



With you every step of the way...



Welcome to Giles Travel

Working in partnership with our clients as an extension of their own organisations, Giles Travel provides a truly integrated solution for business travel, delivered with an emphasis on the personal touch. With us, experience is everything... yours just as much as ours.

The Power

We're ranked in the Top 35 UK Travel Management Companies and thanks to our pan-European and global partnerships we always punch above our weight to ensure the very best rates for our clients.

With a total annual buying power of over £1 billion and some of the best trade relationships in the business, we're big enough to do the job, small enough to care. And we look forward to working with you.

The Value

Our focus is on delivering a personal service which goes way beyond the merely professional. We strive to understand our clients inside and out; we can then always be one step ahead in providing the right solutions at the right price.

But the best fares and impeccable service are just for starters. Our account management teams have the remit of always recommending the best possible solutions, which may even involve alternatives to travel, such as video conferencing. The level of reporting and analysis we provide helps shape corporate policy while recommendations on reducing carbon footprints and Corporate Social Responsibility are all part of the service.

The Difference

We know it's a cliché but it's our people that stand us apart from the competition. We do the right thing the right way. We stand by our customers and our partners because we believe that long-term developments bring more benefits than short-term profits. Our customers know a Giles Travel Consultant wants to do everything to make their travel management and their business better and are assured by all their dealings with us.

Trust is something which is earned over time, so we must constantly demonstrate excellent service and an effective understanding of their needs and where and how we can bring added value to their organisation. We believe in developing relationships with our clients over and above a professional level.



Natalie Oldershaw | Operations Director



Reservation Team | Head Office

Case Study



The Brief

This leading UK high street retailer needed to locate its travellers at the push of a button. This was particularly important since the Corporate Manslaughter Act was passed through Parliament and senior directors now must take full responsibility for the wellbeing and safety of their staff. In addition to this, we live in volatile times and global terrorism makes business travel more demanding.

The Solution

Giles Travel developed G-Safe, a web-based traveller-tracking solution accessed via an individual sign-in on a site configured to track data on corporate travellers. By integrating a customizable solution we empowered Mothercare to meet their corporate responsibilities.

Ease of use and peace of mind were secured, amending CSR policies in line with objectives.

It's a useful risk management tool which can be accessed anywhere in the world via the Internet. The site displays the current location of travellers (air and hotel) booked by Giles Travel, on a simple world map, with detailed traveller information available at the click of a button. In the event of an emergency or travel disruption, we can easily locate your employees and arrange alternative travel arrangements.

The Benefits

- Pre-trip and current trip data captured.
- Reporting facilities including CO2 reporting available.
- Flight threshold facility - restrict number of travellers, or specific travellers, taking same flights.
- Annual cost savings of over £500,000.

Our Clients

We're fortunate to work with some fantastic clients from a broad range of industries and sectors. We value the trust they place in us to work on their behalf and we like to think that the length of our relationships, up to 18 years in some cases, and a retention rate of 90% means we're doing something right. And it's not just travel; our MICE division (meetings | incentives | conferences | events) GLOBE deliver innovative, memorable and stress free experiences, tailored to achieve our clients' specific objectives.





The Technology

We have developed a powerful and easy-to-use suite of tools, all designed to deliver the best possible service to you and ensure real added value to your organisation.

Powered by GetThere software, G-Connect is our corporate online booking tool. With access to flights, hotels, car hire, rail and ferry, G-Connect is the only travel portal you'll ever need. G-Focus is our bespoke management information system, providing intelligent reporting, back office and accounting systems. G-Track, powered by Evolvi, is our corporate online rail system which also reports on CO2 emission details as well as single and return fare comparisons.

Ensuring you know exactly where your travellers are at any point during their itinerary, G-Safe is our Traveller Security Data Suite. The web based application provides flexible search criteria and a point and click map to identify travellers' exact locations. Results available in a summary or detailed view on PDF or Excel.

The Reporting

G-FOCUS is our bespoke Management Information system which provides a vast suite of reports giving us and our clients the ability to measure travel patterns, identify potential cost savings and monitor policy compliance. All reports are accessed via a secure online login and can be viewed either on screen or downloaded as PDF and Excel files.

