

The background of the slide is a scenic photograph of numerous hot air balloons floating over a rugged, hilly landscape at dawn or dusk. The sky is a gradient of light blue and orange. The balloons are in various colors and patterns, including solid blue, green, yellow, and multi-colored stripes. One large blue and green balloon is prominent in the upper right, while many smaller ones are scattered across the lower half of the image.

# Picking a Third-Party Travel Vendor

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# Introduction

Our jobs are not to simply put students on a plane and send them to a foreign location.

We are not simply travel agents nor focused on the tourism industry.

Our jobs are to provide our students with an *enriching, life-changing opportunity*.





**851 independent study abroad  
providers** (StudyAbroad101.com, 2015)

**Education abroad programs are being  
bombarded with solicitations.** (University of

Kentucky Education Abroad International Center, 2019)

# Mission Statement

Chattahoochee Technical College  
Study Abroad mission statement:

We are academically focused on providing *cultural and historical* essential learning experiences, developing *international perspectives*, and building a well-educated, *globally competitive* workforce.



Outside the Pantheon (CTC IGGY, 2018)



# Key Components

Three key components to choosing a third-party travel vendor:

- Can they meet your *mission*?
- Do they have everything needed for *risk management*?
- What are the (*hidden*) costs?



# Private or Matched

Questions:

What happens if your private group doesn't "make"? Is there an option to switch to matched?

What to Consider:

- Time of Travel
- Customization of Tour
- Paying the Difference



Checking-In in Valencia (CTC SPAM, 2017)

# Cancellation Policies

Question:

Under what circumstances can a traveler cancel and receive a refund?

What to Consider:

- Refundable vs. Nonrefundable
- Traveler Swap
- “No Questions Asked” Refund Policy



# Insurance

## Question:

Has the institution's attorney or risk management department reviewed to see if there is enough coverage?

## What to Consider:

- College Coverage
- Emergency Contact Person
- Transfer the Risk to the Vendor



Before the Crash (Barcelona, 2015)



# Emergencies

Question:  
Is there an emergency plan?

What to Consider:

- Point of Contact in Host Country(ies)
- Unforeseen Circumstances
- Ejected Students

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## Volcanic ash from Iceland closes British airports

All flights to British airspace have been suspended after ash caused by eruption of a volcano in Iceland forced air traffic controllers to restrict takeoffs and landings.



Link to this video

By Alastair Jamieson  
12:40PM BST 15 Apr 2010

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Hundreds of flights have already been cancelled, and airports in Scotland

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# Rooming

## Questions:

Own bed guarantee? How many students per room? What is the policy of students and staff/faculty rooming together?

## What to Consider:

- Private Travel vs. Matched Travel
- Accommodations meet expectations
- Policies on Harassment, Assault, Drug Use, etc.
- Over 30? Over 24? Mandatory room supplements



Overnight Train (CTC LoPFAR, 2015)

# Scholarships and Discounts

Question:

What are offered in the way of student traveler scholarships?

What to Consider:

- Realistic Expectations
- Alternative Funding Options
- Discounts
- Application of “Travel Points”



# Itinerary

## Question:

How much leeway do you have in altering the planned itinerary, and if you do change it, who pays for it?

## What to Consider:

- Close Look at the Itinerary
- Training and Orientation Materials
- Academic Goals and Opportunities



Intercultural Exchange (CTC SPAM, 2017)



# Costs

Questions:

What all does the cost cover? Are all meals included? Tipping?  
“Supplements”?

What to Consider:

- Deadlines, Penalties, Fees
- “Land Only” Option
- Airfare and Other Transportation
- Repeat Traveler Incentives



# Group Leader Incentives

Questions:

Are there incentives to using specific vendors? What about for being Group Leader?

What to Consider:

- Training Overseas
- Continuing education and networking opportunities
- Marketing and promotional materials



Eiffel Tower (Training in Paris, 2018)

# Vendor Reputation

Question:

Have you done your research?

What to Consider:

- Read Reviews
- Speak with other Colleges
- Examine Licenses, History, and Reputation





*"He who asks a question remains a fool for five minutes. He who does not ask remains a fool forever." – Chinese Proverb*

Questions? What are yours?

For more information, please contact us at:  
**Study.Abroad@ChattahoocheeTech.edu**



# Resources

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