

## Saving time and money for Smart business owners

At UNIGLOBE Travel we offer a broad range of services and solutions to meet your travel needs, and even offer tools you may not know about that can really help manage your travel spend.



### **Quality Control & Reporting Systems**

UNIGLOBE TripCheck is a robotic “super-agent” that works 24/7 to identify the lowest fare by searching for fare decreases and continuously monitors waitlists to ensure your travellers are first when a seat becomes available on a sold out flight.



### **Client Management**

What makes UNIGLOBE Travel different is our dedicated Client Solutions Team to support on-going needs, including report and supplier negotiations.



### **Ticket Tracking**

UNIGLOBE Ticket Tracker is a reliable database technology used to identify, track and maximize the use of ticket credits. All data is accessed via an assigned login.

You can

have scheduled reports of credits emailed to you on a regular basis. Our agents and your travellers will be notified automatically when a credit is available to use. Credits are held in reserve one year from the re-issue date to ensure accuracy.



### **Fair & Transparent Fees**

Through our UNIGLOBE Travel Audit process we can uncover variances and add-on fees that are not readily apparent to the traveller or the company and implement a booking fee structure that is fair and transparent.

**Call or email our experts**

519.623.7570 or 800.577.0623 | [info@donaldson-travel.com](mailto:info@donaldson-travel.com)

## Saving time and money for Smart travellers

We know business travel is not easy. We offer tools and solutions that make it easier for your road warriors to focus on the reason for the trip, not the travel details. Through our dedicated account support, automated quality control and 24/7 support we help make travel better.

### **Dedicated Account Support**



We are a team of focused professionals and each member of our team is dedicated to providing you the very best in service and solutions. Because we are independently owned and operated, you will always be dealing with the decision maker, resulting in faster customer service.

### **Automated Quality Control**



Making travel work for your travellers is important to us. Time is a valuable commodity, so we offer “before you go and while you are away” instant communications including things like calendar-synced itineraries, automated check-in emails and mobile check-in. Our system can also monitor flights up to the date of departure to help travellers secure their preferred seat on the aircraft.

### **24/7 Support**



Our team is always there for your travellers, by phone or email, before, during and after a trip. You can relax knowing you, your travellers and family always have immediate access to help should an emergency arise.

### **Online Booking**



At UNIGLOBE Travel we offer a variety of online booking tools, each tailored to suit your unique needs. We understand you want choice and control, not complexity. Our program allows you to see all airfares in one place including web fares and private fares. You can display by price, schedule, carrier and even by fare category. And help is always available from one of our senior consultants in case of problems, questions or more complicated bookings.

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## Because you want choice & convenience. **UNIGLOBE Booking Tool.**

You want choice and convenience, not complexity. At UNIGLOBE Travel we understand this and through our online reservation tool you and your employees can easily plan, book and purchase travel reservations on one easy-to-use website. Powered by one of the largest providers in corporate travel booking solutions, our program features:



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## Improved seat assignments, lower fares & worry-free reservations. **UNIGLOBE TripCheck.**

At UNIGLOBE Travel, we make travel simpler through our UNIGLOBE TripCheck, a robotic "super-agent" that works 24/7 for lower fares, better seat assignments, wait list clearance and offers seamless quality control checks on all reservations made.

### SEAT FINDER

Tired of getting a window seat when you prefer an aisle? At UNIGLOBE Travel we book you the best possible seat according to your preference. We continue to look for your preferred seat right up until time of departure & we automatically move you to that seat the second it becomes available & alert you to any change.

### CONTINUOUS FARE SEARCH

Because we continuously check airline inventory, we're also checking changes in fares. If there is a better fare out there that meets your requirements we'll book it for you automatically. Sometimes airlines lower fares in the middle of the night and because our "super agent" never sleeps, we can book that lower fare before anyone else does, & we keep working right up until time of departure, guaranteeing you the lowest fare.

### QUALITY CONTROL

We send all reservations through a multi-point quality control checklist to ensure accuracy, travel policy adherence and accurate reporting. We also ensure all applicable loyalty programs and frequent flyer numbers are applied to your booking, ensuring worry-free reservations.

### WAITLIST CLEARANCE

You have a busy schedule and need to get where you're going on time. Finding yourself on a wait list for a sold out flight can be a challenge. We automatically and continuously check airline waitlists to ensure you are first in line should a seat become available and we'll advise you instantly.

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## Peace of mind wherever you go. **UNIGLOBE 7\*24 Rescue Line.**

When you book with UNIGLOBE Travel you can relax, knowing we are there to help you in case your travel plans change. If your flight is cancelled or delayed due to inclement weather, you won't need to get in a long airport line up. Our UNIGLOBE 7\*24 Rescue Line is a toll-free service available to travellers who are either en-route or need after hours assistance.



Worldwide 24-hour toll-free assistance from more than 80-countries.



Assistance with new air, car and hotel reservations as well as changes and cancellations for existing itineraries

Your travellers, family and company always have immediate access to help should an emergency arise, or you need to make a last-minute change in your travel plans. Our senior consultants offer prompt, efficient service day or night.

“The UNIGLOBE 7\*24 Rescue Line offers confidence and security to travellers **in case plans change**”

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