

## Premium services



A team of dedicated and highly experienced travel, meetings and global venue-find specialists, offering a personalised, end-to-end management service for your senior-level and executive travellers.

Managing and owning business travel for your executive travellers can be complex and time consuming; through our Premium Services solution we can ease the stress. Our highly skilled specialist team becomes an extension of your business and executive Personal Assistant/Executive Assistant (PA and EA) teams.

We understand that many of our customers need high levels of security and discretion. All members of our specialist team completes data protection training and are well experienced in protecting traveller identity, ensuring discretion at all times.

### A seamless approach

Our experienced, professional and specialist UK-based team of experts deal with all of your executive travel, meetings and venue-find arrangements from start to finish. This includes anything from a standard business travel booking to a personal family excursion.

Our strategic partnerships means we can negotiate late/cancellation fees and hold air fares, giving your executive travellers the flexibility they need.

### Personalised service

Our Premium Service specialist team will ensure your PAs/EAs and your executive travellers receive enhanced customer experience and a personalised service.

We go above and beyond to ensure the traveller's special requirements are met, from room temperature and extra pillows, to your preferred airplane seat. No request is too small.

We follow quality control procedures such as daily reports through each step of the booking, ensuring that any changes are actioned without delay.

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Going above and beyond to ensure the traveller's requirements are met and executed to perfection.

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### Pre-travel care

For more complex bookings, we'll create bespoke, easy to read booking itineraries to be sent on to your executive travellers, detailing all elements of their trip.

Our Premium Service specialist team can also assist with passport, Visa and ESTA service applications, and help with online check-in for flights. We can even get boarding passes delivered straight to the hotel room.

We also manage loyalty and reward programmes, ensuring all expenditure is recorded and tracked with key travel suppliers.

## Executive travel

Your executive travellers can enjoy a stress-free and seamless transfer through a chauffeur service, airport parking and premium 'meet and assist' services in over 475 airports and train stations worldwide.

We'll organise lounge access and priority boarding to save time and effort, and upgrade hotel rooms where available.

For those urgent meetings and high-end entertaining, we can book chartered private jets and helicopter hire to get you there on time and impress important customers.

We can also assist with country relocations, helping move families, pets and luggage for ease and peace of mind.

## Support throughout

Through our Traveller First programme, your travellers receive value added benefits to enhance their experience.

Using our traveller tracking technology and security measures, we protect and inform each of our customers, knowing where everyone is at any one time.

# A personalised, end-to-end service for your executive travellers.

## Post-travel care

Where requested, our Premium Services team don't stop their support after the booking's been completed. Once your executive travellers have returned, we can offer support to both the traveller and their family.

## Management information (MI) and reporting

Our detailed MI and reporting captures all transactions by cost centre, business unit, department or individual traveller or booker.

The reports enable you to monitor usage and spend levels, and help to ensure recharging and measurement for customer auditing.

## We're there for you when you need us

Our out of hours support team are available 24/7, 365 days a year for that added peace of mind. You will have a dedicated line into the Premium Services team, who are at hand ready to support you and your executive travellers.

## Value to you

- Exclusive service for your senior level and executive travellers.
- An extension of your PA/EA teams.
- Support available 24/7, 365 days of the year.
- Dedicated and personalised service from our UK-based specialist team.
- Seamless approach to travel, meetings and venue-find bookings.
- Experienced in operating securely and discretely.
- Executive travel arrangements such as private jet hire, and meet and greet services.

If you'd like to know more, get in touch with a member of the team:

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