

We encourage member organizations to work with as many local participants as possible to help promote an active community, but occasionally travel arrangements are necessary.

Here are a few tips for keeping costs down and maximizing the participants' experience when planning travel.

## Booking Flights

- **Group Desk** - When booking travel for groups of 10 or more, airline group desks allow you to book an itinerary early without requiring the exact names for the tickets. Group itineraries also allow for name changes up to 72 hours\* prior to travel. \*exact time is airline dependent.
  - Consider utilizing Move United Pro Deal Partner and Accessible Travel Agency [Traveable](#) to assist in travel booking and planning.
  - If you are booking hotels for larger groups, consider utilizing Move United Pro Deal Partner Kate Gilroy at Helmsbriscoe. [kgilroy@helmsbriscoe.com](mailto:kgilroy@helmsbriscoe.com)
- **Layovers** - Be considerate of participants when booking flights with layovers. While cost is one factor, consider the participant's comfort and try to minimize travel to one layover at most. Layovers should be not too long or short, taking into consideration an individual's mobility.
- **MSIJSOC (Military Severely Injured Joint Support Operations Center)** - TSA will provide security and airport assistance to disabled veterans and members of the armed forces. Email [msijsoc@dhs.gov](mailto:msijsoc@dhs.gov) with detailed flight itinerary, name of passengers, mobility needs and contact information.
- Provide clear boundaries regarding travel booking, cancellations, refunds, etc. The more information you can provide up front the clearer the expectations are.
  - Be clear about what is reimbursable if there is a difference in travel method (i.e., airfare: flight(s), airport parking, checked bags, etc. vs. participants driving: mileage, tolls, parking, etc.)
- In some cases, it might be advantageous to have participants attending the event book their own travel. Be clear and upfront of what the process looks like and if reimbursement will be administered.
  - Make sure participants understand the time frame in which they are to book travel. Outline the procedure if they book outside the suggested travel time frame (i.e. will need to find their own transportation to program site, etc.).

## Lodging

- **Group/Non-Profit Rate** - Hotels often offer a non-profit rate as well as a discount for blocks of rooms of 7 or more. Contact individual hotels for more information.
  - Be sure to confirm the accessibility of the hotel including the rooms, the approach to the accessible rooms and beyond. Be sure to gather the needs of your participants before arrival. Consider integrating lodging questions into the registration process.

- When planning lodging consider the number of times you expect participants to move. It can be a lot of work and exhausting for an individual to pack up and move to new lodging multiple times. When possible, keep this at a minimum.
- If the nature of your trip requires moving lodging, make sure you communicate this with the participants up front. The more details and expectations you can provide the easier it will be on site.
- Inform participants if the rooming is double or single occupancy.
- In some cases, it may be easier to ask the participants to be responsible for finding their own housing. If this is the case provide that information up front before they apply or register for the event. Providing them with a list of recommended locations can be helpful.

## **Service Animals**

- Confirm whether anyone is bringing a service animal, as the airline and hotel will need to be notified.
  - TSA requires a completed Service Animal form upon arrival at the airport. It can be helpful to provide this to participants ahead of time so they don't miss their flight.
  - Make sure to share your organizations service animal policy with the attendees well in advance (Ex. Policy for supervision of service animals while on lessons, etc.).

## **Other Transportation**

- Transportation from the airport to your location may be necessary. If the lodging site that you are utilizing does not offer transportation and the organization does not have accessible transportation you might want to consider contracting with a local transportation company.
  - Solicit for quotes from transportation companies early. They book quickly.
  - Provide the transportation company with as many details as possible (pick up time, accessibility needs, service animals, etc.).
- If there are multiple airports, consider including the distance/time from the airport to the hotel and hotel to the destination.
- If funding won't allow for you to cover ground transportation, provide recommendations for companies' participants can book with for ground transportation.
- Consider alternative transportation options such as trains when possible.

## **Other**

- Have a plan in place for emergency scenarios after participants have arrived on site.
  - Medical emergency – where is the closest hospital and what is your procedure for getting them there. Will your staff accompany them? Be clear about the nature of the program (remote, far from medical help, etc.) before the participants arrive.
    - Having a thorough registration process that discloses potential risk factors for participants is helpful in the planning process.
  - Other emergencies – In some cases a participant might need to leave an event early. Create procedures for assisting them in departure and policies surrounding the costs associated with doing so. Provide all this information to participants before arrival when possible.

- Consider creating a packing list including appropriate clothing, equipment, etc. for folks who may have never been to your state/ climate, or never participated in the sport.