



MATRIX Travel Management

www.matrixtravel.co.uk

Travel Co-ordinator Handbook

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The MATRIX Service Promises

MATRIX Professionalism - Our People:

You will be working with MATRIX people, who are travel professionals - every MATRIX consultant undergoes extensive customer service, quality assurance and technical training.

MATRIX Travel Management Services:

Your organisation will be offered a complete range of Travel Management Services.

MATRIX Telephone Service:

MATRIX clients are not kept waiting - your telephone calls will be answered within 5 rings, you will never be on hold for longer than 60 seconds and every enquiry by telephone or fax will be returned within the hour.

MATRIX Quality Assurance Reservations:

Your reservations will be 100% error free - subject to our multi-point Quality Assurance check and reconfirmed with our client by phone or fax prior to documentation.

MATRIX Quality Assured Documents:

Travellers from your company will receive travel documents which are 100% accurate and “worry free” - subject to our multi-point Quality Assurance check prior to delivery or pick-up, and complete with our “no-surprises” travel itinerary information.

MATRIX Best Fare Assurance:

You have the MATRIX commitment to providing the best possible fares and value without compromising our service or quality.

MATRIX Travel Information Services:

MATRIX knows information is the key to controlling travel costs so we will work with you to analyse your needs and requirements in order to provide you with alternatives that will minimise cost and maximise your choice and value.

MATRIX Welcome Programme - New Clients:

As a new client you will be offered our exclusive Welcome Programme.

MATRIX Ongoing Client Servicing:

Your experiences with us are important - so we closely monitor our performance with our customised Matrix Customer Care Programme.

MATRIX Service Recovery - Complaints Resolution:

If you have any complaints about our own service we will resolve them within 48 hours and any complaint about the service of a MATRIX Supplier within 15 business days.

Dear Travel Co-ordinator

This handbook is designed to familiarise you with THE MATRIX TRAVEL PLAN, as well as making that part of your job devoted to travel a little easier. Simply make one phone call to our travel professionals, and we will take over all the frustration of planning business travel. This includes such items as reservations for airlines, hotels, ferries and car rental companies, as well as all of your special requests.

With MATRIX you are part of the leading edge of Travel Management. It is our goal to provide you with the most time efficient and cost effective travel service worldwide. Most importantly, we strive to always maintain a superior level of service, while following the travel policies and procedures established by your company.

Let me introduce you to MATRIX Travel:

MATRIX Travel Management is a member of both the Travel Management Partnership (TMPL) and the Advantage Travel Centres. TMPL is a network of entrepreneurs who understand the value of constant attention to the needs of their clients. Every agency is individually owned and locally operated; yet each one is also part of the powerful Advantage network. Advantage, established over 25 years ago, has over 800 members in the United Kingdom and has a group turnover in excess of £2 billion a year that enables us to negotiate better deals for our members, resulting in great deals for our customers. As an Advantage member we are also part of WIN (Worldwide Independent Network) which has over 9,000 members.

The MATRIX mission is to set the standard in the industry for professionalism and reliability to the consumer.

All of us at MATRIX Travel are pleased to have you as a member of our team.

THE MATRIX STORY...

MATRIX Travel Management aims to be the best Traveller's Agent in the business short time and we know that to be the best requires constant innovations in training, technology, programme development and, most importantly, customer service.

Dedication to Service

We made it our mission to serve the needs of the traveller in a way that has never been done before. A truly professional, truly personal travel management service. So we work hard to not just meet, but to exceed, our clients' expectations of service

Personal Commitment

TMPL/Advantage agency owners are personally involved in every aspect of their agencies' services. To them, being successful means satisfying travellers in a way that no other agency, whether big or small, can.

High Standards

TMPL/Advantage agencies are supported by the most extensive and advanced training, research, communications and marketing expertise in the industry. Service-driven innovation and excellence are the watchwords at every level of TMPL/Advantage, because we believe a traveller's experience can always be a little more convenient, a little more enjoyable, and a little less expensive.

An Extensive Network of Offices

As part of TMPL/Advantage we are well positioned in the industry to develop exciting travel programmes and negotiate better-than- corporate rates - and to do so with the most reputable airlines, hotels, car rental companies and tour companies in the industry today. Moreover it enables us to offer travellers the very best value for money service.

The Strength of Our Name

We've worked hard to build the size of our organisation. But we've worked even harder to build the integrity of the MATRIX name. Not just anyone can open a TMPL/Advantage agency. Every one of our owners are entrepreneurs who are dedicated to the value of professionalism. We aim to be the traveller's agent.

THE MATRIX TRAVEL PLAN:

MATRIX offers a sophisticated approach to travel management that not only ensures a high level of services for all your company's travel needs but also manages your travel in a way that saves you time, trouble, and money.

We call it **The MATRIX Travel Plan** and here are some of its features:

The MATRIX Corporate Travel Review

Are you obtaining the best possible airfares for your business travel? Are you receiving the most advantageous payment terms? Do you have a complete travel programme - or are you missing out on some special rates and services? Find out with the MATRIX Travel Review. The starting point in evaluating your current travel management programme.

A Personal Approach to Business Travel

MATRIX takes time, right from the start, to find out exactly what your travel needs are and to determine how we can best serve you. Key information about your company's travel policies and travellers' preferences are collected and stored in our computer system to ensure speed and accuracy when making reservations. So you'll never have to remind us about your seating preferences or accommodation requirements.

Access to Lower Fares and Rates

As an Advantage member MATRIX has access to over 2 million private airfares on over 50 airlines. MATRIX has also invested many thousands of pounds in the systems and software to allow us to find the best fares for our customers. In addition MATRIX offers you corporate rates at thousands of selected hotels worldwide. The MATRIX Hotel Programme enables you to save even more with special, lower-than-corporate rates, upgraded accommodation (that stays within budget), or additional savings while staying in many of your business travel destinations. MATRIX also has access, through its state-of-the-art reservations system, to the lowest car rental rates. You can rest assured we'll find you great fares and rates on every trip.

Travel Management Reports

MATRIX is committed to keeping your travel costs in line. You can measure our performance and commitment through management reports, which provide a complete and meaningful analysis of travel expenditures and savings opportunities. So you'll always know what value you're receiving from your company's travel spend

Extended Payment Terms

In addition to all the other cost-savings opportunities MATRIX provides, we'll also help you select from a range of payment systems that allow you to extend your cash flow.

Skilled Professionals

With more than five million air fares worldwide and 100,000 changes weekly, finding the best way to fly has become a highly complex business. In this environment it takes sophisticated systems and expert training to deliver effective travel management services. No other organisation devotes as much care and attention to training as

MATRIX. Our people know the routes, the fares, and the services. You never have to give our work a second thought.

