

# Return to safe travel, meetings and events

A handy guide



# Introduction

As we move forward to living and travelling in a world of Covid-19 there remains a lot of unknowns. But what we do know, is that things will be different for some time to come and we must adapt to focus on our own safety, health and wellbeing and consider the ways in which we travel, meet and connect with one another.

There are a range of guidelines, policies and procedures surfacing, around how we travel again.

This guide is designed to help you navigate those and what is relevant, to help you and your organisation get back to business, safely.

Your account manager is your key point of contact and can help you with anything you need to know, or may need help with such as policy refinement, supplier information, or even if you just need a bit of help with communication to your travellers.



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What we know

# What we know

## The broad picture

As of early June, the broad advice from the UK Government is to avoid the use of public transport where possible and instead use alternatives such as walking or cycling. Although, we know and understand this is not always possible, nor practicable, for many.

Where you do need to use public transport, then consideration must be around; necessity and essentiality of the trip, and overall where possible, try to reduce the amount you travel. If you do travel on public transport, the wearing of a face covering is mandatory.

Whilst logical advice given the current situation, these serve only as guidelines to help protect the UK transport network, and of course your own individual safety.

But, you can still travel and do so safely – the UK Government have provided some useful tips on how to follow safe practice.

[.GOV.UK Travel Advice](#)

## Key takeaways

- Only travel if it is essential
- Travel is permitted, but there will be some changes to expect.

## How we can help

- Access our online resource hub.

[Our online resource hub](#)

What does it mean to you?

# Safety, safety, safety

More than ever, there is a significant focus on the safety and wellbeing of travellers.

It's something that has always been high on an organisations agenda, and now is a good time to put the theory into practice.

Over the coming months and beyond, we expect organisations to increase their emphasis on the duty of care for their employees, not only in the workplace (as some businesses begin their return to office environments), but on their employees who have a need to travel for business, either within the UK or internationally.

As such, technology like traveller tracking, phone notifications, or simply being asked to check-in with management etc more frequently are likely to be expected.

These are all steps to help look after your welfare and safety. If done well, it should make you feel safe, rather than an invasion of your privacy.

## Key takeaways

- Expect technology to play a key part in your safety and welfare
- Mandatory wearing of face coverings
- Limited interaction
- Increased engagement from your TMC or line manager when travelling.

## How we can help

- 24/7/365 UK Support teams
- Traveller tracking technology
- Provide you with face coverings and hygiene packs.

# Availability

The supply network that supports our travel eco-system has been one of the hardest hit industries, and it will take time for complete recovery. We are already seeing some positive movements with airlines setting dates for when they plan to return to the skies, hotels planning on how to operate their services safely and train operating companies working through safe practices.

Albeit, availability of these services aren't going to be like it was before for some time.

So, when you are planning to travel we strongly advise planning ahead and to speak to our team on availability and safety measures in place to support you.

## Key takeaways

- There will be reduced or limited availability for all travel and meetings for some time
- There will be reduced capacities in hotels, and on flights and trains
- Where possible, book in advance and book seat reservations.

## How we can help

- Our online systems, and offline teams are aware of the availability and can help you make your bookings.
- Our meeting tool - meetingsPro, has a been configured to show venues which are following procedures to provide safe venues. This new feature is called Covid-Shield.

# Confidence

All the measures being put in place are there to support your safety, and the safety of the workers operating these services.

Before any flights can operate, hotels can open, or trains begin moving larger volume of travellers – all of these suppliers will have to ensure they are meeting set guidelines by the government.

So, you can take some comfort in knowing, that whatever mode of travel you use, or whatever hotel you stay in, it will provide you with the confidence that they have had to meet these standards before allowing you to use their services.

Your safety and wellbeing, is not always the physical. Mental wellbeing is equally as important, and recent events have taught us even more how important this is. To help, we regularly produce useful blogs to offer insight and guidance on how to look after your mental wellbeing. We've linked to a few below.

[Blog: Anxiety. You are not alone](#)

[Blog: It's ok, to not be ok](#)

[Blog: Real faces](#)

## Key takeaways

- Expect stricter compliance to health and safety regulations
- Expect changes in your corporate travel policy
- The industry will be closely monitored by certain risk assessments and accreditations.

## How we can help

- Travel policy support
- Useful and informative content
- Advice and support
- 24/7/365 UK Support teams.

Industry insight and support

# Car hire and ground transportation

With the government guidance around avoiding public transport where possible, we expect an increase in demand and usage of car hire and taxi services.

