

BusinessTravel extras

An introduction to Business Travel Extras

Airport Parking



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e parking@businesstravelextras.co.uk
t 01303 815858

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Executive summary

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Business Travel Extras provides airport parking, airport hotel and airport lounge access all at guaranteed best prices. We also offer Business Travel Insurance policies for all sizes of company.

Our aim is to provide our corporate partners with simple online booking facilities designed to streamline ancillary travel expenditure and reduce the cost.

We will provide:

- Best products - access to a full range of parking products including meet and greet, on and off site parking at all key UK airports
- Best prices - pre-book savings of up to 60% with additional corporate discounts
- Best information - weekly management information tailored to your specifications
- Best quality - 0.16% complaint ratio
- Best systems - 90% of bookings made online
- booking process completed in 3 simple steps
- Best support - dedicated account management team

Business Travel Extras and its associated parking and hotel brands have over 25 years experience in the airport ancillary product market. Our success has been built on a traveller focused approach. Each year we:

- Make arrangements for over 7 million people
- Sell 2.2 million parking spaces
- Sell 500k airport hotel nights
- Sell 200k airport lounge spaces

**At a time when cost saving is at the top of everyone's agenda
Business Travel Extras can cut your airport parking costs by up to 60%.**

Corporate rates & remuneration

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Business Travel Extras offers a best price guarantee on all of our airport parking products. In addition, Business Travel Extras can offer either a corporate discount rate or a commission on all bookings made. The commercials can be seen in the table below:

Airport parking	Discount or commission
UK airport car parks	10%
Exceptional parking	Commission only
BAA car parks at Heathrow, Stansted, Gatwick On Airport at Exeter, East Midlands, Luton, Humberside, Bristol & Birmingham Meet and Greet at Birmingham	7.5%
Marketing fund	Commission
All spend to be jointly agreed	0.50%

When a corporate discount is in place the cost saving will be shown on screen like this:

Heathrow Airport Parking

12 car parks are available from 16:00 on **Wednesday, 22 October 2008** to 17:00 on **Thursday, 23 October 2008**.

Q-Park (All terminals)	Off Airport	£10.33	<div style="display: flex; justify-content: space-between;"> £20.66 £22.95 </div>	BOOK NOW
------------------------	-------------	--------	--	--------------------------

Commission will be paid quarterly on a stay-date basis by the end of the month following the quarters ending in March, June, September and December. Amounts under £50 will be carried forward and paid at the end of the following quarter.

Airport parking range

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How do we compare?

Business Travel Extras' range of parking exceeds our closest competitors. The table below shows our parking options and those of Purple Parking and Meteor at key UK airport hubs.

	Business Travel Extras			Purple Parking			Meteor		
	Meet & Greet	On airport	Off airport	Meet & Greet	On airport	Off airport	Meet & Greet	On airport	Off airport
London Heathrow	✓	✓	✓	✓		✓	✓		
London Gatwick	✓	✓	✓	✓		✓	✓		
London Stansted	✓	✓		✓					
London City	✓	✓							
Luton	✓	✓	✓			✓			
Manchester	✓	✓	✓	✓		✓	✓		
Birmingham	✓		✓	✓		✓	✓		
Newcastle	✓	✓	✓			✓			
Liverpool	✓	✓	✓		✓		✓		
East Midlands		✓	✓			✓			
Edinburgh	✓	✓	✓			✓			
Glasgow		✓	✓	✓		✓			
Aberdeen		✓	✓						
Totals	10	12	11	6	1	9	5	0	0

Business Travel Extras provides 32% more choice than Purple Parking and 660% more than Meteor.

By offering such a wide range of airport options your travellers' needs will be met with Business Travel Extras; making tracking and auditing much easier, and always allowing your company to benefit from the best prices.

Product range

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Business Travel Extras offers the lowest price and highest quality parking solutions covering the largest range of airports in the UK. The table below shows our range of products at each airport by region:

Region	Airport	Meet & Greet	On airport	Off airport
London	London Heathrow	2	3	3
	London Gatwick	3	4	4
	London Stansted	1	2	0
	London City	0	1	0
	Luton	1	3	1
North UK	Manchester	2	3	5
	Birmingham	1	1	1
	Newcastle	1	1	1
	Liverpool	1	1	2
	Humberside	0	1	0
	Leeds Bradford	0	0	2
	East Midlands	0	3	1
	Durham Tees	0	1	1
	Doncaster - Sheffield	0	1	0
	Blackpool	0	1	0
Scotland	Edinburgh	1	2	1
	Glasgow	0	1	2
	Aberdeen	0	1	2
	Inverness	0	2	0
	Glasgow Prestwick	0	3	0
Others	Exeter	0	1	1
	Norwich	1	0	0
	Southampton	0	1	1
	Cardiff	1	1	1
	Belfast	0	1	1
	Bristol	1	2	0
Total	26 airports	16	41	30

Wide product choice will drive sales, offer you more cost savings and ease travel spend accounting.

