



INTRODUCTION

Company History

Business World Travel was formed on 5th April 1989. Our first office was opened in Aberdeen on 15th May 1989, primarily to serve the business travel requirements of the offshore oil and gas industries. Our Great Yarmouth office opened in July of the same year.

Our offices are fully licensed, holding IATA accreditation. We also hold accounts with all major car-hire and ferry operators. Our offices are staffed to the highest standards and utilise the latest technology to enable us to manage our clients' travel needs effectively and efficiently. Our TAS accountancy package comprises back and mid-office systems, which include a sophisticated data extraction facility that enables us to compile management information data to our clients' individual specification.

We are proud to be independently owned and operated and our client profile and testimonials reflect our values. Our senior management team is fully accountable and available at all times to our client base.

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TECHNOLOGY

Computer Reservation Systems

Galileo Travelport is the predominant Global Distribution System (GDS) in operation in the UK and as such has been our preferred CRS provider since our inception. We undertake periodic reviews of all major system platforms and whilst we have recently renewed our agreement with Galileo, we have access to the major global systems for price checking and reservations.

We are thus able to access real-time, last seat availability with all major systems around the world combined with up to the minute, competitive, best buy fare pricing systems that allow us to offer our clients the most efficient, value for money service possible. In addition we can offer the latest in electronic ticketing with virtually all international airlines worldwide and also ticketing assistance at every major destination throughout the world.

Galileo Travelport is linked via a LAN running Windows XP Professional on each workstation, giving access to the latest office suite, email and internet packages. This enables the consultant to access multiple work areas, thus allowing simultaneous on-screen data display and reservation capabilities. The system runs global fare search programmes, electronic ticket utilisation monitoring and our in-house client data base facility. Thus company level information, such as travel policies, preferred supplier programmes etc. along with traveller specific information is loaded automatically into each electronic travel file -this ensures that all relevant data is included and all company directives are strictly adhered to.

Accommodation & Car Hire

Galileo Travelport offers instant booking capabilities and preferred corporate rates with all major hotel and car hire groups at thousands of locations worldwide via the Roommaster and Carmaster reservations systems. With the aid of Viewpoint, a recent addition from Galileo we can match client requirements by interrogating the system using such parameters as location, price, facilities and room type. If you have any local company rates already in place with a particular hotel or car hire vendor we can have these rates loaded into the system to enable us to co-ordinate bookings and monitor usage for policy compliance and future rate negotiations.

Management Information

Through our in-house TAS system we are able to extract and present management information that reflect our clients' travel profile and spend. Usage, exception, trend, irregularity and most other ad hoc reports that may be required are easily provided and any preferences as to data presentation can be accommodated.



SERVICES

Pricing & Routes

Business World Travel personnel have an extensive knowledge of the travel industry that can only come from first hand experience and quality training. It is this combination that ensures that our clients receive not only the best price for a requested itinerary, but also recommendations for alternative cost saving options as well. With our particular expertise and the quality of our clientele we have been able to build an impressive portfolio of attractive contracts with our airline partners which enable us to deliver a price-competitive, total quality service that is unrivalled. We also have extensive experience in the specialist area of marine, offshore and crew rotation travel where our competitive fares structure has seen us emerge as a market leader in the field.

Document Delivery

Whilst electronic ticketing has removed the need to issue paper tickets we do employ our own in-house couriers to provide a fast, efficient door to door delivery service where required. Likewise our proximity to Aberdeen Airport means that documents arriving by air can also be collected and dispatched promptly.

Visas & Passports

In addition to our own in-house database library on the health and visa requirements for all destinations we also utilise the services of the Foreign Office and CIBT Consular Services a highly regarded global specialist in the field. This enables us to provide our clients with the correct information relating to each trip and to ensure that visa and passport applications are processed quickly and efficiently. We can also arrange "meet and greet" services at the relevant airport for applications that are of a time critical nature. In addition we can co-ordinate applications for non-UK represented countries as required. For regular travellers we can facilitate the provision of a second passport to enable travel to continue whilst visas are being processed.

Security

Business World Travel utilises the services of the Foreign Office to ensure that clients and travellers are aware of any current travel advice and special precautions that need to be taken in certain areas of the world.

Opening Hours

Business World Travel offices are open from 8:30am to 6:00pm Monday to Friday and from 9:00am to 1:00pm on Saturdays.

Out of Hours Service

Out with our normal office hours our duty consultants are on hand to process any travel requirements that you may have by the utilisation of the latest in lap-top computer technology, which is linked real-time to both the Galileo Travelport global network reservation system and our in-house database. This service operates 24 hours per day, 365 days per year and is available to all our clients free of charge.

The duty consultant is fully equipped to handle all enquiries. This service is operated in-house by our own staff at all times to ensure a seamless continuity of service. To access our of hours service, call the main office number as usual and you will be automatically routed to the duty consultant.



FINANCIAL

Credit Account

Business World Travel is able to offer a choice of individual, weekly or monthly invoicing for travel orders as specified by our clients. We can also amend the format of the invoices to suit the individual requirements of each client.

Traditionally an individual invoice is raised against a purchase order to a single transaction. Several of our clients now prefer to supply us with a single purchase order to cover the whole monthly spend. At the end of the month a single invoice is raised with an accompanying schedule reflecting the individual transactions, together with any credits raised during the same period.

Our standard terms of credit are that settlement is due on all invoices no later than the end of the month following the month of issue.

Credit & Charge Cards

Credit/charge cards can be used to make payment for travel in one of two ways. The first is by individually named and held cards where the cost is billed via the card company to the individual.

The second option is to make use of a "lodge card" scheme. With this method a card is issued by the credit card company, lodged with us and used for all transactions. An umbrella account can also be created if required, with separate sub-accounts covering cost-centres, job numbers or projects which can be combined into a unified statement to be settled in the normal way.

In both cases we can raise a supporting nil-balance invoice reflecting the travel details to assist in the reconciliation of your credit card statement.

Should you wish to investigate this method further we would be happy to make the relevant introductions, assist in your consultations with the credit card vendor and finally implement the agreement.



TRAVELLER PROFILE FORM

The purpose of the Traveller profile Form is to enable us to build a personal profile for all regular travellers within our in-house database. This ensures consistent accurate transfer of all data into bookings on every occasion. The main benefits of this can be summarised as follows:

1. Members of airline frequent flyer programmes will have their membership numbers automatically entered into bookings. BA executive club members, for example, will secure their BA air miles and threshold membership points.
2. Special requests, for example seating preferences, special meal requirements are recorded and actioned accordingly.
3. Where corporate clients operate a specific policy governing class of travel, fare type, hotel grades or cost ceilings, we can ensure these are adhered to.
4. In the event of flight disruptions, airport closures, or other emergencies we will have the ability to make contact with the traveller and advise on alternative arrangements. This will also apply to situations out with our normal opening hours.

Please note:

The section relating to personal credit cards should only be completed if it is intended to charge travel to this card – otherwise leave blank.

It is the aim of Business World Travel to provide the very best travel management service possible. Assistance in enabling us to achieve our goal by completing the form is very much appreciated. All information received via the form is strictly confidential and will not be passed to any third party.