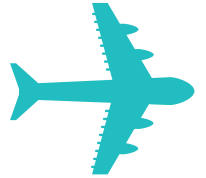


# Business travel from CWT



**ONLINE AND AGENT-MANAGED TRAVEL PACKAGE**  
SIMPLE. FAST. NO SET-UP FEES.

The UK's leading travel management company (TMC), Carlson Wagonlit Travel (CWT), brings you the best prices, leading-edge technology, first-class customer service and access to reporting and traveller safety features you won't get elsewhere.

## WHY USE CWT?

By using CWT you will benefit from the negotiating power of the UK and global market leader and can take advantage of the special rates which CWT has negotiated with a large number of the world's leading airlines, hotels and car rental providers and, using our huge buying power.

## WHAT'S THE PACKAGE?

A one-stop travel service for customers who wish to have flexibility in how they book business travel. Your travellers and bookers will have access to CWT's user-friendly online booking tool where they will find everything they need to efficiently plan and book business trips under one single web address. If booking online is not your organisation's culture, then our knowledgeable counsellors are on hand to help you plan and book all reservations by phone.

**Traveller profiles** – CWT's online profile management system enables travellers' details to be securely stored, ensuring a faster and more accurate booking experience, followed by a smooth and stress free journey.

**Mobile technology** – Your travellers can stay organised, informed and productive whilst on the road with access to our award-winning mobile app *CWT To Go™*. This app gives your travellers access to real-time itineraries, flight alerts, gate information and they can even check-in via their mobile device. It can be downloaded in the normal way via the App Store, Play Store or BlackBerry App World, and updates are free.

**Emergency assistance** – 24-hour emergency customer service is available for travellers and protection is provided throughout their trip by *CWT Safety & Security*, a global system which allows you to locate online any of your travellers around the world in an emergency.

**Reporting** – Monitor your travel expenditure, trends, spend patterns and even set your own targets to drive even greater savings using the online reporting tool. You can even track your carbon emissions!

## BENEFITS AT A GLANCE

- ▶ Book online or over the telephone
- ▶ All your travel and visa needs serviced centrally
- ▶ Special rates, up to 40% lower than published, with extras, such as breakfast and Wi-Fi, you won't get elsewhere
- ▶ Mobile app, *CWT To Go™*, gives real-time updates to travellers on the move
- ▶ 24-hour emergency traveller assistance, tracking capabilities and security alerts
- ▶ Reporting capabilities to track your spending and carbon emissions
- ▶ Saved traveller profiles speed up bookings and reduce errors
- ▶ Easy access and single sign-on.

## ABOUT OUR ONLINE BOOKING TOOL

We believe that booking for business should be as easy as booking for leisure, which is why we offer a seamlessly integrated and user-friendly web-based booking service, CWT Online.

Created with business travel in mind – you can see the best prices, book travel and monitor expenses all in one place.

- ▶ Our lowest booking fees are online
- ▶ Integrate your own negotiated rates – if you have them – into the CWT online booking tool (also available for the offline service)
- ▶ User training and support available
- ▶ Live viewing of traveller itineraries
- ▶ Security alerts and travel news
- ▶ Live flight, hotel, rail and car availability
- ▶ Airport and destination information
- ▶ Traveller feedback options
- ▶ 24/7 access from anywhere in the world.

## HOW QUICKLY WILL YOU BE UP AND RUNNING?

Offline only*	1 week
Offline and online**	2 weeks
Online inc. CWT Rail	3 weeks

\* 'Offline' is booking via calls to CWT consultants

\*\* 'Online' is booking using the CWT online portal

## CRITERIA

To set up your new CWT account we only ask that your company has an annual business travel spend of at least £100k.

## HOW TO SIGN UP

Visit [carlsonwagonlit.co.uk](http://carlsonwagonlit.co.uk) or contact the CWT sales team:  [cwtukbdsupport@carlsonwagonlit.co.uk](mailto:cwtukbdsupport@carlsonwagonlit.co.uk)  +44 (0)20 3353 0340

# The CWT Team

It's always nice to get to know who's at the end of the phone; so here's a bit more information about the team that will be looking after you and your travellers, once you become a CWT customer.

The team, who are all experienced Business Travel Consultants, have brought their extensive and varied experience working on different accounts together to form a super team! They have all been with CWT from between five and thirteen years and know each other really well. It's this sense of team spirit and togetherness which enables them to act as an extension of your own team; there when you need them.



## HOW TO SIGN UP

Visit [carlsonwagonlit.co.uk](http://carlsonwagonlit.co.uk) or contact the CWT sales team:  [cwtukbdsupport@carlsonwagonlit.co.uk](mailto:cwtukbdsupport@carlsonwagonlit.co.uk)  +44 (0)20 3353 0340

These terms and conditions (Terms) set out the terms under which Carlson Wagonlit UK Ltd (CWT) will provide certain business travel services as detailed in Clause 1 below, to a company, firm or organisation which has set up an account with CWT (Client). By making its first booking with CWT, setting up an account with CWT or using the CWT website, the Client confirms that it has received and read the Terms and agrees to be legally bound by a contract between it and CWT (each a Party and together the Parties) incorporating the Terms and fees information of CWT, as updated from time to time (Agreement).

- 1. Services:** CWT shall provide the following services to the Client:  
A commercial reservation service for airlines, UK and overseas rail operators, hotels, car rental companies and ferry operators. CWT shall also provide a passport and visa service via a 3rd party company.

CWT may negotiate preferred fares or rates with Travel Suppliers, which CWT may offer to Client Travellers. For such service, CWT's offer to the Client for these negotiated fares or rates shall, at the time of ticketing or booking, be market competitive for the same routing, class of service and subject to the same conditions for the accommodation or service being offered.]

