

The Value of INNTEL



Introduction

We have seen a year like no other during 2020 and 2021 as a result of the global COVID-19 pandemic. We are sure that your organisation, like Inntel, is doing business differently now as we work from home and meet virtually. We will take key learnings forward together as we have the opportunity to re-evaluate, recover and reset during 2021.

With this in mind, Inntel would like to present to you the value which we have provided during our relationship pre-pandemic, during the pandemic and as we look to the future as both of our organisations embrace the changes and the opportunities the pandemic has brought to us.

Our objective for 2021 and beyond is to continue to deliver a high quality partnership and to support your organisation as you confidently get back to travelling and meeting for business.



Value of Inntel

Inntel is the right meetings and travel management partner for your organisation because:

Inntel Meetings Programme with a minimum of 15% rate saving and best in market T&C's

Unlimited **Account Management**

Proprietary and agile **online booking tool**

Access to **discounted** hotel rates and fares

Simple and worry free **expense management and payment** solution

Added value rate inclusions

Bespoke preferred **hotel, air, rail and ground** transport programmes

Data and reporting offering insights and informed decision making

Training for all bookers and travellers, encouraging positive behaviours

Travel and meeting **policy management**

Traveller **duty of care and risk management**

CO2 reporting to support with your sustainability goals

Authorisation processes allowing both budget control and flexibility

Dedicated **service teams**

Because we care...

Here for you during the pandemic!

On 23rd March 2020, the UK went into full lockdown with the Government directing the population to 'Stay at Home'. The first lockdown was initially planned for three weeks but lasted much longer as Covid-19 spread across the country amid rising infection rates.

As a result, a ban was put on travel, meetings and events for all corporate organisations in the UK. Offices were closed and both our organisations moved to remote working. Inntel had already been working with our clients to cancel and postpone travel and meetings since mid-February when it was clear the pandemic would have a huge impact on our day to day lives. Our activities during the pandemic:

- Managing cancellation and postponement of meetings bookings, **minimising charges** through negotiation and strong supplier relationships
- Managing accommodation bookings, ensuring no or **minimal cancellation charges**
- Managing travel booking **cancellations and refunds**
- Developed **pre-trip approval** process in LOGiC
- Extended **2020 preferred hotel programmes** in to 2021
- Developed the **Travel Safe Hub** where we collate and publish supplier COVID safety policies for our full supply chain including hotels, meetings venues, airlines, airports, rail operators, taxi companies, ferries and car hire.
- **Integrated supplier policies** in to LOGiC so bookers can view these when selecting an accommodation or travel supplier
- **Integrated 'Reopen Europe' data** on both the Travel Safe Hub and in to LOGiC so everyone can view travel and entry requirements during the booking process
- Integrated **COVID Safe policies** in to LOGiC Meetings so bookers can view these before selecting a venue to be sourced
- We created a COVID-19 Resource Hub on our Inntel website and continuously add fresh content and advice around our 4 pillars of recovery: **'Travel Safely', 'Share Knowledge', 'Meet Better' and 'Stronger Together'**.
- We have published 3 purple papers, sharing our knowledge on **'Pandemic Recovery', 'Resuming Business Travel and Meeting Safely'** and **'Meet Better – Virtually, Hybrid or Face to Face'**
- Inntel hosted a client virtual event, **'Inntel Connect'** in November to provide all of our clients with an update of the business and our industry.

Looking to the future

Sustainability and employee wellbeing are two key areas that will increase in prominence as organisations emerge from the pandemic and we expect that many of our clients, will ensure that these topics are high on their priority list.

The pandemic has shown us that business can continue but in a more sustainable and smarter way. We understand that you will have expectations to achieve better outcomes and a greater return on investment from your business meetings and travel. Inntel will support your organisation when the future of travel, meetings and events unfolds in the coming months.

