

Our Group Air team offers unparalleled service, ensuring a smooth and hassle-free experience for your attendees and administrators, from registration and booking to flight tracking and reporting.

GROUP AIR PROCESS

01. Flight Analysis

- ✓ Program parameters and customer airline preferences and partnerships are confirmed.

02. Registration & Itineraries

- ✓ Attendee registrations are forwarded to the M&IW Travel Coordinator for booking.
- ✓ A proposed itinerary is emailed to each attendee within 72 business hours of registration.

03. Approvals, Changes, & Booking

- ✓ Change requests are managed by the Travel Coordinator and sent to the customer for approval.
- ✓ Once approved, tickets are issued with all discounts applied and a confirmation email is sent to attendees.

04. Travel Day Support

- ✓ Flights are tracked with support available in real time either onsite or via phone.
- ✓ Delays and cancellations are reported to onsite staff. The Travel Coordinator works directly with the attendee to reroute, protect, and rebook flights.

05. Tracking & Accountability

- ✓ The Travel Coordinator creates a flight manifest and an itemized savings and transactions report.