Quality Control

Every ticket, every reservation, every itinerary is thoroughly checked before you receive it. With our Quality Control programme, we invite you to regularly evaluate our performance every step of the way. Why? Because we strive not just to meet, but also to exceed your expectations for quality and service.

Service Promises

MATRIX Travel prides itself on being a leader in customer service. Our Service Promises are our GUARANTEE to you, the customer, and are listed on page 3 of this handbook. These are designed to ensure that you get the most out of your experience with MATRIX Travel

Emergency Assistance

Our Travel Rescue Line means you can change a reservation, alter an itinerary or arrange a car rental - wherever and whenever you need to.

Group Travel Arrangements

When it comes to meetings, conventions, and conferences, you can rely on MATRIX GCI expertise to ensure all the details of your group travel needs will be handled with precision - helping to ensure the success of every group function.

Incentive Travel

There's nothing like the lure of a holiday in Australia, a short-break to Paris or a Caribbean cruise to motivate your employees. Let your MATRIX GCI representative show you how the right travel incentive programme can rev up your organisation without blowing your budget!

Employee Holiday Planning

MATRIX work with our partner agency Eagle Travel in Bedford to provide a full leisure service to our customers – Please see ‘Other Services’.

GetThere – The Corporate On-Line Booking Tool

GetThere offers up to the minute fares and schedules (including access to our private fares) and can be accessed using your personal computer, during working hours, weekends or even when you are abroad. It offers the Travel Booker full flexibility to charge booking directly to your corporate account or book on to a credit card.

Matrix Website: www.matrixtravel.co.uk

Our website gives you information about Matrix Travel and the services we offer, it also includes access to a wide range of useful travel information.

WITH ALL THESE BENEFITS, THE MATRIX TRAVEL PLAN IS TRULY THE MOST SOPHISTICATED AND PERSONALISED TRAVEL MANAGEMENT SERVICE AVAILABLE.

LET US SHOW YOU THE DIFFERENCE IT CAN MAKE IN YOUR BUSINESS TODAY!

PREPARATION

Personal Travel Profile

In order to provide a high level of personalised service, and to speed up the reservation process, MATRIX uses a confidential travel profile. This form (shown on next page) is to be completed by the traveller, and the information is maintained in our computer for easy reference. Once this information is stored, our Corporate Travel Consultants will access the special requirements of your traveller, and will never have to ask you for this information again. Of course we rely on you to advise us of any changes in travel requirements as soon as possible.

Each employee likely to use the services of MATRIX should complete a Personal Travel Profile. Instructions for completion of this form are provided below:

1. Name – as it appears on your passport
2. Title
3. Name of Company
4. Position in Company
5. Email
6. Home address of the traveller
7. Office DDI (Direct line)
8. Home phone number
9. Home fax number
10. Mobile
11. Date of Birth
12. Airline preferences
13. Indicate class of service allowed as per company policy
14. Check preferred seating on board aircraft
15. Special meal requirements e.g. vegetarian
16. Any other requests regarding air travel
17. Airline frequent flyer memberships ID
18. List in order of preference the car rental companies used by the traveller, and indicate any corporate or personal identification (account) numbers
19. Indicate type/size of car allowed as per company policy
20. Traveller's or company preferred hotels broken down by city
21. List any corporate identification numbers or frequent traveller numbers to be used when making hotel reservations
22. Credit card numbers including expiry date and cardholder's name. The credit card will be used for hotel guarantees only UNLESS it is authorised for use for travel purchases.
23. Passport details
24. Remarks

A completed example is shown on the following page.

Personal Travel Profile

<u>Name Mr/Mrs/Miss/Ms</u>	John Smith	<u>Company</u>	ABC Tools Ltd
<u>Position</u>	Sales Director	<u>Email</u>	johns@abctools.co.uk
<u>Home Address</u>	2 The High Street	<u>Office DDI</u>	01234-567890
	Anytown	Home Phone	01234-987654
	Anywhere	<u>Home Fax</u>	
	AB1 2CD	<u>Mobile</u>	07770-123456

AIRLINES PREFERNCES

1. BA
2. KLM
3. Lufthansa
- 4.

Special Meal Request: n/a
Other Special Requests: n/a

AIRLINE SERVICE (Circle preference)

First / Business / Economy
Smoking / Non-Smoking
Window / Aisle / Bulkhead
Forward Facing / Rearward Facing

AIRLINE FREQUENT FLYER MEMBERSHIP NUMBERS

<u>Airline</u>	<u>Membership Number</u>	<u>Name on Card</u>
BA	123456789	J Smith
KLM	987654321	John Smith

CAR RENTAL MEMBERSHIPS

<u>Company</u>	<u>Membership Number</u>
Europcar	EP123456
Hertz	999888777

CAR PREFERENCES

Small / Medium / Large
Manual / Automatic

HOTEL CHAIN MEMBERSHIPS

<u>Chain</u>	<u>Membership Number</u>
Marriott	M777666

ROOM PREFERENCES

Single / Double / Twin
Smoking / Non-Smoking

Any Hotel Preferences?

PASSPORT DETAILS

Country of Issue: UK Number: SM12345678 Expiry: 3/12/06

CREDIT CARD DETAILS (Required for hotel guarantee purposes only)

Card Type: VI Number: 123456789987654 Expiry: 03/03

REMARKS

Prefers direct flights, indirect as absolute last resort

PERSONAL TRAVEL PROFILE for MATRIX Travel Management

Name (as it appears on your passport);

Mr/Mrs/Miss/Ms _____

Company _____

Position _____

Email _____

Home Address _____

Office DDI _____

Home Phone _____

Home Fax _____

Mobile _____

TRAVEL PREFERENCES

AIRLINES (List in order of preference)

1. _____

2. _____

3. _____

4. _____

Special Meal Request: _____

Other Special Requests: _____

AIRLINE SERVICE

First / Business / Economy

Smoking / Non-Smoking

Window / Aisle / Bulkhead

Forward Facing / Rear Facing

AIRLINE FREQUENT FLYER MEMBERSHIP NUMBERS

Airline	Membership Number	Name on Card
_____	_____	_____
_____	_____	_____
_____	_____	_____

CAR RENTAL MEMBERSHIPS

Company	Membership Number
_____	_____
_____	_____

CAR PREFERENCES

Small / Medium / Large

Manual / Automatic

HOTEL CHAIN MEMBERSHIPS

Chain	Membership Number
_____	_____
_____	_____

ROOM PREFERENCES

Single / Double / Twin

Smoking / Non-Smoking

Any Hotel Preferences? _____

PASSPORT DETAILS

Country of Issue:	Number	Expiry
_____	_____	_____

REMARKS: (i.e. any disabilities or information that would help our booking process)

CREDIT CARD DETAILS (Required for hotel guarantee purposes only)

Card Type:	Number	Expiry
_____	_____	_____

Matrix Travel is committed to maintaining your personal information in a manner which meets the requirements of the Data Protection Act (1998) and will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure or destruction.

