

travel counsellors



BUSINESS TRAVEL MADE SIMPLE

With us...it's personal

WELCOME TO TRAVEL COUNSELLORS

We are a corporate travel service with a difference; a network of more than 1,500 experienced travel professionals who have access to our great value rates and are committed to delivering tailored services for our customers. Quality matters. But you shouldn't have to pay a premium for it. It's often said that you can't have the best of both worlds. But here at Travel Counsellors we believe you can.

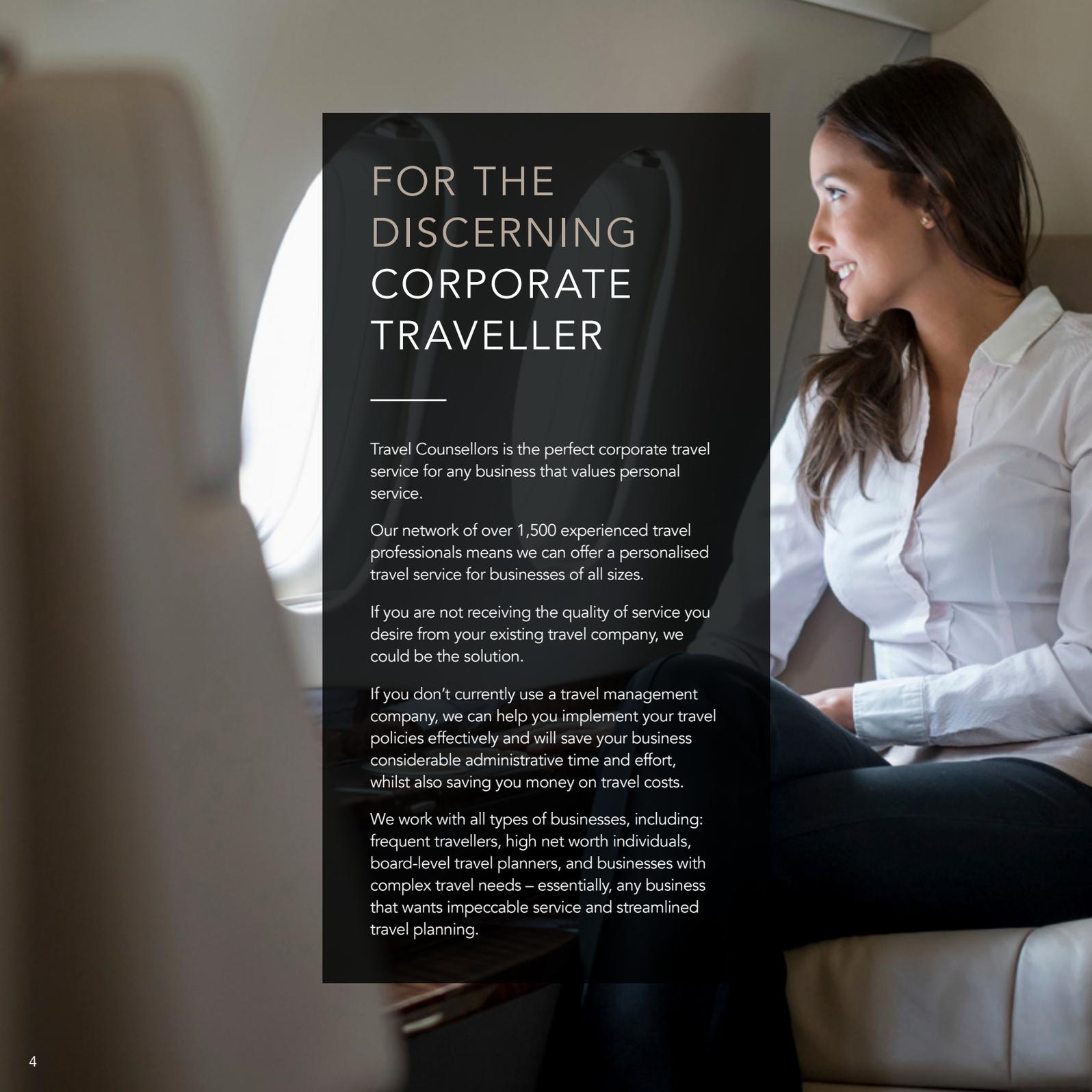
We believe you can have quality and great value. And at Travel Counsellors we're dedicated to delivering it for you. We are different. The Travel Counsellors difference is our commitment to the highest quality personalised service.

