

Summer Games

CASE STUDY

ROADTRIPS The Ultimate in Sports Travel

Client Summary

- Five travelers; A grandmother in her late 60's with her two adult children and one spouse (40's) and one grandchild (19)
- For this multiple generational group, we created a completely customized experience around their various needs including preferred travel dates, desired events such as the Opening Ceremonies, level of hotel and seating category, as well as additional inclusions and experiences
- Total Package cost was \$105,000

Agency Profile

- Samantha Grocott, Liberty Travel
- Earned \$11,730 in commission

Custom Private Summer Games Experience

Tickets

- Tickets Opening Ceremonies ZO001 (August 5)
- Tickets Fencing FE002 (August 6)
- Tickets Gymanastics GA009 (August 9)
- Tickets Swimming SW004 (August 7)

Accommodations

- 1 Deluxe Room Hotel Santa Teresa arrival August 4 for 6 nights
- 1 Junior Suite Hotel Santa Teresa arrival August 4 for 6 nights

Summer Games Case Study

R O A D T R I P S

Transportation

• Round Trip Private Sedan Transfers Upon Arrival and Departure

Additional Inclusions

- Breakfast Daily
- R\$300 (approximately \$150 USD) Daily Food & Beverage Credit Per Room
- Personalized Meet and Greet Service by Roadtrips Staff Upon Your Arrival
- Daily Access to Roadtrips Summer Games Viewing Lounge & Hospitality Terrace at Hotel Santa Teresa
 - * Includes complimentary snacks and beverages
 - * Includes multiple big-screen TV's and indoor/outdoor terrace overlooking Rio
- Summer Games Commemorative Gift Package
- Personalized Itinerary
- Onsite Hosts and Local Assistance
- Expert Travel and Concierge Services of the Roadtrips At-Your-Service Desk
- Half day Excursion to Corcovado & Christ the Redeemer, hosted by our bilingual staff

PERSONAL ITINERARY

PRESENTED BY ROADTRIPS



LINDA & PAUL TRIOELY *

*Names have been changed to protect client privacy.



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LINDA & PAUL TRIOELY 3

WELCOME TO RIO

Dear Linda and Paul,

Welcome to Rio and the 2016 Summer Games! We are delighted to have the opportunity to show you this amazing city and spectacular event, and it is our pleasure to make your trip as enjoyable as possible.

There is no sporting event in the world that can match the excitement of the Summer Games. Rio de Janeiro and its 32 competition venues will not only play host to over 10,500 athletes from 206 countries, but they will also welcome fans from around the world who have come to experience with them every thrilling victory and gut-wrenching defeat, every call and reaction, every drop of sweat and heartfelt emotion that will come over the Games' 17 days of competition.

At Roadtrips we take pride in our ability to create the ultimate in sports travel experiences, and we look forward to providing you with great memories from this year's Summer Games. All possible care has been taken by our team to ensure that your holiday runs smoothly. In addition, your onsite hosts will be available and fully committed to making sure you have the best trip possible. You now have in your possession your full itinerary, and if there is anything you wish to clarify, please do not hesitate to contact us on one of the numbers listed on the contact page included in this document.

We hope you enjoy your Summer Games travel experience!

All the best,

Dave Guenther, CEO Roadtrips Inc.



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GUEST NAMES	Linda Trively, Paul Trively
YOUR EXPERIENCE DATES	August 04 - August 10, 2016
YOUR HOTEL	Hotel Santa Teresa

The following itinerary has been arranged expressly for you:

THURSDAY, AUGUST 04	Arrival Day	y
Transportation	7:35 am	Private airport transfer on arrival in Rio de Janeiro
FRIDAY, AUGUST 05	Event Day	
Event Tickets	4:30 pm	Opening Ceremonies Session Z0001 <i>Maracanã</i>
SATURDAY, AUGUST 06	Event Day	
Event Tickets	4:00 pm	Fencing Session FE002 <i>Carioca Arena 3</i>
SUNDAY, AUGUST 07	Event Day	
Event Tickets	10:00 pm	Swimming Session SW004 <i>Olympic Aquatics Stadium</i>
MONDAY, AUGUST 08	Excursion	to Corcovado
Excursion	7:00 am	Excursion to Corcovado and Christ the Redeemer

YOUR EXPERIENCE AT A GLANCE



TUESDAY, AUGUST 09	Event Day	,
Event Tickets	4:00 pm	Gymnastics - Artistic Session GA009 <i>Rio Olympic Arena</i>
WEDNESDAY, AUGUST 10	Departure	e Day
Transportation	5:45 pm	Private airport transfer on departure from

Please note that all information contained in this itinerary, including session events, is subject to change without notice.

