

Welcome to BCD Travel

Client Communications Toolkit

October 28th, 2019



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1. General

1.1. What are normal office hours?

The office hours are Monday to Friday, 8am to 8pm.

1.2. What are the BCD Travel contact details?

The dedicated email is Travelkering@bcdtravel.it and the telephone number is 011/19467973

2. Travel Profile

2.1. What is the purpose of a Traveler Profile?

A Traveler Profile contains key information required to make reservations by telephone, e-mail or on-line. The profile supplies pertinent traveler information and preferences to BCD Travel.

2.2. How to update my Traveler Profile?

OBT: The traveler must access his/her online booking tool and go to the "Profile" section. There you must maintain your corporate credit card information and you can enter travel preferences such as Frequent Flyers cards, meal preferences, non-smoking hotel room, aisle or window seat etc.

3. Concur Access

- www.concursolutions.com
- **User id:** e-mail address
- Click on "Forgot your password?"
- You will receive the first password via e-mail.

4. Reservation Details

4.1. How do I obtain travel documents?

Where possible, BCD Travel will provide you with an e-Ticket. In cases where a printed document is needed, BCD Travel will advise you when it will be issued and how it will be delivered to you.

4.2. Are there any exceptions to booking via the self-booking tool?

Yes. The following cannot be booked via the self-booking tool:

- Rail tickets
- Car hire, where delivery is to the office

For such queries, please contact your BCD Travel office.

4.3. How do I book low cost airlines (e.g., easyJet)?

Low cost airlines should be booked via BCD Travel or your OBT.

4.4. What happens if I find a cheaper price available outside BCD Travel?

Please contact your BCD Travel office and report it as soon as possible.

4.5. Can I book my travel arrangements outside of BCD Travel if I find a cheaper price?

No. This is against our travel policy and travel security guidelines.

4.6. How do I manage 'last minute' reservations?

Last minute reservations can be made via your BCD Travel office, during normal office hours. You can also book a trip using your OBT up to four hours before departure, within the normal office hours of BCD Travel. Outside of office hours, please contact BCD Travel's T24 (24/7 emergency service) center.

4.7. How can I check my existing trips?

You can view all of your active itineraries on the BCD TRIP SOURCE APP or inside the online booking tool

4.8. What are the conditions associated with booking a seat?

Seat allocation depends on the airline and on the fare paid. Much of the time, seats can be booked via BCD Travel's reservation system. Sometimes, however, airlines will decide to allot seats only at check-in. As a general rule, for domestic or intra-European flights in economy class, seats cannot be pre-assigned. On transatlantic flights and in business class (domestic or intra-European), seats can usually be pre-booked. Occasionally, you may find yourself in a different seat than the one originally booked. This is usually due to a change by the airlines either to the seat configuration of the aircraft or to the type of aircraft itself.

4.9. How can I request a mileage ticket?

Travelers who wish to book tickets using their frequent flyer miles should contact the airlines' dedicated frequent flyer department directly. Since space is usually limited, we recommend booking these tickets as far in advance as possible.

4.10. What should I do if I need to change/cancel a reservation?

If your ticket has not been issued, it is possible to change/cancel the reservation using your OBT or by calling BCD Travel, at no cost. If the ticket has been issued, call BCD Travel. Cancellation/modification fees might apply depending on the airline fare conditions. A BCD Travel agent will advise the best way to make the changes needed.

4.11. How do I book rail tickets?

Rail tickets must be booked via BCD Travel

4.12. How do I rent a car?

Rental cars must be booked via your OBT or BCD Travel.

4.13. What insurance do I need when I rent a car?

Standard insurance is already included in the Company negotiated rates. You do not need to sign-up for any additional insurance when you pick up your rental car.

5. Hotel, Rail and Car Rental Reservations

5.1. Will I receive options and choices from the BCD Travel agents regarding routes, cities, flights and fares?

Yes, the BCD Travel agents will review alternate travel options with you each time you make a reservation. The agents have been instructed to search for the lowest fare in the market and document the fare chosen for reporting purposes. The agent is required to search for options and offer the lowest fare in accordance with the corporate travel policy.

6. Travel Documents (Visa) and Health Info

6.1. How can I obtain Visas?

When booking through BCD Travel, the agent will advise you, based on your nationality and destinations if visa(s) are needed.

When booking through an OBT, you can check whether visas are required through the Service Tools > - International journeys - Health & Visa info.

If you need a Visa, please contact your BDC team.

7. Ticketing

7.1. If I have an e-ticket, how to get my boarding pass?

You can check-in online via the airline web site. You can also check-in at the airport using a self-check-in machine or the check-in counters. During check-in, you will need to provide the same means of identification that you used for the booking; this can be a credit card, frequent flyer card or passport. As a precaution, print out your e-ticket receipt or have it available on your mobile device.

7.2. What should I do if at the airport I need to make a last minute change to my e-ticket?

Please contact BCD Travel.

7.3. How do we handle requests from customers, visitors, etc. regarding changes to their current travel arrangements?

Please contact the travel agency or organization that originally made the booking.

8. Online and Offline Services

8.1. What is the difference between offline and online bookings?

Offline bookings are made by a BCD Travel agent by contacting your BCD Travel office. Online bookings are made using an Online Booking Tool (Concur) provided by BCD Travel.