University of Maine System
Athletic Team and Athletic Recruiting Travel FAQs

Who do we work with for our travel needs?

- **Team Arrangements:** All athletic travel for a sporting event is handled by our Sports & Logistics Specialists via email at teamtravel@shortstravel.com or by phone at 844-617-7044 option 2, followed by option 1.

- **Recruiting Arrangements:** All recruiting/individual related travel is handled by our Recruiting Specialists via email at recruiting@shortstravel.com or by phone at 844-617-7044 option 2, followed by option 2.

How do I submit a Team Travel Request?
The preferred method for booking team travel arrangements is via the Short’s Travel Portal

- Click the Book A Trip tab
- Select Option 2: Group Travel Request Form
- Select the option to Submit a new group travel request
- Please include as much information as possible with each request, including but not limited to:
  - budget constraints
  - flexibility in outbound/return travel dates/times
  - preferred airlines/airports or airlines/airports to avoid

How far out should I contact Short’s to book and how long will it take to be completed?
We recommend booking at the least 21 days in advance of travel.

Once you submit a request to our agent team, our agents will respond to your request within 24 hours and will:

- acknowledging receipt of your request
- ask any clarifying questions to ensure we fully understand your request
- inform you of the estimated time it will take to provide you with flight options, which will be within 5 business days
  - Note: some carriers are able to provide pricing instantly, while others can take more time, especially if traveling internationally

Why can’t Short’s get the same fare I was quoted by another agency or directly with the airline?
If you worked through any agency/airline directly for pricing and they held something this would prohibit us from accessing that inventory to return the same pricing rate.
If I find a cheaper fare on my own, will Short’s price match? (Individual vs. Group Travel)

Individual Travel – If the traveler can provide proof a lower fare for the identical trip on the same airline was available to be booked at same time Short’s was asked to complete the booking, Short’s will cancel and rebook the flights for you, or will refund you the difference in fare if it is outside the airline’s void/refund 24 hour timeframe.

Group Travel – These bookings are excluded from any price matching for the following reasons:
- All groups are processed with the airline directly working through the Airlines group/meeting departments.
- Pricing of group tickets are set at the discretion of the airline carrier. Individual fares are not a valid comparison, because they are included in a separate inventory class than group fares.

What do I do when ready to secure/finalize my travel request?

- Inform the agent of the flight option you have chosen and the agent will work with the airline to secure the booking option and request a group contract.
- The agent will send you the group contract specifics and will outline/highlight any important sections in the contract for you to review.
- If you do not understand any portion of the contract please seek clarification. It is important to us that you are comfortable and understand any/all contract obligations.
- Once we commit to the group space the agent will ensure you are aware of and will follow up on any future contract requirements which vary by airline carrier.
  - Note: all airlines have different policies, some are more lenient and some require instant contract utilization commitment. The agents will make sure you are aware of this prior to finalizing travel plans.
- Examples of the contract utilization requirements include:
  - date to release any seats no longer needed
  - supply the deposit for the group travel
  - provide the individual names for those traveling with the group
  - deadline to issue the tickets
  - deadlines for any name changes prior to travel, which is generally up to 24hrs prior to departure, but does vary by airline carrier

If any of the contract deadlines are not met we risk the probability of the airline cancelling our space entirely. If this should happen the airline will **NOT** waive or forgive any contract obligations that have already conceded. They are not required to honor the space that was held or the rate. We would be subject to new availability & pricing. Generally this results in higher published/group fares than accessed on the initial group.

What if there are fare or schedule changes after signing the contract before departure?

- The agent will check for schedule changes and communicate as they are made aware of them
- If a lower fare becomes available after booking, the agent will work with the airline carrier to reissue the ticket
What happens if there is weather or something that causes a disruption in my travel?
When travel disruptions occur, airlines often issue Travel Notice Advisories outlining changes to non-refundable tickets that can be made without incurring the normal change fees. Short’s agents will always be aware of any such airline advisories and will work with you to ensure travelers are accommodated appropriately. *(Note: the agent assisted fee will still apply per ticket issued.)*

What happens when I fail to confirm flights prior to the commitment date, but I now want to confirm?
If you were provided with quotes, but did not confirm, the airline will release the space back into inventory. Our agents will work with the airline to re-obtain the space at the same fare previously available. However, it is highly unlikely the space will be still be available for the same fare and the agent will have to requite new rates.