Support with **reviewing your meetings and travel policies**, ensuring they are fit for the future

Engage a **sustainability partner** that will enable you to track and offset your travel carbon footprint

Enhanced risk management solution to ensure your travellers are safe and secure when travelling on business

Integrated approval process, ensuring all meetings and travel are authorised to take place

Virtual and hybrid meetings solutions

Sustainable meetings and events venue programme

'Back to booking' training for all bookers and travellers

Enhanced **MI dashboard**

Inntel **Senior Stakeholder engagement** in Account Management

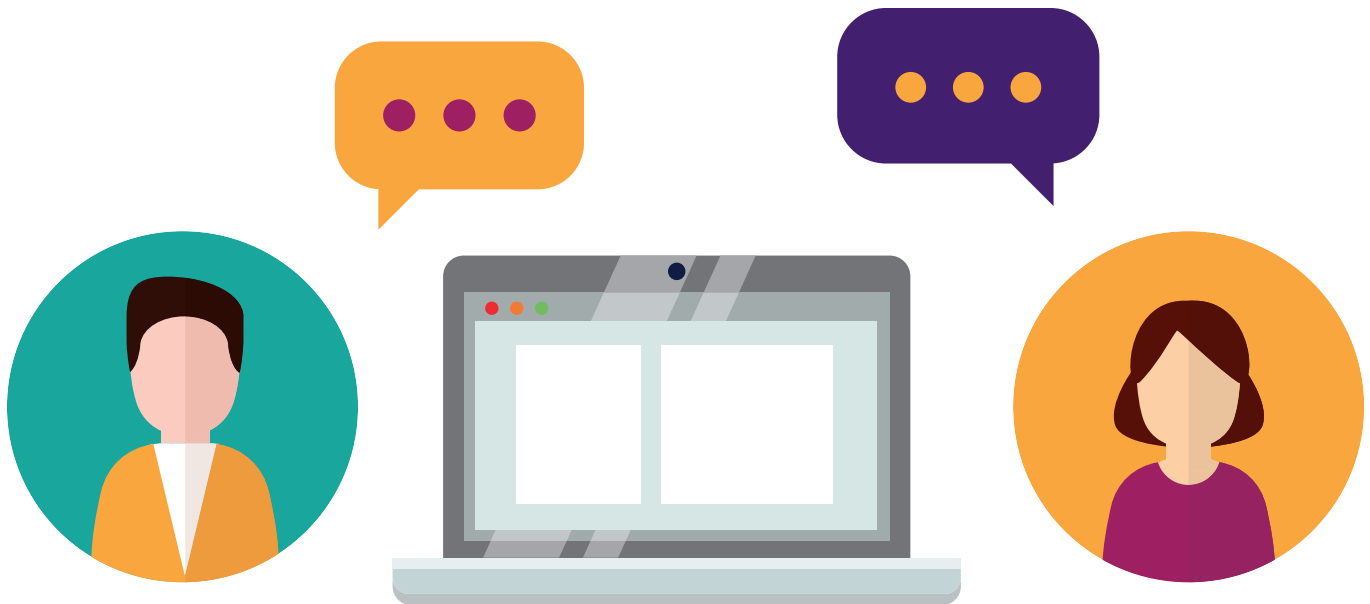
Summary

Despite the longevity of our business relationship, we know that things constantly change and evolve. During 2020 and early 2021, we have both experienced business in a different way and we will continue to take some of these key learnings forward. As we embrace new initiatives together, we will continue to bring new ideas and recommendations to the table to support your strategy as we have done for the duration of our relationship.

Throughout our partnership, we have been responsive to your needs but using our deep knowledge of your business, we have also been proactive in reviewing how things work, how we can improve them and make a great success of completely unknown areas.

This is because you are a highly valued client to Intel and we go over and above to exceed your expectations of us. We look forward to the future and to continuing to work alongside you as both our organisations recover.

Contact your [Client Relationship Manager](#) to arrange your kick-start meeting so we can start helping you to resume business travel and meetings when your organisation is ready.



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