

GETTING BACK TO BUSINESS TRAVEL

a guide from



July 2020

Introduction

As more businesses start the task of rebuilding the economy in the post-pandemic world, many will be looking to re-start travelling on business. Meeting new clients, closing deals, collaborating on projects and spreading their own corporate message and brand are critical to the putting the world economy back on its feet.

Travelling on business has changed in 2020 – and continues to do so. For that reason, we have put together this guide to help clients understand the way business travel now works, what tasks they need to take and how Global Travel Management can help, every step of the way.

This guide is in two parts.

- The first part covers the tasks your company should undertake before you start to plan future business travel. This includes the creation of a Travel Policy, some guidance on Duty of Care, pre-trip planning and booking, and suggested items your colleagues should always take on trips.
- The second part is a guide for the use of your business travellers, advising them of the right things to keep in mind when they travel by air or rail, and when they stay in hotels

Travel Policy

While fewer people are travelling, now is a great time to make sure your business has a complete travel policy in place to keep your costs down and your colleagues safe.

Approval Process

Your approval process should be robust and mandated. You may now decide you require board-level approval for all trips and that all trips must receive prior approval. At Global Travel Management, we can help you write your approval process. And our process can make sure it's adhered to, every time.

Traveller profiles

Many companies now have undergone changes in the numbers and names of staff who will be travelling on business. Make sure all their travel profiles are correct and up to date, including passport and contact information as well as frequent flyer and loyalty records. We can help you with this process.

Communicate policy changes across your business

Share updates on services and standards. Maximise on budgets with suitable recommendations. Upgrades, premium cabins, higher grade hotels may be considered as better, more economical choices.

gtm.uk.com

01483 747321

Duty of Care

Businesses can demonstrate attention to their duty of care obligations by making use of a robust travel policy, backed up with information from their travel management company. The following list shows some of the important actions that should be taken.

Out of Hours Service

It is critical to ensure that travellers are provided with support at any time during their trip. Make sure they are aware of how they can get help, out of hours. We provide a 24x7 service, backed up with *Dave* our industry-leading app for travellers.

Insurance

Make sure all travellers have appropriate travel insurance and that they know how, where and when to contact their insurance provider for assistance.

Risk assessments

Mandate risk assessments for all business travel. To help with this, we provide real-time access to worldwide Covid-19 data on a country-by-country basis. This is available, free of charge on our home page gtm.uk.com.

Before your trip

There are practical and sensible steps business travellers should take prior to each trip.

Ensure you have suitable information

Check the local Covid-19 regulations for your destination and any places you travel through:

- Our website provides a resource of information on a country-by-country basis - <https://gtm.uk.com/>
- Further information is available on [Covid-19 Digital Guide](#) and [IATA Information powered by Timatic](#)
- The Foreign & Commonwealth Office provides Covid-19-related travel advice here: [FCO Coronavirus Travel Advice](#)

Know where your meetings are to take place

Meetings may take place under different circumstances. Make sure you know the exact location, so Global Travel Management can recommend the best hotel for your trip.

Decide how you will get to and from the airport

You may decide not to take public transport or to drive. Ask us to arrange taxis, hire cars or private ground transportation.

Booking your flights

Global Travel Management can provide you the airline and airport knowledge you need

How will you be getting to and from the airports?

- Book parking within walking distance to avoid shuttles and transfers
- Use reputable taxi companies who sanitise vehicles between passengers
- Opt for mobile key pick-up when renting a car
- If you are travelling as part of a group, think about using a bigger vehicle to give more space

Airlines

- Ask us about the hygiene standards on various carriers - this will give you an understanding of cleanliness onboard the aircraft
- Think about booking a premium cabin - this will allow for less movement to/from bathrooms and more space around you whilst in the air
- Pre-book your seat - many airlines are leaving seats free to maintain social distancing – we can pre-book this for you
- Avoid flying at peak times if possible – ask us to recommend flights with more availability
- Think about booking a fully-flexible fare, which can be changed or cancelled at short notice (eg, change to traveller's health, closure of borders, change of internal policy)

gtm.uk.com

01483 747321

Booking your hotel

Global Travel Management has access to a wealth of hotel industry knowledge

Consider every element of your hotel stay

- Check where your meetings are and ask us to find hotel options in the same location, allowing you to walk to meeting rather than getting taxis or public transport
- Consider using higher graded or major chain hotels - generally these hotels will have a better standard of hygiene
- If you are using a major chain hotel, we can sign you up to their loyalty programme - this may allow room upgrades or mobile check in
- Ask us about the hotel's hygiene policy, their services and amenities - gyms and pools for example may be closed
- Think about room service – we can check the times of the room service and whether breakfast can be delivered to your room to avoid the hotel buffet
- Consider upgrading to Executive or Business rooms that include separate check-in desks as well as Business lounges offering more space and fewer guests using the facilities
- Consider booking a flexible rate in case plans change at short notice

