

Case Study: Incentive Travel

When a crisis happened with no warning on a sales incentive cruise, a trained MotivAction Emergency Services team's rapid response provided peace of mind.



Challenge

- Two heart attacks occurred on the same day within the same travel group while on a Caribbean cruise. The emergencies required that the award earners and their partners disembark the ship to be taken to the most accessible hospital for additional medical attention.

Strategies

- MotivAction travel personnel go through extensive training and practice in preparation for a variety of emergencies related to medical issues, passports, travel problems, disasters or country unrest
- Established emergency contingency procedures have been created to guide our travel personnel through the maze of options
- Specific teams back at our main headquarters and on the trip go on high alert as emergencies occur and details get resolved

Solutions

- Because the patients were required to stay in the hospitals for a minimum of two days, difficult –to-locate rooms were secured on the islands of St. Thomas (celebrating “Carnival”) and Puerto Rico (large convention). A team member stayed with the families until departure home.
- The Emergency Service team handled the wiring of cash, hotel and luggage issues, transportation on the island and the altering of flight details
- Our teams work on multiple travel programs overseeing the comfort and safety of travelers every year. We bring over 30 years of experience wherever we travel