

THE MAGIC OF TRAVEL

Navigating Travel Hurdles in Film Production

Overview

This success story focuses on the production travel challenges faced by a major film production from June 2020 to 2024. The project was disrupted by the COVID-19 pandemic, which halted filming and created ongoing complications with restrictions and hotel availability. Once filming was back on track, bad weather and natural disaster impacted the project.

BCD's team demonstrated exceptional negotiating skills and tireless dedication, ensuring the cast, crew, support staff, and their families were able to continue the production smoothly despite these obstacles.

Our team's efforts played a pivotal role in overcoming the challenges and keeping the project and budget on track.



Security Diligence

Rooms for talent, needed to be adjacent as they were traveling with family. We gathered floor plans, room locations and worked with hotel contacts to secure adjacent rooms. Once the room configurations were identified, we presented the information to the security team for their confirmation the allocations were suitable for the A-list talent.



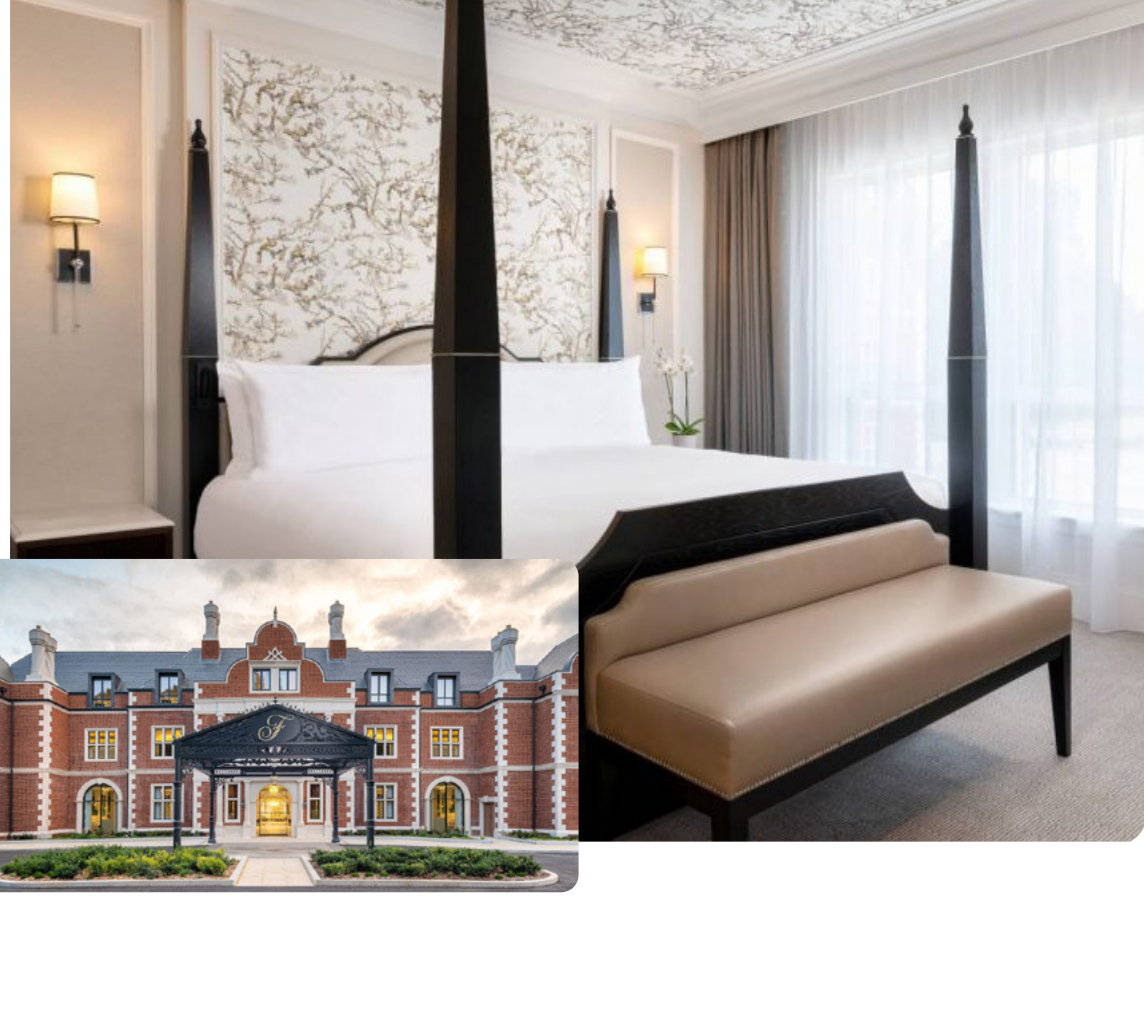
Full Capacity

The production needed a dialect coach and additional rooms for the talent's visiting family. Despite the hotel being fully booked initially, we secured all required rooms after two months of negotiations with our hotel contacts.



