

Atlantis Corporate Travel FAQ's

WHY SHOULD I USE A TRAVEL MANAGEMENT COMPANY FOR BUSINESS TRAVEL?

We could go on and on about this, but in short, travel management companies save you money, streamline the booking process, keep tabs on different spends, and provide risk management solutions for employee travel. We have many partners and solutions that allow us to do everything we just mentioned (and then some) – relationships that individual companies cannot have on their own.

WHAT IS YOUR PROCESS WHEN YOU START WORKING WITH A NEW CLIENT?

We take a very comprehensive approach to all of our clients. We look at their travel history and existing contracts, if they have them, and assess *everything*. It allows us to make recommendations on who preferred partners should be as well as what type of travel policies your company should have in place. Our holistic approach differentiates us from our competitors because we know that everyone benefits when you see added Rands to your bottom line.

HOW CAN YOU SAVE ME MONEY ON MY BUSINESS TRAVEL?

Because of our affiliations, we are tied in to numerous travel networks worldwide that give us better negotiating power than individual companies or even other travel management companies that are not tied in with the same networks. We are very strategic in who we choose as our partners keeping in mind that the goal is to leverage relationships that will give our clients the best service and prices available.

HOW DO I KNOW MY COMPANY IS GETTING THE BEST DEALS?

We wouldn't be in business for more than 50 years if we didn't always get the best rates for our customers. We are constantly in contact with our customers before they leave for their business trip and let them know if a better rate becomes available.

CAN YOU HELP WITH OTHER PARTS OF MY BUSINESS TOO?

We certainly do more than book airfare for business trips. We also manage all hotel and car arrangements. In addition, we can coordinate meetings and events for small groups to large groups of 1200 people and more anywhere in the world. And our travel business doesn't stop there – we also have an entire leisure department to book vacations from cruises to Disney trips to anything you can possibly think of. When we say we are a holistic company, we mean it!

CAN YOU MANAGE MY COMPANY'S POINTS/MILES?

Absolutely! Something that is totally unique to Professional Travel is that not only can we manage your company's points, but our team of experts created the program! Just as individuals compile frequent flyer points on a personal level, your company can too – reaping the benefits and saving travel Rands.

CAN I BOOK OVER THE PHONE?

Of course. We have a team of people available 24/7/365 for any needs.



CAN I BOOK ONLINE?

Yes. Through our partnership with Amadeus, our customers have the ability to book air, hotel and car arrangements via a website or mobile app. We understand how busy you are and having an online option is what customers seek.

ARE MY TRIPS INSURED?

We offer a number of insurance programs that our corporate clients can take advantage of. Speak with your Professional Travel representative to learn more about the different programs we have to offer.

WHAT SHOULD I DO IF I HAVEN'T RECEIVED MY TRAVEL CONFIRMATION/ITINERARY?

You should always receive your itinerary to your designated email address, but if there is ever a time that you do not, contact your Professional Travel representative and we will get it taken care of immediately.

WHERE CAN I FIND MY ITINERARY ONCE MY TRIP IS BOOKED?

Your itinerary will be emailed to the designated email address as soon as your trip is booked.

I NEED TO MAKE A LAST-MINUTE CANCELLATION OR SCHEDULE CHANGE. WHAT DO I DO?

You can either cancel your trip online or call an agent and we will take care of this for you!

WHAT DO I DO IF I'M TRAVELING AND A NATURAL OR MAN-MADE DISASTER OCCURS?

Fortunately, because you are working with a travel management company, we have put a risk management plan in place. We will contact your employer as soon as we are aware of the disaster and will inform all parties involved of necessary steps.

CAN I GET A REFUND ON A NONREFUNDABLE TICKET?

Airline policy is to offer non-refundable tickets, however, Professional Travel has a service we offer our clients in which we track unused tickets for you so you can apply them toward tickets/trips in the future. It removes the headache for you and doesn't hurt the company's bottom line, either!

IS THERE AN EASY WAY TO SUBMIT MY EXPENSES?

Because of our partnerships, you are able to keep track of your expenses right from the tools we provide. No need to compile all your receipts and fill out an expense report upon returning from your business trip; it can all be taken care of for you while you're traveling.



HOW ARE AIRLINE TICKETS PRICED?

Airlines price their tickets based on the best price on the day, or a corporate rate negotiated with a specific client, when quoting on flights the prices are set by the Airline. The more popular the flight becomes the pricing will increase, the less popular the tickets are the pricing will reduce. Also depending on the class of ticket purchased the price will vary. From time to time airlines offer special fares based on times where demand is lower.

WHO DO TICKET PRICES CHANGE WHEN I'M QUOTED ON A FLIGHT?

The ticket has a limited validity until it has been paid for, until then the Airline will automatically cancel the ticket if no payment is received. Usually within 24 hours. This results in the ticket being repriced at the time of receiving payment and issuing of the ticket. This is unfortunately beyond the TMC's control and is advisable to ensure full authorization at the time of quotation to avoid ticket prices changing.

WHY DO I PAY A DIFFERENT PRICE FOR MY TICKET COMPARED TO OTHER TRAVELERS?

Airline tickets are priced according to availability as well as class of ticket purchased. The less expensive a ticket is the more restrictions are loaded on that ticket i.e. (non-refundable and non-changeable) the more expensive a ticket is the less restrictions are loaded i.e. (refundable and changeable) As tickets are sold out on the lower class the next class becomes more expensive and so on.

HOW CAN I GET BETTER PRICING FOR MY AIRLINE TICKETS?

Depending on the value of your annual airline tickets we are able to negotiate rates with specific preferred airlines. We are then able to apply these reduced up front discounted tickets to you travel. Saving you money and ensuring the best possible rates. Alternative to this at Atlantis we have specially negotiated rates with several preferred suppliers.

HOW DO I REQUEST FOR A REFUND?

In the event that a ticket was not used or cancelled prior to departure then the organization can contact Atlantis and advise the consultants to either refund the ticket or if the ticket rules make allowance for the ticket to be reused again on another flight in the future. Domestic tickets are valid for 6 months and international tickets are valid for 1 year.

HOW DO YOU MANAGE REFUNDS?

Atlantis will track and monitor tickets that are unused or cancelled and based on the ticket fare notes and the restrictions placed upon those tickets will apply to have the tickets refunded. If the fare notes state that the ticket is eligible for a refund the airline charges a fee in order to refund the ticket. This cost is then passed onto the client for payment.

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