



STAFF TRAVEL BENEFITS 2024

Travel is our passion, and as company, we encourage all our staff to enjoy the wonders of travel often. To support this, we have some travel benefits for you to enjoy, and in some cases for friend and family too. We will continue to update and expand on these throughout the year.

As a rule, we ask that you have passed your probation period before requesting a staff benefit holiday and you must still be employed by ITC at the time you take the holiday.

Holiday Hub

The ITC Holiday Hub is our website-based, user-friendly way to find the following information and much more.

Some of the information it will contain is in this document and you can also **look in Teams right now** (Communications channel – Holiday Hub) to find details of third-party organisations offering discounts to anyone employed in the travel industry.

This includes multi-national hotel chains, bed banks, individual hotels and car hire companies.

It's completely self-service and the easiest way for you to reap the benefits of working in travel!

Holidays with Deva Travel

Deva Travel is our travel agency based in Chester. They offer holidays with every bonded travel company in the UK.

If you book a holiday with Deva Travel you will receive up to a 5% discount off the selling price, which is Deva's commission shared with you. Please note that on occasion, if Deva earns less than 10% commission, they will advise you on this and apply the maximum discount they can.

Email the Deva specialists on Sales@devatravel.co.uk. Telephone 01244 348 822

Friends & Family with Deva Travel – we extend the 5% discount to your immediate family, even if you're not travelling with them. For them to benefit from this, you are required to introduce your family member to Deva staff with a brief note on who they are, so when they make contact the discount can be applied and logged. Once a booking is firmed, the discount will not be applied later so make sure you do the introduction! Please email or call a member of the team to do this.

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ITC Group Holidays

Inspiring Travel Company, Regent Holidays, Rainbow Tours, Spectate, Elite TC

There are several benefits to enjoy whether you are booking a hotel/cruise only or a full package holiday. When you are travelling on holiday with up to 5 additional family members or friends the following applies:

1. Nett rates – the company will not add any mark up or admin/ops fee cost to your personal holidays; this will apply for up to 5 passengers total, including yourself, in your holiday booking.
2. On occasions where there are more than 4 members of your holiday group travelling with you, they can benefit from a significantly reduced holiday price and their holiday has a 5% margin on their holiday price. Please load the additional passengers at 5% in the same booking.
3. Your travel elements that you are paying for via ITC must be loaded into Dhruv in full under the "Staff Travel" marketing source. It must include all passenger names, the full itinerary and all relevant documents including supplier invoices must be saved into the virtual cabinet.
4. Any travel that you are paying directly to the supplier and particularly if using benefits from the Holiday Hub third party suppliers do not need to be entered in Dhruv.
5. All staff holidays must have their holiday costs QC and signed off.
6. You are required to follow the payment schedule applicable to all client bookings with relevant deposit at time of booking and appropriate balance due date. Any elements that are required to be pre-paid to suppliers must be paid by you before payment is made by ITC to supplier, as per normal booking conditions.
7. All payments for holidays under Staff Travel must be made by bank transfer – please see the Payments section on page 6.
8. Any refunds must be requested using the company process and refund request form, authorised by your line manager, who will add a discussion note to confirm authorisation before adding to the refund tracker report. (Support is available to line managers who are not aware of this process).

Exceptions

Nett rates and 5% margin do not apply to committed stock/allocation and exclusive tours – this applies often to Regent Holidays and Spectate. If you are unsure, please have a chat with the relevant Head of Department.

Ground transfers and CTC VIP airport service are offered at nett cost and any airport lounge access that is not automatically included with air seats, will also be at nett cost and must be extracted in your Dhruv booking under staff header.

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Friends & Family Holidays with the ITC Group

Your friends and family can enjoy benefits, and this applies when you are not travelling with them:

1. Any family members and friends that you introduce to ITC can enjoy a fully inclusive holiday, accommodation only including cruise, UK breaks or hospitality package and tickets with a 5% margin.
2. The ITC ops fee is to be included in the holiday costing.
3. Please note that this may not be possible during all peak dates e.g. Christmas, Easter, Half-Terms but we will do our best.
4. These holidays are loaded into Dhruv under the normal geographical header and NOT as staff travel. All friends and family holidays must be authorised in the same way as if you were travelling with them as soon as loaded into Dhruv, (see points 6-8 above).
5. Normal payment terms to be followed for deposit, balance due and any prepaid elements. Family and friends can pay by credit card (but not Amex).

