



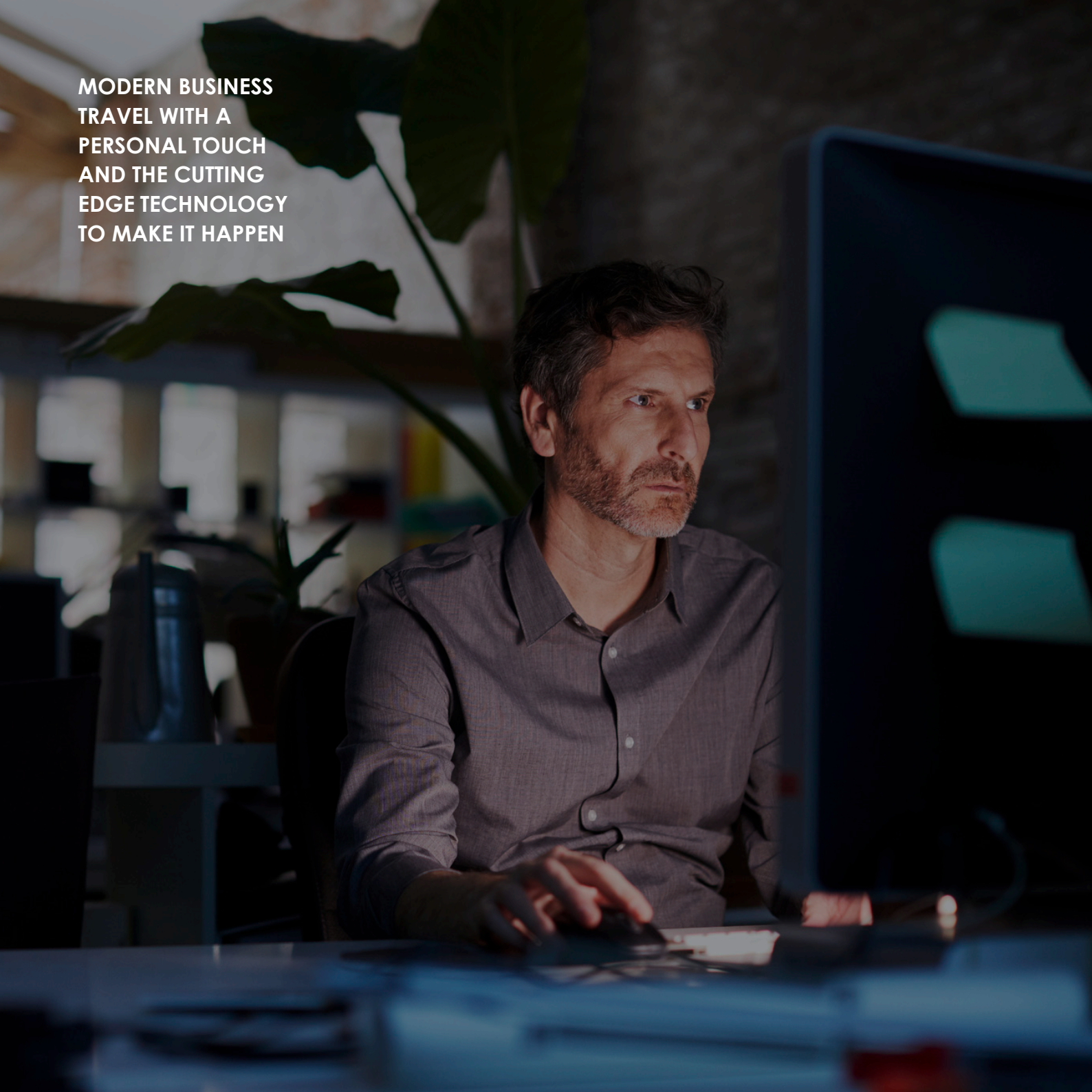
GRAY DAWES  
TRAVEL

# SAY HELLO TO **BETTER BUSINESS TRAVEL**

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A Brief Introduction

MODERN BUSINESS  
TRAVEL WITH A  
PERSONAL TOUCH  
AND THE CUTTING  
EDGE TECHNOLOGY  
TO MAKE IT HAPPEN





## WHO WE ARE

At Gray Dawes Travel we recognise that we're not just there to secure the best travel fares, the most innovative itineraries, the slickest online tools or the most experienced consultants. We're there as an extension of our clients' own organisations; their out-of-house travel management department.

