

Best Practice for a Positive Travel Experience
Ground Transportation Guide

ANTHONY TRAVEL | ON LOCATION | NCAA CHAMPIONSHIPS

PLAN AHEAD & COMMUNICATE

- Share a complete itinerary as early as possible. Include schedules, locations, routes, and key timing details.
- Communicate changes to travel party quantity, schedule, and location promptly so the driver can adjust safely and efficiently
- During the trip, maintain one clear point of contact for transportation updates.

SUPPORT YOUR DRIVER

- Your driver is a trained professional responsible for the team's safety, comfort, and transportation.
- When practical, include the driver in team meals or allow adequate time for the driver to eat.
- Gratuity is not included in the daily transportation rate and is not an NCAA reimbursable expense. It is optional, but encouraged for exceptional service. Schools may tip the driver directly or coordinate with their Anthony Travel representative to add gratuity to the final invoice.

PLAN DRIVER HOTEL ACCOMMODATIONS

According to NCAA Championship Travel Policy

Division I & National Collegiate

- Institutions are responsible for driver hotel rooms; these are non-reimbursable expenses.
- For men's and women's basketball, institutions are required to reserve a hotel room for each bus driver.
- For other sports, if a driver requires an overnight room, reserve it within the team's hotel room block whenever possible.

Division II & Division III

- If onsite driver hotel expenses are incurred, submit them through the Travel Expense System as miscellaneous ground transportation; a receipt is required.
- If a driver requires an overnight room, reserve it within the team's hotel room block whenever possible.

CONFIRM OVERNIGHT BUS PARKING

Discuss complimentary overnight bus parking during hotel planning and confirm arrangements before arrival. Coordinate with the bus vendor, and contact your Anthony Travel/On Location representative or NCAA Travel if adequate parking cannot be secured.

LEAVE THE BUS READY FOR THE NEXT TRIP

Before exiting—especially at the airport—check seats, bus bays, and surrounding areas for personal belongings and trash.

KNOW WHO TO CONTACT

- **Medical or life-threatening emergency:** Contact local emergency services first.
- **Breakdown, major delay, onboard emergency, or other transportation concern:** Notify the driver immediately, then contact the bus company's 24-hour emergency/dispatch line. If additional assistance is needed, contact the Anthony Travel/On Location NCAA Ground Transportation team or NCAA Travel.
- Follow the established escalation process and keep your transportation contact informed until the issue is resolved.