



Boilerplate

Blurbs and PR Copy
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GRAY DAWES
TRAVEL



Primary Boilerplate

With wholly owned Gray Dawes offices located across the UK, USA, Australia and the Netherlands, we're well-situated domestically and globally to support our national and global clients with outstanding international travel management. And no matter when or where our clients are in the world, our award-winning high touch, high tech, high content service is delivered seamlessly, right around the globe, by our own dedicated teams of passionate travel professionals.

It's what we call ALWAYS ON business travel management.

Our unique 'follow the sun' service model is achieved via our four core Gray Dawes locations: UK, USA, the Netherlands and Australia. Each operation hands over to the next around the clock, meaning a seamless Gray Dawes solution to our clients with consistent service levels, technology, data and care.

This ensures that no matter when or where in the world they are, our clients are always looked after by Gray Dawes staff who share a single technology solution and a single brand promise – to do things better.

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 ALWAYS ON – delivering a better business travel experience:

HIGH TOUCH - a boutique service with a personal touch, delivered by real people with a passion for travel.

HIGH TECH - intuitive travel apps and beautiful booking tools designed to delight.

HIGH CONTENT – as early adopters of NDC content, we deliver the widest choice and the best rates and fares available to guarantee outstanding value and ROI on your travel programme.

Find out more at www.gdg.travel



Who We Are

Established in 1927, Gray Dawes Travel is a multi-award-winning agency, the oldest travel management company (TMC) in the UK and the first agency in the UK to hold an IATA licence. Fiercely independent and proud of our family ownership, we have cemented our global ambitions with expansions into America, Australia and the Netherlands, employing over 500 staff globally.

This has allowed us to realise our innovative 'follow-the-sun' service model - providing international clients with a single shared technology platform worldwide, supported by seamless personal service across the entire Gray Dawes international operation. We call it 'ALWAYS ON' business travel – there for our clients when they need us, where they need us, with a high touch, high tech, high content solution.

What We Do

At Gray Dawes we know that we're not just there to provide the best 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 department. We achieve this because of the depths we go to in understanding our clients, their culture, their brand values and business objectives. Only then can we deliver on a higher level with our trademark outstanding personal service.

Our client-driven strategy is fundamental to Gray Dawes, helping us craft customer-focussed solutions that truly meet the needs of today's business traveller, delivering an experience which consistently delights our clients.

How We Do It

Although we're the UK's oldest TMC, we act like a start-up. We counter the status quo. To us and our clients, 'out of hours' is no longer a thing; we're Always On. "I can find it cheaper on the Internet" is something we never hear from our clients, because we lead the way with NDC (new distribution content) and our retail content strategy. Satisfaction with online booking tools at an all-time low? Not with us; we've amplified our online booking tool, YourTrip, to provide complete parity across online and offline services through a single global technology. Service recruitment issues across the industry? We have staff queuing up to join us!

With specialist divisions for business travel, sports travel, event management and luxury leisure travel, Gray Dawes Group



About Gray Dawes

Gray Dawes Group encompasses specialist brands for corporate as well as leisure travel management and consultancy. The Group also offers services in the event management and specialist sports travel management.

Gray Dawes Travel, part of the Gray Dawes Group, is a leading, multi award-winning and independent UK based travel management company with UK offices in London, Colchester, Manchester, Leeds, Leamington Spa and Edinburgh, as well as Australia offices in Sydney and Melbourne, the USA and the Netherlands (Amsterdam, Rotterdam and Gorinchem).

Recent significant growth has been driven by a customer first approach coupled with pioneering the travel management technological change, directed by the changing demographics and requirements of today's demanding business travellers.

With key customers in global banking, insurance, professional sport and luxury retail, Gray Dawes online and offline solutions blend to deliver customers' individual strategic corporate travel objectives. The company also operates specialist divisions for MICE (Gray Dawes Events), leisure (Ventur Luxury) and consulting (Gray Dawes Consulting).

Originally a shipping and insurance business, Gray Dawes was founded in 1865 by Scottish entrepreneur Archibald Gray and partner Edwin Sandys Dawes. The company was established as a travel agency in 1927 and in 1958 became a subsidiary of the Inchcape Group.

In 1927, in conjunction with Imperial Airways, Gray Dawes Travel sold the first commercial tickets on the route from London to Cairo and Karachi. Another first was to follow in 1946 when Gray Dawes became the second travel agency ever to receive an IATA (International Air Transport Association) ticketing licence.

Gray Dawes is a key member of the Business Travel Association (BTA), the professional trade body for travel management companies in the UK. The CEO of Gray Dawes, Suzanne Horner, is a Board member of the BTA and the current Chair – the BTA's first female chair, in fact.

The company prides itself on providing exceptional customer service and has a 97% client retention record.

At this year's prestigious Business Travel Awards, Gray Dawes was crowned Travel Partner of the Year 2024: Medium TMC.

- GROUP <https://graydawes.org>
- TRAVEL <https://www.gdg.travel>
- EVENTS <https://gd.events>
- SPORTS <https://sports.gdg.travel>
- LEISURE <https://ventur.luxury>



100 Words

Gray Dawes Group is an award-winning, independent travel management company, with a wholly owned global footprint and specialist divisions for business, sports, events and leisure. We don't just deliver the best fares, the most innovative itineraries, the slickest online tools or the most experienced consultants. We operate as an extension of our clients' own organisations –their out-of-house travel department. We succeed because of the depths we go to in understanding our clients, their culture, their brand values and business objectives. With our trademark emphasis on delivering a High Touch, High Tech, High Content experience, we help clients to travel... better.

ALWAYS ON business travel

[adjective]

1. There for our clients whenever and wherever they need us.
2. Dedicated in-country teams providing award-winning care for our travellers around the clock, and around the world.
3. A consistent global business travel experience, achieved with a single technology solution, a single point of contact and a single service level agreement.

For further information, photos, images or to arrange interviews please contact:

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Thank You

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