Education Abroad Program Planning: Let STA be Your Partner

What is STA Travel? STA Travel is the world’s leading student, youth and faculty travel agency. We are proud to be Michigan State University’s preferred travel agency partner for education abroad and study away programs.

Why STA Travel for your Faculty-Directed Programs? We can be your one-stop-shop for all travel logistics. We work directly with faculty and the Office for Education Abroad to find partners and vendors that best suit the needs of each program. Do you only require assistance with booking a hotel in Paris? That’s fine too. You can book as much or as little as you want. We’re happy to assist in any way that we can.

Logistical Support - STA Travel has a local Account Manager, and a team of booking agents stationed at their Arizona-based call center. The booking agents can assist faculty in the planning of all program-specific travel logistics. You may start your group request with the STA Travel Account Manager, or contact their groups department at 800-714-6503.

David Sanderson
MSU Account Manager
877-207-4492 (office)
480-399-5084 (mobile)
david.sanderson@statravel.com

Do you or your students require assistance with individual travel? If so, you can contact David, or reach out directly to the MSU agent desk at 800-495-6097/msu@statravel.com.

Flights – We can assist with both group and individual itineraries. We recommend inquiring at least 9 to 10 months in advance of your travel dates, as this is when you will typically find the best rates. Booking closer to your departure date may result in limited availability, and a higher fare.

Accommodations – We can book lodging for both individuals and groups. Dormitories, hostels and hotels are available.

Ground Transportation – From airport transfers to bus tours, we’ve got you covered. We can offer group, and individual pricing on Eurail, Oyster Cards, BritRail, Korea Rail, Eurostar, etc.

Tours - Should the faculty want to add a tour (of any length) to their program, we can find one that meets their needs. Day trips, historical tours, adventure tours (zip-lining, hiking) are just a few options.

Meals - From one group meal to every meal on a program, we can use our resources to help find meal options at restaurants and cafes in most geographic regions.

Pre-pay - STA Travel has a prepay agreement with MSU. Once you’ve confirmed your quote, STA Travel will work with the university on payment, so you don’t have to worry about reimbursement. All products and services that we offer are eligible for prepay.

STA Travel Cares – We work closely with MSU’s Office of International Health & Safety to monitor all global incidents that may pose a threat to the security of MSU travelers. We have a 24/7 emergency support that can be reached at 800-836-4115/travelhelp@statravel.com/tweet @STATravelCares.
GROUP AIRFARE PRICING

HOW DO AIRLINES GET GROUP RATES?
Airlines price group tickets differently than individual fares, with multiple factors affecting the price offered. Only a portion of their seats can be reserved for group space, and as available space sells out, the average group fare will increase. The total number of passengers in a group also affects the per-ticket rate.

WHERE IS THE DISCOUNT?
The discount advantage is applied to the average cost of all tickets combined. While each ticket may be priced higher than the cost you see for just one ticket online, the grand total is actually lower than if 10+ tickets were purchased individually.

HELPFUL HINTS:
Contracted airfare has a utilization date, meaning that you can cancel space held without penalty around 90-120 days before your trip. You will need to provide a final number of passengers to your Groups Specialist by this deadline.

If you are holding airline space elsewhere in order to shop, the held group space will take up the lowest fare tiers when a new quote is requested, and you won’t be able to get that same rate.

HOW DO AIRFARE TIERS WORK?
Airfare is priced on a system of tiers in which a predetermined number of seats are available at a given price point. Once the least expensive tier sells out, the availability moves to the next tier, and so on. When airlines price a group, they start with the lowest tier and move up according to the number of passengers. Airlines use the lowest and the highest fares to calculate an average cost. This average becomes the per-person group rate, ensuring that all passengers pay the same price for their ticket.

800.495.6097  msu@statravel.com
**EXCLUSIVE STUDENT DISCOUNTS ON RAIL**

<table>
<thead>
<tr>
<th>Eurail Pass Type</th>
<th>Regular Price</th>
<th>Current Price</th>
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<tbody>
<tr>
<td>Global Pass- 3 Month Consecutive</td>
<td>$1251</td>
<td>$1189</td>
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<tr>
<td>Global Pass- 2 Month Consecutive</td>
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<td>$513</td>
</tr>
</tbody>
</table>

Discounts shown above are valid for students age 28 and younger. Prices above include a 5% discount and free shipping, valid only for MSU students. Prices listed are valid at time of print and are subject to change. All Eurail and Britrail Passes also available. Check back often for best current offers.

