



Travel services provided via the KCS Procurement Services framework Y21005

Prepared for

Kent County Council



Travel Planet will provide a comprehensive travel management service to Kent County Council.

Products

The travel products we will make available include but are not limited to the following:

- UK and International flights including low-cost airlines
- UK and International rail including Eurostar and Eurotunnel
- Hotel accommodation
- Ferries
- Car rental
- Ground transportation
- Passport & visa applications
- Group travel
- Meetings, events, and conferences

Online solution

The Travel Planet online solution is Click & Control, a proprietary platform available online and via mobile app. Click & Control houses our entire suite of travel management solutions, and includes the following features:

- Content for flights, rail tickets, hotels, and car rental (ground transportation due for release by the end of the quarter)
- Carbon data at the point of sale
- Business intelligence reports including CO2 analysis
- Traveller tracking reports including Geolocate and real time
- Country risk report
- Worldwide alerts report
- Invoicing module
- Full travel policy management including approval flows

The screenshot displays a flight search interface with the following elements:

- Sort by:** Schedule
- Filter By Cabin Class:** Economy
- Price Filters:** Basic, Standard, Flex
- See travel restrictions** link
- Flight 1:** 21/09 06:55 LCY to 08:15 GLA (1h 20m Direct, Economy). Prices: £102.46 (Basic), £112.46 (Plus), £132.46 (Select). CO2: 79.48 kg. A warning box indicates it is non-compliant with travel policy.
- Flight 2:** 21/09 07:25 LHR to 08:50 GLA (1h 25m Direct, Economy). Prices: £166.07 (Basic), £183.07 (Plus), £228.07 (Select). CO2: 77.6 kg.
- Flight 3:** 21/09 07:55 LHR to 09:20 GLA (1h 25m Direct, Economy). Prices: £319.07 (Basic), £336.07 (Plus), £381.07 (Select). CO2: 77.6 kg.
- Flight 4:** 21/09 08:20 LCW to 09:50 GLA (1h 30m Direct, Economy). Prices: £39.99 (Standard), £59.98 (Include), £228.99 (Flexible). CO2: 83.23 kg.

Travel content

We import content into Click & Control from multiple sources and present availability in a single display, allowing easy comparison of options.

We prefer to import content direct from suppliers wherever possible and do so by means of APIs. We have these direct connections with suppliers including British Airways, Lufthansa, Swiss, Austrian Airlines, Brussels Airlines, Booking.com, Premier Inn, Trainline, SNCF (including Eurostar), Ouigo, Benerail, Hertz, Avis, Europcar, Sixt, Enterprise, and Gett.

The airline direct connections allow us to import NDC (New Distribution Capability) fares, which provide the lowest fares, matching those on airline websites, and the richest content. Where direct connections are not possible with an airline, we import content via the Sabre Global Distribution system, and simply switch off the Sabre content when a direct connection is available.

Implementation resources

We deploy significant resources to manage customer implementation programmes, with each programme managed by the UK Customer Integration Director.

Teams involved in implementations include the Integration team, R&D team, Finance team, Marketing & Communications team, and the Offline team.

The Travel Planet Offline team

The offline team is available to assist with any complex reservations that customers cannot book online.

The same team provides support for any queries relating to online matters. The Offline team uses the same Click & Control solution as their primary tool therefore they are fully qualified to provide this support.

The offline team is available to customers from 08:00 to 21:00 Monday to Friday.

The Travel Planet 24/7 team

The 24/7 team provides service to customers from 21:00 to 08:00 and every weekend and bank holiday.

Dedicated telephone numbers for all Travel Planet customers seamlessly switch between the offline team and the 24/7 team at the appropriate times.

The 24/7 team also uses Click & Control as their primary booking tool.

The Travel Planet Groups & MICE team

The Groups and MICE team provides an offline service to manage all of your group, conference, meeting, and event requirements.

The service includes but is not limited to the following:

- Venue finding
- Room layouts
- Meals

- Refreshments
- Equipment
- Overnight accommodation
- Transportation options
- Cancellations and amendments

We will provide three quote options wherever possible.

Our experienced team manage a wide variety of groups, meetings and events, from small meeting rooms to large international groups.

The Travel Planet Account Manager

We will assign an Account Manager to manage the overall relationship between Travel Planet and Kent County Council.

The Account Manager will be responsible for review meetings, reporting, conducting surveys, driving continuous improvement and keeping you up to date with relevant travel matters

Carbon offsetting

We offset all carbon emissions for customer travel booked through Travel Planet at no cost to our customers. We purchase carbon credits in advance through Climate Impact Partners (a trusted leader in the Voluntary Carbon Market), monitor usage and top up as necessary.

Climate Impact Partners deliver the highest quality portfolio of projects to meet carbon neutral, renewable energy and net zero goals. All projects are Carbon Trust Gold Standard.

Summary

Travel Planet provides a fully joined up online and offline travel solution.

The fact that Travel Planet teams use the same Click & Control solution as our customers, as their inhouse primary booking tool means that we assure Kent County Council of consistency in terms of travel policy management and data collection.

We would welcome the opportunity to discuss your travel requirements in detail and understand how we can structure our service to meet your requirements.

Present by



Mark Firth
Business Travel Director