What to take

For a full travel hygiene pack, containing face masks, wipes and hand sanitiser, please check out Gate 8 on [this link](#) and use code **GTM** to obtain a 20% discount

- Several protective face masks as all carriers and many countries require both the nose and mouth to be covered in public locations – be aware that some airlines recommend changing your face mask every four hours
- Plenty of sanitising wipes and gel (maintaining the 100ml limit for hand-luggage)
- Your own pen for filling out health declaration and other forms
- A recognised credit card which has a suitable credit limit, should you need to use it in case of an emergency
- Have your company's emergency/medical assistance information and insurance details easily available
- Confirm any Covid-19 related protocols for where you are visiting, eg any offices or building sites, as well as any local requirements
- If you have access to your own medical records, you may wish to take these with you as well as noting your blood type
- Ensure your emergency contact information is correct on any mobile devices that you are carrying – it is a common practice to add the word ICE (In Case of Emergency) to these contacts
- Whilst hotels are increasing their hygiene standards, you may want to consider taking a pair of slippers and long sleeved pyjamas
- You could also take clear plastic bags and use TV remote controls through these to avoid touching buttons which may be hard to clean

Airline Passenger Guidelines 1/2

Before you travel

- Do not travel if you have any coronavirus symptoms
- [Download our app *Dave*](#) from your mobile app store
- Check FCO for travel advice
- Check departure terminals information and airline requirements
- Be aware of what services will be provided on board (eg catering)
- Check in online and download a mobile boarding pass where possible - window seats will reduce contact with other passengers using the aisle
- Plan your journey to the airport avoiding public transport where possible (consider chauffeur cars or self drive with pre-booked airport parking)

Call us - 01483 747321

At the airport

- Arrive early, be patient and follow staff instructions or signage
- Check-in procedures may require self tagging and bag drop for luggage
- Maintain a 2-metre distance from other people where possible
- Wash or sanitise your hands as frequently as possible
- Wear a face covering where possible and expect to have your temperature checked
- Use restaurant apps to pre-order food and beverages
- Airline lounge access and services may be limited
- Expect to show boarding passes and photographic ID on request

Airline Passenger Guidelines 2/2

On board

- Remain seated as much as possible
- On short journeys, avoid using bathrooms where possible
- Avoid body contact with fellow passengers
- Wear a face covering throughout the flight (note that some airlines may refuse boarding if you do not comply)
- Onboard catering may be reduced (consider taking your food)
- Listen to announcements from crew about the measures to be taken on arrival at your destination
- Follow crew instructions at all times

Arriving back in the UK

- Complete Public Health Passenger Locator Forms before arrival
- Be patient and follow crew instructions when disembarking the aircraft
- Wash or sanitise your hands as soon as possible
- Use e-passport gates where possible or follow instructions to immigration desks maintaining social distancing requirements
- Follow signage and instructions to collect checked in luggage

Call us - 01483 747321

Rail Passenger Guidelines 1/2

Before you travel

- Do not travel if you have any coronavirus symptoms
- [Download our app *Dave*](#) from your mobile app store
- Carry plenty of face masks and hand sanitiser with you at all times
- Try to have an e-ticket with the boarding pass on your mobile phone, avoid touching machines at railway stations
- Travel at quieter times to avoid crowds
- Book a direct service to avoid changing trains
- Reserve a seat where possible
- Take a sealed bottle of water with you

At the station

- Lifts may be restricted to one person or one household at a time
- Allow passengers space to get off the train before you board
- Wash and/or sanitise your hands as frequently as possible
- Wear a face covering
- Keep a 2-metre distance from other people where possible
- Obey signage and one-way systems

Call us - 01483 747321

Rail Passenger Guidelines 2/2

On the train

- Find your reserved seat and remain seated throughout the journey where possible - avoid walking around the carriages
- Where possible, face away from other passengers
- Catering carriages may be limited - take your own food and drinks or avoid eating food, if on a short journey
- Follow any instructions given by transport staff

After your journey

- Wash and sanitise your hands as soon as possible
- Follow guidance at your destination
- If you are travelling internationally, check and obey any quarantine restrictions

Call us - 01483 747321

Hotel Guest Guidelines 1/2

Before you arrive

- [Download our app Dave](#) from your mobile app store
- Some major hotel brands offer mobile check in and mobile keys (on their mobile app) - this avoids queuing in the hotel lobby
- Some also offer the opportunity to select the room you wish to stay in
- Many hotel chains will keep rooms free for a few days between guest stays to avoid any contamination - ask us to clarify the hotel's protocol

When you arrive

- Follow one-way systems and pay attention to signage - in some areas you may be required to wear a face mask or covering
- If you are required to wait in communal areas, try and keep 2 metres away from fellow guests and staff
- If you can, carry your own luggage to your room to avoid staff coming into contact with your belongings
- Travel as light as possible
- Check the hotel's policy on housekeeping staff entering guest rooms - if you would prefer your room to be cleaned less frequently, advise reception/housekeeping on check-in (ensuring you have enough towels for your entire stay) – you can ask us to request this in advance