**PROTECT YOUR PASS! ON TRACK PROTECTION AVAILABLE FOR $15**

**PRICE BEAT GUARANTEE**

STA Travel will match the lowest prices for rail passes on the market

Michigan State Hotline
800.495.6097
msu@statravel.com
Discount pricing only available by calling the MSU hotline above.
BOOK NOW
PAY LATER

Avoid paying high priced last-minute airfare. Lock in your flights, accommodation, & tours at today’s price with STA Travel’s Exclusive Book Now Pay Later Deposit Program!

- Make small payments or pay final balance before departure
- Deposit amount applies to final cost of your booking

CALL OR EMAIL TO BOOK:
800-495-6097
msu@statravel.com

For full terms and conditions and deposit pricing, please visit: sta.travel/depositprogram
Michigan Flyer presentation

Diane Moore, Sales Manager - fun fact: 4 children and all are taller than I am. Michigan Flyer Services-East Lansing, Ann Arbor to/from the Detroit Metro Airport- 12 scheduled daily departures

My Job- to facilitate exceptional customer service for MSU faculty and Staff traveling for business and for those coming to MSU for visits, speaking engagements or interviews.

You are able to bill your MSU account number for travel for faculty and staff.

Reservations easy to make via phone or email to reservations@michiganflyer.com

Flight information
Account number (mandatory)
Sub Account
Object code (mandatory)
Sub Object
Project Number
Org ID ref.
Cell number of passenger (Not mandatory but recommended)

Timely emailed confirmations during office hours- 6am-6pm Monday –Friday- open on weekends 10-5p- after hours emergency line
Tickets are refundable until 48 hours prior to departure- time/date changes can be made to the reservation by calling during office hours. Delayed flight? Go on next available coach without penalty.

Benefits
Billing to MSU account
Convenient Location next to campus and covered parking (parking not covered in billing account)
Multiple traveler discount
Reliable service- rarely cancel
Wifi and water on board
Coaches are well maintained- Our Parent Co. Indian trails- in bus. for over 100 years.
Allows work to be done in transit

Questions:
1. What do you need to have to make a reservation?
2. What features do you like most about the Flyer?
3. What is our cancellation/ change policy?
About Enterprise Holdings and its Affiliates

$22.3 billion in annual revenue
100,000 employees
1.9 million vehicles

9,900 fully staffed neighborhood and airport locations

Only U.S. investment-grade car rental company

Ranked #13 on Forbes list of America’s Largest Private Companies

more than 90 countries and territories
Emerald Aisle: 3 Easy Steps

1. Reserve and Pay for a Midsize Car
2. Bypass the Counter
3. Choose any Car

On average, 4 out of every 5 rentals at National is a free upgrade.
Emerald Club Lot Design

This is an example for illustration purposes; not all lots will look the same.
Emerald Club Tiers

- 0-11 rentals or 0-39 days
- Emerald Aisle

- 12-24 rentals or 40-84 days
- Executive Selection
- Guaranteed Upgrade

- 25+ rentals or 85+ days
- Executive Selection
- Guaranteed Upgrade
- Guaranteed Car with 24-hour notice

FBO delivery for all Emerald Club levels
Emerald Club Member Communications

- Communications Preference Center
- Personalized e-statements
- Arrival & Return Alerts
- Drop & Go℠ e-receipts
- Emerald Aisle Microsite
- Bi-annual e-newsletters
National Car Rental App

Single point of contact to manage rentals from reservation to return. Features allow you to:

- Make, modify and cancel reservations
- Track, extend itineraries
- Manage profile
- Map pickup and drop off locations
- View Emerald Club membership card
- Redeem free rental days
- Access roadside assistance and customer service
- Take advantage of Virtual Aisle and Emerald Checkout at select locations
Benefits: Enterprise Rent-A-Car