Travel Counsellors' unique business model enables you to work with dedicated experienced travel professionals – your very own Travel Counsellor – so you benefit from tailored, personal service. Meanwhile your personal Travel Counsellor can access all the great fares, technology and global reach of the Travel Counsellors brand. We believe this unique approach to corporate travel enables us to deliver the best service for our customers. And our customers agree: 96% of our customers say they would recommend us. That's one of the highest NPS-accredited approval rating of any business in the world.

I invite you to see for yourself how you can enjoy the best of both worlds – and experience the Travel Counsellors difference for yourself.

Sincerely,

Steve Byrne, CEO
Travel Counsellors Ltd

A woman with long dark hair, wearing a white button-down shirt, is seated in an airplane cabin. She is looking out of a window on the left, smiling. The background is slightly blurred, showing the interior of the plane.

FOR THE DISCERNING CORPORATE TRAVELLER

Travel Counsellors is the perfect corporate travel service for any business that values personal service.

Our network of over 1,500 experienced travel professionals means we can offer a personalised travel service for businesses of all sizes.

If you are not receiving the quality of service you desire from your existing travel company, we could be the solution.

If you don't currently use a travel management company, we can help you implement your travel policies effectively and will save your business considerable administrative time and effort, whilst also saving you money on travel costs.

We work with all types of businesses, including: frequent travellers, high net worth individuals, board-level travel planners, and businesses with complex travel needs – essentially, any business that wants impeccable service and streamlined travel planning.

24/7 SERVICE

We don't "do" opening hours at Travel Counsellors. Ours is a 24/7 service. We're here whenever suits you, not the other way around. We understand what "duty of care" means and we work hard to ensure that, whatever happens – in whatever time zone, no traveller will ever be left stranded or expected to make their own arrangements.

MANY WAYS TO GET IN TOUCH

Travel booking, account management, travel programme optimisation and compliance management will all be managed through your Travel Counsellor. Your Travel Counsellor can be contacted by phone, online or through the Travel Counsellor "My TC" App. Having professional support for your business travellers when they need it most – whether critical support in the face of an emergency, or simply for some extra travel advice – makes business travel effortless from start to finish.

GREAT VALUE

Access our great rates on flights, accommodation, rail travel and more... Benefit from our insight, our systems and our expert advice to make sense of your options and find the best value travel. We can even help you decide which corporate and individual travel reward schemes would work best for you and your staff – so everyone can get more out of their travel. Crucially, we'll also save you time. We understand your needs, can access all the best rates and compare them quickly against your policies – so instead of a fruitless fifty-minute search online, your travel arrangements are sorted in a thirty-second phone call. Tell us what you need and we'll get you there.



THE FULL PACKAGE

“Our global expertise ensures you get the best deals and the best service no matter what you’re looking for.”

AIR

- Agreements with all major airlines, worldwide
 - Scheduled airlines, low-cost carriers or private jet
 - Special negotiated corporate fares
 - Every quote offers a range of options for the requested trip
 - Expert advice helps achieve savings through the optimum combination of routing, schedule and price
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RAIL

- Use us to book all UK and European mainland rail travel (including Eurostar)
 - We'll find you the lowest fare – for savings of up to 60%
 - Specialist rail services covering all worldwide services and destinations
 - Save administrative time and effort while accessing the best rates
 - Tickets dispatched by post or on departure at the station
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HOTELS

