The Perfect Trip,
The perfect trip…
What does the perfect trip look like…

• Flights booked 21-14 days in advance
• Price was within budget
• Preferred seats
• Preferred hotel and room type available
• Trip approved by manager
• Received my status upgrade
• Departure flights are on time
• Security line is short
• Luggage arrived
• Transportation to hotel was available
• Hotel room was ready when I arrived
• Return flight was on time
• Arrived home as scheduled
What can go wrong with the perfect trip…

- Concur travel system was down when booking. I had to call an agent.
- Flights booked less than 7 days in advance. This then can increase the cost of ticket on average $144.06.
- Seats are not able to be preassigned.
- Preferred hotel is not available.
- Trip approval is delayed, due to manager is on holiday.
- Departure flights are delayed, due to weather.
- Security lines are long. It took over 45 minutes to clear security.
- Had to check luggage at gate.
- Taxi line was long. I had to wait 30 minutes.
- Hotel room was not available when I arrived. I had to wait until 4:00pm.
- Return flight was diverted to another airport, due to weather.
- Arrived home 3 hours later than scheduled.
## Travel myths…

<table>
<thead>
<tr>
<th>Myth</th>
<th>Truth</th>
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<tbody>
<tr>
<td>Buying a ticket at the last minute means a better deal</td>
<td>There are times when you can get amazing fares at the last minute. But the usual rule of thumb is the more in advance you buy your tickets, the cheaper the fares.</td>
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<tr>
<td>I can get a better price if I book on the airline’s website</td>
<td>World Travel, has low fare guarantee. Prior to booking, if you find a lower airfare available for your identical itinerary, World Travel, Inc. will match the lower airfare or provide a refund of double the difference</td>
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<tr>
<td>If I am TSA Pre✓® eligible, am I guaranteed expedited screening?</td>
<td>No, TSA uses unpredictable security measures, both seen and unseen, throughout the airport. All travelers will be screened, and no individual is guaranteed expedited screening.</td>
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<td>Direct flights are always more expensive than connections</td>
<td>No, when the prices are loaded they are the same for direct and connection flights. The price for direct flights appear to be more expensive due to demand of the direct flights.</td>
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<td>When holding a flight, the price is guaranteed</td>
<td>No, ticket prices are not guaranteed until the ticket are issued.</td>
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<td>If your flight cancels you will be booked on the next available flight regardless of the airline</td>
<td>This is a big no. The legacy carriers -- American Airlines, Delta Air Lines, and United Airlines -- will work to put you on each other's flights in case an original flight is canceled. But if you're flying on Southwest Airlines, JetBlue, Spirit Airlines or Virgin America, you won't be accommodated on other airlines.</td>
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<td>You will be compensated if your flight is canceled</td>
<td>This is not universally true. If the flight is canceled for a mechanical issue, the crew is unavailable, or some other reason where the airline is at fault, compensation is on the table. But if the delay is weather-related, an Act of God or force majeure, things outside its control, then you are not owed compensation for the cancellation, hotel rooms, meals or transportation.</td>
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<tr>
<td>Myth</td>
<td>Fact</td>
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<td>If you miss your flight, you will be booked on the next one out</td>
<td>This isn’t always true. And if you insist on getting on that next flight, you may have to pay extra for it, depending on the airline. It really depends on why you missed the flight. If you got to the airport late, there is the “flat tire” rule, where the airline will try and accommodate you, but you may have to wait. If you are connecting and your inbound flight arrived late, the airline may have already protected you on the next flight.</td>
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<td>Airlines will cancel a flight it’s only half full</td>
<td>Airlines do not like to cancel flights. When flights are cancelled, there is a downline impact on the airlines crew and equipment.</td>
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<td>I was unable to book a seat, does that mean I won’t be able to get on the plane?</td>
<td>If you are unable to select a seat, the airline will assign you one at check-in or at the departure gate.</td>
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<td>Seats in the front of the plane are the safest seats</td>
<td>Statistics show that the middle seats in the rear of an aircraft historically have the highest survival rates.</td>
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<td>Flights hold for people who check in late</td>
<td>Flight delays cost the airlines money, so unless there is a major issue, if you check in late, you're at the mercy of the airline.</td>
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<td>If you make a group booking, with your family or a travel companion, you will be seated together</td>
<td>This is situational. It is recommended to choose seats when you book a ticket to ensure you're all sitting together. If you buy Early Bird boarding on Southwest Airlines, you can get the seat that you want and that way your family can sit together. You can ask for help from the gate agent or flight attendant, but they may not always be able to accommodate your request.</td>
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Best practices for the perfect trip…

• Domestic flight should be booked 21 – 14 days in advance.
• Book via concur when possible.
• Book entire trip together air, car and hotel.
• Always book preferred vendors when possible.
• Review trip with manager in advance of booking.
• Provide clear and concise trip purpose description.
• Provide budget details when possible, this will allow for quicker manager approval.
• Always review travel confirmation when received, if any issues contact the agency right away.
• Review airlines policy on baggage and carry-ons.
• Use WorldMobile for trip updates for example gate changes, delays.
• Check-in for flights 24 hours prior to departure.
• Airport parking - plan where you going to park in advance and review shuttle details.
• Review location information for destination, use links on World Travel Itinerary.
World Travel assist UPenn travelers with the perfect trip by…

- Dedicated phone numbers for clients
- 24/7/365 Reservation Center
- Low fare guarantee
- International Rate Desk
- Location and Security Intelligence
- Unused Ticket Recovery and Management
- WorldMobile™
- FlightStats™
- WorldReports™
- WorldApprovals™
- Waivers and Favors
Prior to booking, if you find a lower airfare available for your identical itinerary, World Travel, Inc. will match the lower airfare or provide a refund of double the difference.
WorldMobile™
We Make Travel Simple