



# Redefining what care means in Business Travel

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# Welcome

 travel  
counsellors  
for business



# Welcome

## To Travel Counsellors for business

**We are a business travel service with a difference; a network of more than 2,000 experienced travel professionals backed up by an international support team.**

It's often said that you can't have the best of both worlds. But here at Travel Counsellors we believe you can. We offer a concierge level of support without the price tag and we are dedicated to delivering a highly personalised service to our clients.

Our unique business model enables you to work with dedicated experienced travel professionals – your very own Travel Counsellor – who has access to all the great fares, technology and global reach of the Travel Counsellors brand. We believe this approach to business travel enables us to deliver the best service for our customers. And our customers agree: 96% say they would recommend us. That's one of the highest NPS-accredited approval ratings of any business in the world.

I invite you to see how you can enjoy the best of both worlds – and experience the Travel Counsellors difference for yourself.



*Steve Byrne*

CEO | TRAVEL COUNSELLORS

# For the discerning business traveller

Travel Counsellors is the perfect business travel partner for any business that values personal service along with the best fare for your trip.

Our network of over 2,000 experienced travel professionals means we can offer a personalised travel service for businesses of all sizes. So, if you are not receiving the quality of service you desire from your existing travel company, we could be the solution.

If you don't currently use a travel management company, we can help you implement your travel policies effectively and will save your business considerable administrative time and effort, whilst also saving you money on travel costs.



**We work with all types of businesses, including:**

- Small – medium enterprises
- Frequent travellers & high net worth individuals
- Board-level travel planners
- And businesses with complex travel needs





## 24/7 Service

We don't "do" opening hours at Travel Counsellors. Ours is a 24/7 service. We're here whenever suits you, not the other way around. We understand what "duty of care" means and we work hard to ensure that, whatever happens – in whatever time zone, no traveller will ever be left stranded or expected to make their own arrangements.

## Getting in touch

Travel booking, account management, travel programme optimisation and compliance management will all be managed through your Travel Counsellor. Your Travel Counsellor can be contacted by phone, online or through the Travel Counsellor "My TC" App. Having professional support for your business travellers when they need it most – whether critical support in the face of an emergency, or simply for some extra travel advice – makes business travel effortless from start to finish.

## Great value

Access our great rates on flights, accommodation, rail travel and more... Benefit from our insight, our systems and our expert advice to make sense of your options and find the best value travel. We can even help you decide which corporate and individual travel reward schemes would work best for you and your staff – so everyone can get more out of their travel. Crucially, we'll also save you time – so instead of a fruitless fifty-minute search online, your travel arrangements are sorted in a thirty-second phone call. Tell us what you need and we'll get you there.





# Feel the Travel Counsellor difference...

**Remember the time when travel was pleasurable, rather than a chore?**

The impeccable service you receive from your Travel Counsellor can make your business travel effortless again.

If you're fed up with being passed around call centres in order to speak to inexperienced agents who don't understand your needs, it's time to switch to Travel Counsellors.

We offer efficient organisation, knowledgeable advice and top-rated service from travel pros.

You can relax in the knowledge that your travel plans will be perfectly executed.

You know that if there is a problem, there is an experienced professional on hand who completely understands your needs and can re-jig your itinerary and mitigate problems immediately.

If this sounds like the service you need, give us a call.



## Business travel experts

Our Travel Counsellors have, on average, 24 years' experience in the travel industry. They take the time to understand your business and your staff. That way, we can build a personal and professional service you can depend on. When you call us, you work with your very own travel expert; you're not passed around a call centre. We work to understand your travel policies and implement them to the letter.

## Account management

When you choose Travel Counsellors we'll work with you to agree a personalised service level agreement and set key performance indicators that will shape the service we deliver for you, your staff, travellers and guests. We'll have regular review meetings to help to ensure everything is running smoothly and as you want it to.

## Travel the way you want it

You can rely on Travel Counsellors to implement your travel policies to the letter. Our unparalleled personalised service makes it easy for you to tell us what you need and for us to work within your guidelines and policies. We will tailor our service for every member of your team – ensuring that dietary requirements, frequent flyer accounts, and other individual preferences are always taken into account on every booking.





# The full package

Our global expertise ensures you get the best deals and the best service no matter what you're looking for.

## Air

- Agreements with all major airlines, worldwide
- Scheduled airlines, low-cost carriers or private jet
- Special negotiated corporate fares
- Every quote offers a range of options for the requested trip
- Expert advice helps achieve savings through the optimum combination of routing, schedule and price

## Rail

- Use us to book all UK and European mainland rail travel (including Eurostar)
- We'll find you the lowest fare – for your journey
- Specialist rail services covering all worldwide services and destinations
- Save administrative time and effort while accessing the best rates
- Tickets dispatched by post or on departure at the station

## Hotels

- Access to more than 450,000 hotels worldwide
- Our global buying power and Corporate Hotel Programme ensure you can be confident in getting the best rates
- We can negotiate special rates specific to your hotel programme

## Car Hire

- Global deals with major car hire companies
- Credit facilities
- Long-term car hire and assistance with fleet management and policy
- Luxury transfers