RIO S U M M E R G A M E S 2016

YOUR HOTEL hotel santa teresa

RUA ALMIRANTE ALEXANDRINO, 660, SANTA TERESA - RIO DE JANEIRO

One of the continent's most beautiful hotels, as its many awards and accolades can attest to, the Hotel Santa Teresa is one of those places that can only be described as magical. This charming yet sophisticated property, formerly a historical coffee plantation mansion, has recently been restored to an extraordinary boutique hotel. Guest rooms offer a peaceful, serene atmosphere, where visitors can truly relax. Unique features include Ypê wood floors, Brazilian art pieces, and tropical gardens that were inspired by the property's association with the golden age of cocoa and coffee. So much more than just a place to rest your head, the Santa Teresa is also home to a wonderful Spa and Térèze Restaurant, where the breathtaking views are only outdone by chef Pablo Ferreyra's exquisite creations.

DINING

Restaurant Térèze International Cuisine. Breakfast is served daily from 7am-10:30am.

Bar dos Descasados

Pool Lounge

STAYING CONNECTED

Wireless Internet Complimentary throughout the hotel

FITNESS AND LEISURE SERVICES

Outdoor pool Spa

DISTANCE Galeão International Airport (GIG) Approximately 12 miles



HOTEL SANTA TERESA

SUMMER GAMES 206

Please note all information is subject to change without notice. Please confirm with the hotel or your onsite hosts for any updates.













DUANE PENNER

International Calling: **011 55 21 9 9458 4150** Within Brazil: **21 9 9458 4150**

BRIAN BENCI

International Calling: **011 55 21 9 7524 3028** Within Brazil: **21 9 7524 3028**

Please note your host's phone numbers will only be active beginning on August 2.

YOUR HOSTS DURING YOUR RIO EXPERIENCE

We will be available throughout your stay in Rio de Janeiro. In addition to being available onsite during your experience, you are welcome to call or text us any time during the day if that is your preferred method of communication. We look forward to being of service during your stay.



DUANE PENNER

duane.penner@roadtrips.com

Duane is one of Roadtrips' most active and experienced hosts and is no stranger to major global events like the Summer Games. His travels throughout the world have focused on his passion for food, wine and history and he is always eager to explore new destinations. Duane is looking forward to assisting you with anything you might need during your Summer Games experience.



BRIAN BENCI

brian.benci@roadtrips.com

Brian has hosted countless sporting events in the many years he has worked for Roadtrips. As a big sports fan (particularly for his hometown Winnipeg Jets hockey team), his passion for travel and love for good food make him a natural and enthusiastic host. As part of Roadtrips' sales team, he has expert knowledge of the Summer Games and is looking forward to welcoming you to beautiful Rio de Janeiro and the excitement of this world-class event.





SUMMER GAMES 2016

THE ROADTRIPS BRAZILIAN HOSTING TEAM

To make your trip run as smoothly as possible, your Roadtrips onsite host team will include a team of local Brazilian hosts who are fluent in both English and Portuguese and who will be available to you while in Rio de Janeiro. Our local hosts will be working alongside the rest of our team so that you have both global and local experts at your disposal!



BRUNO



ANDREA



PEDRO



CAMILA



CAROL



CAROLINA



LUCAS B.



GABBY



LUCAS F.