We achieve this because of the depths we go to in understanding our clients; their culture, their values and their objectives. Only then can we deliver on a higher level, with our trademark emphasis on the personal touch. Only then can we delight with remarkable value, innovation and service.

That's what we call 'better' travel.

1865

YEAR  
ESTABLISHED

200+

UK  
BASED STAFF

4

REGIONAL  
OFFICES

97%

CLIENT  
RETENTION

15

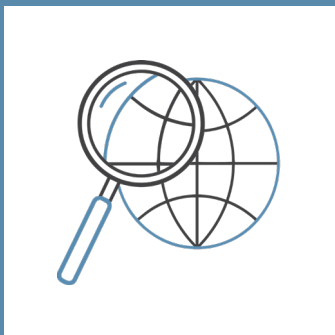
AWARDS  
WON



# WHY USE A TMC?



Many companies believe that by booking directly with the likes of Skyscanner, Expedia and on suppliers websites they're achieving the lowest cost. The truth is that's not the case. What's more, DIY business travellers are missing the real value of booking through a Travel Management Company (TMC).



## MORE CHOICE

### BESPOKE BOOKING TOOLS

Content from recognised travel retailing sites, such as Booking.com and Expedia, are served up alongside direct airline content, giving you the confidence that you're getting the best possible price available.

DO IT YOURSELF



DO IT RIGHT



## GREAT RATES

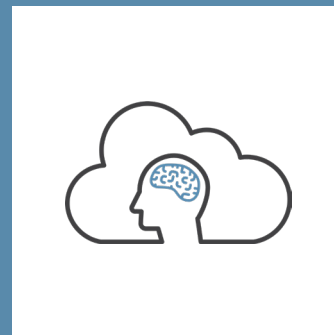
### UNBEATABLE BUYING POWER

While traveller experience and satisfaction is important, you need to ensure that you maximise value from your travel spend. Smart data analysis leverages your total spend volume to get you better rates from suppliers.

DO IT YOURSELF



DO IT RIGHT



## DUTY OF CARE

### TRAVELLER SAFETY

Knowing your travellers are safe at all times is crucial but can be difficult with self booking. In times of crisis, you need to be able to swiftly locate anyone affected and can get them home quickly and safely.

DO IT YOURSELF



DO IT RIGHT







I THOUGHT  
BOOKING DIRECTLY  
WITH THE AIRLINE  
WOULD SAVE US  
MONEY, BUT THAT  
WENT RIGHT OUT  
THE WINDOW AS  
SOON AS I NEEDED  
TO CHANGE OUR  
FLIGHTS.

## Time Is Money

While you can find a flight or hotel room at a good price using a metasearch engine or online travel agency, you may not be finding the best options or rates. It can also take you a lot of time.

Plus, the dangers of DIY business travel come with no guarantee that a booking is within your travel policy, creating the real possibility of a refund or change.



### POLICY PERFECTION

#### TRAVELLER COMPLIANCE

Compliance to a travel policy leads to cost savings. By creating a solution that only includes options within your policy, you ensure adherence at all times. This is nearly impossible if bookers are using different channels.

DO IT YOURSELF



DO IT RIGHT



### A HELPING HAND

#### AROUND THE CLOCK

Your flight gets cancelled, you need to stay another day, there could even be an ash cloud or global pandemic! We'll arrange alternative itineraries, chase supplier refunds and keep you moving.

DO IT YOURSELF



DO IT RIGHT



### SIMPLE BILLING

#### PAYMENT CONSOLIDATION

Whether you opt for credit card payments or a monthly invoice, we take the hassle out of long outdated processes, which can mean significant times savings for you and your finance team.

DO IT YOURSELF



DO IT RIGHT





Time	Flight	Destination	Gate	Status
20:20	A 622	Hangzhou	40	
19:25	CI 642	Taipei	31	
19:30	A 895	Singapore	22	
	Z 7431	Medan	43	Est 20:00
	O 304	Beijing	50	

Time	Flight	Destination	Gate	Status
21:10		Phuket	49	Est 21:10
21:10		ShanghaiPVG	24	
21:20		ShanghaiPVG	23	
21:25		Hangzhou	53	
21:30		Taipei	31	
21:30		Sydney	12	
21:40		Kaohsung	22	
21:40		Clark	11	
21:40		Xiamen	25	
21:50		Manila	26	
21:50		Manila	27	
21:55		Manila	28	
21:55		Kaohsung	29	
22:00		Manila	30	

# WHAT WE DELIVER

Service. Innovation. Value.