## Sustainable Travel

- When it comes to navigating the high-profile issue of sustainability in travel, your Travel Counsellor is here to help. Consultation is key, providing insights such as switching from air to rail, reducing emissions by up to 90% without reducing travel.
- Our reporting tool, through partners Trees4Travel, allows you to fully understand your carbon footprint and work out the best reduction strategies for your business.
- Sustainability means changing the way you think about travel, whilst having the ability to embrace the challenge with your Travel Counsellor to build a new travel programme

## Meetings & Events

- Reduce the stress and burden of event planning
- Our experienced Meetings & Events team will assist your Travel Counsellor to arrange meetings, incentives, conferences and events
- Access our specialist “on the ground” representation for local support and expertise
- We’ll manage everything from contract negotiations to catering

## Safety & Reporting

- Manage risk and provide vital 24/7 support for travellers to help you fulfil your duty of care responsibilities
- In the event of an incident, emergency or changing advice we can pinpoint and track travellers who may be affected; notifying you and them at the touch of a button
- Full reporting and travel management data to help you identify patterns and potential savings and monitor compliance

## Business & Leisure

- Travel Counsellors is one of the UK’s leading Leisure Travel operators so we can help you maximise your leisure time and add weekend breaks, leisure experiences and extra nights on to your business trips
- Travel Club – Share the benefits of Travel Counsellors with all your colleagues with our personal holiday booking service

## PA Services

- We will check passports and arrange visas for you
- We can make your travel experiences seamless by arranging airport parking, transfers, airport lounge passes, meet and greets and airport fast-tracking services
- Add luxury travel services
- Book hospitality elements of a trip like restaurants, theatres and visitor attractions for your travellers and their guests
- Assistance, advice and reservations to help your team host business guests

## Technology

- Our unique in-house built Phenix technology platform aggregates all fare and product content in one place. This combines rich content and efficient processes with fast booking turnaround times
- The myTC app keeps your travellers informed of delays or cancellations while on the go
- Self-booking technology is available for those clients who are looking for an online environment to complement our high touch service





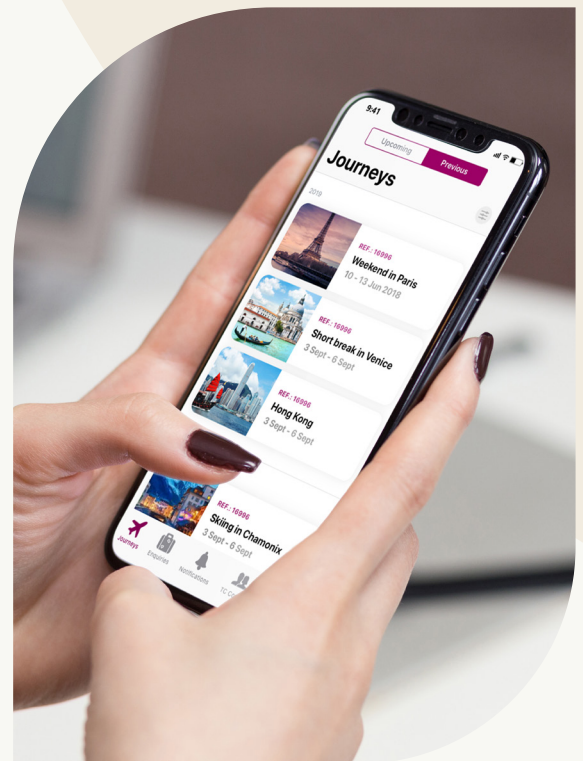
# myTC

## Your online account with Travel Counsellors

Available via our app and website, myTC is the effortless way to manage your travel on the go.

Here are just some of the reasons why it's one of the top-rated apps for business travellers and travel bookers:

- It's easy to use: Our simple, intuitive design makes it perfect for keeping up to date with all your travel plans.
- Live flight alerts mean travellers are instantly notified of any delays, cancellations or even departure gate changes.
- Our detailed hotel information includes maps, videos photographs and directions.
- All your travel in one place with business trips and leisure travel together in one place for the first time.
- All your travel documentation in one handy place and available whenever you need them.







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禁煙

Welcome to the Base  
Takitori Restaurant  
We have an English menu

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¥400

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# Our travel heritage

Delivering an industry-leading travel service

We have delivered an industry-leading travel service to our customers since 1994. This has not gone unnoticed, with a growing collection of accolades and travel industry endorsements we strive to deliver the best service each and every time:

- **Winner** – Sunday Times: Best Place to Work 2023
- **Winner** – Travel Weekly: Best Agency to Work For 2023 & Sustainability Champion of the Year 2023
- **Winner** – TTG: Top Business Travel Agency 2022
- **Winner** – Queens Award for International Trade 2020
- **Winner** – British Travel Awards: Best National Travel Retailer 2020
- **Finalist** – The British Travel Awards: Best National Travel Retailer 2020
- **5\* Trustpilot Reviews**

More than 96% of our customers say they would recommend our service – that's one of the highest NPS approval ratings in the world. And it's not something we take lightly; our team strives every day to raise the bar.







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[business.travelcounsellors.com](https://business.travelcounsellors.com)

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