LEILA



GABRIEL















VIEWING LOUNGE **AT THE HOTEL SANTA TERESA**

RUA ALMIRANTE ALEXANDRINO, 660, SANTA TERESA - RIO DE JANEIRO

Join Roadtrips at our Summer Games Viewing Lounge and Hospitality Terrace located in the Hotel Santa Teresa. With stunning views overlooking the city of Rio de Janeiro, this prestigious and award-winning lounge is reserved exclusively for Roadtrips guests. Open throughout the Games, you can take in the Olympic excitement in the gorgeous surrounds of Santa Teresa.

Open daily from 4 pm to 11 pm, all of our guests are welcome to come enjoy the lounge and terrace. In the lounge, there will be multiple televisions screening North American Olympic Games coverage, as well as a selection of beverages and gourmet food. Out on the Terrace, guests can meet and enjoy the company of other Roadtrips travelers, or sip a cocktail while taking in the sunset as it disappears behind the unforgettable view of downtown Rio.





TRANSPORTATION **to your events**

Rio de Janeiro has a variety of transportation options, however, as with any major city, travel times can vary greatly depending on the destination and mode of travel. For transportation to your events we recommend using a taxi or private chartered vehicle. Your onsite hosts will also be available daily to provide you with updates on suggested travel methods and routes to your events.

TAXI & UBER

Rio taxis are one of the most convenient and comfortable ways to get around. They operate by meter with varied rates depending on the day and time. Drivers are quite knowledgeable but rarely speak English, so we recommend you have your destination in writing. Yellow taxis are licensed and are the official service in Rio; they are plentiful and the fares are reasonable. The biggest hurdle can be traffic; roads are often faced with congestion, particularly at rush hour.

Uber fans will be glad to know that the popular car service is widely available in Rio. Service is efficient, although reasonable waiting times are to be expected during the busy Summer Games period. Many local Cariocas use Uber on a regular basis and it's a reliable way of getting around Rio. Uber accounts are set up in advance, for which the credit card on file is charged and there is no cash exchange required.

PRIVATE CHARTERED VEHICLE

Your onsite hosts can arrange for a private vehicle if you prefer traveling to your event in the comfort of a dedicated car. We recommend securing these in advance to guarantee availability, particularly for larger groups, as demand will be high.

Rio also has a Metro system and public bus service that guests can use for transportation should they prefer. If you would like more information on either of these options please contact your onsite hosts.



WELCOME TO RIO!

Today you arrive in Rio de Janeiro for the start of your Summer Games experience.

7:35 am Your flight, JJ 7807, arrives in Rio de Janeiro (GIG) from New York (JFK).

After claiming your luggage, you will be met by a local Roadtrips representative who will have a sign with your name and who will assist you with your transfer to your hotel.

On arrival at the Santa Teresa Hotel, your Roadtrips onsite hosts will meet you in the lobby and assist you with your check-in. Your hosts will review your itinerary with you and answer any questions you may have.

3:00 pm Hotel check-in time. Hotel space is at capacity during the Summer Games. We will do our best to get you into your room as soon as possible. If your room is not available, we will assist you with luggage storage and you are free to use the onsite facilities including restaurant and pool areas. Please come prepared with a day bag and our hosts can recommend ways to spend your arrival day.





















OPENING CEREMONIES Z0001 FEATURING THE OPENING OF THE GAMES

This evening you have tickets to attend the Opening Ceremonies of the 2016 Summer Games featuring the official opening of the Games and the lighting of the Olympic Flame. *Please note the special gate opening and show times.*

4:30 pm Opening Ceremonies Session Z0001 at Maracanã Stadium

Gates Open:	4:30 pm
Pre-Show:	7:15 pm We suggest attending. This is where you will receive information on anything planned for crowd participation during the Ceremony.
Ceremony Begins:	8:00 pm

See the 'Transportation' page in your *Personal Itinerary* and the 'Events & Venues' section of your *Roadtrips Rio City Guide* or speak to your onsite hosts for suggestions on how to get to your event venue.



FENCING FE002 FEATURING WOMEN'S EPÉE GOLD MEDAL MATCH

This afternoon you have tickets to attend Fencing at Carioca Arena 3, featuring the Women's Epée Gold Medal match.