The increase in demand of taxi services will be more apparent in cities like London with travellers preferring taxi vs the underground.

To support you, we work with the largest independent ground transport provider - the CMAC Group and can offer preferred rates and greater availability on taxi services for you and your travellers.

The increase in demand for car hire is equally as high whilst restrictions remain in place. But, some rental firms are operating with reduced services i.e. delivery and collection. All of the car hire partners we work with have introduced steps to make vehicles safer, including a 20-point vehicle hygiene check.

Our partnership with these providers also enables you to benefit from preferential rates, inclusive of all the necessary and mandatory insurances needed.

Car parking has also seen an increased demand with more people using personal vehicles or car hire to travel. To help, we have launched a car parking solution that allows for parking to be pre-booked, often at a discounted rate to the on-the-day rates.



## Key takeaways

- Increased demand in car hire and taxi services
- Increased demand in car parking, so plan ahead where you can
- Ensure personal car usage and insurance is covered for business
- Face coverings are not mandatory in taxis, but are highly recommended
- Plan your journey ahead, the roads will be busier
- Keep your line manager informed of your trips and where you are going.

## How we can help

- Wide availability, access and preferential rates to taxi services and car hire solutions
- Pre-bookable car parking solution.

# Rail

Limited services are running at present with reduced capacity in carriages. We expect a revised UK rail timetable to be released in early July where it is expected between 70-80% of usual timetables will be available.

Due to the current social distancing guidelines, carriages will be operating at 10-20% capacity, so planning any rail travel in advance is strongly recommended.

Travelling with a reservation is advised and many operators have increased the window in which reservations can be made. In most cases, reservations can be made up until 15 minutes prior to departure.

Face coverings are mandatory on all public transport. Expect rail stations to be 'policed' and anyone not wearing a face covering could be refused travel.

Where possible, avoid the use of physical tickets and instead use digital ticketing i.e. eTickets on your smartphone or other mobile device.

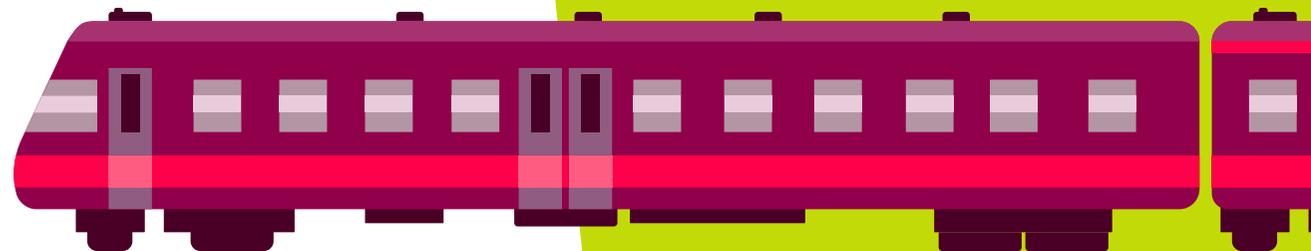
We expect these regulations to be in place for some time, even though the social distance limit has been reduced which will mean greater carriage capacity, availability will still be reduced, or limited.

## Key takeaways

- Reduced/limited timetable
- Reduced availability and seating capacity of carriages
- Social distancing measures on-stations and on-board
- Face coverings are mandatory
- Contactless eTickets are recommended.

## How we can help

- We are offering travel hygiene packs to help you stay safe whilst travelling
- Our online systems will encourage seating reservations at the time of booking.



# Airports and airlines

There is much speculation around what is happening in the aviation world, from what routes will be available, through to quarantine periods.

On the 11 June the UK Government published '[How to travel safely in airports and on aircraft](#)' guidance, which will be helpful in your planning and travelling of flights.

We are working closely with industry bodies and our aviation partners to stay up to date with the aviation sector and will continue to update you over time.

In the meantime, for more information on air corridors, quarantine and more you can visit this section of the [.Gov.uk website](#).

## Key takeaways

- Expect increased boarding times
- Expect flight availability and aircraft seating capacity to be reduced
- Expect potential health screening at some airports.

## How we can help

- Advice and guidance on flight availability and assistance to planning your safe booking
- Traveller tracking technology to provide comfort and peace of mind.



# Hotels

From 4 July, hotels and hospitality venues will be able to open. These properties will be following safety measures and guidance set out by the government to ensure complete safety of guests.

As you would imagine, re-opening a hotel is not as straightforward as turning the lights back on. It requires a lot of preparation, of the hotel physically, but also operationally, staff training and additional measures to be considered for the safety of guests and employees.

