



# Meetings & Events

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Made Simple.

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# Welcome

 travel  
counsellors  
for business



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# Who we are

We are Travel Counsellors, a multi award-winning travel company that cares.

**We're a global network of friendly and professional travel experts providing personalised travel arrangements for leisure and business customers around the world.**

We're the UK's largest independent travel company with over 2,000 personal Travel Counsellors worldwide and over 370 head office support staff. Founded in 1994, we're all about creating perfect travel experiences and we do this by getting to know our customers personally - their plans, their expectations and their business goals.

It's this focus on our customers that has seen us achieve a 96% approval rating from our customers - one of the highest in the world.

Organising a group itinerary or delivering the perfect event can be complex. Juggling everything from contract negotiations to catering can leave your head spinning but do not worry, that's where we come in.

We can support you with just the areas you feel you need assistance with, but equally, we're more than happy to handle all aspects and work to your brief.

Over the years, we have built excellent commercial relationships with international hotels, destination management companies and suppliers. We combine these relationships with industry leading technology to deliver world class events for our clients.

So, whatever your project, whatever your budget, Travel Counsellors is here to help.



# What we do

## **Venue Sourcing**

We work with leading hotels and venues around the world and have access to thousands more. Our expertise means we can quickly narrow down the search to find the ideal venue for your event. Simply let us have your wish list and we'll do the rest.

## **Registration**

Our technology gives you total control over the management of your event. Enable your guests to choose their accommodation, book on workshops and even make an online payment if required. Automatically keep track of signups, highlight outstanding balances and send email reminders to prompt your delegate's to register for the event.

## **Accommodation Sourcing**

Looking for 300 rooms in central London? 50 rooms in Berlin? We can take care of everything including rooming lists, check-out times, meals and more.



# Travel Arrangements

As you would expect, travel is an integral part of what we do at Travel Counsellors. So, whether it's international flights, train tickets or even taxis and coaches we arrange it all to make sure your guests are exactly where they need to be.

# Company Events

We arrange everything from annual conferences, award shows, product launches and staff parties both in the UK and overseas. Looking for a celebrity host or a star act to give your event the real wow factor? Well, we even arrange that for you too.

# Meetings & Conferences

From a small interview room for two people right up to conferences for hundreds of guests, no request too small or too much for us to handle.

# Incentives

If you are looking for a fantastic way to reward your top customers or best performing employees, then an incentive trip is the way to go. From away days to bespoke tailor-made itineraries, we will work with you to create an experience that will blow them away without blowing the budget!





# Client Testimonials

“She is a  
great help to  
the Club and  
is a credit  
to Travel  
Counsellors”





“Michelle’s work ethic and breadth of knowledge of travel is enormous – the research carried out on all our corporate trips and incentive events is second to none.

Her commitment to working after office hours and weekends means I can relax in the knowledge that any changes to flights, hotels and transfers are handled without delay. Michelle is not only an expert and a consummate professional but also an extremely friendly and affable young lady. My Travel Counsellor is one of the team really.”

**GBG Chester**

“A world class trip!

This was an important incentive trip to reward members of our team so it was important that it had the WOW Factor.

It was also essential that our partners from major drinks brands were happy with their individually sponsored days. Thanks again for your hard work and we look forward to working with Travel Counsellors again in the future.”

**Matthew Clarke**

“National Police Memorial Day has been delighted to use the Travel Counsellors online booking system this year. It has saved us many hours of legwork, telephone calls and negotiations. It has been hassle free and any changes that were needed to the booking system were quickly and efficiently made.”

**National Police Memorial Day**

“I have used other travel companies but since I have been dealing with Travel Counsellors I am now getting a very different level of service. My TC doesn’t just book the trip, they go above and beyond.

They are there 24/7 if you need them. They ensure everything is thought of, from preferred seats on the aeroplane, meal options, & visa’s etc. Quite often the trip itinerary is changed last minute but they are always on hand to re-arrange and get things sorted. My TC is extremely helpful and very honest, a pleasure to work with.”

**Deborah Jones**

“I recently engaged with Claire at Travel Counsellors to arrange our Annual Sales Kick Off meeting in Portugal. This involved all staff members from UK, France and Dresden. From the initial consultation to the return trip home Claire was on hand. She understood our requirements and executed the whole trip seamlessly. Claire is professional and quite clearly an expert in her field.

I was kept well informed throughout the whole process; the location was superb and I will certainly be using Claire & Travel Counsellors again in the future. Thank you”

**MRL Consulting Group Ltd**

“Nothing is too much trouble for our Travel Counsellor, Gilly. She helps us arrange all our travel with great professionalism and efficiency and is available 24/7, giving us 100% peace of mind.”

**Exeter Chiefs**

# Other Services

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

- Favoured rates with 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

## 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

## 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



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