

Your guide to business travel that's more bang for your buck

How to uncover the most value and savings from your travel program



**CORPORATE
TRAVELLER™**

Welcome

Kia ora. We're glad you're here!

It's fair to say that Kiwi businesses are experiencing some uncertainty in the current economic climate. It could be impacting travel programs, and you want to be sure you're squeezing the most out of every travel cost. It's a great time to look for more value and savings from each business trip.

With over 30 years of experience in business travel, Corporate Traveller has teamed up with industry experts, market researchers, and our valued customers to bring you this comprehensive whitepaper. It's packed with insights, ideas, and practical tips to help take your travel program to the next level.



Whether you're just starting out with a travel program or have one that's well-travelled, we're sharing the insights and tools you need to make the most of your travel budget.

Let's dive in and start getting more bang for your buck.



Angie Forsyth
General Manager
Corporate Traveller,
New Zealand

Inside, you'll hear about:

- Recent market trends impacting your corporate travel program
- Key savings opportunities, including ones you might be missing out on
- Expert travel tips to score you quick wins
- Strategies to improve the overall ROI of your business travel program



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View the market snapshot

Airline capacity tightens:

Global airline passenger load factors peaked at 86.2% in August 2024, driven by strong corporate and leisure travel demand. While domestic ticket prices in New Zealand have softened slightly, high load factors and tight seat management could drive fare increases in 2025.

Domestic travel faces capacity cuts:

Air New Zealand is forecasted to reduce domestic capacity in 2025 due to economic pressure. Despite this, businesses continue to prioritise face-to-face meetings to foster relationships and support the local economy.

AI is transforming corporate travel:

Artificial intelligence remains a hot topic, with its integration into operating platforms across airlines, hotels, and travel management companies (TMCs). From personalised experiences to operational efficiencies, AI is set to reshape how travel programs deliver value and enhance the traveller experience.

The push for value in air travel:

Major airlines in Australia and New Zealand are cautious about returning to 2019 capacity levels, favouring calculated growth tied to demand. Low-cost carriers remain popular, showcasing a continued focus on value and savings. While airfares are stabilising, business class and discount economy tickets remain higher than pre-pandemic levels, with moderate increases expected in 2025.

Shifts in hotel booking strategies:

Hotel occupancy in key global hubs like London, New York, Tokyo, Sydney and more have rebounded, driving up average room rates (ARR). In Australia and New Zealand, the ARR softened in winter. To reduce travel budgets, companies are controlling expenses by reassessing their travel necessities and shopping around for cheaper alternatives.



The bottom line? Optimising your travel program for value and savings is essential. With Corporate Traveller's expertise on your side, you can boost your bottom line with every trip.





Optimise your business travel

How do you make business travel better? Backed by deep industry expertise and a global network, a strong travel management company ensures your travel is optimised for excellence.

The main benefit isn't just saving money. You're gaining peace of mind, boosting productivity, and enjoying perks that make business travel hassle-free. All while boosting your travel ROI.

Don't settle for the status quo. There's a whole world of travel partners out there. You deserve a partner who has the know-how, technology, and industry connections to get you on the road to business success.

What about the real value that's often missed?





Dive beyond the booking service

The top travel partners can handle all the basics of travel and do them with ease. Review these parts of your travel program to make sure you're on track.

The basics

- Cost savings on flights
- Basic itinerary management
- Simple booking tools
- Standard travel policy compliance
- Access to mainstream airlines and hotels

What's missing? A hundred little details that can amp up your travel experience. Who's the travel expert now? (Hint: It's you!)

Booking methods and support

- Dedicated customer success and travel managers with 24/7 support
- Accessible technology for independent travel management
- Visas and travel documentation guidance

Airlines, hotel, and car management

- Long-standing relationships with providers
- Complimentary seat selection, add-ons, upgrades for flights, hotels, and cars
- Exclusive deals and negotiated rates with travel partners

Travel policy and compliance

- Customer service program with travel policy reviews, updates, and perks
- Strategic partnership with industry expertise

Travel program optimisation

- Strategic spend and data analytics to optimise travel programs
- Use tech tools to save employee time on travel research and planning
- Customised solutions and tips specific to your business

Traveller wellbeing and satisfaction

- Duty of care and monitoring traveller safety and wellbeing
- Travel alerts, risk assessments, and crisis management
- Personalised service

Try expert tips for a smoother travel program

Looking for the top travel tips? We're sharing lots of easy ways to get more from your travel budget.