Complimentary/Discounted rates from hotel/suppliers

Obtaining free/reduced rates from hotels/suppliers is at the full and total discretion of the supplier, not ITC. Some hotels may offer up to 3 complimentary nights for staff directly involved in selling their property but to manage expectations, anything from nett contract rates/offers up to 50% reduction is average.

Hotels tend to be more open to giving travel staff reductions during low and shoulder seasons. Any requests for peak seasons for that hotel/destination will be at nett rate, inclusive of any offers the hotel has released.

Some hotels limit the number of travel industry staff discounts they can give, others don't permit requests to be made until e.g. 3 months prior to the travel date so submit your request as early as possible for advice on this.

Our hotel partners may offer discounted rates for you and immediate partner/family member/children – it is at their discretion if they extend discounts to additional rooms to cover all members of your holiday group.

It is essential that any request for complimentary/reduced rates is channelled through the relevant Product Manager, and staff are not to engage directly with suppliers.

The product manager will review the complete business relationship with the supplier to ensure that it is appropriate for ITC to be approaching them with a staff holiday request at this time.

Factors could include hotels where we have received support recently on waiving a variance, hotels that are supporting our fam trips with complimentary rooms, or hotels where we have issues that are currently under investigation with the supplier eg. about to put a hotel on stop sell due to service issues (rare but it does happen). The product managers also keep a central record of which hotels are supporting us and monitor so there is a fair volume of requests to individual suppliers.

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In addition, having sight of staff travel requests allows us to keep an overall view of the first-hand knowledge and experience across the business, which may be important in helping win future bookings to the hotel(s) you have visited.

If you are in a front-line role and have direct relationships with suppliers this applies equally to you, for the reasons outlined above, so please still follow the process and engage with the relevant Product Manager.

The Process

1. Decide on your holiday dates and have them approved by your manager.
2. Complete the Travel Request Form – saved under Teams channel, Communications, Holiday Hub. Form must be authorised by your line manager, then submit to relevant Product Manager / Aviation Manager (Catherine Maudsley)
3. See summary of Product/Brand Managers for each region

Helen Tabois	Caribbean
Denise Walker	Cruise
Gabrielle Cowley	Europe (beach)
Joy Woodside	Europe (tailormade, villas, ski)
Zoe Saunders	Middle East, Indian Ocean (excluding Sri Lanka)
David Pointer	USA, Canada, Australia, New Zealand & Pacific Islands
Erica Moore	Far East, Sri Lanka
Nikhil Chhibber	India
Candice Buchan	Africa
Jack Brooker	Latin America
Derek Schuurmann	Madagascar & Alternative Africa
Catherine Maudsley	Flights
Alex Catton	Spectate (sports)
Andrea Godfrey	Regent – Russia, Iceland, Asia

Flights

Whether booking flight only or flights with accommodation, the process is:

Charter flights

- These are to be booked by yourself via the airline’s website and paid directly online by yourself. These do not need to be loaded in Dhruv under staff travel.
- The only exception is if you are selling a fully inclusive package holiday to friends and family at the 5% margin with ATOL certificate, in this case you must collect all payment for charter flight elements in advance as you would with a client.
- The company does not sell charter flight only to staff or friends and family.

Scheduled Flights

- If you are Amadeus trained you can hold your own flights in Amadeus, then complete the Travel request form as per point 2 above, including your manager’s signature of approval, and submit to Aviation Manager, Catherine Maudsley for record.

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- If you are not Amadeus trained, submit your authorised travel request form with the flights details you require to Aviation Manager, Catherine Maudsley who will arrange for the flights to be held and confirmed back to you.
- Flight only bookings for staff still needs to be loaded into Dhruv in the normal way and signed off by aviation. If you are not an Amadeus/Dhruv user, aviation will load the booking for you.
- If Aviation request complimentary upgrades or lounge access on your behalf, this must be entered into Dhruv booking discussion notes.
- On return from your trip, if an upgrade was given, please inform Aviation so a record can be kept of who has flown in which cabins and the companywide experience that has been gained, as well as acknowledgement to airlines for their support.