Corporate Travel Profile

MATRIX Travel Management

Company: _____
Address: _____

PostCode: _____

Contact: _____
Title: _____
Phone: _____
Fax: _____
Email: _____

Written Travel Policy? Yes / No

Attached? Yes / No

CORPORATE RATE PROGRAMMES

CAR RENTAL

Company

Corporate Number

HOTELS (Chains or Individual Hotels)

Chain / Hotel

Corporate Number / Rate

ACCOUNTS DEPARTMENT CONTACT

Name: _____
Title: _____
Phone: _____

DOCUMENT DELIVERY REQUIREMENTS

Recipient Name:

Working Hours:

Remarks:

The Corporate Travel Profile is a standard form used to collect information about Matrix customers. It asks for some basic information which is entered onto our reservation system and assists us in providing a customer-specific service.

Travel Co-ordinator Worksheet

The Travel Co-ordinator Worksheet was primarily designed to be used in three ways:

- * Communication of travel requirements from the traveller to the travel co-ordinator
- * Communication of travel requirements from the travel co-ordinator to MATRIX
- * Confirmation of the flight details prior to the receipt of the travel documents

This worksheet will also act as a checklist to ensure that you have all of the travel requirements before contacting your MATRIX travel consultant.

The sample on the following page will show you how this form will look when completed.

TRAVEL CO-ORDINATOR WORKSHEET

COMPANY/ACCOUNT NAME: ABC Tools CONTACT: Susan
TRAVELLERS NAMES: 1 John Smith TEL: 01234-987654
 2 Bill Jones FAX: 01234-987655

TRAVEL REQUIREMENTS

FROM	TO	DATE	DEPART	ARRIVE	FLIGHT	CLASS	REMARKS
HEATHROW	CHICAGO	23/4	A.M.		BA	BIZ	
CHICAGO	NEW YORK	28/4	EARLIEST			ECON	
NEW YORK	HEATHROW	2/5	LAST FLT.		BA		

HOTEL REQUIREMENTS

CITY	HOTEL	TYPE OF ROOM	NO.OF ROOMS	NO. OF NIGHTS	ARRIVE	DEPART	REMARKS
CHICAGO	MARRIOTT	SGL.	2	5			

CAR HIRE REQUIREMENTS

CITY	TYPE	P/U POINT	P/U DATE	D/O POINT	D/O DATE	NO. OF DAYS	REMARKS

INSURANCE REQUIRED: NO

ADDITIONAL INFORMATION: PLEASE ENSURE THEY SIT TOGETHER ON ALL FLIGHTS

SIGNED: S Jones _____ DATE: 16/4 TIME: 1000
 AUTHORISED TRAVEL CO-ORDINATOR

HOW TO MAKE A TRAVEL RESERVATION

Corporate Travel Consultants

MATRIX recognises that business travel has become increasingly complex over the past few years and can appear to be very confusing for new travellers and travel coordinators. Our specially trained Corporate Travel Consultants will help you to unravel the business travel "mystique" – It is our goal to make you and your traveller as comfortable as possible. In addition to understanding the overall scope of business travel, our dedicated Corporate Travel Consultants are familiar with the policies of your company, as well as any special arrangements or cost saving features to your major travel destinations. This high level of expertise will give you the confidence that all of your travel arrangements will be handled in a professional and helpful manner.

When calling to make your travel reservation, MATRIX has a few suggestions to speed you through the process:

- * Always identify yourself and your company
- * Let the consultant know whether you are making a new reservation, change or cancellation
- * Identify the traveller to enable the consultant to retrieve the personal travel information
- * Be sure to have all the travel details close at hand (and possible alternatives) before calling our office

Airline Reservations

Through the use of a sophisticated airline automated reservation system, MATRIX Travel Consultants have the most up-to-date flight information at their fingertips.

In order to make your flight arrangements, please supply your MATRIX Travel Consultant with the following information:

- * Desired travel day and date
- * From city - to city Note: In cities with multiple airports, please specify the preferred airport
- * Approximate departure time or required arrival time

Based on this information, as well as your company's travel policy, our consultants will offer you the best flight options and cost-saving alternatives. Once you have decided on the best flights for your company, our consultants will book, and in most cases immediately confirm your flight arrangements within a matter of minutes (or even seconds).

PRIVATE AND DISCOUNTED FARES

Normally in order to obtain a special airfare you must meet one or more of the following conditions:

- * Book in advance (30, 21, 14, 7, 3 days ahead)
- * Meet minimum and/or maximum stay requirements
- * Travel during off peak travel times
- * Use a different / specific airline

A general rule of thumb is that the greater the discount, the more restrictions/penalties there are. These, cancellation and/or change, penalties could include a percentage of the total airfare, a pre-designated amount, or a 100% non-refundable airline ticket. Your MATRIX Travel Consultants will of course advise you of all of these penalties and conditions whenever you are booking this type of fare.

NO FRILLS

In addition to booking scheduled flights, at standard or even private and discounted fares, we are also able to offer a No Frills Carriers booking service. With so many No Frills Carriers based in the UK – finding the right option is becoming more and more difficult. MATRIX have invested in advanced search engine technology that allows us to scour the No Frills websites to find the most suitable flights.

MATRIX has a few tips that may assist you in taking advantage of some of these cost-saving airfares:

- * Plan ahead
- * Be flexible whenever possible (times, dates, days)
- * Incorporate a Saturday night stay (it may help)
- * Consider the use of different airports, routing, or change of plane
- * Use the same airline throughout an itinerary
- * Request roundtrip/return bookings

We understand how difficult it can be to persuade your traveller to change from their normal routine, but perhaps they may be willing to at least try your suggestions - especially when there is an opportunity to save money for your company.

INTERNATIONAL TRIPS

All of your flight arrangements can be handled through your MATRIX Travel Consultant, including those complicated international trips. We recommend that you allow sufficient time for MATRIX to research the best possible routings and fares for your traveller. Remember that international travel may also require additional documentation such as a visa, international drivers licence, or recommended inoculations. Your MATRIX Travel Consultant will advise you of all the appropriate requirements and recommendations for the proposed business trip. The processing of these documents can sometimes take up to several weeks depending on the country being visited. Attending to all of these details in a timely manner can assist your traveller to enjoy a problem- free international trip.

