



CAPABILITY STATEMENT

Entertainment Travel Management



About Show Group

Show Group is a leading provider of travel and logistics management solutions to the entertainment and creative industries.

With a rich heritage of 40 years, our dedicated account management and travel specialists are equipped with a deep understanding of the unique challenges and opportunities that face the entertainment and creative industries.

Our mission is simple: to provide you with a reliable partner who delivers professional travel solutions tailored to your budget, timeline and unique needs. We don't believe in a one-size-fits-all approach to entertainment travel and we're here to meet and exceed your project travel needs and expectations, whether you're in film, TV, music, theatre, or performing arts.

At Show Group, we understand that every customer is different, so we take the time to listen and create individually tailored solutions for each project. We work with your team to understand project milestones and goals to ensure the show runs like clockwork while keeping the travellers and equipment confidential. With our service combination of efficiency and privacy, we make sure everyone hits the ground running.

As part of the award-winning Corporate Travel Management (CTM) Group, we offer exceptional service, customised solutions, intuitive technology, and global buying power with the resources to handle the specific demands of your project and production, no matter where it takes you.

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“Show Group delivers exceptional service by way of our core strengths; first is our brand's strong heritage of 40 years' experience in the entertainment industry and second is collaborating with our parent company CTM to drive Show Group's future with the most modern technology offering.

My goal as General Manager is to pilot this iconic Australian travel brand through the dynamic marketplace, guide transformation and ensure that our personalised service is never compromised. The beating heart of Show Group has always been and will always be our people and it's my promise that my entire team is passionate and committed to treating your business just like it was our own.”

Adam Tulich,
General Manager, Show Group



Delivering exceptional travel solutions for the entertainment industry

Show Group is a trusted partner for the entertainment industry across Australia.

Our tailored, end-to-end travel and logistics solutions are crafted by industry experts who understand the unique demands and timelines of entertainment production. We pride ourselves on an in-depth understanding of the industry and an unwavering commitment to delivering exceptional service that supports our customers' goals seamlessly and efficiently.

Core Competencies

- **Entertainment experience and expertise:** Show Group boasts 40 years of industry expertise, complemented by a team that has had first-hand involvement in the entertainment field. Servicing entertainment customers from Australia, New Zealand, Asia, North America, and the UK since 1985. Every project, no matter the size, is personalised.
- **Feature film, TV and stream:** Partnering with key industry bodies in Australia Show Group supports 'above & below the line' with high-quality travel service, logistics management, and ensuring timelines are met and budgets are adhered to.
- **Entertainment and touring:** Providing specialist entertainment and touring services to ensure each aspect of your music festival, theatre, concert, fashion show, product launch, or stage production runs smoothly and on time.
- **Financial credit and services:** Critical to the success of any entertainment project, Show Group provides a suitable credit facility, invoice formats and a dedicated entertainment reconciliation team to ensure accounting is strictly managed, especially for offset tax submissions.

Differentiators

- **Twilight team:** A dedicated 'travel specialist' team to service film and TV productions when the busy filming day ends and travel bookings are just beginning.
- **Ausfilm platinum member:** Ensuring we are tightly connected with the entertainment industry, maintaining key relationships and keeping abreast of industry evolution to deliver exceptional service.
- **EzyPO upload:** Integrated into our finance system, easily upload purchase orders directly from EzyPO, streamlining your processes and improving efficiency.
- **Finance credit facility & reconciliation team:** Show Group is experienced in providing a special purpose vehicle (SPV), short-term entity and touring credit facilities and strict reconciliation timelines with a dedicated reconciliation team based in Australia that your accounting team can communicate with.
- **Proprietary technology:** Leveraging CTM Group's technology stack, they build their technology and own the development roadmap, ensuring fast and responsive new technologies and third-party integration capabilities for Show Group customers.

Proven track record

Show Group is a trusted partner for the entertainment industry and has successfully managed and delivered travel requirements to support the success of film production and music touring.

