

When it comes to travel, we mean business



Whether your annual travel budget is \$500 or \$500,000 and whether you have one person travelling or 20, we make it easy for you to get down to business.

Our clients tell us the 5 things they appreciate most about working with Flight Centre Business Travel is:

- **Having a Dedicated Travel Manager**
- **Savings – delivered on both money and time**
- **Guaranteed Options**
- **24 hour emergency support**
- **An all-inclusive booking fee**

Dedicated Travel Manager

Personal, local and always available. We are not a call centre or an internet booking engine. One person is responsible for your account and organising all your travel. We take the time to get to know you, to understand your business, your travel preferences and identify any concerns. Your personal Travel Manager will ensure you are travelling in the most economical and sensible way and will ensure that every time you travel, your needs are met, from timing and budget, to reward points, seat preference and meal requests.

Deliverable Savings

Travel smarter and let us do what we do best, while you get down to business. Value in travel doesn't come from buying

what appears to be the cheapest ticket online. Companies forfeit thousands of dollars in lost room nights or airfares when their travel plans have changed after paying for tickets that could not be amended or were non-refundable. You'll not only receive the best value but also the flexibility you need.

Lost employee productivity is also a potentially significant expense. Your Personal Travel Manager is experienced and knowledgeable and can save you hours surfing the internet in search of the best deal. We tap into multiple fare sourcing and are up to date with the latest offerings, services and trends in travel.

In addition, Flight Centre is the 4th largest travel retailer in the world and the 2nd largest in North America. Global negotiation and long-standing relationships with the top airlines, hotel chains, car rental companies and other travel providers allows us to offer you significant savings.

Guaranteed options

There's always a choice and it's yours. We're not just going to give you one solution. Your Personal Travel Manager will discuss your needs with you and will provide you with at least 3 options – low cost, best value and most efficient routing. They might also look at alternative options, eg. Another airline where you might collect air miles.

24 hour emergency support system

You're never alone. Last minute changes can be a part of any business traveller's life. Your Personal Travel Manager is part of a small team and there's always a member of that team 'on call' for emergency support. If you need to make a change or things don't go to plan, like airline cancellations or delays, there will always be someone available to make live bookings on your behalf.

All-inclusive booking fee

For each booking there's just one flat fee. You can book a ticket, change it 12 times, add a hotel and car, use the emergency support line and it's all included in the one-time fee.

A few more great reasons for you to switch to Flight Centre Business Travel

No contracts – our business model is based on service and people and we enjoy a high client retention rate.

Tracking your costs – Do you find it hard to keep track of exactly what you're spending on travel and associated costs? We'll provide straightforward reporting and help you manage your travel budget.

Our people are our greatest asset – Flight Centre has been ranked one of Canada's 50 Best Employers to work

for in the Globe & Mail's Report on Business Magazine for the last 8 consecutive years.

Vacation Travel – you don't have to find someone else to take care of your holidays. As part of the Flight Centre Group, your Personal Travel Manager has access to hundreds of hot vacation offers.

Location – Flight Centre Business travel has locations across Canada including Vancouver, Victoria, Calgary, Edmonton, Toronto and Ottawa.

Flight Centre - A global success story

Flight Centre Limited is Australia's most successful travel agency group and the 4th largest travel retailer in the world boasting more than 1500 business units in 9 countries. The company, through its retail and corporate brands, provides a complete travel service for leisure and business travellers in Australia, New Zealand, the United States, Canada, the United Kingdom, South Africa, Hong Kong, India and China.

After starting out with just one store 26 years ago, Flight Centre Limited has enjoyed remarkable growth. Internationally the company employs more than 12000 consultants and support staff. It's best known and most successful business is the Flight Centre retail brand. The company's other leisure, corporate and wholesale brands include: FCm Travel Solutions, Liberty Travel, GOGO Worldwide Vacations, Stage and Screen Travel & Freight Services, Student Flights, Flight Centre Travel Money, Campus Travel, Infinity Holidays and Cruiseabout.

Cleaner Climate - Flight Centre offers Carbon Emission Off-Setting Program

Airline travel accounts for an estimated one third of all carbon emissions and we recognize that our industry must be more accountable for the CO2 or greenhouse gas emissions if we are to remain an environmentally responsible corporation.

"In an effort to address our own and our clients' growing concerns about climate change issues and to maintain our reputation as an industry leader in the marketplace, Flight Centre is dedicated to demonstrating its commitment to corporate social and environmental responsibility. We have implemented two major environmental programs:

a comprehensive carbon offsetting program for both our clients and our staff, as well as an office environmental policy to encourage better recycling, waste, lighting and heating practices. We pledge to continue to look at all ways in which we can reduce our carbon footprint. For more information on our green policy, please visit www.flightcentre.ca."

– Greg Dixon, President
Flight Centre Group Canada



Upgrade to a greener future