Flight Only – Family & Friends

- If you are booking a scheduled flight only for family and friends, please apply a fee of £20 per person.
- Flight only bookings for family and friends still needs to be loaded into Dhruv in the normal way and signed off by aviation. If you are not an Amadeus/Dhruv user, aviation will load the booking for you.

Notes:

It is at sole discretion of the airlines whether they allow any cabin upgrades; some support this and some do not. Aviation will enter a request in your PNR where airlines allow it.

Airport lounges are only available on a complimentary basis if you have booked the relevant cabin with the airline, some staff airline tickets restrict lounge access.

CTC and other UK airport lounges are to be purchased at cost and loaded into your staff booking.

Source Coding

- Please load holidays where you are travelling with family or friends under Staff Travel
- Please load family and friends bookings under Staff Discount

Payments for Staff Holidays

All payments are to be made by Bank Transfer:

Bank Name:	Santander
Account Name:	International Travel Connections Ltd
Sort Code:	09 02 22
A/C No:	10283394

- The company will allow payment within 10 weeks at the discretion of your manager but full payment for the entire holiday must be made before travel commences.
- In addition, full payment for flights must be received prior to ticketing and full payment for any accommodation/services that ITC pre-pays to suppliers on your behalf must have been received by the company before any such payments are made

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to suppliers. Any pre-paid items of the holiday must be paid in line with the supplier invoice date and always before the supplier needs paying.

- Cancellation – if you cancel after payment, you will be required to cover the cost of any costs and fees imposed by airlines or suppliers.
- If paying a nett rate, we may ask you to pay direct to the hotel and locally on departure. In these instances, your accommodation does not need to be loaded into Dhruv under staff travel.

Your contribution

If you stay at an ITC hotel on nett or discounted rate, we and the hotel would like your help in return! Your commitment is outlined on the Request Form, with more details below.

- It is your responsibility to organise a meeting with the relevant Product Manager at least 2 weeks before. It is important that the destination representatives know you are visiting their region and, in some instances, you may be asked to provide essential documents to them such as stationery in Barbados and Antigua.
- It is required that you will organise and carry out a hotel inspection when staying at hotels offering you ITC staff benefits, taking notes and sharing on return. Product can guide you through what to look out for in your pre-holiday meet.
- Please gather 5 unique insights about the hotel and destination that will help our sales team convert bookings and assist us with marketing the hotel. Please send these to the relevant Product Manager on your return.
- If you're happy to share any photos or videos of the destination or hotel, please let Marketing know, as it's great content.
- *Sales team only* – your own holiday in our featured destinations is a perfect opportunity to gain more insight and improve your expertise. We support and encourage you to get out and about and will help with requesting comp/reduced rates on island tours, meals at other hotels. Site inspections at other properties are encouraged and can be arranged in advance in a fun and leisurely way to maximise your holiday vibe e.g., complimentary lunch at a nearby hotel.
- Your line manager will liaise with you post-holiday to ensure that all actions have been completed in a timely fashion.

Support whilst on holiday

If you have booked your flights and hotel through ITC and you have an emergency such as Act of God (e.g., Hurricane) or a flight is cancelled or delayed, and your holiday details are loaded into Dhruv, in the first instance please get in touch with our local reps if you are in a destination that supports this.

If you need further support, please contact our Duty Management team directly on **07493 869 639** and they will be on hand to offer support and advice with your emergency. If you have booked your holiday independently i.e., through Deva or direct with airlines, you will need to use their emergency contacts as the Duty Management team will not have access to your booking details.

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Holiday Insurance

As with our valued clients, we want to make sure you and your loved ones are fully protected when on your own holidays. Those staff who travel on familiarisation visits as part of their roles, are **NOT** covered by company insurance when travelling on personal holidays.

You can benefit from reduced holiday insurance deals with <https://staffjourneys.co.uk>

- They offer special insurance rates for travel staff only.
- Free kids cover on family policies.
- You can get an extra 10% discount if you book online rather than call.
- They offer single trip or year-round multiple trip policies and cover you and your immediate family.

They don't require anything up front, but you must be on a permanent contract within the UK Travel Industry, a resident in the UK for a minimum of 6 months and registered with a GP. You may be asked to produce documentation to support your employment within the industry.

Passports, Visas and Health Requirements

Please note, it is your responsibility to check if you require a visa and what the passport and health requirements are for the destination you are visiting. The FCDO website is a good source of advice <https://www.gov.uk/foreign-travel-advice>

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