SEAT SELECTION/BOARDING PASSES

Most airline carriers today provide advance seat selection. When applicable, and providing that we have your traveller's seating preference, every effort will be made to confirm the first choice when available. MATRIX recommends that when your traveller checks in at the airport, they reconfirm that their allocated seat is still within the required section/location. The airlines may change their aircraft at anytime, and what was once a reservation with an aisle seat may become a reservation with a window seat. Please note that airlines will release your pre-selected seat if you don't check in for your flight within the required timeframe.

For your information not all the seats on any plane are released by the airline for allocation. They generally hold back some seats so that they can satisfy passenger's demands at the check-in desk. In addition airlines do not generally pre-allocate seats in the emergency exit rows. These are reserved for allocation at check-in as the airline staff like to be sure that "fit people" are seated in these rows.

Hotel Reservations

In order to make a hotel reservation, please supply your MATRIX Travel Consultant with:

- * Desired arrival and departure date
- * Preferred hotel (try to encourage your traveller to utilise one of your company's contracted hotels, or one of the hotels in the MATRIX Hotel Programme).
- * Any special requirements that may be applicable for this particular trip

All hotel reservations made by MATRIX on your behalf will be done in one of two ways:

- * Computer reservation at time of booking
- * Phone call to either the central reservation number or directly to the hotel

It is important to understand that unlike airline reservations, hotels are frequently "on request" as opposed to a confirmed booking. Of course your MATRIX Travel Consultant will always advise you as to the status of any required follow up (if any) for your hotel reservation.

CORPORATE HOTEL RATES

MATRIX has a corporate rate programme that may be of interest to you and your company:

The MATRIX Hotel Programme was designed to bring you the best hotel at the best price. These special lower-than-corporate rates may allow you or your travellers to stay at a better establishment, while still saving money for your company.

Your MATRIX Travel Consultant will compare these corporate rate programs with your company's negotiated rates, to ensure you have the best value for your company.

GUARANTEED ARRIVALS

Hotels are guaranteed for late arrival whenever necessary as long as MATRIX has your traveller's or company charge card number on file. A reservation guaranteed for late arrival means that the hotel promises to keep a room ready for your traveller throughout the night. In turn, the traveller promises either to use the room, cancel the reservation before a designated time (as determined by the hotel, typically between 4 PM - 6 PM on the day of arrival), or pay a no-show penalty equivalent to one night's accommodation.

[NOTE: IT IS THE RESPONSIBILITY OF THE TRAVELLER OR THE TRAVELLER'S ASSISTANT/COORDINATOR TO ADVISE EITHER MATRIX OR THE HOTEL DIRECTLY OF THE CANCELLATION, IN ORDER TO PREVENT A NO- SHOW PENALTY FROM BEING BILLED TO THE CHARGE CARD]

CANCELLATIONS

In the event that you need to cancel a hotel reservation, simply call your MATRIX Travel Consultant for assistance. MATRIX will either provide you with a cancellation number, or the name of the person who confirmed the cancellation at the hotel. We recommend that you retain this information for your records, especially if it was a guaranteed reservation, as well as the date and time of the cancellation. **Be sure to also acquire the same information in the event that you cancel directly with the hotel.**

Car Rentals

Most car rentals can be booked directly in the computer, and will be confirmed to you during the initial telephone call. Once again, your MATRIX Travel Consultant will have all of your corporate or traveller identification numbers, as long as this information was supplied on the corporate/personal profiles. MATRIX will compare your corporate rate with our car rental programme, to ensure you have the best possible rates.

In order to reserve a rental car, please supply your MATRIX Travel Consultant with:

- * pick up and drop off location
- * dates and times for required rental car
- * size of car that is required
- * any special requests (i.e. air conditioning)

Remember that special requests can take a couple of days to confirm the reservation.

Conclusion of the Reservation

At the end of each reservation, the MATRIX Travel Consultant will reconfirm all transactions such as air, hotel, and car rental reservations. Please be sure to listen carefully in order to ensure that all information is accurate and as requested.

Lastly, don't delay in making your travel reservations. The earlier you call, the better your chances of:

- * Securing the lowest logical airfare
- * Confirming the most convenient flights
- * Achieving priority ranking on waitlists
- * Obtaining preferred seat selection
- * Obtaining your first choice of hotels and car rentals

AFTER THE RESERVATION

Quality Control

Our job does not stop with the conclusion of the telephone conversation. All of our reservations undergo a range of manual and automated quality control checks at the time of reservation, as well as at time of ticketing. These extra steps ensure that your company is always offered the lowest logical available airfare, hotel, and car rental rates as per your company policy.

Our automated system carries out over 30 individual checks on each and every reservation. In addition to quality checks it also has the ability to search for a traveller's preferred seating option (i.e. if they prefer a window seat rather than an aisle seat) and to assist in the clearance of wait lists by carrying out round the clock availability checks.

Once the airline tickets and itineraries are issued, MATRIX reviews the documents in order to ensure accuracy of information.

Delivery

Your traveller's documents will be delivered as per your request. Urgent tickets will be accommodated to the best of our ability.

Once you receive your traveller's documents, we recommend that you immediately review both your ticket and itinerary to ensure that information is accurate. Items that you may want to review include:

AIRLINE TICKET

- * Passenger name
- * Routing
- * Class of service
- * Date and departure time
- * Number of ticket coupons (one for each flight segment)
- * Status box - all flight segments should read OK

ITINERARY

- * Passenger name
- * Routing
- * Date and departure time
- * Hotel and car rental information such as location, confirmation numbers, rate

HOTEL VOUCHER

- * Hotel name / location
- * Arrival / departure dates
- * Room type
- * Cost & Payment arrangements

CAR VOUCHER

- * Pick-up date and duration of hire
- * Pick-up and drop-off locations
- * Rate

INVOICE

- * Price invoiced is in line with quotation
- * Relevant purchase order number is stated

Should you have any questions regarding these documents, please call your MATRIX Travel Consultant right away for clarification.

