

WHY YOU SHOULD ALWAYS USE A TRAVEL MANAGEMENT COMPANY

Based on the L.E./Miami Hotel Committee's closed-door discussions, this is a guide designed to convince you that travel consultants are, without exception, the way to go when booking a trip. Seriously, just do it: your future self checking into your hotel will thank you.

*If you're a travel manager, we get it: you likely live and breathe this, so feel free to skip and scroll down to 'TMCs with Benefits'.

It saves you time (and your company money)

Travel managers can...

- Negotiate hotel rates and airline contracted benefits as well as discounts and perks you won't find through third-party OTAs
- Manage & track unused airline tickets
- Pre-register you with hotels so you can skip check in, everyone's least favourite interaction
- Secure potential upgrades, exclusive room amenities, meal and spa credits, and a personalised experience from check in to check out. And that's just the start
- Ensure you have the necessary flexibility you need to support your busy schedule, from waived cancellation fees to late check-outs
- Offer waivers & favours on flights, from pre-registration, to more flexible cancellation terms and Mariah-level upgrades
- Use their relationships with airlines and hotels to make magic happen for you, including meet & greets, check-in assistance, security and customs processes, club access, guaranteed seat assignments and last-minute or VIP services
- Arrange group airline baggage, equipment pricing & check in
- Work with their on-site hotel contacts to pre-organise group arrivals, including luggage support
- Organise your life by streamlining itineraries, profiles, and documents in one easy app
- Provide travel logistics expertise
- Give you receipts, saving time on expenses
- No fine print or hidden fees, anywhere
- No nasty surprises

They keep you safe

Travel managers can...

- Create a personalised, up-to-date profile with your preferences & details saved
- Track your progress, door-to-door: including delays, weather emergencies and lost or delayed baggage
- Make duty of care become reality, instantly updating you if or when an incident happens, anywhere in the world
- Provide a quick response and get issues handled, quickly, so you can keep calm and carry on while on the road

They'll get (seriously) personal

Travel managers can...

- Get to know your likes, dislikes and personal preferences (we're talking massage pressure and thread-count here) so the hotel can seamlessly deliver well beyond what your heart desires
- Provide their unparalleled insider knowledge of new products, tips and travel trends even you might have missed
- Share their knowledge and education as it grows, from hot hotel openings to just-landed airline services
- Offer air, hotel, trusted car services, car rental, greeter services and more, so you don't have to find them
- Provide trust, privacy, reliability and consistent service
- Keep track of a company's policy & budget

Travel Managers, this is your time. Maybe you don't use a TMC (Travel Management Company) but here's why you definitely should, because they can help you:

- Build a forward-thinking travel policy
- Integrate procurement policies with operational best practices
- Leverage new technology
- Get designated, dedicated TMC staff
- Assess & adjust your performance
- Consolidate reporting & data
- Provide better duty of care