Guaranteed availability

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Because Business Travel Extras and its associated brands make 2.2M parking bookings each year we have greater product availability than any other partner and guaranteed late availability.

Availability Day before travel for 2 day duration*

	Business Travel Extras			Purple Parking			Meteor		
	Meet & Greet	Onsite	Offsite	Meet & Greet	Onsite	Offsite	Meet & Greet	Onsite	Offsite
London Heathrow	✓	✓	✓	✓		✓	✓		
London Gatwick	✓	✓	✓			✓	✓		
Manchester			✓			✓	✓		
Edinburgh		✓	✓						

Availability 3 days before travel 2 day duration*

	Business Travel Extras			Purple Parking			Meteor		
	Meet & Greet	Onsite	Offsite	Meet & Greet	Onsite	Offsite	Meet & Greet	Onsite	Offsite
London Heathrow	✓	✓	✓	✓		✓	✓		
London Gatwick	✓	✓	✓	✓		✓	✓		
Manchester	✓	✓	✓	✓		✓	✓		
Edinburgh		✓	✓						

* Duration 8am on day one - 6pm on day two.

Don't forget, even by pre-booking so close to departure your travellers will still save money against the gate price.

At Heathrow and Gatwick Business Travel Extras has availability at all 3 types of car parks the day before travel.

Parking alternatives

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Business Travel Extras' research into the business travel market indicates that Meet & Greet parking, although preferred, is not the only product the business traveller will consider. On and off site parking is also valuable provided the transfer time to and from the airport is fast and frequent.

The table below shows transfer times and frequencies for each key airport:

Airport	Car park	Distance to terminal building			Spaces available
		Meet & Greet car storage from terminal	On site	Off site	
Heathrow	Business Parking		5 - 15 mins		300
	Long Stay			11 mins	150
	Park 1		3 mins		200
	Official Valet Parking	1.2 miles			100
Gatwick	Long Stay North Terminal		10 mins		1500
	BAA Long Stay Plus		3 mins		4000
	Airparks			10 mins	4550
	Airparks Meet & Greet	5 miles			incl.in 4550 above
	Maple Manor	4 miles			2000
Stansted	Official Valet Parking	0.5 miles			Freesale
	E-parking		5 mins		Freesale
	Pink Elephant		10 - 15 mins		Freesale
Manchester	Premier Park		7-8 mins		Freesale
	Airparks Gold			5 mins	5000
	Airparks Handforth Dean			15 mins	2960
	Securapark			5 mins	300
	Multi-Storey		3 min walk		Freesale
	Airparks Gold Meet & Greet	0.5 miles			incl.in 5000 above
	Securapark Meet & Greet	1.5 miles			incl.in 300 above
Edinburgh	Valet Parking	1 mile			50
	NCP Longstay			5 mins	150
	Scotpark			4 - 5 mins	50
Glasgow	Long Stay		5 mins		3250
	Airparks			10 mins	Freesale
East Midlands	Prestige Parking		4 mins walk		100 + Freesale
	Airparks			8 mins	1400

More than just valet parking

Business Travel Extras always aims to give its travellers more by adding exclusive elements to up to 60% of our product portfolio. At Gatwick, Manchester, Edinburgh and East Midlands airports we offer off or on site parking with a valeting or a car care service.

Business Travel Extras offers on-airport car parks at Heathrow and Gatwick within a 3 min transfer.

Best price guarantee

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Business Travel Extras works hard to ensure that your travellers pay the best prices available in the marketplace and that they cannot buy the same product for less from another source. Our competitors are less rigorous. How do we do this? By ensuring:

- weekly market monitoring is carried out by our dedicated commercial team
- “screen-scrape” technology is used to monitor competitors sites
- all contracts include “best price” clauses

We are so confident your travellers will not find the same package for less we offer a best price guarantee - find the same product for less within seven days of booking and Business Travel Extras will match the price or refund the difference.



Yield pricing

Business Travel Extras and its associated brands has pioneered the development of yield pricing to ensure the best value for money for your customers. We monitor prices every week and make changes to ensure your travellers get the best available price.

Branding

Business Travel Extras work in tandem with other associated brands including Holiday Extras, BCP and Airparks. Each brand targets a different type of traveller. Business Travel Extras is solely focused on providing business parking solutions.