Parking Issues

We worked with nearby hotels for parking availability and to negotiated rates for the cast staying at the Queens Gate hotel. Many of the long term stay residents talent requested, did not have parking facilities available. Our team used their contacts and relationships with other suppliers in the area to make use of their parking.



Last Minute Hotel Arrangements

Due to security reasons, Talent requested to move from London to a hotel outside of town. Our team negotiated special rates with multiple hotels last minute and secured three rooms for alternate dates. We worked with our hotel contact to confirm a 2-bedroom Royal Suite at a rate of £4,000 per night (down from £7500), offering private access, lift, spa, dining room, and private lounge. The Security detail also required an additional room adjacent to the suite which we were successfully able to negotiate with a 72-hour cancellation policy for the final night, despite the usual non-refundable terms.

Isolation for COVID-19: A VIP needed to urgently move to a new hotel to isolate from a family member. Despite no booking or payment plan in place, we worked with hotel contacts to allow immediate check-in. Once the guest was settled and resting comfortably, we were able to quickly arrange booking and billing behind the scenes to ensure the guest would not be inconvenienced.

Rental Cars

Anticipating Crew Needs

The production team faced a logistical challenge when crew member's rental cars were scheduled to be dropped off on a Friday, but the crew wouldn't be checking in until the weekend. This timing created a gap where the cars would be dropped off, but crew members wouldn't be available to collect them. To ensure a seamless experience for the crew, we needed to find a way to get the cars ready at the crew's apartments and ensure the keys were accessible to them when they arrived.

Coordinating with the Hotel

The team arranged for the guest services manager to meet the drivers who were dropping off the cars, ensuring they were parked properly, and each car inspected. Each car key was to be placed in the apartments ahead of the crew's arrival which is an unusual request. This way, when the guests checked in over the weekend, they wouldn't have to make time to pick up the cars themselves, saving them time and hassle.

Going Above and Beyond

In addition to coordinating the car deliveries, our team worked with the hotel to get the apartment access codes earlier than the standard check-in time. While this is not a typical service the hotel company offered, our team were successful in having this access arranged free of charge.



Early Call Times

The set call time each morning was before the breakfast service began at the hotel. Knowing what value and convenience breakfast would bring to the crew, our team was able to work with the hotel to arrange for an early breakfast service before the official breakfast service began. This proactive approach ensured that the production schedule was met without delay.

Going the Extra Mile

The chefs arranged the breakfast service for 7 a.m. instead of the usual 8 a.m., ensuring there was ample time for the production team to dine and travel to the location. The production team was accommodated, and the adjustment was made with no additional cost from the hotel to the production budget.

Seamless Coordination with Staff

To accommodate the change in breakfast timing, the kitchen staff's schedules were modified accordingly. This required coordination and adjustments, but it was done smoothly without any disruption. Importantly, the decision to modify the schedule did not result in any additional charges, reflecting the team's focus on maintaining high standards without impacting the project budget.

Cabin buy outs

We coordinated a rail group booking for the entire production travelling to a location shoot. Recognizing the unique needs of film crews, we arranged an exclusive First Class carriage buyout, ensuring the entire team traveled together in comfort and privacy. This included dedicated check-in assistance, advanced onboard catering, and a personal host to manage logistics throughout the journey. Upon arrival, assistance was provided to facilitate a smooth transition to their accommodations. By negotiating competitive group rates and managing all payment facilitation, we ensured a seamless booking experience. An e-ticket was issued for the entire group, and all logistics were coordinated in advance with the rail company to guarantee a hassle-free and exceptional travel experience.

Team Excellence and Key Highlights

- ✔ Determination and Teamwork
- ✔ Excellent negotiation skills across the team
- ✔ No challenge was too big to tackle
- ✔ Travel team available 24/7
- ✔ Strong relationships with hotels and accommodation suppliers

14,032
Total number of rooms

64,964
Total number of nights

£12.43M
Total room cost

£19.77M
Amount saved

£36.72M cost before discount

Just a little note to say thank you! Thank you so much so much for your help and hard work with everything on Snow White 2024! Especially with The Fairmont. We really see you all as miracle workers!

Emily Phillips
Assistant Production Coordinator

You have all been so amazing, guiding and entertaining all of our insane and crazy requests! You always pulled it out of the bag and everything you did to help us didn't go unnoticed. We truly couldn't have done it without you all. Thank you thank you thank you.

Fran Wallace
Production Coordinator