Call us - 01483 747321

Hotel Guest Guidelines 2/2

Checking out

- If your trip allows, keep your luggage with you avoiding the need to have it stored by the hotel concierge
- Use apps or express check-out services to avoid waiting in busy reception areas

Your stay

- Take your own sanitising wipes and wipe down high-touch areas such as the remote control, taps, electrical sockets, tea and coffee making facilities and coat hangers
- Should you feel unwell during your stay, remain in your room and inform reception staff - follow the given protocol and notify your company as well as Global Travel Management
- Avoid using hotel restaurants/bars and consider room service instead - if you would like no contact on delivery, please inform the hotel when ordering
- Establish when breakfast rooms are less busy and what the format is for serving food (self-service or a la carte) - alternatively you could request breakfast in your room

Call us - 01483 747321

Download our app *Dave* from the App Store or Google Play Store

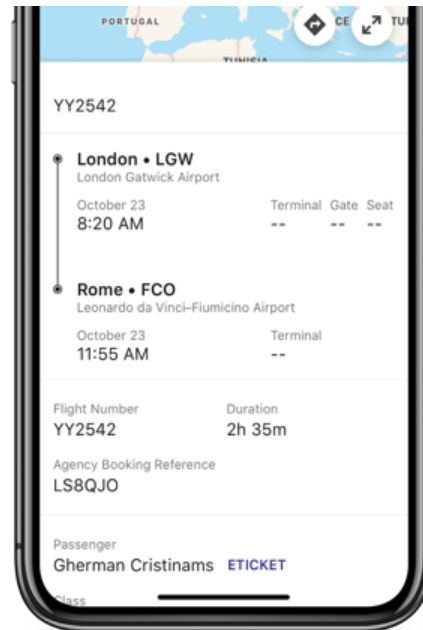
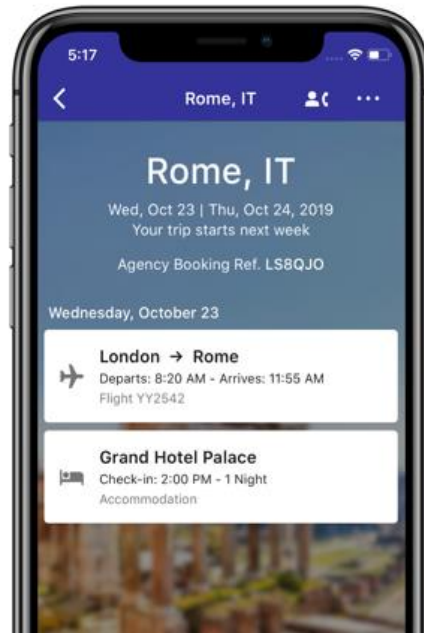
All of your trips, all of the time

Offline, online & in the
palm of
your hand



Your complete itinerary at a glance

Take control of your travel
experience

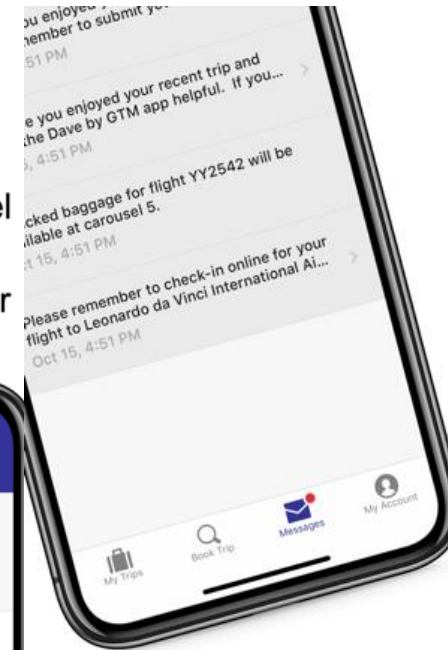
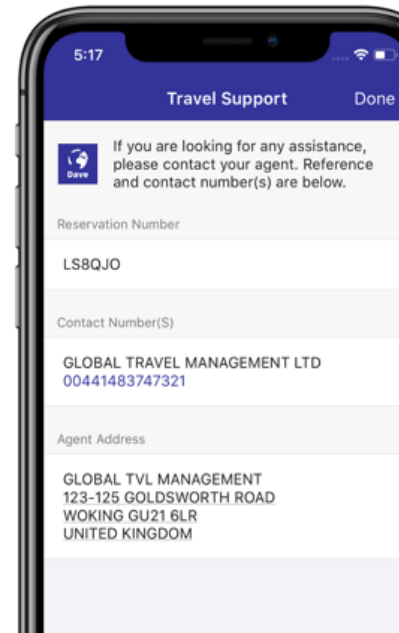


One app to manage it all

Flights, hotels, car hire
and more...

Support on the move

Connect with your travel
agent
wherever and whenever



Notifications at your fingertips

One central location for
all your messages