Film

ELVIS



21,038

HOTEL ROOM NIGHTS



859

FLIGHTS



632

CARS

THOR: LOVE AND THUNDER



10,821

HOTEL ROOM NIGHTS



783

FLIGHTS



710

CARS

Music Touring

SLASH & THE STRUTS



284

HOTEL ROOM NIGHTS



134

FLIGHTS



15

CARS

MATCHBOX 20 & GOO GOO DOLLS



1335

HOTEL ROOM NIGHTS



559

FLIGHTS



69

CARS

CIRCLE MUSIC – SUPERSTARS LIVE



1288

HOTEL ROOM NIGHTS



200

FLIGHTS



20

CARS

LANEWAY FESTIVAL 2024



1288

HOTEL ROOM NIGHTS



584

FLIGHTS



114

CARS



Travel experts for the entertainment and creative industries

At Show Group we understand the entertainment industry is one of the most dynamic and demanding fields of work, with unique travel requirements that differ from other sectors and industries.

Actors, musicians and production teams often travel across the globe to film locations or performance venues, and their needs are very specific. This is where specialised travel services come in. These services cater to the unique needs of the entertainment industry by providing tailored travel solutions that go beyond the conventional. We understand the nature of the industry and can provide service solutions that meet the needs of each customer.

Stakeholder Engagement

We believe taking a holistic approach to travel is key to achieving a successful logistics project. That means incorporating project-wide feedback into the end-to-end life cycle of the project from the initial exploration stage, through pre-production and pre-tour planning, 'in shooting' and 'in tour' right through to wrap up and final closure. Engagement through every step is critical to the success of the whole project. This collective approach is designed to deliver value for every traveller, increase transparency, and open lines of communication with your film and television production, touring and travelling workforce objectives.

Expert Travel Support

We recognise the complexities of the entertainment industry and the fluid nature of show business and that's why our experienced team is available 24/7 to offer customised travel services that cater to the unique needs of your project. We pride ourselves on understanding the specific objectives of your project and collaborating closely with your team to exceed your expectations. We make it our top priority to ensure that your travel needs are met seamlessly and efficiently.

- **Dedicated travel team:** From an industry that never stops, we understand the need for around-the-clock service with 24/7 access to travel support.
- **Service at speed:** Meeting SLA agreements with speed and accuracy in every aspect of your travel, accommodation and ground transportation needs.
- **Entertainment rates:** Negotiating preferred rates including value ads such as room upgrades, laundry service, parking, complimentary internet, excess baggage discounts, ground transportation discounts, private suites and charter discounts.
- **Hotel and venue sourcing:** The ability to accommodate needs from city to regional and remote locations with creative solutions to ensure quality results for every stakeholder.
- **A 'can do' attitude:** A proactive problem-solving mindset. Our team will ensure last-minute bookings and itinerary changes are managed with ease and efficiency.
- **Luggage tracking:** Tracking of lost, delayed, or damaged luggage.
- **Travel logistics:** Getting travellers to remote locations, solving complex accommodation needs in multiple locations, and shifting tonnes of equipment and props on tight deadlines.

Personalised Service

Show Group listens to and understands the specific needs and preferences of entertainment travel customers, recognising that personalised service is essential to the success of every project. Our personalised service starts here but doesn't stop there.

- **Supplier preparation:** Advance notification to suppliers of the traveller's VIP status.
- **Private jet charters:** Coordinating private jets for privacy and security reasons for travellers.
- **Customised itineraries:** Schedules can be unpredictable, and customised itineraries can help ensure that travel plans are flexible and adaptable. This may include arranging for last-minute changes to flight plans, accommodation or transportation.
- **Security and VIP services:** Coordinating additional security and VIP services, such as private transportation, and exclusive access to lounges and amenities.
- **Special meal requests:** Ensuring specific dietary needs and customised meal requests are accommodated to ensure that cast and crew are well-fed and energised during their travels.
- **Equipment transportation:** Arranging for the transportation of specialised equipment to film or perform to ensure that they arrive safely and on time.



