Planning Itineraries

Activities Workbook
Lesson 1: Guidelines to Planning Successful Itineraries

Quick Quiz
Test Your Understanding #1

Your clients want to see the following attractions during their nine-day trip to southern Europe: Pompeii, the Isle of Capri, Sorrento, Lake Como, and Lake Maggiore. Would you recommend a hub-and-spoke routing?

Why or why not?

If your answer is yes, what two cities might serve as the hubs?

How many days would you recommend at each hub? Use a map and other resources as aids.
Time Out

Using brochures and other tour references in your office, find an example of a hub-and-spoke, circle trip, and open-jaw tour itinerary. Why was a particular type of routing used in each instance?

Quick Quiz

Test Your Understanding #2

Your client has asked you to plan a two-week itinerary through Scandinavia. In addition to the standard reference materials that you use for air, hotels, car rentals, and cruises, identify at least eight other types of resources and aids that are available to you during the destination research stage.
Travel Agency Name

Travel Itinerary

Prepared For: ___________________________ Destination(s): ___________________________

Travel Dates: Departing: _______________ Returning: __________________________

Travel Consultant: ______________________ Phone: ________________________________

Notes: ________________________________________________________________________

**Air/Train Segment #1**

Travel Date: _______________ Airline/Carrier: ___________________________

Depart From: _______________ To: _______________ Flight/Train #: ___________________

Departure Time: _______________ Arrival Time: _______________ Gate/Terminal: _______

Confirmation #: _______ Service Class: _______________ Seat:_____________________

Check-in/Baggage Instructions: ____________________________________________________

Airline/Train Phone/Website: _____________________________________________________

**Air/Train Segment #2**

Travel Date: _______________ Airline/Carrier: ___________________________

Depart From: _______________ To: _______________ Flight/Train #: ___________________

Departure Time: _______________ Arrival Time: _______________ Gate/Terminal: _______

Confirmation #: _______ Service Class: _______________ Seat:_____________________

Check-in/Baggage Instructions: ____________________________________________________

Airline/Train Phone/Website: _____________________________________________________
Planning Itineraries

Lesson 1: Guidelines to Planning Successful Itineraries

Car Rental

Rental Company: _______________ Class/Model: _______ Confirmation #: ___________

Pick-Up Location: ___________________ Pick-Up Date/Time: ___________________

Drop-Off Location: ___________________ Drop-Off Date/Time: ___________________

Rental Price ___________ Other Information: ______________________________________

Car Rental Phone/Website: ______________________________________________________

General Flight Information

Reconfirm: Please ensure you reconfirm your flights in case of schedule or time changes. This can be done by calling the airline or checking their website.

Check-in & Security: Please allow 3 hours time prior to departure for international flights and a minimum of 2 hours for domestic flights. Please note security procedures at airports vary, so please allow enough time for airport screening.

Baggage: Baggage limitations vary greatly between carriers and destinations. Please refer to your documentation and check with the airline for specific restrictions that may apply to your journey.

Changes: After departure any changes, cancellations or amendments to your ticketed reservation must be referred to the airlines local office. Airline fare rules and regulations vary greatly and penalties may apply.

Travel Documents

Passports: Carry a passport valid well beyond (minimum 6 months) the day of your anticipated return and ensure that you have sufficient blank pages for visas during your visit.

Visas: Obtain any required visas for the countries you are visiting. Visa procession time and requirements vary between countries. Your nationality may also be a factor regardless of where you reside.

Immunizations: Certain countries require immunization certificates prior to gaining entry. Check with your doctor well in advance of travel for advice on what is required for your destination.
Lesson 2: Planning Itineraries in the Americas

Quick Quiz

Test Your Understanding #3

The Rizzos are visiting Vancouver on a business trip. After their meetings are over, they want to take a one-week vacation to see as much as they can of the Canadian Rockies. They will be renting a car for this vacation trip and can return home from any city. Can this be done comfortably in one week?

If so, which destinations or resort area(s) would you recommend?