Our travel experts are seasoned pros and skilled negotiators equipped with insider tips to help travellers access the best value travel options.

Here are the top savings tips that could land you some quick wins for your travel program. Score!

Booking methods and support

- Last-minute travel bookings within 7 days of travel can be at a premium. Instead, secure flights 8-14 days ahead to dodge the need for FLEXI fares.
- Save your business 2-4 hours and \$200+ per trip by using a travel manager. It's true!
- Package your flight, hotel, and airport transfers to set clear and complete trip expense goals.

Airlines, hotel, and car supplier management

- When contacting hotels, ask for Last Room Availability (LRA) rates for added flexibility.
- Stay up to date on travel deals and supplier promotions.
- Encourage a preferred hotel program to consolidate spend and strengthen your position for future travel.

Traveller wellness and benefits

- Lounge memberships reduce cost and expense reconciliation, and travellers love them.
- Book fares that include extras like seat selection, luggage, Wi-Fi, and meals. It can save you in the long run.
- Choose hotels that offer complimentary perks like breakfast and Wi-Fi to simplify travel without added costs.

Travel policy and compliance

- Communicate travel policy and FAQs frequently and clearly to all employees.
- Implement traveller education sessions to promote cost-effective travel.
- Small changes can create big savings. Book hotels close to your meetings to cut transport costs (saving around \$15-20 per trip), and encourage a carry-on luggage culture to avoid baggage fees.

Travel program optimisation

- Choose direct flights to cut down on wasted time and billable hours.
- Steer clear of mid-week travel when fares spike (especially on Tuesdays and Wednesdays).
- Use benchmarking data to improve the effectiveness of your travel program.
- Use a Trading Account for easy chargeback expensing and cash flow management.



Find value and savings at every stop



Stress-free change

The onboarding process should support your travel program with:

- **Planning:** Productive and efficient stakeholder meetings.
- **Set up:** Quick implementation and tech set up.
- **Change management:** A smooth transition and regular updates.
- **Save money:** Transfer all eligible credits to save every cent.
- **Paperwork:** Support to create a travel policy or fine-tune an existing one.

Traveller safety and wellbeing

Your travellers deserve a TMC that has their back, anywhere, anytime, and that means:

- **Traveller tracking:** Real-time tracking so you know where your employees are in a crisis.
- **24/7 emergency assistance:** Immediate support for any travel-related issues or emergencies.
- **Health & safety protocols:** Access to up-to-date health measures and tools that keep travellers informed and compliant.

Booking that's a breeze

Book travel your way with:

- **Online booking tool (OBT):** A quick self-service way to book flights, hotels, and transport in just a few clicks.
- **Dedicated travel manager:** Help from your dedicated travel expert for complex bookings and situations.

Tracking your journey

A great TMC helps you track savings, compliance, and booking patterns with:

- **Comprehensive reporting:** Get a complete view of your travel spend and behaviour.
- **Key metrics:** Monitor savings, compliance, and booking patterns.
- **Improve your approach:** Use insights to enhance your travel strategy for better results.

Value adds and benefits

Your travel program should work hard for you, with additional value and savings built-in:

- **Flexible payments:** Credit account for consolidated invoicing.
- **Chargeback options:** Simplified payments with chargebacks.
- **Exclusive savings:** Corporate discounts and cost-saving opportunities.
- **Non-stop optimisation:** Continuous monitoring and expert recommendations.
- **Contract negotiations:** Getting the best options with travel providers.
- **Specialised services:** A customer service program with additional consultation services.



Get to know the Corporate Traveller way

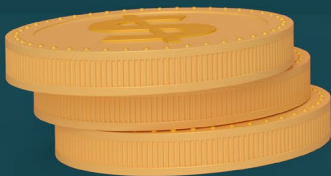
At Corporate Traveller, we've got the secret sauce that makes travel better. Saving customers time, money, and energy every step of the way is what we do!