- Favoured rates with more than 450,000 hotels worldwide
 - Our specialist Head Office Hotel Negotiating Team secure the best rates
 - Our global buying power and Corporate Hotel Programme ensure you can be confident in getting the best rates
 - We can negotiate special rates specific to your hotel programme
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CAR HIRE

- Global deals with major hire car companies
 - Credit facilities
 - Long-term car hire and assistance with fleet management and policy
 - Luxury transfers
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PA SERVICES

- We will check passports and arrange visas for you
 - We can make your travel experiences seamless by arranging airport parking, transfers, airport lounge passes, meet and greets and airport fast-tracking services
 - Add luxury travel services
 - Book hospitality elements of a trip like restaurants, theatres and visitor attractions for your travellers and their guests
 - Help, advice and reservations to help your team host business guests
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TECHNOLOGY

- Our unique in-house built Phenix technology platform aggregates all fare and product content in one place. This combines rich content and efficient processes with fast booking turnaround times.
 - We can push important messages to your travellers while they're on the move using the "My TC" app
 - Self-booking technology is available for those clients who are looking for an online environment to complement our high touch service
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MEETINGS AND EVENTS

- Reduce the stress and burden of event planning
 - Our experienced Meetings & Events team will assist your Travel Counsellor to arrange meetings, incentives, conferences and events
 - Access our specialist "on the ground" representation for local support and expertise
 - We'll manage everything from contract negotiations to catering
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SAFETY & REPORTING

- Manage risk and provide vital 24/7 support for travellers to help you fulfil your duty of care responsibilities
 - In the event of an incident, emergency or changing advice we can pinpoint and track travellers who may be affected; notifying you and them at the touch of a button
 - Full reporting and travel management data to help you identify patterns and potential savings and monitor compliance
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BUSINESS & LEISURE

- Travel Counsellors is one of the UK's leading Leisure Travel operators so we can help you maximise your leisure time and add weekend breaks, leisure experiences and extra nights on to your business trips
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OUR TRAVEL HERITAGE

We have delivered an industry-leading travel service to our customers for more than twenty years. There's a reason so many of our customers have stayed with us over this time: our commitment to consistently excellent service.

More than 96% of our customers say they would recommend our service – that's one of the highest NPS approval ratings in the world. And it's not something we take lightly; our team strives every day to raise the bar.

BUSINESS TRAVEL EXPERTS

Our Travel Counsellors have, on average, 24 years' experience in the travel industry. They take the time to understand your business and your staff. That way, we can build a personal and professional service you can depend on. When you call us, you work with your very own travel expert; you're not passed around a call centre. We work to understand your travel policies and implement them to the letter.

DEDICATED ACCOUNT MANAGEMENT

When you choose Travel Counsellors we'll work with you to agree a personalised service level agreement and set key performance indicators that will shape the service we deliver for you, your staff, travellers and guests. We'll have regular review meetings to help to ensure everything is running smoothly and as you want it to.

TRAVEL THE WAY YOU WANT IT

You can rely on Travel Counsellors to implement your travel policies to the letter. Our unparalleled personalised service makes it easy for you to tell us what you need and for us to work within your guidelines and policies. We will tailor our service for every member of your team – ensuring that dietary requirements, frequent flyer accounts, and other individual preferences are always taken into account on every booking.



FEEL THE TRAVEL COUNSELLORS DIFFERENCE FOR YOURSELF

Remember the time when travel was pleasurable, rather than a chore?

The impeccable service you receive from your Travel Counsellor can make your business travel effortless again.

If you're fed up with being passed around call centres in order to speak to inexperienced call handlers that don't understand your needs, it's time to switch to Travel Counsellors.

We offer efficient organisation, knowledgeable advice and top-rated service from travel pros.

You can relax in the knowledge that your travel plans will be perfectly executed.

You know that if there is a problem, there is an experienced professional on hand who completely understands your needs and can re-jig your itinerary and mitigate problems immediately.

If this sounds like the service you need, give us a call.

Put our service to the test today:



www.tctravelmanagement.co.uk

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