4:00 pm Fencing Session FE002 at *Carioca Arena 3* Session Events: Women's Individual Epée - Semi-Finals Women's Individual Epée - Bronze Medal Match Women's Individual Epée - Gold Medal Match Women's Individual Epée - Victory Ceremony

See the 'Transportation' page in your *Personal Itinerary* and the 'Events & Venues' section of your *Roadtrips Rio City Guide* or speak to your onsite hosts for suggestions on how to get to your event venue.











SUNDAY, AUGUST 07 EVENT DAY



SWIMMING SW004 FEATURING MEN'S 4 X 100M FREESTYLE RELAY

This evening you have tickets to attend Swimming at Olympic Aquatics Stadium, featuring the Men's 4 x 100m Freestyle Relay Final.

10:00 pm

m Swimming Session SW004 at *Olympic Aquatics Stadium*

Session Events: Women's 100m Butterfly - Final Men's 200m Freestyle - Semi-Finals Women's 100m Breaststroke - Semi-Finals Women's 100m Butterfly - Victory Ceremony Men's 100m Breaststroke - Final Women's 400m Freestyle - Final Men's 100m Backstroke - Semi-Finals Men's 100m Breaststroke - Victory Ceremony Women's 100m Backstroke - Semi-Finals Men's 4 x 100m Freestyle Relay - Final Women's 4 x 100m Freestyle Relay - Victory Ceremony Men's 4 x 100m Freestyle Relay - Victory Ceremony

See the 'Transportation' page in your *Personal Itinerary* and the 'Events & Venues' section of your *Roadtrips Rio City Guide* or speak to your onsite hosts for suggestions on how to get to your event venue.

MONDAY, AUGUST 08 EXCURSION TO CORCOVADO 2016

Today you will experience one of the most iconic sites in all of Rio - Christ the Redeemer on top of Corcovado Mountain alongside your local Carioca host, giving you the opportunity to learn about Rio from a local's perspective. After a scenic drive to reach this main scenic spot, you will take the cogwheel train, or air conditioned van, to the summit where standing on the viewing platform you will take in the gorgeous panoramic view including downtown Rio, Sugarloaf Mountain, and Copacabana Beach. The view is breathtaking and you are sure to take some unforgettable pictures from this iconic South American peak!

7:00 am Your Carioca host will meet you at the front of your hotel for the start of your half-day excursion. Your excursion will return to your hotel at approximately 11:00 am.





















GYMNASTICS - ARTISTIC GA009 FEATURING THE WOMEN'S TEAM FINAL

This afternoon you have tickets to attend Artistic Gymnastics at Rio Olympic Arena, featuring the Women's Team Final.

4:00 pm

Gymnastics - Artistic Session GA009 at Rio Olympic Arena

Session Events: Women's Team - Final Women's Team - Victory Ceremony

See the 'Transportation' page in your *Personal Itinerary* and the 'Events & Venues' section of your *Roadtrips Rio City Guide* or speak to your onsite hosts for suggestions on how to get to your event venue.



Today you depart Rio. Your Roadtrips onsite hosts will confirm what time you should meet in the hotel lobby for your private transfer to the airport. Please note, hotel check out time is 12:00 PM.

- **5:45 pm** Your private vehicle will be ready and waiting to transfer you to the airport and your departing flight.
- **9:15 pm** Your flight, American Airlines 974, departs Rio de Janeiro (GIG) for New York (JFK).

Thank you from the entire Roadtrips team for allowing us to be part of your 2016 Summer Games experience. We wish you a safe journey home and look forward to assisting you with your next sports travel experience!









CONTACT US

You are welcome to contact us at any time for all inquiries.

YOUR ON SITE HOST TEAM

Your Roadtrips onsite hosts will be on the ground in Rio and available for anything you may need during your trip. Please note, your host's phone numbers will only be active beginning on August 2.

DUANE PENNER International Calling: 011 55 21 9 9458 4150 Within Brazil: 21 9 9458 4150

BRIAN BENCI

International Calling: 011 55 21 9 7524 3028 Within Brazil: 21 9 7524 3028

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The Ultimate in Sports Travel



LINDA & PAUL TRIOELY