We transform hidden value and savings opportunities into action using our best-in-class customer service and technology:

- Corporate Traveller reporting for real-time visibility and insights
- Free extras through **SmartSTAY** and **SmartDRIVE**
- 20 million accommodation rates
- 24/7 customer support
- Access to over 420 airlines
- Customer Satisfaction Score (CSAT) of 4.7 out of 5
- Exclusive discounts for airlines, hotels, and car hires
- 50+ preferred airline partners
- Data security with ISO 27001 Certification
- \$2 million in savings through waivers and favours

Unlocking exceptional value for Kiwi businesses

Every business has unique and evolving needs. That's why it's essential to have customised solutions that scale according to your specific requirements. Here's how Corporate Traveller delivers amazing service to our customers, one travel program at a time.



"Working with Corporate Traveller has been so smooth and has made booking business travel a much easier experience for us. The onboarding experience was excellent, and the team even expedited the building of the online booking tool so we could start booking online ASAP. I'd highly recommend Corporate Traveller to any other Executive Assistant looking to streamline their travel booking and cut costs on their travel budget."

- Cone Marshall

"The buying power of Corporate Traveller, combined with their superb team, made our transition from our previous provider completely seamless, resulting in significant savings—amazing! Add to that their brilliant, personalised service, and I can't speak highly enough of Corporate Traveller."

- Enviro NZ

"The service and expertise offered by Corporate Traveller are second to none — nothing is ever a problem. Our travel needs are complex, yet Corporate Traveller is always solutions-focused and ready to provide the best options, both financially and in terms of performance. The support and suggestions from our account manager have enabled us to make positive changes in how we book and approach travel, which has positively impacted our bottom line."

- Paralympics New Zealand

Building confidence in your travel program



At the end of the day, our team members are the movers and shakers making it all happen! Corporate travel is their passion, and they channel that energy into delivering top value and efficiency with every booking.

Here are just a few examples of how Corporate Traveller travel managers have helped customers save big while sailing past travel hurdles.

When visa rules ground flights, we get you moving

Visa rules stopped a UK-bound traveller mid-journey, and she immediately called our after-hours team. In a few minutes, we had her rebooked on a Qatar Airways flight, managed her baggage and seat requests, and even secured a refund for the grounded flight. Later, when she grabbed the wrong bag on the way home, we handled that too. At Corporate Traveller, we do more than book flights. We strive to save you time and money by securing refunds, re-bookings, managing the unexpected, and keeping your travel budget and plans on track.

- Therese McNally, Assistant Team Leader

Passionate partners in times of crisis

When Wellington Airport closed due to bad weather, I stepped in to help a customer who was unexpectedly stranded in Christchurch. The trip was quickly rebooked, with accommodation and expedited services. This kept costs down, plus saved the traveller the hassle of long lines and last-minute searches. By securing refunds and handling every detail, I was able to offer the customer proactive, savings-focused service that makes travel smoother and keeps budgets in check, especially when plans go off course.

- Blair Staddon, Travel Manager



The bottom line

In the complex world of corporate travel, it's crucial to find a partner who truly understands your business needs. For over 30 years, Corporate Traveller has stayed committed to delivering exceptional customer value to over 700 Kiwi businesses through our unique service model.

We bring this level of dedication to every customer, big or small. We've combined dedicated travel experts, easy-to-use tech, and optimisation services for a comprehensive approach to travel programs.

If you choose a partner who takes the time to understand your business, aligns with your goals, and proactively delivers value, the results should speak for themselves, from booking to expense management and expert travel support.

Dive into our additional resources to discover more about value and savings for business travel, or [speak to one of our experts](#) directly for personalised advice.

- Savings Calculator
- Business Travel Cheat Sheet
- Business Travel Health Check

Here's to finding a business travel management partner who will deliver the best value and savings and always provide exceptional service.



Speak to a travel expert today
www.corporatetraveller.co.nz