- 2. Financial Arrangements:** The financial arrangement shall be Transaction fee based, with the agreed fees being applied to all Transactions in payment of CWT Services. All commissions received by CWT relating to services provided to Client shall be retained by CWT.

Payment of travel invoices shall be paid by Company or Individual Credit Card.

CWT shall have the right to increase all fees on the 1 January each year, by a percentage equivalent to the Retail Price Index (RPI) as published from time to time.

Applicable taxes such as VAT or goods and sales taxes are not included in the pricing chart and shall be charged to Client.

- 3. Term & Termination:** This Agreement shall commence on the signing date for an indefinite term; provided that either Party may terminate this Agreement by providing prior written notice of 90 days to the other Party. Termination shall not affect a Party's accrued rights.

Either party shall have the right to terminate this Agreement :

- At any time with not less than 30 days notice in writing if the other party shall commit any serious or persistent breach of any of the provisions of these Terms.
- Forthwith by notice in writing if the other party shall become Insolvent or shall have a Receiver, liquidator, Administrator, Trustee manager or similar officer appointed of if it is unable to pay its debts when due or if any order shall be made or any resolution passed for its winding-up unless such an order or resolution is part of a scheme of reconstruction or acquisition by a third party.

- 4. Severability:** Should any provision or part of a provision of these Terms be found by any Court of competent Jurisdiction to be invalid or unenforceable, such invalidity or un-enforceability shall not affect the other provisions or parts of such provisions of these Terms, all of which shall remain in force and effect. CWT shall substitute for such invalid or unenforceable provision a new provision, which shall most closely achieve the purpose of the invalid of unenforceable provision.

- 5. Amendments:** These Terms may be amended by CWT provided not less than 3 months notice has been given and posted upon the CWT website.

- 6. Data Protection:** Client wishes to collect and provide (or have its travellers provide) the personal travel data of Client's travellers (the "Data") to CWT in order for CWT to process the Data, on behalf of Client, in connection with the provision of the Services.

CWT shall act only on instructions from Client in relation to its processing of the Data, for which purposes Client agrees that CWT may process the Data in compliance with its standard procedures as may be updated from time to time. CWT shall process the Data exclusively for the purposes of providing the Services to Client and its travellers and will not share the Data with third parties except as is necessary in providing the Services. CWT shall implement appropriate technical and organizational measures to protect the Data against accidental or unlawful destruction or accidental loss or alteration, unauthorized disclosures or access and against all other unlawful forms of processing.

Client shall ensure that all instructions which it gives to CWT in relation to the processing of the Data are in compliance with all applicable data protection laws and Client acknowledges that it is under the obligation to ensure the consent of its travellers in line with those instructions for processing and warrants to CWT that it has obtained legally sufficient consents.

- 7. Disclaimers; Liability:** CWT is responsible for the performance of its Services to Client under this Agreement. CWT is not responsible for the performance by the travel suppliers (airline carriers, railways, hotels, car rental companies, etc.) of their services, including their acts or omissions or their obligations (such as flight delays; overbooking; errors in reservations or fares).

Each of the Parties agrees to indemnify and hold the other harmless from and against any third party claim, liability, loss, cost or expense resulting directly from any failure by such Party to perform any obligation hereunder. The Client shall indemnify and hold CWT harmless from and against any losses incurred by CWT as a result of any actual or alleged wrongful, negligent or unauthorized access, improper use of passwords, modification, disclosure, publication, copying or use of any IT Tool or website by any Client employee, agent or representative.

The total liability of either Party hereunder shall be limited to the equivalent of the total CWT fees due by the Client and due to CWT hereunder in the first year of this Agreement.

In addition, the Parties shall not be liable for any loss of profit, business, goodwill or revenue or any special, punitive, indirect or consequential loss or damages arising as a result of the performance of this Agreement, howsoever caused and irrespective of any negligence or fault.

- 8. Entire Agreement; Amendments:** This Agreement, together with the fees information as amended from time to time, constitutes the entire agreement between the Parties hereto relating to the subject matter hereof and supersedes any prior written or oral agreements or arrangements between the Parties. This Agreement shall not be modified except in writing by agreement between the Parties.

- 9. Notices:** All notices in relation to this Agreement shall be in writing and shall be deemed to be given when mailed by certified or registered mail, or personal delivery or by facsimile, with confirmation of receipt, to the postal address specified, as updated from time to time. Notices to the Client may be sent by email to the address supplied on set up of the Client's account.

- 10. Assignment:** Neither Party shall assign or otherwise transfer any of its rights or obligations under this Agreement or any part hereof without the prior written consent of the other Party.

- 11. Compliance with laws:** Each Party shall comply with all applicable laws and regulations in performing this Agreement.

- 12. Force Majeure.** Neither Party shall be held liable for any delay or failure to perform its obligations hereunder caused by circumstances beyond its reasonable control.

- 13. Waiver:** The waiver by either Party of a breach or default of any of the provisions of this Agreement by the other Party shall not be construed as a waiver of any succeeding breach of the same or any other provisions nor shall any delay or omission on the part of either Party to exercise or avail itself of any right, power or privilege that it has or may have hereunder operate as a waiver of any breach or default by the other Party.

- 14. No Partnership or Joint Venture:** Nothing in this Agreement shall create any commercial or other partnership or joint venture between the Parties.

- 15. Jurisdiction:** The construction, validity and performance of these Terms and matters pertaining thereto will be governed in all respects by English Law and will be subject to the jurisdiction of the English Courts. All disputes arising out of or in connection with this Agreement that cannot be amicably settled by the Parties shall be settled by the courts of London, England.