



PRESS RELEASE

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Travel Counsellors launch new initiatives to support expanding business sector

Independent travel company, Travel Counsellors has announced significant growth in its business travel sector as it continues to focus on this area of the company and support its Business Travel Counsellors further with a host of new support tools and initiatives.

Travel Counsellors has over 70 consultants now operating purely in corporate business travel and over 140 specialising in both business and leisure travel, and expects this number to rise by 25% over the next 12 months. The turnover has increased from £20m to £26m over the past year, and the company plans to increase business travel turnover to £50m over the next year.

These corporate travel specialists are supported in all areas of their business including administration, ticketing, marketing, IT and commercial agreements. The company will enhance this support further with an array of innovative tools to help agents build their businesses. The company have developed new look branding for its Business Travel sector. This includes the introduction of business travel newsletters, designed in-house by the company and available through its groundbreaking contact centre, they enable each BT Counsellor to personalise and send out their own newsletter to their client base with relevant information about corporate travel issues and up to date offers.

The company have launched a dynamic new business travel website with innovative functionality, information and travel tools for the company's business travellers. The new website www.tctravelmanagement.co.uk has a range of functions and varied content designed to enhance the business traveller's experience and support its Business Travel Counsellors. It allows clients to search for their nearest Business Travel Counsellor using postcode and name searches. It also gives them a host of online travel management tools including the ability to review their travel itinerary and order documentation such as visas online.

The website has a 'city guides' section, a downloadable tool full of useful information for the busy business traveller about worldwide cities such as destination overviews, transport, climate, airports and visa requirements. The site also has its own business travel news, produced in-house by the company and giving travellers unique and up-to-date news and information about the latest in corporate travel.

Travel Counsellors has developed new systems to give its BT consultants access to enhanced products and nett fares. They are able to issue rail tickets on departures for corporate travel clients and the company are developing a system that will enable consultants to send clients' itineraries via SMS on their mobiles. The company also plan to introduce corporate rates for its Business Travel Counsellors through its own dynamic packaging system Phenix.

Travel Counsellors managing director Steve Byrne comments; "We have introduced these new tools to cater to our rapidly expanding number of Business Travel Counsellors, who are dedicated to providing their clients with a unique and personal



corporate travel service. We have seen the demand for this level of service grow immensely and are dedicated to introducing services that will support our BT consultants and enhance the client experience. We look forward to continued growth in this sector and invite travel professionals who share our commitment to customer service to build their own business as part of Travel Counsellors.”

The company will be sharing its plans and developments at the Business Travel Show (5-7th Feb) at Earls Court in London, giving travel professionals the chance to find out about the benefits of becoming a Business Travel Counsellor, taking control of their own franchise with the support of over 170 head office staff in all areas of their business. The business travel team will be available to answer any questions potential recruits may have and provide detailed information about the recruitment and training process.

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About Travel Counsellors: Travel Counsellors PLC is one of the UK's largest independent travel companies with turnover at the end of its last financial year (Oct 31 2007) of £212 million, a 21% increase year on year. Founded in 1994 it currently has over 860 travel consultants who work from home with the support of over 170 staff at the company's head office in Bolton. The company operates in the UK, Ireland, the Netherlands, Germany, South Africa, Australia the US. In the UK Travel Counsellors places all customer money in a Trust account which guarantees a 100% refund in the event that a supplier collapses. Travel Counsellors was the winner of the prestigious Queen's Award for Enterprise in 2003-2008, the technology category of the 2005 CBI Growing Business Awards and was voted Travel Agent of the Year by readers of the Guardian, Observer and Guardian Unlimited in 2006 & 2007.

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