

COMPREHENSIVE BUSINESS TRAVEL CHECKLIST

Travel bookers should have a good understanding of their organisation's corporate travel policy. The suggestions provided below for flights, hotels and car hire preferences are always subject to your company's travel policy.

Preparation for Travel

- Check the validity of the traveller's passport (should be valid for at least 6 months)
- Check the travel policy for approved class of travel, particularly for long haul flights.
- Check world holidays and religious holidays

Travel Advisories

Check that it is safe to travel to the appropriate country/region.

<https://www.gov.uk/foreign-travel-advice>

Inoculations

Inoculation requirements should be addressed as soon as possible because some inoculations take weeks to become effective.

<http://www.cdc.gov/vaccines/schedules/>

Visas

Visit embassy/consulate website of the country the traveller is visiting.

International Driving licence

Check if an international drivers licence is needed.

Traveller's Preferences for Flights and Hotels

- Check traveller's seating preferences
- Check traveller's dietary requirements
- Check preferred room type
- Check smoking preferences
- Check if customer parking is needed
- Check if wi-fi is an essential requirement for the hotel room

Car Hire Issues/Preferences

- Type of car preferred (air conditioned, luggage capacity, manual/automatic)
- Is chauffeur driven car required because of country regulations?
- Check company policy regarding fuel
- Insurance
- Provide exact location of collection/drop off points
- Car hire voucher (corporate vouchers?)
- Are maps provided?

Taxis/Ground Transportation

When organising a car, picking up from the airport, provide the following information to the car driver.

- Airport/terminal/flight times/flight number/
- Pickup times and exact location on compound (such as customs barrier)
- Signage (what will be written on the sign)
- Mobile number of traveller (also give traveller the driver's mobile number)

Train Travel

- Train times
- Train tickets (to be delivered or to be collected at the station)
- Are seats reserved?
- Does traveller need an extra reserved seat (space to work)?
- Does connecting train leave from same station (or from the terminal down the road)?
- Specific directions from station to destination
- Telephone number of railway enquiry desk

Driving/Car parking

- Keep a record of the traveller's car registration number, the make and model of the car, contact details of mechanic, garage contact details and details of breakdown company.
 - Check for international breakdown cover
 - Highlight to traveller special travel tariffs such as the congestion charge in central London
- Note: If the traveller is visiting clients, remember to advise the client that he/she will need a parking space at their premises. (Provide the traveller's registration number, and the make and model of the car.)

Travel insurance

Corporate travellers are usually covered for travel insurance. If you are working for a small business, check with the traveller to find out if they have appropriate insurance.

International Translators

If a translator is needed check with the appropriate tourist board for a list of translators.

Currency

Provide details of local currency.

Travel Itinerary

Travel bookers should always give the traveller an electronic and hardcopy travel itinerary. An itinerary should include:

- Name of airport and location
- Airline terminal for all arrivals/departures

- Date of travel, check-in times, flight numbers, flight times (if necessary, show arrival date at destination to allow for time differences)
- Name, telephone and fax number, website address of hotels
- Venues: contact details, location and map of venue where meeting/events will be held
- Include car hire company's emergency breakdown number
- Include hotel and car hire reservation numbers
- Include contact/account details of taxi company/driver's mobile (words on signage)
- Include telephone number of railway enquiry desk
- Train times
- Departure/arrival train stations

Travel Pack (hardcopies)

- Flight Tickets/boarding pass (in most instances this is electronic)
- Car rental voucher
- Travellers cheques (may not be required)
- Train tickets
- Stationery (headed paper, compliment slips, envelopes)
- Business cards
- Papers for the meetings
- Advice on dress code for events/weather
- Hardcopy of diary for the travel period
- Photocopy of main passport details page/important docs
- Country guide book
- Language phrase book
- Extra copy of the itinerary for his/her household
- Contact details of other key traveller travelling to the same meeting/event
- Maps to venue, hotels, car hire pickup/drop off location/train station to destination
- Photocopy of credit card(s)
- Name and contact details of overseas contacts

Further Considerations

- Incorporate an extra hour into the schedule where possible
- Allow extra time for traveller to drop off hire car
- Specify to hotel possible late arrival
- Try to negotiate late vacation of room or book an extra night's stay if traveller has a late flight.
- If need be, agree a time for daily telephone contact with traveller
- Send traveller's flight details to hotel
- Send copy of itinerary to overseas contacts and where appropriate, give a copy to other travellers.
- Ensure any last minute hotel cancellations are notified to the hotel to avoid cancellation charges.
- Suggest that traveller looks up weather for the week in destination country