



# FREQUENTLY ASKED QUESTIONS!

Our expert Account Executive team has a wealth of experience in planning student group tours, and they're on hand to answer any questions you may have.

We've decided to pull together answers to some of the most regularly asked questions.

**So, if you're looking for answers from the student group travel specialists, then look no further!**



### What elements of my student tour are you able to arrange for me?

We offer a complete travel service, so we're able to arrange as much or as little as you like. For some groups, we've arranged just their transport or accommodation, but for others we've pulled together a fully customised itinerary designed to meet their specific learning outcomes.

The travel components we can arrange include flights, coaches, rail, public transport tickets, hotels and hostels, meals, visits, meeting rooms, subject experts, over-dinner speakers, the list is almost endless. If you need something for your student group tour, you're pretty much assured that we can arrange it for you.

### Why should I book with a specialist tour operator?

There are so many reasons why it's best for to book with a specialist student group travel provider. Firstly, by booking with a travel management company that's on the SUPC student travel management services framework, you're assured of their expertise, financial protection and risk management services.

When you use StudyLink, you'll have access to an unrivalled choice of travel and accommodation options at preferential group rates.

We have instant access to over 1.7 million beds worldwide and our room rates are guaranteed, so we can reserve beds whilst the you confirm your passenger numbers.

We have direct access to preferential group travel rates with hundreds of airlines on routes across the globe and guaranteed preferential rates with our key airline partners.

We're also able to offer increased flexibility which can help alleviate some of the complexities associated with organising student group travel.

In addition, as StudyLink are a fully accredited member of ABTA, ATOL and IATA, you can rest assured that you'll have full financial protection from the moment you book until your safe return.

### I've seen a price online for an individual traveller cheaper than for a group. Why is that?

You will often find that a price advertised for a single person on a flight or an individual hotel room won't be available at the same rate for a larger group of travellers.

Prices for flights and accommodation are calculated using a complex algorithm based on demand, so as the accommodation or seats on a plane fill up, the price will usually increase as availability becomes more limited.

For a group of students, this means that that a comparison website will not be able to provide accurate pricing for hotels and flights; as the price advertised for a single person will not be available for the full group.

For StudyLink quotes, all prices are based on group rates, so you're assured that the same rate is available for all passengers in your group.

### How can I reduce the CO<sub>2</sub> emissions from my tour?

Here at StudyLink, we recognise the environmental impact increased travel can have and we're committed to helping our customers to minimise the impact it has on the environment.

On our online quotes, we include a breakdown of CO<sub>2</sub> emissions by travel component. Our team can also make recommendations on alternative travel options to help reduce the greenhouse gas emissions from your tour.

We also provide a unique link to enable you to offset the remaining emissions from your group's tour.

### I'd like to travel separately from the group or stay in different accommodation. Can you organise this?

Our team of Account Executives are used to handling requests such as these, so if you need some of your travelling staff or students to fly out separately or stay in different accommodation from the main group, that's easy for our team to arrange.

**CONTACT YOUR DEDICATED STUDYLINK ACCOUNT EXECUTIVE TO CO-ORDINATE YOUR STUDENT GROUP TRAVEL**