

Air

We offer a fully comprehensive flight booking and management service, flying business travellers over 600 million miles each year.

The provision of managed air booking services is something that has grown in complexity in recent years. Our proposition is focused on leveraging breadth and expertise, deep airline supplier relationships as well as integrating leading airline booking technologies. With the sole aim to reduce the costs of air travel and add value with specialist air services, all in a single booking function.

Smarter buying

We leverage sizeable buying power and relationships, allowing our experts to negotiate net fares and discounted fare arrangements with many of the world's airlines. This is complimented by our alliance with GlobalStar, which accesses multi-regional air fare aggregators.

This valuable fares platform provides our customers with significant savings and access to in-market fares which are visible and sold exclusively in other countries.

By assessing each customer's air profile, our teams will shape policy recommendations and build an effective air programme, which may include direct airline engagement in order to negotiate relevant route deal agreements.

Not only this, with the market change in distribution, airlines are putting 'supplement' charges on fares sourced through certain channels. We have secured exemption of such charges, with our commitment to New Distribution Capability (NDC) protecting

customers against such supplements, which can be anything up to £20 per return trip.

Our customer breadth and strong partnership relationships with airlines also allows us access to specialist fare types in the charity, marine and offshore sector. This benefits qualifying organisations with highly discounted and flexible fare terms.

Powerful booking technology and services

Our booking platforms provide flexible application of offline and online business rules, which can be applied to ensure compliance to a full range of policy combinations.

In addition, our Specialist fares team undertake fare evaluation and construct specialist fare types for long haul and complex bookings as a rule, achieving in excess of 30% on scheduled fare costs.

Not only this, our Specialist air fare checker system addresses the issues of yield management that causes price inflation. From the time of booking to day of departure, this specialist technology tracks fares on the booked flight to identify any lower prices, triggering a rebooking intervention, benefiting compliance through traveller confidence and delivering organisational bottom line savings.

Group travel is managed by a dedicated team who expertly negotiate with airlines for bookings of ten or more travellers,

Facts/Features

- With extensive knowledge and experience of international and domestic flights. We fly our customers over 600 million miles each year.
- Access to specialist fares team who on average save £750 per long haul and complex booking.
- Achieving an average saving of 32% on customer air spend.
- Up to 60% saving on airlines' full published price with our negotiated fares.
- Dedicated team to support group travel requirements.
- Access to marine and off-shore fares.

maximising the benefits of group purchasing discounts the team secure, as well as greater flexibility on changes and cancellations.

On-trip services

By working closely with our preferred airline providers, airports and rail infrastructure suppliers (Gatwick and Heathrow Express) we can deliver discounted fares, fast track security access, priority check-in and airport lounge access through our Traveller first programme.

Our innovative mobile itinerary app, iris:go also benefits our travellers by keeping them

up-to-date with flight information, departure time changes and gate information.

As well as all this, traveller security is delivered by our proprietary intelligent traveller tracking technology. Travel notification alerts notify security owners within the organisation of potential incidents and with authorised customers access all impacted personnel are identified so that security plans can be mobilised.

Post-travel services

If you have suffered a delay or cancellation, our air delay and repay compensation service automatically identifies and notifies travellers if compensation is probable (based on air sector delay and cancellation regulations). Upon traveller validation, a centralised compensation claim is managed on the travellers and organisations behalf.

Benefits

- Highly configurable online booking tools are user friendly and effective at applying business policy compliance.
- Our scale of operation - flying our customers over 600 million miles each year enables us to deliver leverage of air fare content and secure discounts with the majority of the world's airlines.
- Online interventions by the specialist fares team ensures comfort that the best prices are accessed by our experts, with an average saving up to £750 per long haul trip.
- Our ancillary air support services keep your itinerary in one place for total cost of trip visibility and traveller convenience.
- Our Traveller first service benefits both the wellbeing and productivity on travellers as well as bottom line organisational savings.

Get in touch

If you'd like to know more about our air proposition and how it can benefit your organisation, get in touch with our team.

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