



### **Travel Counsellors' Contact**

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BUSINESS TRAVEL COUNSELLOR

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### **Travel Booking Procedure**

- Request made by player via telephone, e-mail, WhatsApp etc
- Travel Options sent proactively to players
- Immediate acknowledgement of request by Travel Counsellor.
- Quote sent by email – typically within the hour.
- Minimum of 3 options given.
- For flights, these might include suggestions such as leaving the night before or returning slightly later or earlier if there is a significant price difference and possible saving for the player.
- All types of fares will be offered and clearly outlined including flexible, semi-flexible and totally restricted tickets.
- Seats held to lock-in price while travel is pending approval.
- Option confirmed by player via agreed authorisation procedure.
- Travel Policy compliance ensured by Travel Counsellors – if applicable.
- Option confirmed and all itinerary details read back or emailed for final confirmation.
- Tickets and itineraries issued, and documents added to MY TC Travel App. (or emailed – whichever the player would prefer. I would encourage them to use the app as it's so user friendly and saves a lot of time)
- Invoice issued and emailed immediately to Lisa and/ or whoever else needs it.

### **Air Travel**

- Negotiated rates with all major airlines worldwide.
- Access to corporate fares that can provide additional savings and often offer more favourable amendment policies.
- Expert advice: every quote includes options, including proactive and creative ideas to further minimise costs.
- Holding options / seats while travel plans are finalised. This alone can create significant savings, especially if the travel is being booked last-minute.
- Ongoing communication regarding airline sales and offers to maximise the best deals.
- Implementation and management of corporate airline schemes to achieve further benefits to travellers and the company.

### Hotel Accommodation\*

- Negotiated rates with more than 450,000 hotels worldwide.
- Access to multiple hotel bed bank aggregators to ensure best price.

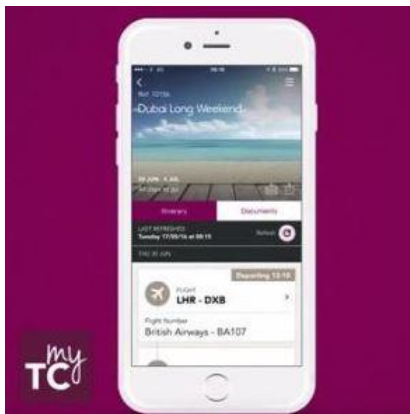
\*Not available on WPBSA Account

### Player Services

- Prompt and expert service.
- **Free phone calls to head office out of hours team using Skype / WhatsApp.**
- Main Travel Counsellor (Graham Barrett) available outside of normal office hours and contactable on **WhatsApp** or **Skype**.
- After booking care – e.g. selecting seats, check-in.
- Holiday booking service for players\*.
- My TC travel app.

\*Not available on WPBSA Account

### My TC App



- Available free of charge from Apple and Google stores.
- Set up link sent to all travellers. Travel Counsellor will ensure set-up has been completed.
- Instant access to travel information, itineraries and travel documents.
- Alerts when new information is added to the app.
- Flight alerts in case of cancellations / delays.

### More info and short video here:

<https://business.travelcounsellors.com/en/mytc-app/>

### Out of Hours

- Main contact (Graham Barrett) available outside of normal office hours.
- 24-7 contact number for emergency assistance – mainly for when the players need to change flights.