The best service

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Account management

Business Travel Extras value long term partnerships and we work closely with our key accounts to maximise their potential. Our key operational staff can be seen below.

As part of our proposal we offer:

- Dedicated Account Manager
- 15 strong sales team
- Quarterly account review
- Award winning call centre support



Howard Dove
Sales Director



David Stratton
Head of Sales



David Lewis
Business Development
Manager



Andrea Clayton
Head of Insurance



Steve Wilkinson
Major Account
Manager



Angela Brunton
Major Account &
Training Manager



James Lewis
Key Account
Manager



Leanne Flack
Business Development
Manager



Chrissy Bailey
Sales Admin
Manager



Claire Daddy
Sales Support
Executive



Zara Hayes
Sales Support
Executive



Ryan Charlwood
Junior Account
Manager



Victor O'Reilly
Sales Support
Executive



Rebecca Dunham
Sales Support
Executive



Carolyn Hammond
National Sales
Trainer

Customer relations team and call centre

Our Customer relations team are empowered to handle all complaints. Business Travel Extras and its associated brands consistently achieve a complaint ratio of 0.16%.

Below are Business Travel Extras service levels which are consistently met.

Web uptime	99.5%
Call Centre	
Answer rate	97%
Grade of Service (calls answered in 5 rings)	86%
Call Centre opening times	
Weekdays	0800 - 2300
Weekends	0830 - 2000
Customer Relations	
Response rate (all correspondence)	48 hours*
Resolution Time	10 days*

* ABTA recommend a 14 day response rate and 28 day resolution time

Reporting

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Business Travel Extras prides itself on the availability and quality of its management information. When working in partnership with us you will receive the following data:

Weekly and monthly management information (MI) detailing:

- Bookings by product
- Revenue by product
- Bookings by medium
- Bookings by airport
- Commission/Discount by product
- Bookings by site
- Total average booking value
- Unique visits to the microsite
- Monthly booking trends
- Stay periods
- Advanced purchase periods
- Penetration
- Refunds
- Conversion levels

BusinessTravel extras

Monthly Summary			
	Plan	Actual	Variance
Bookings Consumed in Month	2,500	3,342	842
Commission for Month			40
Average Value per Booking in Month	£30.95	£50.32	£19.37
Bookings Made in Month	3,250	3,315	65
Unique Users to Microsite in Month	13,000	13,000	0

Sales & Consumed Bookings	This Month	Last Month	Stay Period		
			This Month +1	This Month +2	This Month +3
+ 3 Months ago	30	26	16	20	13
2 Months ago	90	35	29	25	27
1 Month ago	29	13	29	20	16
Last Month	642	50	42	26	34
This Month	3,331	551	90	45	52
Consumed	3,342	361	206	136	139
Plan	2,500	932	134	103	102

Performance Outlook	Next Month			Month + 2	
	Actual	Plan	Var %	Actual	Plan
Bookings					
Booking Value					
Commission					

If you have specific MI requirements we are able to build a report designed to your specifications.

This highly detailed MI will help you account for your business travel spend and identify cost savings through pre-booking.

Airport parking Fact Sheet

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Benefits of booking with Business Travel Extras

For the traveller:

- Convenience
- Guaranteed space

For the travel buyer:

- Cost saving
- Accounting

Airport parking product range

Region	Airport	Meet & Greet	On airport	Off airport
London	London Heathrow	2	3	3
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	London Stansted	1	2	0
	London City	0	1	0
	Luton	1	3	1
North UK	Manchester	2	3	5
	Birmingham	1	1	1
	Newcastle	1	1	1
	Liverpool	1	1	2
	Humberside	0	1	0
	Leeds Bradford	0	0	2
	East Midlands	0	3	1
	Durham Tees	0	1	1
	Doncaster - Sheffield	0	1	0
	Blackpool	0	1	0
Scotland	Edinburgh	1	2	1
	Glasgow	0	1	2
	Aberdeen	0	1	2
	Inverness	0	2	0
	Perth	0	3	0
Others	Exeter	0	1	1
	Norwich	1	0	0
	Southampton	0	1	1
	Cardiff	1	1	1
	Belfast	0	1	1
	Bristol	1	2	0
Total	26 airports	16	41	30

Airport parking fact sheet

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Business Travel Extras research shows that:

- 69% of business travellers drive their car to the airport
- Typical duration: 1-2 days average stay.
- Meet & Greet or onsite parking are most suitable for their proximity to the airport.

Many business travellers will not pre-book parking and will not take advantage of savings of up to 60% on the gate price. Business Travel Extras provides a single booking system that provides access to all parking products.

