



Are You Business Travel Ready?

Here's a guide to get you where you need to go

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Traveller Checklist and Guidance

Planning to get back out on the road for business? It's a new world out there and airports will have adapted to the times. We have put together a comprehensive list of items you should consider when preparing for your next trip. The list is extensive but is designed to be used as a guide only. If you have any specific questions, please contact your Travel Manager or Key account Manager (KAM) at any time.

Before you book your trip

- Have you checked any regulations and standards for your destination (potential quarantine or other restrictions)? Click [here](#) to explore our Traveller Resource Hub.
- Assess the risks of travelling abroad. Read Travel Alerts for your destination and check your local embassy or consulate website for the latest security messages

Booking your trip

- Is your traveller profile contact information up to date?
- Have you been compliant with your company's travel policy (if necessary)?
- Have you downloaded the [Sam:\]](#) app for your documents and travel info?
- Do you have a car transfer booked in advance?
- Have you arranged your hotel through Corporate Traveller so that check-in is seamless?
- Have you discussed travel insurance options with your travel manager?
- Have you programmed your Corporate Traveller emergency contact details into your phone?
- If you will need lounge access, have you arranged passes in advance?

Preparing your trip:

- Have you written down contact details for your nearest embassy or consulate to carry with you in case of emergency while travelling?
- Have you made two copies of all your travel documents in case of emergency? Leave one copy with a trusted friend or relative at home and carry the other separately from your original documents.
- Have you notified your banks and credit cards of your travel plans and checked exchange rates?
- Have you checked that your passport is valid for at least six months after you return home and that it has four or more blank pages?
- Have you arranged your visa?
- Do you have your International Driving Permit?

- Are all electronic devices fully charged prior to departing for airport?

Packing for your trip:

- Have you packed your carry-on baggage in a way that allows you easy access to items you need to remove quickly (liquids/gels, laptop, food)?
- Have you prepared a Traveller Safety Kit which includes at least all of the following:
 - Cloth mask
 - Hand Sanitizer
 - Antibacterial disposable wipes
 - Bags for used gloves/wipes.
- Is your ID packed?
- Do you have hand sanitizer easily accessible from your bag?
- Are phone, laptop and any other portable chargers readily accessible?
- Are you bringing food and/drink options from home to consume on the flight?

Other tips while in public spaces:

- Refrain from touching your mouth and nose with unwashed hands.
- Wash your hands frequently.
- Remain at least 6 feet from other people where possible.
- Wear a face-covering mask.
- Wear gloves and/or use sanitizer wipes when touching the driver's door handle and check-in kiosk.
- Avoid large crowds
- Be aware of local situation and follow public health advice
- Practice proper cough and sneeze etiquette

Travel Experience

Where a Travel Management Company Can Add Value

Given the current global climate, we are encouraging our network to use their travel management company's (TMC) services to minimize pre-trip stress and promote traveller safety throughout their journey. To navigate upcoming business travel, we've put together the following, to show the value of having a TMC by your side. This checklist complements our [Traveller Checklist](#), which pertains to air travel, while this list focuses on hotel, car rental and rideshares

Where your Travel Manager can help:

Pre-Trip

- Check the regulations and standards for your destination city and any locations you may transit through. Remember these are changing frequently so check before any trip. Be aware of quarantine requirements that may impact your ability to do business upon arrival. Travellers can also consult their [CT Secure](#) website for live updates.

Hotel

- Your Travel Manager will call the hotel to confirm they are open.
- Determine what food & beverage options are available on site. Many hotels are no longer operating restaurants and room service, so be prepared. Ask if they are able to provide a grab and go option if needed.
- Ask if there are any special regulations while on property as you may be required to wear a mask in public areas.
- Request any specific cleaning you may want prior to stay. You can find cleanliness standards by brand [here](#). You also may want to ask to have cleaning supplies left in your room!
- Double check if the hotel has a quarantine policy.
- Determine if their check-in process is suitable for your preferences as many hotels are going touchless but others are not.

Transportation

- If using a driver related service, speak to your Travel Manager prior to pick up if you have any special requests or concerns.
- Make sure the provider has been contacted or that they have reached out to determine exactly where or how you should acquire the car. This information can also be found in your itinerary or on the Sam app.
- Determine transportation available at destination and any transit cities so you can be prepared when you arrive. You may want a rental car for increased mobility in case of limited transportation or food options. Additionally, the [Sam app](#) will provide location updates and ride sharing options.