These are the three pillars upon which we base our entire delivery model.

Our approach is to fully understand your organisation, its culture, employees and business objectives to help us provide informed, realistic, achievable and measurable improvements to your travel programme and your business.



## Passion

We take pride in doing everything to the best of our ability, showing an active and genuine interest in our industry, our customers' business and everything about Gray Dawes.

Time	Flight	Destination	Gate	Status
22:50		Bangkok		
23:00		Amsterdam		
23:05		Paris		
23:05		Istanbul		
23:15		LondonLHR		
23:15		Zurich		
23:25		LondonLHR		
23:30		Munich		
23:35		Adelaide		
23:40		Cairo		
		Brisbane		
23:40		Los Angeles		
23:45		LondonLHR		
23:45		Paris		

Time	Flight	Destination	Gate	Status
20:00	A 622	Hangzhou		
	A 6217			
	A 6212			
20:05	CI 642	Taipei		
20:05	A 885	Singapore		
	V 9616			
	A 6214			
20:10	Z 7431	Medan		Est 20:00
20:15	O 304	Beijing		
	A 6077			
	J 640			
20:25	A 602	ShanghaiPVG		
20:30	K 686	Singapore		
20:30	W 999	Brisbane		
	E 6070			
20:35	R 2865	Singapore		Est 21:15
20:40	Z 3090	Nanning		
20:40	A 889	Ho Chi Minh		
	V 9999			
	A 6202			
20:40	O 192	Taichung		
20:45				
20:45				
20:45				
20:50				
20:55				
20:55				
21:00				
21:00				
21:05				
21:05				



## Confidence

We use skills, experience and knowledge to solve problems. We always try to be pro-active. If we see something that doesn't look right, we won't leave it to someone else to resolve.



## Accountability

We take full responsibility for our actions and the quality of our work. We learn from mistakes and always do right by our clients and our colleague. Why? Because it's the right thing to do.



## Tenacity

We always get the job done. We work to delight and surprise our clients, going the extra mile to find the right solution at the optimum price. We'll never give anything other than our all.



## PERSONAL SERVICE

# Unquestionable Quality

After more than five decades as one of the UK's leading independent TMCs, we've built an enviable reputation of which we are fiercely proud. Put simply, we deliver a better business travel experience, 24/7.

### CONFIDENCE IS KEY

We take the time to really understand your needs. From our pool of incredible travel consultants, we then build a dedicated team around you, selecting those with experience in your industry and a personality fit with your culture. That way, you can be confident that the service you get isn't just tailored to exceed your expectations, it's guaranteed to make you smile.



### CONTENT IS KING

With the most flight, hotel, rail and car hire options out there, you'll be spoilt for choice. That's why we adopt a retailing approach to booking business travel. Agents and clients are able to see web and NDC content and then compare rates side by side with GDS results. But it's not about quantity over quality, which is why our solutions are completely agile to your needs.





## Traveller Toolkit

During the Covid-19 pandemic, we kept our clients travelling safely thanks to our ground-breaking, industry-leading Traveller Toolkit. Featuring virtual trip walkthroughs for Air, Hotel and Rail, as well as comprehensive checklists for before, during and after travel, these built traveller confidence by letting them know what to expect (and so prepare for) at every stage of their journey.

The Toolkit also includes a dynamic Destination Status tracker for up-to-the-minute status on travel restrictions, border controls, Covid-19 heat maps, local government stringency figures and much more.



Available across multiple devices, our Traveller Toolkit continues to compliment the personal touch delivered by Gray Dawes Travel Teams. Also included is a huge library of eclectic travel articles; updated weekly, we cover everything from traveller well-being techniques to real-life business travel experiences, top tips and essential industry news.



small,  
dedicated team



24/7, 365  
around the clock  
service



calls answered  
within 3-5 rings



in-house 24 hour  
emergency  
assistance



minimum of 3 fare  
options in 2 hours



automated policy  
compliance



bespoke  
invoicing solution





CUTTING EDGE INNOVATION

# WHO SAID BOOKING BUSINESS TRAVEL HAD TO BE STRESSFUL?

Our proprietary travel technology is totally flexible and completely tailored to your organisation. We've partnered with the market-leaders, Atriiis, to create YourTrip – a powerfully versatile yet rewardingly simple booking engine.