We expect a phased approach of hotels opening throughout the UK and the rest of the world to enable the necessary steps to be taken and to limit the risk of over supply.

Government legislation on occupancy levels of hotels could also restrict availability and increase demand, so, when thinking about travelling, plan as far ahead as you can and speak to your hotel experts to find suitable, safe availability.

It is reasonable to expect some in-hotel/venue services will be limited, for example; buffet style dining or bar services, reduced usage of leisure facilities, increased demand in room service.

## Key takeaways

- From 4 July hotels and hospitality venues can re-open.
- Hotels will operate within strict guidelines published by the government.
- Likely to expect a phased approach of hotels opening.
- Reduced occupancy levels will be expected, therefore availability will be limited.
- In-hotel services could be limited i.e. use of leisure facilities.

## How we can help

- Online system configured to show 'accredited' hotels
- Close relationship with UK accommodation venues to offer you the latest advice on what hotels are open and meeting the necessary standards.



# Meetings

As meeting venues begin to reopen over the next few months, or you plan your own internal meetings, it's important to consider how meetings will change and how you can plan with the changes in mind.

When planning a meeting, consider the meeting format - can it be virtual, or does it need to be face-to-face? When thinking about this, consider; size of the meeting, agenda, audience, time and duration. These considerations will help you decide whether a meeting can be virtual or not.

If you need to meet externally using a meeting venue, then just like hotels, venues will need to meet specific standards in order to reopen and have set regimes in place to maintain the safety of its visitors. If you plan to use external meeting venues, check they have put policies and procedures in place to protect the safety of visitors.

To help you find safe venues, we have launched Covid-Shield. Within our meetings tool, meetingsPro the venue's Covid-19 safe meeting policies is clearly displayed alongside an easily identified Covid-Shield.

If you're planning on using internal meeting space, then similar practices need to be considered. We've launched workspacePro which can help you effectively manage your internal space, from meeting rooms to desk spaces, visitors, car parking and more.

Key considerations for planning your meeting:

- Transportation options and location of your meeting.
- Room capacities and layouts - taking into account spacing required to support social distancing.
- Catering considerations - in-room catering vs individually packaged lunch options.

## Key takeaways

- Consider meeting format - virtual vs face-to-face
- If using an external venue - check what safety and hygiene procedures are in place
- Consider the; size, location, room layout, transportation and catering options for your meeting
- Plan ahead - availability could be limited for a period of time.

## How we can help

- MeetingsPro shows all venues that meet the new standards - Covid-Shield
- WorkspacePro technology can help you plan and manage internal workspace, meeting rooms, visitors and car parking.



# Events

The event landscape continues to evolve, and we're expecting more virtual and hybrid events (a combination of a live and virtual event).

Some countries are slowly starting to hold live events again and we will work with you as things change to understand your requirements and build a solution in line with both your event needs and the most up-to-date government guidelines.

To design an event with your delegates safety at the forefront, it will be important to consider whether face-to-face time is necessary. Should you wish for any element of your event to be face-to-face, we'll look at health and safety as a part of our venue sourcing solution, looking at the size of the venue and space, to enable a flow of attendees without queues at cluster points (such as the registration desk or catering stations).

Whilst we will do a pre-event risk assessment to make sure every element of your event complies with the Government

guidelines, it will also be important to consider:

- A strong communication strategy with all attendees, providing guidance on your requirements and any expected behaviours (e.g. no hand shaking).
- Adequate set up times to accommodate any required social distancing measures.
- Incorporating health questions into the delegate registration, and obtaining health declarations.
- Allowing time for safety briefings in the agenda.
- Leaving enough time for breaks and registration to accommodate the queues that may form as a result of social distancing.
- Having a sanitation station and even an isolation room within the event floorplan.
- A strong post-event communications plan, which we can integrate this with track and trace via our website and app solutions too, should this be required.

## Key takeaways

- Consider the size of the venue and the floorplan
- Risk assessments will need to align to the government guidelines
- Consider how the agenda will be impacted, due to safety briefings and social distancing requirements
- Have a strong communication strategy, both pre and post-event to accommodate for health and safety measures.

## How we can help

- The virtual event, from conferences to team builds, and award ceremonies
- Our hybrid event solution - incorporates both a face-to-face and a live element
- Virtual venues – an option where attendees move around your virtual event on screen
- Support with health and safety guidance and risk assessments
- Event technology - from communication through to delegate track and trace, and more.



What we're doing to support you

# What we're doing to support you

Like many organisations, we have responded proactively to the situation. Our offices remain closed for the foreseeable future as we take the necessary steps to ensure the safety of our employees.