Outline their day-to-day itinerary, indicating overnight stops and major excursions, if applicable (follow the day-to-day format from the previous page.) Use a map and other resources available to you.
Quick Quiz

Test Your Understanding #4

Another popular tourist region in the South is the Gulf coast area of Louisiana, Mississippi, and Alabama. How would you plan a five-day self-drive itinerary to include antebellum mansions, the gambling centers of Mississippi, plus important Civil War sites? The trip would start and end in New Orleans.
Lesson 3: Planning Itineraries in Europe

Quick Quiz
Test Your Understanding #5
Refer to a detailed map of Germany. Can you identify the major routes? At first it looks like a “hodgepodge” of intersecting lines, but they do form a rough gridlike pattern. That means that you have the flexibility to plan several different routes between any two given cities. For example, to travel from Hamburg (in the north) and Munich (in the south) you can travel on any one of several different routes, each taking roughly the same amount of time. Can you identify three different routes by naming several cities and towns along the way?

Quick Quiz
Test Your Understanding #6
Study the major transportation patterns of other European countries. For each country listed below, does the major road system resemble a hub-and-spoke, gridlike, or linear pattern?

1. England
2. Hungary
3. Poland
Quick Quiz
Test Your Understanding #7
How would you plan an itinerary for a client who wants to visit England and Scotland, but has only six days to travel? Using a map, atlas, or other references, plan a day-to-day, self-drive, independent tour that hits all of the key spots. Use the format shown in the day-to-day itinerary above.

Quick Quiz
Test Your Understanding #8
The Lopezes want to make some changes to the itinerary that you planned through Spain and Portugal as shown above. Their vacation has been reduced to only ten days, and they now want to spend at least three days touring through Morocco; they also want to concentrate their sightseeing in two major cities in Portugal and Spain—Lisbon and Seville. It would be a bonus if you could work in a few days of relaxation at a beach resort along the way. Design a new day-to-day itinerary.
Application Activities

The following activity will allow you to practice your skills of conducting destination research and planning itineraries effectively.

There are no absolutely right answers for this exercise; a lot depends on how you interpret the clients’ interests and which resources you have handy. The point here is to go through the process of designing a workable and interesting itinerary to practically anywhere in the world. Use an atlas and any other resources that are available to you. Have fun!

Exercise

You just got a very flattering (and exciting) phone call from your boss. The agent who normally handles itinerary planning for independent clients is out on leave for several months. The agency is now looking for a really talented agent to work in the FIT department, designing tours for the agency’s independent and group clients.

To find out if you are the right person for the job, your boss decides to test your itinerary-planning skills. She gives you the following three client profiles. She asks you to select two of the three trips and plan an itinerary based on the destinations, conditions, and client information provided.

Write a brief day-to-day outline of your suggested itinerary. Indicate overnight stops by underlining them and indicate major excursions and attractions to be visited along the way. Each itinerary is to be 10 to 14 days, with a minimum of three separate destinations as overnight stops.

Use the forms provided to design your tours, following this format:

Day 1: Madrid sightseeing
Day 2: Madrid - Castille - Aragon - Barcelona
Day 3: Barcelona sightseeing
Day 4: Barcelona - Costa del Azahar - Peniscola - Valencia
Trip 1: Incan Adventure

Destination: South America

Your client, a professor of anthropology from the local university, and her friend, who teaches history, want to discover the land of the Incas. Being interested in pre-Columbian history, they have both visited Mexico and Central America during past vacations. This time they want to spend about one week visiting such places as Machu Picchu, Lake Titicaca, Urubamba River Valley, and Lima.

Plan an exciting Incan adventure that includes all of the key highlights of this land.

Trip 2: Highlights of the New Europe

Destination: Eastern Europe

These clients have traveled to western Europe many times and now want to see the European countries that were difficult to visit during the cold war: eastern Germany, Slovakia, Czech Republic, and Poland, for example. Since you are able to get an excellent round-trip airfare to Vienna, that will be their starting and ending point. They want to visit the capitals and cultural centers in Hungary, Poland, and the Czech Republic. They especially want to visit sites located in what was formerly East Germany.

Design an efficient and interesting circle-trip itinerary through the New Europe.

Trip 3: Roof of the World

Destination: India and Nepal

Your clients are young, upscale, and adventure-seeking. They are well-traveled and enjoy hiking and trekking on their vacations. They are particularly fascinated by the sub-continent of India. On this trip, they want to experience the major cities of Mumbai and Kolkata, but they are also intrigued by the exotic mysticism of Kathmandu.

Plan a two-week active vacation for them. You will have to include air and possibly some rail segments in their itinerary because of the distances and rugged topography involved.
## Trip 1: Incan Adventure

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### Trip 2: Highlights of the New Europe

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Trip 3: Roof of the World

Day       Destination/Activity