Group Travel Management

When it comes to organising group travel for your tour, our number one focus is to provide an enjoyable and effortless experience for all your travellers from the second they set off for the airport to the moment they arrive safely home. We understand the nature of the industry and can provide service solutions that meet the needs of each customer.

Show Group offers seamless group booking efficiencies, including GDS integration for air registration, tailored itinerary proposals, and cost analysis tools for comparing airfares across multiple routes. Our services also include air contracts for block space, charters, comprehensive budget management, traveller tracking, and policy compliance, with 24-hour emergency support and on-site or virtual travel agent assistance for high-touch service. Our dedicated travel specialists are highly experienced in arranging domestic and international travel. At every step of your journey, you can rely on our team to deliver a hassle-free experience.

- **Supplier negotiations:** Established relationships with travel suppliers worldwide with extensive global buying power for cost-effective travel.
- **Airport assistance:** Assist travellers in navigating through the busy travel process with meet-and-greet services.
- **Ground transportation:** We offer a range of ground transportation solutions, including competitively negotiated rates with a variety of providers. Additionally, we provide limousine services with trusted partners worldwide and reliable coach transportation for groups, ensuring exceptional service every time.
- **Accommodation:** From independent boutique hotels to the most popular global hotel chains, from urban cities to rural and remote locations, our extensive global portfolio of properties ensures you enjoy the maximum choice.
- **Lightning Group Booking Tool:** CTM's policy-compliant solution for managing group bookings with complex itineraries efficiently and seamlessly.



VIP Travel

With a diverse customer portfolio and extensive international experience, our team has an in-depth understanding of the unique and often complex needs of VIP travellers and approaches all requests with a 'can do' attitude.

Our VIP travel solutions are tailored to the individual needs of your VIP travellers and are designed to ensure maximum privacy, security, and luxury experiences for your VIP travellers.

- **Riders and special requests:** Strong and long-lasting supplier relationships working together to deliver an enjoyable experience for people on the go. From meet and greets to exclusive hotel floor allocations, and specialised requests such as favourite foods - we strive to meet every need.
- **Confidentiality:** Ensuring high-profile individuals' whereabouts are kept confidential is essential to maintaining trust and confidence throughout the production and/or tour.
- **Extra touches:** Hotel room upgrades, arranging pillow menus for comfort, dietary requirements for hotel stays, and arranging special touches including spa treatments and leisure activities.
- **VIP transfers:** Private charter flights, private jet services, limousine transfers and escorted airport transfers.
- **Airport assistance:** Dedicated land and air side meet and greet, assuring security and discretion at all times. We also assist the VIP's family travellers, unaccompanied minors and solo flyers.
- **Travel support:** Book travel online via our booking tools or via your dedicated travel specialist team, who will help ensure your VIP travellers' specific travel requirements and preferences are met every time. We offer expert support 24/7.
- **Travel bookings:** Flights, hotels, transfers, car hire, lounges, insurance and visas. Our VIP travel team oversees all travel arrangements to ensure that your VIP travellers enjoy a hassle-free travel experience.

Finance and Reconciliation Services

Show Group understands the very specific financial servicing needs when it comes to your entertainment travel and knows accurate and timely reconciliations are necessary to ensure the success of a project.

Our dedicated reconciliation service is offered to support production and touring accountants.

- **Entertainment reconciliation offer:** Enjoy our dedicated resource allocated to a feature film production or concert tour, which maintains a direct relationship with 1st, 2nd, and 3rd production accounts and touring accountants.
- **Hotel and vehicle chargeback:** Reconciling with suppliers to ensure accuracy and immediacy for long-term accommodation and long-term vehicle hire.
- **Tolls:** Reconciling with toll provider to ensure accuracy and immediacy for long-term vehicle hire.
- **Invoicing:** Coordinating with our travel specialist travel teams to ensure accuracy and manage any variations to travel services.
- **Producers, location and PDV offsets:** Familiar with funding and rebate support for film and TV producers in Australia.
- **Trading account:** From mid-size projects to large-scale feature SPVs and concert touring, a trading account on terms can be tailored to suit the needs of the project (subject to approved credit criteria).





