

Customer Story

Going the extra mile for time-sensitive film shoots

When cameras and specialist equipment were stranded in Madrid, James personally made sure they were ready for the next shoot.



WILDSTAR FILMS



Industry: TV/Film Production



Location: Bristol, UK



Client Established: 2018

“Nothing is too much trouble for James. Even during such stressful COVID times, James never lost his humour.”

Wildstar Films

Background

- Wildstar Films is the company behind Disneynature's Elephant and Monkey Kingdom.
- Specialist travel to exotic locations with multiple crews and a lot of equipment.

Solution

- Crew travelling from Costa Rica with 45 bags, lost in transit in Madrid but needed for another shoot in two days. Bags mistakenly sent to Heathrow.
- Crew missed original flights.

Success

- Travel consultant James personally intercepted and claimed the bags, handing them to Wildstar with 40 minutes to spare.
- New flights arranged although airlines would not initially allow equipment and batteries onboard.

Situation

- Corporate Traveller team arrange special dispensation so airlines would carry equipment and batteries.
- James "made the impossible possible", as is the case with lots of trips.

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