Tickets On Departure (TOD)

In the event that you require a TOD for pick up at the airport, there are a few points that you should be aware of:

- * A ticket on departure is an authorisation from MATRIX to an airline to issue your traveller a ticket, and since it is prepaid, no payment is required by the traveller at the airport

- * Typically, prepaid tickets are used when your traveller is originating at a point outside the local delivery area, or if the reservation has been made within 24 hours of the flight departure time

- * The traveller must present personal identification (passport) when picking up the ticket at the airline ticket counter. To speed up the process they should supply the airline agent with the following information:

- originating airline and flight number
 - departure date
 - airline locator reference

- * Allow ample time prior to flight departure in order to pick up the ticket. It is recommended by the airline to allow an extra 30 - 60 minutes. Please be aware that the processing of a TOD can take a couple of hours from the time you complete the reservation with MATRIX.

It is important to advise MATRIX if a traveller did not pick up their TOD. MATRIX will immediately contact the airline in order to obtain the authority to refund the ticket, and this will be processed through the regular refund system as indicated below. Please note that any prepaid service charge may be non-refundable.

Electronic Ticketing

Airlines now use electronic ticketing as the normal way of producing tickets. Some airlines still use paper tickets but not many. With the electronic ticket the booking is confirmed and the traveller will be given a confirmation number. If you book a flight and "receive" an e-ticket you may well be required to state the confirmation number and show your ID (passport) at the airline check-in counter to receive a boarding pass. As the automation process improves the use of airline frequent flyer/membership cards in special machines is becoming more prevalent. This way, you will never have to be in a cab on the way to airport wondering, "Did I remember my ticket?"

Refund Procedures

It is important to remember that airline tickets are valuable, and should never be thrown away or destroyed. All unused and partially used tickets MUST be returned to the MATRIX office in order to obtain the appropriate credit. MATRIX also recommends that you call us as soon as possible when you need to cancel a reservation, as it may be possible for the traveller to use part of the airline ticket or receive a refund for part of the fare. This is especially true for promotional type or penalty fares. Our travel consultants will advise you of these options when you call the MATRIX office.

The refund process can often be slow and arduous. Although the majority of tickets are issued electronically the refund process is still totally manual. For each refund we have to complete an airline Refund Application Form to send to the airline, along with the unused ticket coupons, for approval. We can only send the applications in on a monthly basis. The airlines will hopefully arrange a refund within 14 - 21 days of the end of the month of submission. Where part refunds are involved the process can be slightly longer as the airline often have to calculate the amount of the refund before authorising it.

If you use a credit card for payment of airline tickets, remember that although MATRIX has promptly completed the refund procedure, it may take up to three months for this refund to reflect on your credit card statement. This is due to the fact that once the refund notice leaves MATRIX, it will be sent to the appropriate airline, as described above, before it is forwarded to the charge card company for credit.

Lost (Paper) Tickets

If your traveller does have a paper ticket and loses it, they should request, complete and return a "Lost Ticket Form of Indemnity" (available from your MATRIX office). This refund procedure can take some time, as MATRIX must wait for the airline to process all the appropriate paperwork and the airline usually requires the validity of the ticket to have expired before they will authorise the refund. It is also important to note that there is a processing fee for this procedure. In the event that someone else used the lost ticket, a refund will not be forthcoming.

ADDITIONAL MATRIX SERVICES

MATRIX Travel Rescue Help Line

Although we try to do everything possible to ensure that your business travel will be problem free, MATRIX also recognises that unexpected problems or after hour emergencies can occur. Aero24 is our emergency assistance hotline. Aero24 assistance is available outside of our normal office hours from anywhere in the world. When you need immediate assistance, simply call and give them your MATRIX SOS code. All your travel needs will be met, including air, car and hotel arrangements.

We understand the challenges you face as a busy corporate traveller - changed schedules, missed flights, cancelled flights, and overbooked hotels, to name a few. Aero24 provides the support of a travel agency that is always open.

This service is staffed by fully trained, experienced travel professionals. They have direct access to your personal travel information and can assist you with changes, additions, or problems immediately.

MATRIX SPECIAL RATES

With Aero24, you have access to all MATRIX special car and hotel rates, no matter when you call.

INSTANT WORLDWIDE TICKETING

Once pre-authorized approval is established with your MATRIX agency, the MATRIX Travel Helpline can provide instant worldwide ticketing.

These valuable services are available only through your MATRIX travel agency. In order to access the MATRIX Travel Rescue Line simply call the telephone number provided by the agency, and supply the MATRIX professional with your SOS Code. The Rescue Line telephone numbers and your SOS code are printed on every travel itinerary for easy reference.

Groups, Conferences and Incentives

The travel professionals at MATRIX GCI will work together with your meeting planners to design a programme especially suited to the needs of your company. Our expertise means that every detail of the group, conference or incentive travel will be just right - setting the mood for a successful gathering. MATRIX GCI will assist you with any of your meeting planning requests, all the way from the initial planning stages through to the final conclusion of the project.

Leisure Travel

MATRIX work with our partner agency Eagle Travel in Bedford to provide a full leisure service to our customers.

You have earned your holiday, and now Eagle will assist you in finding the destination that is right for you - be it an exotic destination, or a quiet hideaway, for the most exciting (or leisurely) vacation that you have ever enjoyed.

Customer Service Procedures

MATRIX recognises that situations can occur from time to time, which need to be addressed at the earliest possible moment. After all if you are not happy, then neither are we. MATRIX recommends that you immediately contact our office if:

- * Airline, hotel, or car rental reservations or confirmed rates are not honoured
- * Inaccurate documentation or unsatisfactory travel arrangements are received by either you or your traveller
- * Billing questions

MATRIX will research the concern and respond back as to why the situation occurred, as well as what can be done in the future to ensure that the incident does not happen again. Service is important to us, and you can assist us in maintaining the high level of service you deserve by communicating any concerns that you may encounter.

MATRIX will also periodically carry out Customer Care Reviews that monitor our service in different areas. We ask that you help us with the reviews so we may continue to upgrade our services to meet your particular needs and to ensure that we are delivering on our Service Promises.

TRAVEL TIPS FOR YOUR TRAVELLERS

Reconfirmation of Flights

Although reconfirmation of return flights is not always required, it is recommended by MATRIX, especially for long-haul international flights.

If you change your travel plans, please ensure you cancel your reservation. If you fail to use a reservation, your onward or return reservation may also be cancelled.

Overbooking of Flights

Airline flights may be overbooked and there is a chance a seat will not be available on a flight for which a person has a confirmed reservation. If a flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other personnel in accordance with its particular boarding priority. With few exceptions (such as late check-in), persons denied boarding involuntarily are usually entitled to some sort of compensation.

Airport Check-in

Due to the increase in security precautions, it is recommended that passengers check in for the flights by the time specified by the airlines. Otherwise, passengers may be denied boarding (and compensation). This time will depend on whether it is a domestic or international flight.