Entertainment and **Media Corporate Travel**

Show Group offers a best-in-class dedicated team that specialises in corporate travel for our entertainment and media customers - fully backed by CTM as a multi-award-winning provider of service and technology to the global business market.



Entertainment and **media** corporate travel

Show Group designs for the future travel environment, seeking new opportunities, efficiencies, and process improvements for corporate divisions for our entertainment and media customers based on the latest market trends, technological advancements, and our customers' evolving goals and objectives.

Booking Behaviour Optimisation

Our travel specialists keep on top of your industry news, market developments, risks and opportunities. Travel booking behaviour trends are actively monitored to identify changes or opportunities based on best practice insights, benchmarking data and travel industry forecasts.

Show Group can provide travel program performance reports and ongoing training to support your team's evolving needs and program optimisation strategies. Our approach is not just to identify trends, but to proactively steer your team to achieve strategic program evolution and adoption goals throughout the lifetime of our partnership.

Opportunities identified for the screen, entertainment, film and stage industry when reviewing travel programs include:

- **Approval process** - integrate an automated pre-trip approval (CTM approve) and move away from internal manual processes to keep travellers on the move.
- **Supplier sourcing** – updating preferred hotel suppliers in line with current project locations.
- **Automation** – driving the adoption of an online booking tool (OBT) for greater visibility of spend, traveller tracking and safety, and travel policy compliance.
- **Sustainability** – setting carbon budgets and the visibility of carbon emissions at the point of sale to help support goals to reduce their carbon footprint.

Supporting your evolving travel needs

The Butterfly Philosophy

Show Group is backed by the CTM Group which strives to challenge the status quo and transform the travel experience for the benefit of customers around the world.

Throughout their 30+ years in business travel, CTM has consistently demonstrated an ability to adapt quickly and strategically to a rapidly changing travel environment. Combining experienced leadership with strong financial foundations and an innovation mindset, CTM demonstrates the ability to support our customers' business continuity through times of change and uncertainty.

CTM's reputation for innovation and continuous improvement is a testament to the spirit of its people. In successfully navigating the impacts of disruptive global events, including SARS and avian flu outbreaks, the global financial crisis and the COVID-19 pandemic, CTM's entrepreneurial spirit ensures our solutions and services continue to evolve to support our customers' travel needs today and into the future. Called the 'Butterfly Philosophy' – represented in the CTM Group brand story of transformation, diversification, and adaptability; a culture and mindset that ensures the business continues to adapt to market needs and opportunities, to ensure we're by your side whenever and wherever you need us.

Travel does not sit still and nor does CTM. Businesses are looking for the peace of mind that comes with partnering with a future-proof entertainment travel management company, one that is backed by a financially strong, future-focused business and with demonstrable leadership experience to navigate periods of disruption and uncertainty. Our customers are seeking a partnership capable of delivering the right blend of personalised service with intuitive technologies to drive efficiency, safety, and value to support their entertainment business needs.

Sustainability

At Show Group we understand that sustainability has become a priority for the entertainment and media industry, with many recognising the substantial impact film production and concert touring has on the environment. Making a film or putting a concert tour on the road are both complex and multi-faceted processes, with each aspect contributing to the final product we all know and love. But, behind the magic, film production and touring leaves a carbon footprint. From lighting and staging to transportation and travel, some elements can leave a lasting environmental impact.

By adopting sustainable travel practices, the entertainment industry can reduce its environmental impact and demonstrate its commitment to corporate social responsibility. Sustainable travel practices reach beyond carbon footprint; they can enhance a production's reputation and build stronger relationships with stakeholders who value sustainability.

