

WAYTE TRAVEL

MANAGEMENT

BUSINESS TRAVEL SPECIALISTS SINCE 1980



WE TAKE CARE OF YOUR TRAVEL ARRANGEMENTS

LEAVING YOU TO TAKE CARE OF YOUR BUSINESS

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OUR LOCATIONS



INTRODUCTION

Wayte Travel was established in 1903 and has specialised in business travel since 1980, providing access to the widest range of products and most up-to-date information.



'As Managing Director of Wayte Travel, I am very proud of our position as a leading independent business travel management company.'

Our highly motivated and professional team ensure that all our customers receive honest, comprehensive and impartial advice, and that they benefit to the full from our flexible, innovative approach and cost-saving benefits.

We have invested heavily in the latest technology to keep abreast of an ever-changing industry and to deliver the service our customers have a right to expect, from initial enquiry through to provision of resultant management information.

Our membership of Advantage Focus Partnership - the UK's largest network of independent business travel management companies - provides us with formidable buying power to ensure that we always source the best possible rates for all aspects of business travel and can price match the biggest global operators (who incidentally can't always match our enviable personal service).

From our offices in London, Stoke-on-Trent, Jersey and Manchester we always go that extra mile to deliver a service second to none.

In short, 'we take care of your travel arrangements, leaving you to take care of your business.'

Chris Morris
Managing Director

THE COMPANY

- We are an independently owned, long established business travel management company.
- From our offices in London, Stoke-on-Trent, Jersey and Manchester, our highly experienced staff provide a 'one-stop shop' for all your travel requirements, making the organisation of business travel as simple and cost-effective as possible.
- Our customers range from SMEs to international organisations, each receiving the same individual attention from their personal consultant - with guaranteed back-up for any periods of staff absence.
- Our personal service is our trademark. We are proud of it, and justifiably so. Following a recent survey conducted by QMS International we received a Diamond BenchmarQ Award for Customer Satisfaction. The overall satisfaction rate was 90% which BenchmarQ classify as 'exceptionally good' although we are striving for an even higher score next time.

You can see some of the customer testimonials by visiting our award winning website www.waytetravel.co.uk

OUR CLIENTS INCLUDE:

- EPI GROUP
- HPF ENERGY
- KPMG
- LK BENNETT
- LMAX EXCHANGE
- MÜLLER
- SPENCER OGDEN
- TRAVEL WEEKLY
- UK SPORT
- WARDELL ARMSTRONG

TRADE MEMBERSHIP



SERVICES

We provide the full range of services required by today's business traveller, and use of the sophisticated Sabre Global Distribution System (GDS) enables our consultants to respond speedily and efficiently to every enquiry, however simple or complex the requirement.

Topaz International, the travel industry's leading provider of air fare analysis, recently reported that the Sabre GDS can save customers an average of 14% per ticket on air fares finding the lowest fare an average of 7 times more frequently than the 3 other major GDS companies.

AIR TRAVEL



Access to worldwide schedules and a full range of published and discounted air fares

We provide options and source availability for any requested journey, provisionally hold flights and confirm by email, specify preferred seating and meals, input frequent flyer numbers, and provide a detailed itinerary.

If an e-ticket isn't available for your journey, we'll ensure you receive your paper ticket promptly. It is standard practice for our staff to give alternative fare quotes, offering advice and suggestions on the most efficient and cost effective method of travel.

CAR HIRE



With all major car rental companies including Avis, Hertz, Europcar and National

We search for the cheapest car rental company at your requested location, pricing a range of cars and making the reservation to fit with your arrival and departure times.

Alternatively, if you wish to travel in more comfort, our chauffeur-drive deals take the hassle out of your journey, with experienced drivers who know the best routes and traffic hotspots to avoid. It may be cheaper than you think!

HOTELS



Instant availability checks through our database listing of more than 45,000 hotels, with savings of up to 40% off the rack rate

We'll find a specific hotel, or offer suggestions according to the location and budget.

We can access the lowest possible corporate rates and special offers, making your booking and guaranteeing for late arrival when necessary.

RAIL TRAVEL



For all UK and European routes, including Eurostar

Our Evolvi booking system enables us to provide schedule information for all routes, offering advice on reducing costs by use of special fares and rail cards. We make reservations at the most advantageous rate and ensure that tickets are delivered to our customers within 24 hours. Alternatively, for those really last minute bookings, it may be possible to collect tickets from Fast Ticket Machines at the major railway stations. For those customers with a high volume of rail bookings we can arrange for the booking software to be loaded onto your own PCs, and for added convenience a ticket printer can also be installed on your premises.

SERVICES (Continued)

FERRIES



All routes

We provide full route and schedule information, make reservations and arrange for 'ticket on departure' to be made available at the port where appropriate.

PASSPORT AND VISA APPLICATIONS



A full service via our London-based associate

We provide accurate up-to-the-minute advice and guidance on passport and visa requirements, providing appropriate application forms and arranging for the safe and speedy processing of essential documents.

SECURITY AND HEALTH ADVICE



Our database contains Foreign Office advice on security and health matters, enabling us to advise our travellers at time of booking.

EMERGENCY SERVICES



Wherever you are, whenever you need us

We provide our customers with our dedicated 24 hour emergency service telephone number, linked to a consultant who is able to access the detail and history of each booking, and deal with the problem or enquiry promptly and efficiently. You can use this service to amend existing reservations or to make new bookings.

IN SUMMARY, WE PROVIDE:

- EMAIL CONFIRMATION OF BOOKINGS
- YOUR OWN PERSONAL CONSULTANT
- ACCESS TO LOWEST FARES IN ALL CLASSES
- BILLING TO MONTHLY ACCOUNT IF PREFERRED
- FULL 24 HOUR SERVICE
- COMPREHENSIVE MANAGEMENT REPORTING

OUR ADVANTAGE

We are a member of [Advantage Focus Partnership](#), the UK's largest independent business travel management organisation. With over £3 billion worth of buying power at its disposal it can match that of the largest global operators.