Post-Trip

- If necessary, reach out to your dedicated Travel Manager with feedback for future trips.

How Travellers & Travel Arrangers can prepare:

Pre-trip

- Make sure your profile and contact information are up to date in case of any changes while travelling.
- Check the regulations and standards for your home city to be prepared for any quarantine or other restrictions upon returning home.
- Be prepared for your own safety, pack masks, hand sanitizer, disinfectant and anything else you need to meet regulations or your own comfort.

Transportation

- Follow your companies' guidelines for travel and commuting during COVID-19 as they may have specific requirements. You can ask for them to wear a face mask, keep the windows open or other safety precautions within reason. Always follow guidelines for your own safety while on the road!
- Rental car companies are now doing abbreviated rental processes, including curbside pick-up at their locations and car delivery direct to your home. Additional disinfecting steps have been taken by the majority of rental car companies and you can find them [here](#).

Airport to Hotel Location

- Utilizing your Travel Manager, Sam and Secure, you should be up-to date on the city's regulations.

Hotel Check-in

- Hotels are operating at reduced staffing levels so please be patient and understand any new procedures they may have.
- Overall check-in is moving as touchless as possible, but each hotel has their own process, find out more [here](#).
- Public areas may be off limits.
- Food & Beverage will be limited though hotels may offer grab and go or small marts on site for meals in your room.

Post-Trip

- Follow any regulations or guidelines in your home city for quarantine or other self-distancing measures.
- Provide any feedback to your Travel Manager for future trips.

If you are feeling unwell, please stay at home.

A Roadmap to Business Travel During COVID-19

While travel as we know it has changed for the foreseeable future, the value of business travel and face-to-face meetings has not. Each week we are noticing an increasing appetite for business travel, so we have provided a roadmap of what travelling for your next business trip will look like, with some suggestions on how to stay safe and healthy.

PRE-FLIGHT



Home/Pre trip

- Safety Pack (Masks/Hand Sanitizer/Wipes)
- Update Travel Profile
- Pack snacks

Uber/Taxi/Black Car

- Lower windows for air circulation
- Wear mask
- Sit in the back seat
- Put luggage in/out yourself



Rental Car

- Lower windows for air circulation

Public Transport

- Check schedules for operating services
- Wear mask and gloves
- Social distance

Check-in

- Utilize technology for check-in
- Where possible tag and drop check-in luggage yourself
- Wear mask at all times



Security Screening

- Practice social distancing
- Avoid touching/using bins where possible (dress smart!)



Airport

- Adhere to all airport policies (don't forget your transiting airports)
- Wipe down seats
- Try to stick to one spot and not move to multiple seats
- Practice social distancing

Airport/Airline Lounges

- Check capacity and social distancing options at check-in
- Wipe seats and tables
- Avoid buffet food and opt for prepackaged

Boarding

- Follow boarding procedures – don't skip ahead
- Wipe down your seat/tray table/seat belt prior to sitting down

IN-FLIGHT



Inflight

- Avoid taking multiple items in/out of your bag
- If you need to use the bathroom, take wipes, wash your hands

Disembarking

- Stay seated until your row is the next to disembark
- Wash your hands once you are off the aircraft



Food & Drink

- Expect food options to be limited and buffet options to be prohibited
- Keep food with you throughout the journey
- Prepackaged lunches and dinners will be expected
- Restaurants near offices, within hotels and airports may have maximum capacity limitations so there could be lines for entry
- May want to consider local grocery options for meals
- Many hotel bars and restaurants may have limited menus/services available

POST-FLIGHT



Office Buildings

- Follow office protocol
- Bring wipes/gloves for surfaces
- Social Distance at all times
- Avoid hand shaking/physical contact

Hotels

- Follow hotel protocol
- Utilize contactless check in if possible
- Wipe down frequently touched items in room (remotes, door handles, taps/faucets)
- Confirm with Travel Manager that hotel is accepting non-medical/emergency stays



Health & Fitness Centers

- Hotel fitness centers will likely be closed
- Utilize walking tracks or similar near your hotel/office
- Download fitness apps that can be used in your room
- Personal gym memberships may have open facilities in visiting locations

Home/Post trip

- Spray/Disinfect Luggage before bringing into your home
- Wash all clothing
- Wipe down your ID, credit card and other frequently touched items from your trip
- Have a shower or at minimum wash your hands thoroughly

Traveller Hub

At Corporate Traveller we are ramping up our duty of care support for customers significantly, starting with the launch of Traveller Hub, an interactive resource providing extensive up-to-date Covid-19 travel information.