With one simple request, G-FOCUS search for traveller, air, car, cruise, hotel and rail reservations from many data needs, fed directly by our back office system. Reports can be used to provide information on top O&D, group opportunities, and many other analytical strategies.

Whether managing your travel policy compliance is the goal or adhering to corporate social responsibility legislation, G-FOCUS provides the information you need; at your fingertips, 24/7.



“Your service is irreplaceable!”
Land Rover



The Fares

Thanks to our trade body affiliations, we're able to leverage huge savings on airfares. With agreements in place with over 80 major airlines worldwide, our Specialist Airfares Team provides clients with up to 10 million different fare combinations.

Typically, we consistently deliver savings of up to 65% against published fares.



Here's just one example of the money we can save you, flying Upper Class from London to Hong Kong with Virgin Atlantic:

published fare
£4,033

Giles Travel fare
£2,963

YOUR SAVING
£1,070

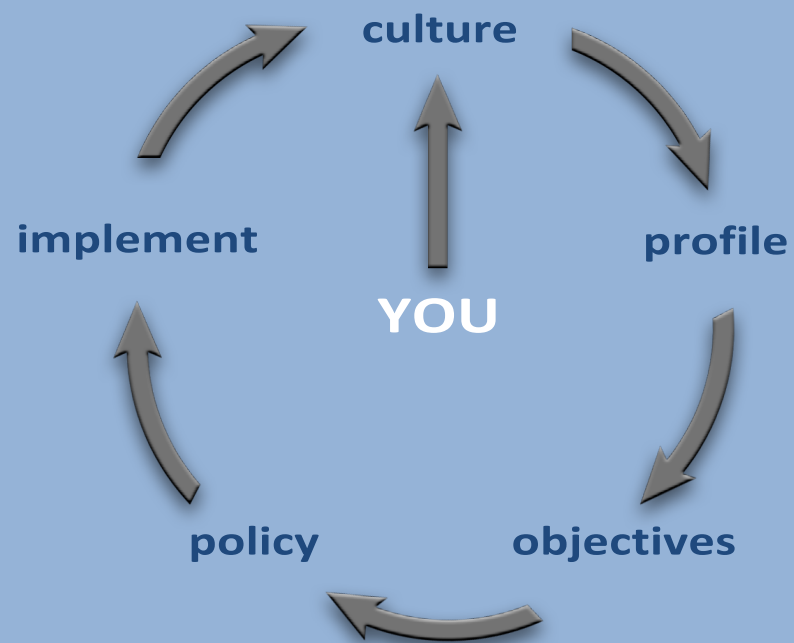
The same advantages apply for rail, hotel, car hire, visa applications, etc. Each benefits from our specialist teams who know how to get the best deal for our clients and the best solution for their travel.

How Do We Compare?



<input checked="" type="checkbox"/>	easy to use web tool	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	National Rail accreditation	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	centralised billing	<input type="checkbox"/>
<input checked="" type="checkbox"/>	reporting (incl. CO2)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	travel policy implementation	<input type="checkbox"/>
<input checked="" type="checkbox"/>	telephone support team	<input type="checkbox"/>
<input checked="" type="checkbox"/>	unused ticket tracking / refunds	<input type="checkbox"/>
<input checked="" type="checkbox"/>	no credit card fee	<input type="checkbox"/>

To be sure we always deliver the best possible price, we layer various bespoke technical practices into our operation which automatically perform pre-book checks on the very latest air or hotel fares. We call this GABI – Giles Automated Booking Intelligence. Not only does Gabi guarantee great savings for our clients, 'she'll' also ensure total policy compliance, leaving more time for our travel consultants to create the most innovate itineraries for our clients.



Andrew Phillips | Senior Client Partner



Natalie Edlin | IT Development Manager

The Methodology

As a TMC, we recognise that we're not just there to secure the best fares, the most innovative itinerary, the slickest online tools and the most experienced travel consultants. We're there to work in partnership with our clients; to be their out of house travel department. We can only do this because of the depth we go to in understanding our clients, their culture, their brand values, and business objectives.

With our clients at the heart of everything we do, only then can we deliver on a higher level and really become an extension of their own organisation. And then we can really get to work on delivering tangible savings on cost, policy and time.

