

## Customer Story

# Travelling for Gold

**Corporate Traveller Stage, Screen & Sports helped Paralympics New Zealand to beat COVID-19 and... bring home the gold!**



**Client since 2017**



**71 Travellers to Tokyo 2020**



**\$80,000 in Savings**



### Gearing up for travel to Tokyo

The Tokyo Paralympic Games were held from 24 August to 5 September 2021 (after a delay due to Covid-19) and included 22 Para sports with up to 4,400 Paralympians competing, including 71 Paralympians from New Zealand.

**Corporate Traveller Stage, Screen & Sports** has been working with Paralympics New Zealand since 2017. We manage the organisation's air travel, hotel accommodation, and car hire and were appointed to manage the team's travel and logistics for the Tokyo Paralympic Games.

### Overcoming the warm-up challenges

With constantly changing national and international Covid-19 travel rules, Corporate Traveller held daily meetings with Paralympics New Zealand in the lead-up to the team's departure for the Games.

This kept everyone up-to-date on managed isolation and quarantine (MIQ) rules and where each sport was up to in terms of itinerary bookings and

**trip management.** Daily meetings made it possible to make decisions quickly when travel, quarantine or visa changes were announced.

Part of the trip's success was due to pre-trip planning, with Corporate Traveller outlining all potential situations and solutions to ensure the team arrived in Tokyo on time and in good health before the competition started. Contingency plans, including flight charters, were key, especially for swimming and cycling athletes who attended pre-camps.

Suppliers were briefed well in advance of the team's travel to ensure the health and safety of the Paralympians at all stages of their journey to Tokyo. On one flight, the pilot gave a friendly heads-up to the public, requesting they stay seated to minimise contact between passengers on the flight. This communication ensured that the customer's duty of care policies could be upheld on all international flights.



### Navigating a last-minute crisis

New Zealand went into hard lockdown on 17 August 2021. That night, Corporate Traveller employees met to talk through what was needed for the Paralympics team's departure including domestic connection changes, communications to each team, and what was required from New Zealand's Ministry of Business, Innovation and Employment (MBIE) for travel permissions.

Corporate Traveller also devised a new plan for swimming and cycling athletes who were based in Cambridge at their pre-camp and needed to travel to Auckland. The swimming and cycling teams stayed in Cambridge, and their trip to Auckland was delayed until the day of their international departure, with new plans confirmed and ready for travellers within an hour.

Despite the challenges, Corporate Traveller successfully arranged flights for the country's 71-member Paralympic team to arrive in Tokyo, where they competed and safely arrived home with 12 medals. And six were gold medals!

### The golden touch for travel savings

As well as bringing home numerous medals, Corporate Traveller helped the team achieve \$80,000 in savings from supplier waivers for the team's Tokyo trip. These travel savings were made up of waivers for excess baggage for the team (\$67,791) and waivers for seat cancellation costs and associated fees (\$6,735). That's sports travel management at its finest!

Corporate Traveller's industry specialisation, **group travel** experience, and skill in managing travel during the pandemic created a smooth travel experience for **Paralympics New Zealand**. The project involved close coordination and daily communication with travel industry suppliers, government authorities, and the team to ensure they could travel during a time when international travel was technically banned for most countries globally.



**Your contribution to the Beijing team was outstanding and greatly appreciated, we acknowledge that this was not an easy assignment due to the strict regulations of entry and exit for Beijing. Nothing was ever an issue and always delivered with a smile on your face. We look forward to working with Corporate Traveller Stage, Screen & Sports as we continue our journey towards Paris 2024 and Milano Cortina 2026.**

- The Team at Paralympics NZ