Baggage

For domestic UK flights the allowance is normally one piece. Within Europe, and Long Haul destinations excluding North America, economy class usually permits 20Kgs, business class 30Kgs. Your free allowance is normally limited to two pieces of checked luggage per passenger for travel to/from and within North America. Specific size and weight limitations apply on all routes. Suitcases should be locked and not over packed. Regulations require that name identification be on the outside of the baggage. However we do not recommend that you use your home address or phone number. Use of a business card or address is preferable for security reasons.

Cabin Baggage

Carry-on baggage restrictions vary from airline to airline, but generally all items must either be stored underneath the seat in front of you, or in the overhead compartment. In addition, please be aware that there may be limited space in which to hang your garment bag. Airlines are now clamping down on excess cabin baggage. All airlines insist that dangerous sharp objects are no longer carried onboard either on your person or in your cabin baggage and also liquids are limited.

Guidelines for Packing

Do not place any valuable items such as money, jewellery, cameras, negotiable papers or business documents in checked baggage. Passports and other travel documents, as well as prescription medication, should be carried with you in the aircraft cabin. Fragile articles are accepted at the passenger's own risk.

Restricted Baggage

Hazardous articles (including those prohibited by law) such as acid, matches, lighter fluid, poisons, flammables, explosives or compressed gas may not be packed in your luggage.

Delayed and Cancelled Flights

Airlines do not guarantee their schedules, and you should take this into consideration when planning your trip. Many things can, and often do, make it impossible for a flight to leave on time. Problems such as bad weather, air traffic delays, and mechanical repairs are hard to predict and beyond the airline's control. Airlines generally find alternative flights, and may provide food and other basic amenities during long delays at the airport, but they will not accept responsibility for other kinds of expenses or losses that passengers might incur when flight schedules are not met. However if you book flights in the EU you are now protected under EU legislation. For more information on EU legislation go to the following link:

http://europa.eu.int/comm/transport/air/rights/index_en.htm

Please note that it is not uncommon for airline personnel to give conflicting information on when a flight is likely to depart. We recommend that you stay close to the boarding gate. Aero24 can assist with alternate arrangements if necessary.

Overbooking of Hotels

To ensure maximum occupancy, a hotel will frequently overbook to allow for no-shows and last minute cancellations. This means that the late arriving traveller may be vulnerable to being refused a room by the hotel. Almost all hotels have a policy for compensating guaranteed arrival travellers, which should include:

- * accommodation at another hotel of comparable quality
- * transportation to the new hotel
- * pay the cost of the first night's lodging
- * one long distance phone call to home or business in order to advise them of the change in hotels

Every hotel's policy is different, and we recommend that you talk to the Hotel Manager in order to receive the compensation that you deserve. Call our Aero24 for emergency assistance.

GLOSSARY OF TERMS

Airline Terminology

ADULT FARE

A fare to be charged for every passenger who has passed his/her twelfth birthday.

CHARTER FLIGHT

A flight that has restrictions on the length of stay, with a requirement for advance booking and deposit. Generally, but not always, cheaper than scheduled flights.

ADVANCE PURCHASE EXCURSION FARE (APEX)

These are heavily discounted excursion fares, which require booking and ticketing well in advance of departure. In addition, these fares typically have minimum stay requirements. There may be penalty for cancellation after tickets have been purchased.

AIR-TAXI

An aircraft carrying up to 19 passengers and operating under less restrictive regulations than scheduled or supplemental carriers, usually with a 250-mile radius.

AIRLINE/AIRPORT CODES

A system of abbreviations for airlines, airports, or fares used by airlines and travel agents throughout the world. For example, CDG is Paris Charles de Gaulle Airport while VS is the code for Virgin.

AIRPORT TAXES

Airport service and user charges levied by local authorities in certain international cities and islands. Where levied, they are collected at the airport from each departing passenger. They can either be prepaid as part of the ticket price or payable on arrival / departure at the airport.

ALLIANCES

Groups of airlines working together so as to reduce their costs and to provide the traveller with an improved range of routes and benefits.

BAGGAGE ALLOWANCE

The volume, number of pieces or weight of baggage that may be carried by a passenger without an additional charge.

BAGGAGE CHECK

A stub or claim receipt with a baggage identification number.

BUCKET SHOP

A term used to describe a place where cheap airline tickets may be purchased often without any assistance being available to the traveller in case of changes and/or cancellation

BUMPING

A popular term for an unpopular event - a passenger being denied a place on a flight by the carrier in spite of a confirmed reservation; generally the result of overbooking or overselling by the carrier - a practice designed to anticipate the number of no-shows for each flight. Any passenger bumped from a flight who has complied with all the reservation and check-in requirements is entitled to Denied Boarding Compensation, which varies from carrier to carrier.

BUSINESS CLASS

Dedicated section of an aircraft designed for the business traveller. The upgraded benefits could include speedy check in and baggage claim, executive lounges, headsets, upgraded meals, alcoholic beverages and advance seat selection. There is a surcharge over the economy fare for this upgraded service.

CHECKED BAGGAGE

Baggage (luggage) of which a carrier takes sole custody and for which carrier has issued a baggage check and baggage claim tag.

CHILD

Normally someone aged between 2 and 11 years. Child fares are usually 67% of the adult fare.

CIRCLE FARE

Special fare, lower than the sum of the point-to-point fares for individual segments, of a circle trip.

CIRCLE TRIP

Round-trip journey with ultimate destination the point of departure, but which involves at least one stopover in addition to the point of turnaround.

CITY TERMINAL

An airline ticket office, not located at an airport, where a passenger may check-in for a flight, check his baggage, receive his seat assignment and secure ground transportation to the airport.

CODE SHARE

A practice whereby one airline can sell seats on the aircraft of another airline under their own name and flight number.

CONJUNCTION TICKET

Two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

CONNECTION

A change of planes at an intermediate point in order to reach the destination.

DESTINATION

The ultimate stopping place of the passenger's journey.

DIRECT FLIGHT

A flight which does not require the passenger to change planes. It may have intermediate stops en route (as compared to "non-stop flight")

DISCOUNTED FARE TICKETS

A ticket purchased from the equivalent of a wholesaler at a price normally lower than the best scheduled fare. Restrictions often apply with regards to cancellation and changes however they often provide real value for money.

