



Opening doors to star treatment

When Melbourne was booked out with two rock tours and the Australian Open golf, Stage and Screen was the solution for a leading film director. With our discreet approach and preferred supplier relationships, we secured hotel rooms and flights for this VIP after all else failed.

The challenges

In November 2009, Melbourne hosted three of the biggest names in sport and entertainment – Tiger Woods, Britney Spears and Seal – in the same week. The city's five-star hotels had been completely sold out for months.

Stage and Screen was called to assist one of Australia's best-known film VIPs, who had confidence in our ability to organise all travel requirements and demonstrate discretion when working with A-Listers.

Our client needed Business Class seats from Sydney to Melbourne with five-star accommodation in the Melbourne CBD.

Our performance

Stage and Screen drew on its supplier partnerships to deliver on both these needs and provide true VIP service.

As Qantas Platinum Agent, our VIP Stage team was able to clear the waitlist for our client's preferred flight times and secure a Business Class ticket to Melbourne.

Our team also called on their contacts at a number of premium hotels in Melbourne, where the excellent working relationship with Langham Hotel resulted in the hotel rearranging existing bookings to cater for our VIP client. Furthermore, the hotel was able to offer our VIP client the choice of a corner suite or the Presidential Suite.

On arrival at the Langham Hotel, our client was personally greeted by hotel management, escorted by a security team to a private elevator and taken directly to the Presidential Suite. They were handed pre-cut keys, with their check-in already completed.

Our client was delighted with the outcome.

The credits

Stage and Screen prides itself on being able to 'pull strings' to deliver whatever our VIP clients need. We can achieve results that most other travel companies can't. Our strength behind the scenes lies in our strong connections, long-standing relationships and dedication to our service delivery - across all areas of travel.

Our VIP travel services include:

- executive and business travel
- leisure travel getaways and luxury holidays
- tailor-made tours
- destination and other travel information
- additional services such as entertainment reservations and tickets for shows.