoyment.