ECONOMY, COACH OR TOURIST CLASS

The class of service in an aircraft which is less luxurious than Business or First Class, and for which a fare lower than that of Business or First Class is paid. Seats in the aircraft are usually a little narrower with less reclining pitch and not quite as much space between the rows of seats as in Business or First Class. Meals served in this class are less elaborate than Business or First Class and alcoholic beverages may not be served on a complimentary basis. In Europe and Canada it is called "Economy" Class; in the U.S.A. it is normally referred to as "Coach" Class; whilst in Asia it is sometimes known as "Tourist" Class.

ETA

Estimated time of arrival.

ETD

Estimated time of departure.

EXCESS BAGGAGE RATES

These are charges made by the airline at check-in time for baggage in excess of the free allowance.

FIRST CLASS

Most airlines offer First Class service at the applicable fare on long haul routes. On domestic North American flights there are normally only first and economy class seats. A limited number of seats are allocated as First Class and are usually located in the front section of jet aircraft, and in the back section of propeller aircraft. The seats are larger, the pitch of the seat and the distance between the rows of seats is greater (modern seats now allow the passenger to lay flat) and additional in-flight service is offered. Meals are gourmet type and wines are usually served with various courses. Alcoholic beverages are complimentary and First Class passengers have access to lounges in the airport when these are available.

GATE

The airport terminal area where you can check in (if you have not already checked in at the front ticket counter), board and leave the aircraft.

GROUND TRANSPORTATION

Bus, limousine, train or taxi transportation between airport and downtown terminal or pickup point.

HAND BAGGAGE

Unchecked baggage which may be carried by the passenger into the cabin of an aircraft. Check restrictions on type of baggage.

INFANT

A child who has not reached his/her second birthday. Depending on the route, no fare or a 10% fare is charged when no seat is reserved.

INTERLINE

A journey involving more than one carrier. An interline point: where a change is made from one carrier to another.

TRANSIT LOUNGE

A separate section in airport where passengers can wait when they are passing through one country on their way to a third country. This is set up so that they do not need to clear the transit country's customs and immigration.

LOW SEASON

Low seasonal fare to encourage traffic.

MID-WEEK

This usually refers to Monday, Tuesday, Wednesday or Thursday.

MINIMUM CONNECTING TIME

The time required between two connecting flights so as to safely guarantee connection. These are normally established by the operating airlines in conjunction with the relevant airport authority.

NO FRILLS CARRIERS

An airline that operates on a low cost base. They often utilize secondary airports (i.e. airports that are further from the city centre) to keep costs down. In addition they are usually ticketless and only provide food onboard at an extra cost.

NONSTOP

A flight made from one city/airport to another with no stops en route.

NO-SHOW

A traveller who holds a confirmed reservation on a specific flight but fails to cancel or use the reservation.

ONE WAY

Single journey/travel in one direction.

OPEN RETURN

This is a return ticket with a firm outward departure reservation but no return reservation. It is often more practical, and cost effective, to purchase a ticket with a return date but where the return can be changed with or without penalty

OPEN-JAW TRIP

Means that: 1) The outward point of departure and inward point of arrival are not the same; 2) The outward point of arrival and inward point of departure are not the same; 3) Both outward and inward point of arrival and departure are not the same.

PRIVATE FARES

Special fares negotiated by agents direct with the airlines. These fares are generally unavailable via any other distribution channel.

RESIDENT

With respect to a particular country; means a person normally living in the country, whether a national or not.

ROUND TRIP

A return journey, possibly using the same level or fare in each direction; the same or allowable alternative route and the same airline in both directions.

SPECIAL FARES

Any fare other than "Normal" fare. e.g. Excursions, Group Fares, Family Plan, etc. on which certain restrictions apply.

STANDBY

This usually means a passenger who does not hold a confirmed reservation but who wishes to proceed to the airport to be on hand if last-minute seats become available. In some countries and on some airlines, a standby fare is offered at a lower price.

STOPOVER

A break in the passenger's journey at his/her request and agreed to in advance by the carrier, usually overnight.

TERMINAL

This is an office or building where passengers check in for their flights. In some cases, it is a town office where passengers check in for surface transportation to the airport; in other cases, it refers to the airport.

THROUGH FARES

A fare through intermediate points at which stopovers or change of planes may be made.

TRANSFERS

Ground transportation between city and airport (and vice versa) or between terminals at an airport.

TRANSIT

Means any stop at an intermediate point on the route to be travelled, whether or not a change of planes is made there, which does not fall within the definition of a stopover.

VALIDATE

Means to stamp or write on the passenger ticket an indication that the passenger ticket has been officially issued by the carrier or its sales agents

VISA

Authority stamped in passport by a foreign government which permits the holder to enter the country concerned. This can usually be obtained through the nearest Consulate of the country concerned.

WAITLIST

A list of passengers waiting for a confirmed reservation on a flight fully booked at time of request.

WEEKEND

This usually refers to Friday, Saturday and Sunday.

Hotel Terminology

ADJACENT ROOMS

Two or more rooms located near and generally across from each other, but not necessarily adjoining.

ADJOINING ROOMS

Two or more rooms side by side, possibly with a connecting door between them. In other words, rooms can be adjoining without being connected.

BILL BACK

A hotel booking arrangement whereby the hotel invoices most, if not all, costs back to the travel agent for them to re-invoice the traveller's company.

CHECK-IN

Registration upon arrival at a hotel. Guests are required to sign the hotel's registration card and in some countries, relinquish their passports. In addition guests are usually required to produce a credit card which the hotel will swipe to guarantee payment.

CHECK-OUT

The time by which a guest must vacate a room and pay all charges. This time varies by hotel from late morning to mid-afternoon. If a room is required by a guest beyond hotel's posted checkout time, hotel management must give approval.

CONFIRMATION NUMBER

An oral or written confirmation by the hotel that a reservation has been accepted. There is usually a check-in deadline (varies by hotel) and if a guest's arrival is planned for later than that, it is necessary to advise the hotel at time of booking reservation of the "late arrival".

CONNECTING ROOMS

Two or more rooms with private connecting doors permitting access between rooms without going into the corridor.

CONTINENTAL BREAKFAST

Consists of juice, toast, roll or sweet roll and coffee (tea or milk). In some countries, coffee and roll only.

CORPORATE RATE

The rate negotiated for all individual room reservations by a corporation, association, or travel agency.

DAY RATE

A special low room rate for use of a room by the guest during a given day, usually from around 8:00 a.m. to 6:00 p.m.

DELUXE / 4 STAR

Luxury hotels offering a high standard of service and accommodations. Hotels graded as Superior Deluxe / 5 Star are among the finest in the world. Average and moderate deluxe / 4 star hotels may have a number of rooms, which are of inferior grades.