The Understanding

We recognise that our travellers **are** their business. They are invariably the high net worth members of their organisation. When they travel they carry with them their business' intellectual property. They are their customer relationships. They are the future of their organisations. And it's our job to make sure that, when they travel, this entire intangible asset arrives in optimum performance condition.

Giles Travel knows what we're here for and we think we get it on a different level to our competitors. Yes we're there to deliver best in class service, unbeatable value and inspirational account management (remember, we call it client partnership). But it's also our job to care for our clients and their organisations. To inspire their businesses and to innovate their travel operations.

“ *Always somebody there
... a friendly voice.* ”

GallifordTry

CODE RED

Crisis Management



The safety and security of your travellers is of paramount importance to us. Our G-SAFE product delivers global traveller tracking and data, enabling us to pinpoint exactly where your staff are around the clock. However, rest assured that when an emergency happens, from terrorism, industrial action or natural disaster, the Giles Travel team on the ground are trained, equipped and ready to put into place a comprehensive programme of crisis management to get your people home safely.

Crisis Consultants

Within each Client Team we have a dedicated 'on-call' Travel Consultant, equipped with a Code Red Toolkit (see opposite) and totally familiar with your particular account. No matter what time of day or night, as soon as an emergency breaks, these dedicated professionals will begin working on getting your travellers home.

Five Point Plan

As soon as an emergency situation breaks, we shall implement the following procedure:

1. Identify all your travellers' status via G-SAFE TSDS system.
2. Contact all active travellers and bookers via G-NEWS with situation summary, developments and updates.
3. Initiate Travel Consultant rota to provide extended hours support both in and out of the office.
4. Activate the Code Red Toolkits (mobile phone and broadband devices).
5. Begin repatriation programme via all possible methods.

Code Red Toolkits

To ensure total business continuity for both you and us, we have a number of Crisis Management Kits which are always charged and ready for immediate action. Each kit is bespoke to your particular account, is kept with your on-call consultant and includes:

- **PC Laptop** – powerful IBM ThinkPad, pre-loaded with our GDS software, all client contact and policy information and secure internet connectivity.
- **Mobile Phone** – a dedicated number and line, exclusively for your business travel account and for use in Code Red emergencies only. *
- **Mobile Broadband** – secure wireless internet connectivity is achieved through Vodafone mobile broadband dongles, not reliant on landlines, enabling online operation anytime, anywhere.
- **Policy Documentation** – printed copies of account contracts, travel policies.
- **Traveller Profiles** – hard and soft copies of all contact information and preferences.

“The rates you obtain for us are brilliant.”
Callaway Golf

We're sure that you, too, will be blown away with our service, our fares and the added value that we bring. Because of this confidence we're always more than happy to offer a free two month trial for new clients.

However, we're aware of the hassle involved in migrating to a new partner, which is why we've developed the **Giles Travel Challenge**. Simply blind copy us on all travel requests made to your incumbent supplier and compare how we do against:

- response time
- value for money
- innovation of solution

In a no obligation, like-for-like, real time comparison, we'll supply a full post-challenge report, detailing the savings we've secured plus a travel audit recommendation for your future travel policy.

Call us now on **01494 733480**
or email challenge@gilestravel.com



Our Services

- Account Management
- Air: Scheduled, Corporate Deals, Budget
- Airport Parking and Transfers
- Car Hire: worldwide
- Car Relay Meet and Greet
- Chauffeur Drive
- Corporate Disaster Recovery Plan
- Educational Trips and Training
- Emergency Travel: 365 days a year
- Eurotunnel
- Ferry
- Foreign Exchange
- G-CONNECT: Online Air and Hotel Booking Tool
- G-FOCUS: Online Reporting
- G-NEWS: Alerts and Information
- G-SAFE: Traveller Security
- G-TRACK: Online Rail Booking Tool
- Group Travel: a Globe service
- Hotels: domestic and international
- Leisure: a World by Design service
- Lounge Passes
- Meetings and Events
- Rail: Domestic, Eurostar and International
- Taxi
- Technology Tools
- VIP Services
- Visa and Passports



Watch the Movie...

For the 45 second overview of what we can do for you, check out the 'Travel with Excellence' promotional video on our website.



STAR ALLIANCE
COMPANY PLUS



INVESTOR IN PEOPLE



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