Pre-booking versus gate price savings

Airport	M & G saving	On site saving	Off site saving
Heathrow	up to 21%	up to 48%	up to 2 %
Gatwick	up to 30%	up to 32%	up to 20%
Manchester	up to 20%	up to 40%	up to 25%
Glasgow		up to 46%	up to 31%
Edinburgh	up to 24%	up to 28%	up to 23%

48% saving by pre-booking on site parking at Heathrow
30% saving by pre-booking Meet & Greet at Gatwick

How do you book?

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Business Travel Extras can supply you with on-line booking form.

Simply complete the online booking form with the traveller's dates, times, car information and make payment using debit/credit card.

Page 1 : Search

Choose airport, date and times

Page 2 : Availability

Heathrow Airport Parking

14 car parks are available from 08:00 on Monday, 20 October 2008 to 19:00 on Wednesday, 22 October 2008.

Your unique reference code: JLSMJNC

Available car parks [SEARCH AGAIN](#) [HOME PAGE](#) [VIEW MAP](#)

		per day	total	
Long Stay (Terminals 1, 2, 3, 4)	On Airport	£11.43	£34.30	BOOK NOW
Long Stay (Terminal 5)	On Airport	£12.57	£37.70	BOOK NOW
Long Stay Plus (Terminal 5)	On Airport	£11.43	£34.30	BOOK NOW
Business Parking (Terminals 1, 2, 3)	On Airport	£13.63	£40.90	BOOK NOW
Business Parking (Terminal 4)	On Airport	£11.70	£35.10	BOOK NOW
Business Parking (Terminal 5)	On Airport	£21.40	£64.20	BOOK NOW
Economy Parking (Terminals 1, 2, 3, 4)	Off Airport	£7.50	£22.50	BOOK NOW
Courtlands (Terminals 1, 2, 3, 4)	Off Airport	£14.98	£44.95	BOOK NOW
Q-Park (All terminals)	Off Airport	£9.98	£29.95	BOOK NOW
Official Valet Parking (Terminal 1)	Meet and Greet	£23.87	£71.60	BOOK NOW

£23.87 per day
(Total: £71.60)

[Further charges may apply]

Pre-book NOW & SAVE £4.80 on the gate price [?]

[best price guarantee](#)

BOOK NOW

Official Valet Parking (Terminal 1) [more info](#)

Premium Meet and Greet service

- ✓ Chauffeurs are fully insured to drive your car.
- ✓ An Official BAA service.
- ✓ Designated reception building on departures forecourt.
- ✓ Please note this car park does not operate between the hours of 23.45 and 05.00.
- ✓ Car Park holds the Park Mark award for secure parking.

• **SAVE £2.60** by adding an airport hotel to your parking

BAA

Official Valet Parking (Terminal 1) Meet and Greet £23.87 £71.60 BOOK NOW

Choose most suitable car park (click on each option to find out details)

Your corporate discount will show on the availability page and demonstrate the saving made on the gate price

Make payment

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Page 3 : Payment

Make payment

You have selected parking at Official Valet
Parking Heathrow from 08:00 on Monday, 20 October 2008
to 19:00 on Wednesday, 22 October 2008 for the ONLINE
ONLY UNBEATABLE price of £71.60 **BOOK NOW!**
For queries please check our [FAQs](#) or call [\[0871 360 2020\]](tel:08713602020)
quoting JLSMJNC

[GO BACK](#) [HOME PAGE](#) [ASK US A QUESTION](#)

Contact Details

Title: Ms
Initial: L
Surname: Flack
Postcode: CT21 4JF
House Name / Number: Ashford Road, Newingreen
Phone No.: 01303 815858
Email Address: leanne.flack@holidayextras.com
 Remember my contact details [save time on your next booking]

Cancellation Protection

For just £0.99 you can cancel your booking online up to 24 hours before the day of travel and avoid the £7.50 cancellation charge. No thanks, I'll risk it!

[Parking Details]

Car Make: Volks Wagen
Car Model: Golf
Car Colour: Black
Car Reg. [?]: TBA
Number of Passengers: 1
Outbound Flight No. [?]:
Return Flight No. [?]:
Departure Terminal: Select
Arrival Terminal: Select
Destination:
Mobile Number:

Payment Details [\(security\)](#)

Card Type [fees?]: Card type
Name On Card:
Expiry Date: -- -- -- --
Card Number:
Security Code: [whats this?]
Total: **Please Select Card Type**

Terms and Conditions

As the market leader we aim to provide you with the best products and the best service. We aim to consistently exceed your

I agree to the [parking terms and conditions](#) and have read the [more info pop up for Official Valet Parking](#)

If you do not know your terminal, you will need to call to confirm at least 24hrs before your arrival. Please follow the instructions on your confirmation.

