



KEY TRAVEL

CASE STUDY:

THE HEIGHTS CHURCH: GROUP TRAVEL AT SHORT NOTICE

The Heights Church, a Raptim Humanitarian Travel (now Key Travel) client, ran into many issues with an unreliable travel company, leaving them little time to rearrange a missionary trip to Honduras for 15 people.



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CHOOSING A RELIABLE TRAVEL MANAGEMENT COMPANY TO HANDLE AN ORGANIZATION'S TRAVEL ARRANGEMENTS HAS MANY BENEFITS, INCLUDING PROTECTION FROM POTENTIAL SCAMS OR ILLEGITIMATE TICKET SOURCES.

The Heights Church, from Richardson TX, found themselves in this unfortunate position. After purchasing travel from an unreliable source, they were never issued their tickets even after their payments had been processed. The church found themselves with no travel arrangements only a few weeks from the expected departure date.

When The Heights Church discovered the predicament they were in, they called upon Raptim Humanitarian Travel for help.

THE CHALLENGE

The close proximity to the travel date required a prompt response from the Raptim team, having to fly 15 missionaries to Honduras on such short notice while ensuring that the airfare stayed within the expected budget.



15

missionaries
traveling at
short notice



24/7

customer
response from
the team



2

coordinated
itineraries
sourced

THE SOLUTION

The Raptim Humanitarian Travel reservation team worked around the clock to make sure that the Heights Church group could reach their destination on time, relieving the pressure of having to reschedule their trip and allowing them to focus on what matters the most: their mission.

After working through the weekend, the Raptim team managed to find the best possible fares and secured reservations for the group within a few days. The Raptim team sourced available seats on two different services and airlines, creating two itineraries. The team made sure to coordinate the departure and arrival times, to simplify the complexity of the trip.

THE OUTCOME

Raptim Humanitarian Travel assisted The Heights Church during this difficult time, putting the reservation team's expertise at the service of those who travel to do good in the world. Not only did the group successfully make it to their mission on time, but as a result of this experience, The Heights Church decided to appoint Raptim Humanitarian Travel as its official travel partner.



In October of 2017 we came to Raptim in a bit of a predicament. We had an international trip leaving in just a few days and the travel agent we were booked through mishandled our reservations and we had no seats. Furthermore, there were not enough open seats on the plane to handle our group. I made one call to Raptim and they were on it immediately. The agent who helped us worked well into the late evening to get everything sorted for us. Within a few days of my original phone call our entire group had confirmed seats. Raptim has been our only travel agent since then. They earned our business that day, and their professionalism and prompt service has led us to being loyal clients ever since.

Pastor Richard Covington
The Heights Church.





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