



Unpacking 2023

2023 unfolded as a comeback story for business travel, bouncing back with resilience. Industries neared full recovery, overcoming the occasional bumps in the road. Overall demand for travel grew consistently, airline competition got fiercer, sustainability became a hot topic and bleisure gained momentum. The biggest mover and shaker for Corporate Traveller NZ was international travel, reporting a sky-high YOY growth of 66%. We also saw Corporate Traveller customers make the most of our services to save an average of 27% on their travel program. Reflecting on the numbers, this is just the beginning as 2024 has kicked off with a growing appetite for business travel.



We welcomed
82
new customers

4.7
CSAT

*CSAT: Out of 5, how satisfied are you with a company's products and services?

64%
NPS

*NPS: On the scale -100 to +100, how likely are you to recommend a company?



Savings
27%

Leveraging the global strength of our parent company Flight Centre Travel Group, we delivered an impressive average savings of 27% for our customers

Throughout 2023, our dedicated travel managers consistently delivered value and savings to customers in the form of 24/7 support, emergency assistance, access to industry deals and benefits, and expert travel advice to take their travel programs to new heights.

Our Business Travellers **+19%** YOY



+8% YOY
travellers visited domestic destinations



+43% YOY
travellers visited AU



+66% YOY
travellers flew internationally

Top 5 Customer Destinations



Domestic

Auckland
Wellington
Christchurch
Dunedin
Invercargill



Trans-Tasman & Pacific

Sydney
Melbourne
Nadi
Brisbane
Suva



International

London
Singapore
Los Angeles
Dubai
Hong Kong

Average Air Prices



8%
increase YOY

Domestic



13%
13% decrease YOY

Trans-Tasman



4%
4% decrease YOY

International



Average Hotel Prices



\$208 per night
7% increase YOY

\$275 per night
3% increase YOY

\$313 per night
14% decrease YOY

Our exclusive SmartSTAY hotels gives you access to exclusive inclusions every time you check in to one of our hotel partners. At no additional cost, every hotel in our SmartSTAY program provides a minimum of three FREE value adds such as FREE breakfast and FREE Wi-Fi.

Airfare Insights



19%
more Corporate Traveller customers upgraded to Business Class