

The “New World” of managing expectations

Below are some key points to consider when your organisation returns to booking in our “new world of travel”. These are purely hint’s and tips from The Travel Professionals team. There may be more you wish to add or some to remove but we do hope these will give you some guidance on what to think about for your organisation and your people.

Air Travel Programme

- **Consider using direct services as standard over indirect** - Traveller confidence and less risk travelling through various hubs on route to destination.
- **Travel in premium cabins** – Premium cabins hold less passengers, dedicated bathrooms with less users, Priority boarding and pre seating generally permitted, fast track through immigration sometimes included.
- **Ensure you are familiar with aircraft type and seat config** – Some airlines are offering to keep middle seats free to assist with social distancing. Singular seats or seats next to a travel companion preferred.
- **Request seating even at a surcharge** – Window seating will avoid contact with other passengers moving around the aisles.
- **Be aware of fares including chauffeur transfers** – Will eradicate the need for public transport or travelling by taxi both ways.
- **Consider “fast track security”** – Suppliers available at most destinations to fast track immigration and security bringing you into minimal contact with others.
- **Mobile check in** – Contactless check in at airports where possible
- **Avoid Peak Hour Travel** – Quieter times can be advised depending on destination. Generally, first or last flight of the day.
- **Fully flexible fares** – Encouraged to be changed or cancelled at short notice without a penalty should there be a “change in health” of the traveller, closure of borders or a change of policy internally on where employees can travel.

Accommodation

- **Ensure loyalty programmes are in place** – Some hotels will permit travellers to select a specific location of their room in advance, swift check in procedure via mobile or key pick up hotspot.
- **Higher grade dwellings** – Typically, it would be considered that a 4*/5* property would have better hygiene standards than your average 3* property.

- **Business / Executive rooms** – Dedicated check in area away from the main lobby, use of business lounge with less people, Room service breakfast included and dedicated meeting spaces.
- **Ensure you are aware of the hotel's hygiene standards** – Frequency of which a room is cleaned, restaurants on site or room service offered, health facilities open and if so, with what restrictions.
- **Accommodation location** – If meetings can be conducted at the airport, a hotel as close to the main terminal as possible to avoid travel between airport and hotel. If a long stay required, situated as close as possible to the local office to avoid transportation daily between the 2 locations.

Car Hire

- **Loyalty programmes** – Some car rental companies will offer pick up of cars without the need to visit the rental desk if they have all the information they require to release the vehicle.
- **Electronic paperwork** – Copy of electronic rental agreements, photos of the car pre pick up and post drop off in case of damage.
- **Policy clarity** – Only specific categories of car permitted, insurance may already be covered through your own business and in this event, the leasing agent may wish to see a copy of the documents, Excess amounts may need to be reduced through paying added premiums.
- **Hygiene** – Leasing agents hygiene standards, know any time car is left vacant between individual lease.

Rail

- **First class as standard** – More seating space and less passenger occupancy. Tickets likely to be more flexible in case of changes / cancellations.
- **E Tickets if possible** – Avoids the requirement for collection of tickets from desks or machines. Speeds up transit through stations.
- **Direct services** – Avoid travelling through stations and plan your routing based on direct services to avoid contact with more commuters.
- **Avoid peak services** – Fares will be cheaper, and trains will be less busy
- **On board catering** – Be aware of the operator's facilities on board. First class catering may be limited. Advise employees to take their own refreshments on board to avoid contact or disappointment.

Car Parking

- **Advance / On site / Meet & Greet** – Ensure paperwork is in order for a swift transaction. On site or meet & greet parking will limit contact with others. Ensure you are aware of the supplier's hygiene policy.

Transfers

- **Pre book and avoid public transport** – Reduces queueing for taxis and unknown hygiene standards. Pre booked transfers will meet you at arrivals, book reputable operators with good hygiene standards.
- **Numbers** – If more than one person attending any one meeting, mini vans can be booked to offer greater spacing and cut back on cost of individual bookings.

General travel tips

- Always travel with your own sanitising wipes / gels
- Always have your own face coverings
- Consider taking disposable gloves for the journey
- Wear long sleeved clothing to prevent skin contact
- Consider taking your own travel socks / lightweight blanket to avoid items on board
- Limit hand luggage to avoid potential airport searches. Ensure all items are within the required limits
- Ensure all documentation is available in your hand luggage in case you are required to provide proof. Insurance documents, Accommodation addresses, Location of meetings, who and how to get in touch with if support is needed while you are travelling
- Encourage employees to provide travel feedback. Areas to avoid, positives / negatives on a specific hotel or car hire company. If your business is leaning towards specific suppliers, we may be able to negotiate better rates on products.
- Log negative feedback and consult your travel management team. Avoiding suppliers who are not meeting the required hygiene standards will be very important.

We do hope you find this information useful and if you have any questions at all, please do get in touch.

We look forward to working with you again soon

Steve Fossett

Business Travel Manager