We understand and embrace our sustainability responsibilities and are committed to developing initiatives that provide practical benefits to your business, the environment and local communities. As part of the CTM Group, Show Group is proud to play its part in supporting the long-term sustainability of our planet by reducing the impact of entertainment travel on the environment by providing our customers with travel tools and data insights to help reduce their carbon footprint.

The Climate+ Ecosystem

The Climate+ sustainable travel program includes an 'ecosystem' of services and technology solutions that help Show Group customers improve the sustainability of their travel program by:

- making more informed travel decisions
- understanding the impact of these travel decisions
- making a difference to people, communities, and the environment.



Lightning Online Booking Tool

Lightning puts the user front and centre of the travel booking process, empowering them to make more sustainable travel decisions with:

- displayed carbon emissions for air, hotel and car (using industry-leading granular calculation methods)
- ability to filter and preference car results for EV and Hybrid vehicles
- sort flights, hotels and cars by the lowest emissions.

CTM Data Hub

CTM's Data Hub reporting tool provides Show Group customers visibility of their travel carbon footprint. The at-a-glance summary snapshots can be dissected down to individual traveller, trip and supplier levels.

- Total CO² emissions by month
- Average CO² emissions per trip and per traveller
- CO² emissions by service type (air/hotel/ car/rail) and by the service provider
- CO² emissions by fare class.

LEARN MORE ABOUT SHOW GROUP'S SUSTAINABILITY SOLUTIONS >

End-to-end technology ecosystem

Integrated, Automated Travel Technology

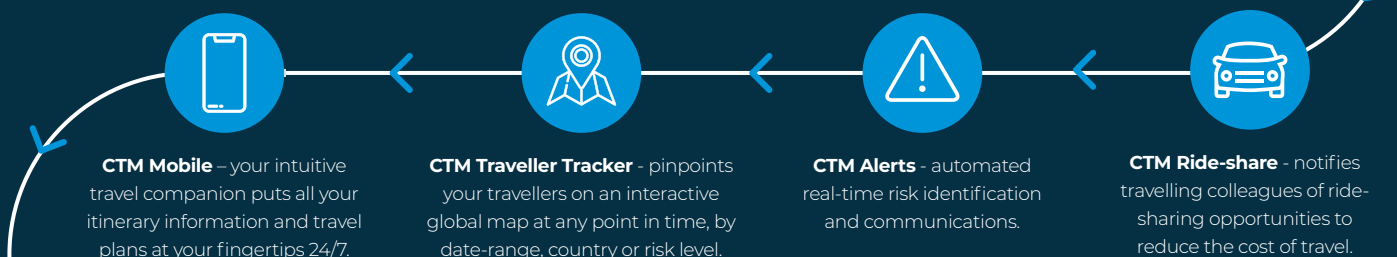
Delivering your travellers with the most contemporary, seamlessly integrated travel management tools relevant to the unique needs of the entertainment, media and creative industries is a core opportunity to deliver improved efficiencies, savings and safety to your business. No matter your involvement in travel, you can rely on Show Group to deliver the most enjoyable, user-friendly, future-focused travel tools that make travel better; simpler, faster, safer, and more sustainable than ever before.

Paper-based or unintegrated travel processes are a thing of the past. Show Group's integrated approval, booking, risk management and reporting tools are designed to provide your team with seamless travel management that supports a great user experience and drives higher technology adoption. These tools promote policy compliance and reduce errors for employees while delivering enhanced cost savings and risk mitigation for your company.

PRE-TRIP TOOLS



IN-TRIP TOOLS



POST-TRIP TOOLS



LEARN MORE ABOUT CTM'S TECHNOLOGY SUITE >



Connect with an expert in entertainment travel

Find out how Show Group's expert
entertainment solutions will take your travel
to a new level of performance.

Contact our team to discuss your travel needs today.

showgrouptravel.com