Our technology capabilities enabled us to rapidly deploy remote working capability to all of our employees, meaning we have been able to continue to support our customers throughout, and will continue to do so.

Our people are the heart of our business, and whilst they remain there for you at all times, our technology will also play a key role in supporting you.

Throughout this guide we have noted the steps we are taking in each area to support you, or offer additional help and support.

## Key takeaways

- 24/7/365 UK Based support teams
- Traveller tracking technology
- Virtual team building and event capabilities
- Workspace management – technology that helps you book desk space, parking spaces, and report on employee/visitors to your offices instantly
- Return to work and travel hygiene packs.

[Buy hygiene packs](#)

# How we can help you...



A window  
into our world

## Rail

- Ticket on departure, mobile and electronic ticketing
- Season tickets
- Delay and repay compensation scheme
- Class upgrades and additional traveller benefits
- Online exchanges
- Split ticketing
- Specialist rail fare checker
- Automated ticket on departure refunds

## Air

- Access to full content, including low cost carriers
- Specialist reservations team
- Specialist air fare checker and access to thousands of specially negotiated fares
- Programme negotiation, distribution and optimisation

## Accommodation

- Hotel programme negotiation
- Accommodation first – exclusive value-added benefits
- Comprehensive bill-back capability
- Online rate checker
- VAT Reclaim
- Access to 'The Collection', a range of boutique and independent properties

## Meetings and venue find

- MeetingsPro – Proprietary online booking system
- Virtual meetings capabilities
- Manage internal meeting space, car parking and desk spaces with WorkspacePro
- Access to a broad range of unique venues and preferential rates

## Event management

- Complete event management, from venue find to logistics
- Delegate management including bespoke registration sites
- Audience engagement and participation with mobile apps
- Creative solutions
- Full event AV and creative including 2D and 3D design
- Virtual and hybrid events
- Team building, theming and entertainment
- Complete transportation management

## Other services

- Car Hire
- Taxis, Chauffeur and private transfers
- Passport and Visas
- Airport/train station parking
- Lounge access
- VIP Services
- Group travel

## and much more...

- 24/7/365 UK based support teams
- Traveller tracking capabilities and management information reporting
- Traveller and delegate wellbeing initiatives, putting people at the heart of travel, meetings and events

Smarter working initiative – helping you to avoid unnecessary travel.

Iris suite of technology – a central hub for accessing, viewing and amending travel bookings, including educational and best practice content.

Summary: Tips and advice

# Tips and advice for planning and travelling in a world of Covid-19

- Consider, where possible, changing your start and finish times to avoid rush hour travel times to allow for a quieter journey.
- Where possible, aim to remain at least two metres away from others when travelling.
- In the UK, you are required to wear a face covering if you need to use public transport – this means busses, taxis, trams, trains, undergrounds and planes.
- Carrying hand sanitiser and tissues with you on public transport and avoiding touching surfaces when travelling will help to limit risks.
- We recommend using contactless payment and e-ticketing facilities wherever possible. Ask your travel teams about e-ticketing and if your route has this facility.
- Consider reasonable adjustments to your travel. For example; if the distance and your health permits, walking for part of your journey instead of taking the tube when using the London Underground. Consider if there are alternative travel routes which would allow you to travel on a less busy service, reducing contact with others. If unsure, please contact our travel teams for advice.
- Speak to someone if you need support. Whether this is with the planning and booking of travel, or your personal health and wellbeing. Don't let it dwell, speak to someone.

Resources

# Useful resources

We're working closely with; key industry bodies, news sources and our specialist people to provide you with the latest information, guidance and advice from the industry and in support of mental health and wellbeing.

There are plenty of sites to visit online, but here are some we work with and trust.

## Useful news sources

[The BTA](#)

[GBTA](#)

[IATA](#)

[ITM Resource Hub](#)

## Useful news sources

[BTN \(Business Travel News\)](#)

[GOV.UK](#)

## Mental health and wellbeing information

[Our blogs and thinking](#)

[Simpila Healthy Solutions](#)

[Samaritans](#)

[Shout](#)

Access to third party sites are provided for information purposes. Content on third party sites is copyright to the respective company. Capita Travel and Events are not responsible for the content contained on, or linked from these sites.

## Our online resource hub

Provides access to all the latest industry updates, government advice and guidelines and access to individual supply chain updates from airlines through to hotels.

[Access our online resource hub](#)

# We're here for you

Day or night, our team are here to help.

0333 220 0050