- **Savings**
  - Special corporate rates
  - Mileage reimbursement alternative
  - Long-term rental discounts
- **Convenience**
  - More than 7,600 fully staffed neighborhood and airport branch offices worldwide
  - Free pick-up from the office or home
- **Options**
  - Pickup trucks, cargo vans, etc.
Total Transportation Solution℠
Taking MSU to great heights with American Airlines
Welcome to your Corporate Agreement

1. ACROSS THE WORLD
   Discounts from all airports in the US to all our destinations across the world – in all of our cabins

2. FLY WHEN YOU NEED TO
   The combined networks of our Joint Business Partners offer you fantastic products to match your travel needs – all coming with a discount

3. HELP ALONG THE WAY
   We’ll help ensure you get the best value out of your contract - providing experienced support and advice along the way
Introducing complimentary access to Preferred Seats

Improving your travelers’ inflight experience

As a thank you to one of our most loyal customers, your corporate travelers will now have access to our new corporate preferred seat website. This resource allows your travelers to book seats that are otherwise reserved for our most frequent travelers such as window and aisle locations.

It’s a quick and simple process at seatselect.aa.com. Just input your PNR and last name and select your desired seat.

**Step 1: Enter Name and PNR**

**Step 2: Select Seat**

**Step 3: Confirmation**
Corporate Travel Managers should include the link to the American website in the Company Notes for assigning preferred seats.
American Airlines and China Southern Airlines (CZ) launched a reciprocal codeshare agreement on January 18.

Your travelers now have even greater access into mainland China, as American will place its code designator on nine CZ routes from Beijing (PEK):

- Guangzhou (CAN)
- Chongqing (CKG)
- Harbin (HRB)
- Shenyang (SHE)
- Shenzhen (SZX)
- Changsha (CSX)
- Changchun (CGQ)
- Dalian (DLC)
- Nanning (NNG)

China Southern will place its code on four routes beyond Los Angeles (LAX), one into LAX (one-way), and two routes beyond San Francisco (SFO).

In addition to codesharing, the two companies have implemented a comprehensive interline agreement which provides American’s customers with 125 destinations in China.

With this codeshare, this partnership will give your travelers easier access into mainland China.
New Shuttle between Chicago O’Hare and New York LaGuardia

New Shuttle service between from the Windy City to the city that never sleeps

Beginning April 4, 2018, business travelers looking for a consistent, convenient and easy commute will have a new Shuttle service to fly them between New York LaGuardia (LGA) and Chicago O’Hare (ORD).

American’s Shuttle will offer hourly flights between the two business centers, giving customers additional flexibility and choice, as well as unique travel benefits such as dedicated gates, shortened check-in times and complimentary beer and wine in Main Cabin.

American currently operates Shuttle service between LGA and Boston Logan International Airport (BOS); LGA and Ronald Reagan Washington National Airport (DCA); and DCA and BOS.
New European summer seasonal routes

This spring, we’re adding two new destinations to the world’s largest airline network.

Starting May 4, 2018, travelers can fly from our hub at Philadelphia (PHL) to Prague (PRG) and Budapest (BUD) with new daily seasonal flights. Both flights will be flown on our Boeing 767 with lie-flat seats with direct aisle access in Flagship® Business. We’re proud to be the only U.S. airline to service Budapest nonstop.

Also, we’ll launch a new seasonal flight between to Chicago (ORD) and Venice (VCE) to complement existing service between PHL and VCE. American is the only airline to connect customers between the United States and VCE on board the state-of-the-art Dreamliner 787-8.
Groups, we’re back in business

Planning a meeting? We’ve got you covered

We’re focused on bringing more value and simplicity when it comes to Group & Meeting travel – by relaunching our discount product, simplifying the contract process, offering more personalized services, plus much more.

In addition, you’ll have access to more flexible group terms and seat assignment capabilities.

With more options, convenience and flexibility, the new Group & Meeting Travel is just one of many enhancements to better serve you and your travelers.

Learn more at: aa.com/groups
American Airlines and our joint business partners are eager to grow our relationship with your Michigan State University.

Our intent is to offer the best program, the best service and the best tools resulting in cost savings and a solid and lasting partnership.

Thank you