

Traveller First



A unique programme of value added benefits for business travellers to enhance their travel experience. Encompassing benefits, knowledge and security aiming to reduce the stress employees can experience when they're out of the office.

Peace of mind

We want to ensure our travellers feel safe and secure no matter where they are in the world. And with the back-up of our experienced and knowledgeable team, travellers know we're always there when they need us.

Our in-house team of experts are available 24 hours of the day, 365 days of the year. The teams are experts in travellers' requirements and are fully trained in emergency travel assistance.

Traveller tracking

Our traveller tracking and security reporting captures booking information, meaning you can be confident that all your travellers can be located quickly and effectively.

Our technology

Our automated worldwide disruption alerts notify travellers of any issues that may affect their trip, such as strike action or an unforeseen incident. We'll also contact them directly to discuss how we can help and provide alternative arrangements, if required.

Using our innovative mobile app, our travellers can also benefit from information about their trip including itineraries, platform/terminal information, seat/hotel reservations, gate changes, local maps and more.

Value added benefits

Through negotiating with our partners, we have access to an exclusive range of traveller and meetings delegate benefits to improve their experience on the move, look after their wellbeing, and add value at every opportunity. Here are just a few of the benefits our travellers and delegates can receive:

Hotels

Inclusive meal plans, discounted food and beverages, room upgrades, gym access or fitness classes, complimentary parking and WiFi, use of meeting rooms, special offers for delegates/travellers' personal use.

Putting traveller welfare at the very heart of your travel programme.

Ground transportation

Discounted airport parking, and car hire upgrades.

Rail

Lounge access, complimentary station parking, tea/coffee and WiFi, and auto enrolment for rewards.

Air

Airport lounge discount, security fast track, priority check-in, complimentary WiFi on board, airport spa access, and notification of frequent flyer opportunities.

Meetings services

Where possible, our partners may provide a dedicated event liaison, complimentary use of a syndicate room for up to five delegates or even a 10% reduction in minimum delegate numbers.

Our Traveller First partners' food and beverage benefits include complimentary tray charge for the trainer, breakfast sandwiches on arrival, upgraded breaks to include snacks, and unlimited tea and coffee throughout the day.

Enhanced support through our industry relationships

We're always looking at educating our travellers on how to stay safe whilst on the road, and we proactively provide information from our travel partners as and when appropriate.

Our hotel partners offer enhanced security (where available), such as:

- Allocating rooms on higher level floors, and away from lifts/ends of corridors.
- Discreet room number allocation at check-in.
- Well-lit parking, entrance and public areas.
- 24-hour attended reception.
- Room security locks and spy-holes.

Our travellers' safety and wellbeing is at the heart of our service. We work collaboratively with our range of partners to create value added benefits to the traveller from food and beverage through to added safety and security.

Value to you

- Support available 24/7, 365 days of the year.
- Traveller tracking.
- Our automated worldwide disruption alerts.
- Value added benefits for travellers and delegates, including hotel room upgrades, food and beverage discounts, complimentary parking and WiFi.
- Meetings services delegate discounts.
- Enhanced hotel security through our Traveller First partners.
- Exclusive value added benefits through over 2,000 partners.

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

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