Access:

- Directly at fctgtravelnews.com
- Via the Corporate Traveller website
- Via Your.CT technology platform
- Via SAM - AI-based mobile app

Travel Alerts

Users can search by supplier category, country or region for the latest news on border changes and restrictions; airline routes and safety procedures for travellers; hotel re-openings and hygiene measures; as well as rail travel and car hire announcements.

COVID-19 Travel Map

A live interactive map, delivered by travel safety specialist Sitata, which shows areas to avoid, key travel information like physical distancing rules, number of Covid-19 cases per country & recovery rates.

Traveller Information

This also houses the latest region specific travel alerts as well as traveller resources including tips, frequently asked questions and useful links to help customers plan and pack for their next trip safely.

AI Powered ChatBot

AI conversation-based messaging tool provided by cutting-edge technology developer Landbot. This powerful chatbot enables users to seek answers to any COVID19-related travel questions in a live chat environment which can then be emailed to the end user.

travel news

SEARCH ALERTS ALERT CATEGORIES REGIONS COVID-19 TRAVEL MAP

TRAVEL NEWS

Looking to travel? Get the latest traveller updates and information.

Asia

The latest on restrictions, airline routes and traveller information for travel in Asia.

READ MORE

Australia & New Zealand

The latest on restrictions, airline routes and traveller information for travel in Australia and New Zealand.

READ MORE

Middle East & Africa

The latest on restrictions, airline routes and traveller information for travel in the Middle East and Africa.

READ MORE

The Americas

The latest on restrictions, airline routes and traveller information for travel in U.S, Canada, Mexico and South America.

READ MORE

UK & Europe

The latest on restrictions, airline routes and traveller information for travel in the United Kingdom and Europe.

READ MORE

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For more information on business travel duty of care, please contact us, so we can help you get back to business.

Determining Traveller Readiness

8 Questions to ask travellers

South Africa is open to business travel, but is the traveller ready?

All restrictions for business travel within South Africa have been lifted for a while now. Accommodation providers, airlines and car rental companies have also communicated the extensive measures they have taken to keep the traveller safe.

The question remains however whether the corporate traveller is ready to take to the road - and the skies - again.

Corporate Traveller has compiled a survey for businesses to gauge the travel readiness among their employees. The following are a few questions to consider asking your employees:

How confident do you feel about resuming business travel?

- Ready and willing - I cannot wait
- Ready but nervous - I would like to understand the protocols in place
- Not willing to travel for business for now due to underlying illness (family/self)
- Not willing to travel for business for now for other reasons

What are the emotions you feel when thinking about your next business trip?

- Worried
- Excited
- Anxious
- Relieved
- Encouraged
- Eager

How soon would you be ready to take a local flight?

- Immediately
- 2-4 weeks
- 1-3 months
- More than 3 months
- Only when a vaccine is available

How soon would you be ready to take an international flight once borders reopen?

- Immediately
- 2-4 weeks
- 1-3 months
- More than 3 months
- Only when a vaccine is available

Determining Traveller Readiness



For which reason would you be willing to travel?

- Manage customer relationships
- Meeting with prospective clients and to win new business
- Sales meetings with existing clients
- Internal company meetings with colleagues
- Conferences and Events
- Bleisure
- Other, please specify

What accommodation are you most confident to book?

- Independent hotels
- Internationally branded hotels
- Guesthouses
- Airbnb
- Other...

What are your main concerns about resuming travel for business?

- My safety and Wellbeing
- Quarantine Measures
- Hygiene and Cleanliness of Hotels
- Being away from Family
- Infecting Family Members upon My Return
- Other...

How can the company help you feel as confident as possible about your next business travels?

- Comprehensive Safety Information
- Health & Safety Training
- Enhanced Duty of Care
- Technological solutions that provide real-time information
- Health screenings for Travellers
- Limit Travel to Essential Travel Only