Can we book our team’s hotel needs through Shorts Travel?
If your team is travelling to an unfamiliar location or do not have a specific hotel in mind that you want to book, your Short’s agent will forward your request to their Group & Meetings department. One of the sourcing specialist will work with you to understand you team’s needs and negotiate with several area hotels to obtain a block of rooms for your team. The goal of Short’s sourcing specialist will be to obtain the lowest possible non-commissionable rate and incorporate as many amenities as possible, including items like meals, parking WiFi, etc. This service will require an upfront deposit of $250 and an additional $350 once the hotel contract has been finalized.

Can we book our team’s ground transportation needs through Short’s Travel?
Short’s is able to help with all rental vehicles (including conversion/12 passenger vans) as well as car service, if desired.

If your team would like assistance with Bus arrangements Short’s will refer you to our preferred provider which is True North. We have worked with this provider for many years on our Team Travel needs. They have a great understanding of the nature of team travel and work well with all our Institutions.

How and why do I access the Short’s Travel portal?
Using their campus-specific portal page, coaches will select the **New User** option, provide the required information to create a profile, and click **Submit**:

- University of Maine – Orono: [http://www.shortstravel.com/maine](http://www.shortstravel.com/maine)
- University of Maine – Augusta: [http://www.shortstravel.com/uma](http://www.shortstravel.com/uma)
- University of Maine – Fort Kent: [http://www.shortstravel.com/umfk](http://www.shortstravel.com/umfk)
- University of Maine – Presque Isle: [http://www.shortstravel.com/umpi](http://www.shortstravel.com/umpi)
Once logged on to their portal, each coach needs to establish their team’s roster to:

- click the **SPORTS** tab at the top of the screen
- click **Create New Team** on the left side of the screen
- select the appropriate sport
- select a primary contact
- select a secondary contact
- click **Submit**
- click the drop-down arrow in the left hand corner of the sport
- click **Team Members** under **Options**
- click **Add** to create team roster
- enter the appropriate information in the required fields
- click **Submit**

A complete team roster serves as the starting point for the agent to know which players, coaches, managers, etc. need an air/rail ticket issued for each trip. Please be sure to load your entire roster. In the event of a player injury or temp roster change, the agent will verify your roster for each trip prior to issuing tickets. Coaches will reminded to update their rosters each year to reflect graduating seniors, incoming freshmen, and transfers.

**What are the fees charged to complete a reservation?**

- **Group/Team Travel** – travel for 10 or more individuals on the same travel itinerary
  - $20 agent assisted domestic reservation including Air/Rail/Bus
    - fee charged per ticket issued as part of the itinerary
  - $30 agent assisted international reservation including Air/Rail/Bus
    - fee charged per ticket issued as part of the itinerary
  - $5 agent assisted domestic or international reservation **not** including Air/Rail/Bus
    - fee charged per itinerary
  - $21 after hours calls outside core University hours of Mon-Fri 8a-5p (EST)
    - fee charged per call per itinerary

- **Individual/Recruiting Travel** – individual and recruiting travel arrangements and should be made via Concur travel module, which includes an automated interface to the Concur expense module.
  - $5 online domestic or international reservation including any combination of Air/Rail/Hotel/Car
    - fee charged per ticket issued as part of the itinerary
  - $25 agent assisted domestic reservation including Air/Rail/Bus
    - fee charged per ticket issued as part of the itinerary
  - $35 agent assisted international reservation including Air/Rail/Bus
    - fee charged per ticket issued as part of the itinerary
  - $5 agent assisted domestic or international reservation **not** including Air/Rail/Bus
    - fee charged per itinerary
  - $21 after hours calls outside core University hours of Mon-Fri 8a-5p (EST)
    - fee charged per call per itinerary