DEPOSIT RESERVATION

A reservation for which the hotel has received cash payment for at least the first night's lodging in advance and is obliged to hold the room regardless of the guest's time of arrival. The hotel will pre-register this type of guest. **CANCELLATION PROCEDURE:** This type of reservation should be cancelled as early as possible but usually a minimum of 48 hours prior to scheduled date of arrival in a commercial-type hotel. For resort hotels, the cancellation policy differs from hotel to hotel, and must be established at the time of booking.

DOUBLE

A room with a double bed for occupancy by two persons.

FAMILY ROOM

Generally a room with 2,3 or 4 beds which can cater for a family. The room may not always be any larger than the standard double room. Availability of this type of room varies by hotel.

GUEST HOUSE

A private home wherein rooms are rented to the public and usually where meals may be obtained. The operator must generally have a licence to operate these inspected properties.

HALF BOARD

The rate includes breakfast and lunch(or dinner) and room.

HIGH SEASON

The busy season for the hotel during which rates are generally higher. Seasons vary by property and destination.

HOSPITALITY SUITE

A parlour with connecting bedroom(s) to be used for entertaining.

JUNIOR SUITE

A large room with a partition separating the bedroom furnishings from the sitting area.

LOW SEASON

The slow season for the hotel during which rates are generally lower. Seasons vary by property and destination.

MOTEL

A hotel so constructed that each room is adjacent to a car-park lot. In some cases, a motel may have more than one floor but in every case, sufficient parking space is available for every room. In some cases, restaurant facilities are available.

RACK RATE

Regular standard rate (or range of rates) offered by the hotel to the individual traveller. No discounts.

RESORT

A hotel where management caters to clients who are usually looking for sports activities available on the property or where the hotel is very large and offers every possible convenience on site.

SINGLE

A room with a bath/shower to be occupied by one person:

STUDIO

A single room having one or two sofas that convert into beds.

SUITE

A living room connected to one or more bedrooms. When requesting a suite, always specify the number of bedrooms required. The living area will often include a small kitchen or other similar facilities.

TOURIST / 2-3 STAR

Comfortable but priced to fit a budget. This class of hotel is used for budget tourists, students and groups depending on its locality.

TWIN

A room with two, sometimes large, beds.

Car Rental Terminology

ADDITIONAL/SECOND DRIVER

Person other than the one who signs the rental agreement that will drive the car. The second driver's name **MUST** be given when the agreement is signed, or damage waiver and insurance may be voided if there is an accident.

AFTER HOURS CHARGE

A fee for opening a rental desk after normal opening hours.

AGE RESTRICTIONS

The minimum age a rental company requires to rent a car. It varies by country and company but is usually 25.

AIRPORT ACCESS FEE/AIRPORT SERVICE

The fee off-airport companies may charge to shuttle renter to their counters from the airport.

BASE RATE

The basic price of rental for a certain class of car when rented during a certain period. Does not include optional items or taxes.

BLACKOUT PERIOD

A period of high demand. When the reservation centre blacks out all car categories where reservations have exceeded the number in the fleet. Usually, blackouts are only for a certain time period.

COLLISION DAMAGE WAIVER (CDW)

An optional waiver of the renter's responsibility for damage to the car in the event of an accident, for an extra daily charge. Covers damage to all the cars involved in a collision. Not a type of insurance.

COMPACT CAR

A small car usually the size of a Vauxhall Astra or a Peugeot 206 etc.

CONFIRMATION NUMBER

A number given by the rental company to assure that a reservation has been placed in the CRS.

DROP-OFF CHARGE

A charge for not returning the vehicle to the location from which it was rented. (see ONE WAY RENTAL)

EFFECTIVE DATES

The time span a certain rate is offered

EXTRA HOUR CHARGE/EXTRA DAY CHARGE

A charge for any extra hours or days beyond the specified time and day of returning the vehicle.

FLAT RATE

A rate that includes unlimited mileage.

FULL CREDIT VOUCHER

A voucher issued by the travel agent which allows the car rental company to charge all costs to the agency. The travel agent will then re-invoice the traveller's company.

FULL SIZE CAR

Generally the largest size of standard car available.

GEOGRAPHIC RESTRICTIONS

Restrictions on where a renter may drive the rented car, usually within state boundaries. If an accident occurs outside the specified restrictions, insurance and damage waiver may be voided.

INTERMEDIATE CAR

A mid-size car usually something like a Ford Mondeo or a Vauxhall Vectra.

LIABILITY COVERAGE

Protection against injury and damage claims by third parties. Usually included in the base rate.

LOSS DAMAGE WAIVER (LDW)

Same as CDW (above), but it allows the renter to waive responsibility for damages resulting from theft or vandalism, as well as collision. Not a type of insurance. Note: traveller's credit card or own insurance may cover this option.

MILEAGE LIMIT

A specified number of miles that a renter can drive per day before incurring charges.

MINIMUM/MAXIMUM RENTAL PERIOD

A specific period of time for a rental that qualifies the renter for a special rate. Late or early returns may result in the rate being adjusted upward.

OFF-AIRPORT

A car rental company with its counter located off airport property. Shuttles are usually provided from the airport.

ON-AIRPORT

A rental company with its counter on airport property (usually near the baggage claim area). Its fleet may be located either on or off airport property. Shuttles are usually provided for fleets not located at the airport.

ONE-WAY RENTAL

A car being returned to a different location than the rental location. Important to specify this when completing the rental agreement. A drop off charge may be levied.

PERSONAL ACCIDENT INSURANCE

Optional insurance that covers the renter in the event of the renter's accidental death or injury. May not cover other passengers.

PERSONAL EFFECTS COVERAGE

Optional insurance that covers the renter's personal property if lost during the time the car is rented. Often also covers theft from places other than the car.

RACK RATE

A rate other than a special rate offered at a location.

REFUELING CHARGE

An extra charge, either for number of miles driven or amount of petrol needed to fuel the car, when a renter does not replace the gas he or she used. No credit is given if the renter refuels to a higher level than the starting level.

SUB-COMPACT CAR

The smallest size of car for hire but not available at all destinations.

SUBJECT TO AVAILABILITY

A specific model may not be available at the time the renter arrives at the rental counter.

SUPPLEMENTAL LIABILITY INSURANCE

Optional coverage that raises the basic liability coverage to a higher level (depends on the country and rental company). Covers both property and bodily injuries of third parties.

TAXES

When renting a car various taxes and surcharges may be applicable and are normally, but not always, paid for by the traveller when they return the car.

THEFT PROTECTION

Insurance to cover the hirer in case of theft of the vehicle.