THE BEST OF BOTH WORLDS

An independently owned business travel management company combining friendly, personal, professional service with global buying power.

- Our membership ensures that you are always offered the best rates for all aspects of your business travel.
- Our specially negotiated Advantage deals encompass everything from flights and hotel accommodation to car hire, rail tickets, airport transfers and more.
- We don't just control your costs, we actually help you save money!

HERE'S WHAT SOME OF OUR CLIENTS HAD TO SAY:

NOW THAT IS IMPRESSIVE

"My flight was delayed which meant I didn't have a chance of making my connection. I called the 24 hour help desk and spoke with an agent who calmly confirmed that I had already been booked on to the next flight and to go to check in and collect my new boarding pass. When I managed to get Wi-Fi there was already an email confirmation of my rebooking from Wayte. Now that is impressive. Even before I knew I had a problem, they had sorted it and I managed to get home the same day".

Michelle Le Herissier - Managing Director

EXEMPLARY SERVICE, IMPECCABLE DETAIL AND EXCELLENCE IN JOURNEY MANAGEMENT

"We have been working with Wayte Travel for over 10 years. During this time we have developed a close working relationship thanks to their exemplary service, impeccable attention to detail and excellence in journey management. We are proud to have such a dedicated partner whose service has enabled our teams to focus on technical solutions whilst they have taken care of getting our people in the right place, at the right time and with minimal fuss. There are many TMC's in the market but if service delivery is key, then you need look no further than Wayte Travel".

Ed Bowen - CEO



ACCOUNT MANAGEMENT

Our customers are important to us, which is why we have in place a structured style of account management designed to maximise their benefits and enhance their experience of doing business with us.

We don't wait until there is a problem or complaint. We offer regular review meetings to help ensure continued high quality service, common goals and proactive approach to cost savings.

We can assist in writing a company Travel Policy, and ensure that this is adhered to in order to control costs effectively. This may include such things as preferred airlines and suppliers, permissible class of travel for different employees, and administrative requirements such as necessary cost centre codes and purchase order numbers etc.

On an ongoing basis, we assess the potential for possible deals and incentives with airlines, hotels and other suppliers on behalf of our customers. Examples of existing arrangements include up-front discounts with British Airways, Virgin Atlantic and Cathay Pacific.

For smaller customers without the required volumes for specific route deals, we can enrol your company into suitable corporate mileage schemes which can prove extremely lucrative. We will even manage these schemes on your behalf in order to achieve the most cost-effective redemption opportunities.

Our Management Information System enables us to provide our customers with a full range of travel activity and spend reports in either email or hard copy format. Reports are tailor-made to the customer's requirements to highlight their own specific areas of interest and can be as simple or detailed as needed.

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- Flights held without commitment.
 - Travel costs controlled by proactive account management.
 - Help with managing corporate reward schemes such as BA On Business and Star Alliance Company Plus.



OUR FEES



In line with other travel management companies, we charge fees to cover the costs associated with our service. These fees may be varied to reflect your volume of travel and profile. Please ask for details.

- Air travel fees are charged per passenger itinerary and not per flight. For example, if a journey involves several flights and more than one ticket, we still only charge one fee.
- Our fees encompass all our services. We do not charge additional fees for amendments and refunds (unless the change involves additional airline costs). Nor do we charge for producing agreed management reports or charge higher fees for accessing our out-of-hours department, as is the case with some of our competitors.
- Fees are billed per transaction at point of sale and show as a separate item on the invoice. If preferred, they can be included within a total charge for fares and taxes.
- Some of our services are not subject to a fee.
- It's important to remember that our fees will only ever represent a very small amount of your travel expenditure and it's our role to work extremely hard on your behalf to reduce the overall amount. The innovative savings strategies we introduce frequently offset the cost of our fees altogether.
- Flexible fee structures can be introduced to suit volume and type of travel.

CREDIT TERMS

We endeavour to make administration and payment processes as simple as possible for our customers.

- An invoice is raised for each individual booking made, and can show whatever customers references are required e.g. cost code, purchase order number, name of booker etc. Each invoice shows the travel costs and applicable service fees.
- Invoices are e-mailed, or mailed if preferred, to the customer's nominated contact on a weekly basis.
- At each month end a statement is raised listing all invoices issued in that month, and is sent to the nominated person.
- We require full settlement of all invoices by the 15th of the month following their date of issue.
- Direct Debit is our preferred method of payment but we will accept BACS.
- As an alternative to the credit facility outlined here, we are happy to accept payment at time of booking by credit card. Customers choosing this option still receive an invoice - showing 'nil balance due' - for each booking.

We are always happy to work with our customers to simplify their administration.





OPENING AN ACCOUNT

To enquire about opening an account facility, or to discuss your requirements in more detail, please contact a member of our sales team by emailing:

sales@waytetravel.co.uk

Full details can also be found by visiting our website:

www.waytetravel.co.uk

Or, if you would like to sample our service before proceeding to open an account, please call our friendly team on:

LONDON
OFFICE:

020 8810 0888

STOKE-ON-TRENT
OFFICE:

01782 412431

JERSEY
OFFICE:

01534 626500

MANCHESTER
OFFICE:

0161 804 0240



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OUR OFFICES:

LONDON
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Ealing, London, W5 5TL

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Stoke-On-Trent,
Staffordshire, ST4 1HS

JERSEY
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01534 626500

18 Britannia Place,
Bath Street, St Helier,
Jersey, JE2 4SU

MANCHESTER
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Manchester, M1 4BT