[what happens next?]

For flexibility to cancel your booking you can pay a cancellation waiver of 99p

Enter car information and payment details

Booking Confirmation

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E-mail confirmation

Booking Confirmation

Thank you again for booking through Holiday Extras - Please check your itinerary below for the directions and information on your selected car park - we wish you a safe journey.

BusinessTravel extras

Booking Reference: **Q6JRL**
Lead **MS FLACK**
Price Paid: **£73.10**
Card Number: *****6962

Dear MS FLACK,

Thank you for your booking. Your booking reference is Q6JRL.

Dates of Parking [\[amend\]](#)
From Monday 20 October 2008 at 08:00
To Wednesday 22 October 2008 at 19:00

Car Park Arrangements
Car Park Name Official Valet Parking (1)

P Valet

Airport Name Heathrow Airport
Distance to Airport Cars are stored 1.2 miles from the terminal.
Directions Terminal 1 - Exit M4 at J4 following signs on roundabout for Heathrow. Take the airport spur road to the end (J4a) and continue straight ahead through the tunnel to the first set of traffic lights and then follow the signs for Terminal 1 Departures. Proceed up ramp, staying in the left-hand lane, down slope and left into the Valet Parking Bays. Our Reception is branded Meteor Valet Parking.
Transfers 2 - 5 minute walk to check-in.
Arriving at the car park Please follow the below terminal specific procedures: Terminal 1 - Follow signs to departures, go up the ramp, keep to the left-hand lane, down the slope and left into the Valet Parking bays. Report to reception. There is no need to call the driver prior to arriving at the airport. If you need to contact us on the day of departure, please call 07785 590 571.
Leaving the car park Go up to departures, exit the building, down the ramp to reception where your car will be waiting.
Information There are no out of hours supplements. Limited times may be available on certain Bank Holidays, Official Valet Parking will notify of these on re-confirmation. Please also note that cars that have been modified outside of the manufacturer's specification in any way can be refused in accordance with the car parks terms and conditions. First outbound at 05.00 on a daily basis. Customers will not be met before this time. Please note this car park does not operate between the hours of midnight and 05.00
Security Please arrive at the airport prepared for security: All passengers can take just one item of cabin baggage each through the security point with a maximum size of 56 x 45 x 25cm (including wheels, handles and external pockets). But do check with your airline, which might have more restrictive bag sizes in place. Liquids can be taken into the cabin but only in containers of 100ml or less and presented in a 1 litre re-sealable transparent plastic bag. For more information visit www.dft.gov.uk/airportsecurity

Car Details [\[amend\]](#)
Passengers 1
Model GOLF
Make VOLKS WAGE
Registration TBA
Colour BLACK

If you need to contact us please call 0871 360 2020 quoting your booking reference

Do you have any questions about your booking?
[Help & Support](#)
For amendments click: [Amend my booking](#)
or for cancellations click: [Cancel my booking](#)

Thank you again for choosing Holiday Extras - we wish you a safe journey.
Remember to keep hold of this email.
[Terms & Conditions](#)
No refund is available for unused or part stays

Immediate email confirmation lets the traveller know directions and pre-departure information

Detailed instructions for arrival at the car park

Amendments and cancellations can be made to the booking from here.

Parking experience

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Meet & Greet parking

1. 15 minutes before arrival at your terminal call the phone number on your confirmation email for your pick up instructions.
2. Traveller met at drop off point close to airport entrance by driver and helped with luggage then car taken to car park.
3. On return, call phone number on confirmation after clearing customs to be met by driver with traveller's car at same drop off point.

On airport

1. Leave your car at the on site car park and (depending on the airport) walk or take the courtesy train/shuttle bus to the terminal. Transfer time typically 5-10 minutes.
2. On return journey, walk or take train/shuttle bus back to car park and show email confirmation to exit.

Off airport

1. Leave your car at the off site car park and take the courtesy shuttle bus to the terminal. Transfer time typically 10-15 minutes.
2. On return journey, take courtesy shuttle bus back to the car park and show email confirmation to exit.

Business Travel Extras has a range of options to ensure you can amend or cancel bookings should plans change. Amendments can be made up to 24 hours before travel at no charge (unless price has changed or stay is lengthened by amending).

Here are our cancellation charges:

Cancellation Charges			
Up to 24 hours before departure	Same day	Within 24 hours	Cancellation Waiver
£7.50	full price	full price	£0.99