Because that's how it should be.

Whether offline or online, agent managed or client self-service, YourTrip delivers a seamless and content-rich business travel booking experience.





## Totally Digital

100% travel policy compliance is assured, regardless of whether the trip is booked by you or your Gray Dawes Travel Team. Offline or online, unique client profiles are built into the YourTrip tool and compliant travel results served as primary options.

## A.I. Driven

Automated workflows, booking efficiencies and client communications are supported with an Artificial Intelligence engine which makes hotel and travel recommendations based on machine learning of traveller behaviours.

## Synchronised Travel

Because the YourTrip system is exactly the same for both Gray Dawes Travel consultants and clients, bookings started online can be finished offline. And, of course, all itineraries sync seamlessly with our YourTrip Booker mobile app.



## OUTSTANDING VALUE

### Account Management

Your dedicated account manager will uncover what value means to your business and create an Extra Mile Programme specifically to underpin how we'll enhance your travel programme and your business against targeted KPIs.

### Your Travel Companion

Before, during and after every trip, we're with you all the way.





## Thoughtful Onboarding

Our implementation process is comprehensively thorough. We leave no stone unturned to ensure your travel bookers, managers and, travellers feel at ease with our systems and delighted with their travel experience.

## Analytical Reporting

You'll have a huge range of bespoke information dashboards at your fingertips. But what brings the bar charts to life is our ability to interpret them to drive enhancements across value, safety, sustainability and service.

## Insightful Consulting

Gray Dawes Consulting can help you save up to 22% on your programme. We'll assist you in spotting trends, analysing data and drilling down into the important details of your corporate travel programme.





# SUSTAINABLE BUSINESS TRAVEL

## The first steps in reducing your carbon footprint

Business travel represents a vital practice for any organisation. The ability to visit customers, attend events and conduct face to face meetings is essential. But it has to be done responsibly and sustainably. Gray Dawes allows you to offset your entire business travel carbon emissions automatically through LEGACY.

From your travel bookings data, we'll calculate your carbon emissions using the DEFRA model and transfer the numbers (anonymously) to our partners, Forest Carbon. They will turn that data into Carbon Credits. With a range of UK based woodland and peatland projects to choose from within the Legacy portfolio, your carbon credits are then invested in the product of your choice.



[www.gdg.travel/legacy](http://www.gdg.travel/legacy)



# LEGACY

Gray Dawes, in partnership with Forest Carbon, offer an awesome carbon offset programme designed specifically for business travellers. LEGACY ensures your business travel can be managed with a tangible focus on sustainability. That's great for you, your organisation, the business travel industry and, of course, the planet!

## A Family Affair

Sustainability is extremely close to our hearts here at Gray Dawes, a family owned business since 1927.

Such is our commitment to achieving carbon neutrality, our owners – the Inchape family – have converted nearly 300 acres of working farmland on their Glenapp Estate in Ayrshire, Scotland, to permanent woodland creation. Occupying an area the size of 200 football pitches, the project will sequester at 42,000 tonnes of CO2 equivalent.

This exciting project at Glenapp Estate is just one of the many projects Gray Dawes clients can choose to support as their LEGACY carbon offsetting programme.











# EXPERIENCE IS EVERYTHING

## **Meetings, incentives, conferences and events**

Our specialist MICE team deliver bespoke experience and event services, from arranging corporate meetings at unique venues, to full blown international incentives, or thousands-strong conferences to group travel bookings and beyond.

Our focus is delivering fantastic meetings and event services that create lasting, meaningful experiences. We deliver truly memorable occasions while taking charge of any and all challenges.

Put simply, we're here to make you look good.

[www.gd.events](http://www.gd.events)



GRAY DAWES  
EVENTS



# BUSINESS AND PLEASURE

## Bespoke holiday and leisure travel

Our specialist luxury leisure travel division believe in a world in which your holiday should go beyond your imagination.

We design tailor-made travel experiences with you at the heart. Whether you're looking for sun-drenched spots for the family, intimate honeymoon hideaways, adrenaline-pumping adventures, exclusive private island retreats or anything else, our attention to detail ensures we capture your holiday desires exactly to deliver the travel experience of your dreams.

[www.gd.holiday](http://www.gd.holiday)



GRAY DAWES  
— HOLIDAYS —









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