MarketPlace

A WORLD OF TRAVEL CONTENT
NOW AT YOUR FINGERTIPS

fcmtravel.com

FCM TRAVEL SOLUTIONS®

MarketPlace

The home for all your global travel content needs

What is MarketPlace?

MarketPlace is how we give you unlimited access to our virtual world of specially-negotiated, aggregated and exclusive travel content from across the FCM global network. In an ever-changing landscape of air, hotel, car and rail fares, it can become overwhelming to navigate your options. That is why we have focused on making the complex, simple.

With such a wide variety of content available from multiple sources, there are never-ending options that best suit your business and your people, meaning you can always feel confident that you are seeing full availability .

MarketPlace is the solution that connects this complex world of travel content and applies some logic to it through streamlined technology which curates the most relevant options for your travel programme.

MarketPlace leverages the greatest asset of our business, our people!

This gives you the power of our 'behind-the-scenes' experts who bring the content to life, putting your needs front and centre in this world of rich travel choices. It does not matter if you are a procurement specialist, booker or traveller, FCM's MarketPlace will enhance your entire business travel experience.

Why you need MarketPlace

Navigating multiple sources to find the travel content that is right for you can be time consuming and complex, that's why we have created MarketPlace:

- **A single place** that aggregates all the content you could need or want
- MarketPlace **makes it simple** to search, book and pay your options
- Delivers the **widest choice** of globally negotiated fares from across our network giving unparalleled savings
- MarketPlace is **supported** by our content team and expert account managers to **optimise** this to your travel programme

What makes MarketPlace so different?

The Power of Negotiation

POWER OF NEGOTIATION

AIR	HOTEL	CAR	RAIL
11.6+	**20K**	**760K**	**5 million**
Billion USD of air revenue a year	Specially negotiated hotel rates	Car bookings managed globally	Rail transactions booked a year through FCM

OUR PEOPLE ARE OUR STRENGTH

With one of the largest content teams in the industry, each member with at least 10 years experience on average within travel. Our experts' sole purpose is to ensure you get the best savings for your business and the best experience for your people. The longer you are partnered with us the more we can get to know you and the needs of your business.

This means we are able to provide you with tailored content to your company's key requirements, outcomes and demands. This personalised approach will drive savings across your travel programme and ensure happy travellers to increase booking compliance.

The Widest Choice

WIDEST CHOICE

AIR	HOTEL	CAR	RAIL
420	**20 million**	**97**	**112**
Airline partners globally	Hotel nights available globally including 3K SmartSTAY value add rates	COUNTRIES With specially negotiated car hire deals	Global rail providers enroled into our offering

OPTIONS ARE INTEGRAL TO OUR OFFERING

We offer you access to a worldwide network of airfares, hotels, car hire and rail meaning your business travel and stay options are unparalleled. We have seven ways of booking airfares along with adjustable thresholds to give you confidence that your booked travel is truly flexible. So there is no reason why you shouldn't be able to find the flights you need.

Our hotel offering covers over 20 million hotel rates and access to our SmartSTAY programme. SmartSTAY brings over 3,000 specifically-chosen properties offering complimentary breakfast, Wi-Fi and one additional value add as well as discounts on the best available rates. Car hire and rail are covered too with hundreds of flexible and integrated options.

Unlimited Access

UNLIMITED ACCESS

AIR	HOTEL	CAR	RAIL
SUPPORTING **NDC**	**5 million** Consortia rates	ACCESS TO **ALL**	**INTEGRATED ACCESS**
Paving the way for future distribution & access to SmartFLY	& 18 million negotiated, promotional & conditional rate access	Major car providers & our SmartDRIVE programme	

THE OPPORTUNITIES ARE ENDLESS

MarketPlace gives you unlimited access to our great content.

You will benefit from having the widest choice in the market with rates available in hundreds of destinations across the world and our aim is to make every seat and room available to you no matter where you are. With a team of 500+ travel experts, we constantly check and monitor these fares to ensure you are always ahead of the content curve.

Our NDC team is leading the way in future distribution and sit on several industry bodies to help shape the ways you can access content. We are at the forefront of new content decisions and this ensures we constantly evolve our content offering.

What's available in MarketPlace

Air

As we are part of the Flight Centre Travel Group, FCM can give you access through MarketPlace to USD 11.6+ billion worth of airline revenue bookings a year. This means you can rest assured you have the widest variety of specially-negotiated air fares and rates in the market.

Our specialist team of travel procurement experts along with dedicated account managers save an average of 12% on air tickets in our clients' global travel programmes. Our global network of airfare deals spans more than 420 airlines and our global NDC team works closely with these partners to ensure we are shaping the future distribution of airline content. We want to make sure our customers always benefit from this ever-changing industry.

Our specialist team of travel procurement experts along with dedicated account managers save an average of 12% on air tickets in our clients' global travel programmes.

Hotel

MarketPlace gives the most extensive choice, rate options and benefits to your corporate hotel bookings worldwide with more than 20 million room rates globally.

Ranging from luxury brands and boutique properties to self-contained apartments and guest houses, this truly global solution aggregates any content you need giving you more accommodation than anywhere else.

1. Customised rates
20,000+ negotiated rates at almost 7,000 hotels worldwide

Our fully flexible customised rates are benchmarked and negotiated with hotel suppliers specifically for our customers, based on their booking volumes and travel requirements. Customised rates consolidate savings and allow for refundable booking changes or cancellations.

2. SmartSTAY rates
3,000+ properties offering 9,000 free value-adds

SmartSTAY complements each of our customer's dedicated hotel programmes providing a perfect alternative for when there are no negotiated rates in a city or the negotiated rate is unavailable on a given day.

SmartSTAY rates are flexible and include free breakfast and Wi-Fi plus at least one (1) extra complimentary value-adding service in each participating property. SmartSTAY not only enhances the business travellers' accommodation experience but also delivers an unparalleled blend of savings, value and improved productivity benefits.

3. FCM negotiated rates
5,000,000+ rates at 650,000 properties globally

Ideal for bookings that are likely to change, the fully flexible corporate negotiated rates are often discounted across entire hotel chains to give your travellers the best rates of the day and additional benefits such as automatic corporate room allocation and frequent guest and/or frequent flyer points.

4. Promotional rates
2,300,000+ night room rates with member loyalty discounts

FCM is one of just a few travel providers to have exclusive access to hotel member loyalty offers and discounts of up to 50%, as well as access to pre-sale inventory and the flexibility to make cancellations - all at more than 60 hotel brands worldwide.

5. Conditional rates
12,000,000 night room rates in more than 185 countries

Ideal for last-minute bookings, conditional rates are less flexible but often lower than rates provided anywhere else in the industry. They include:

- Pre-payment options at more than 200,000 properties
- Post-payment options at 80,000 hotels
- Availability at 300,000+ business-ready shared economy properties

What's available in MarketPlace?

Car

We currently manage more than 760,000 car rentals bookings a year. Our industry preferred partners, Hertz, Avis, Enterprise and Sixt, offer a range of exclusive deals and value-adds to our FCM customer base.

We are able to book best available rates, through our car booking platform so you will never find a cheaper rate online. With our preferred partners, we also have the ability of booking an all-inclusive fare - for example including zero-excess collision damage waiver (CDW) or we can also offer a free pick up/drop off service with certain providers.

Our SmartDRIVE programme, exclusive to FCM, also includes 48 hours of free GPS, a free additional driver and a complimentary upgrade (when available).

MarketPlace also allows us to load companies own negotiated rates with a car supplier so we can book these through our agents and your companies own chosen online booking tools.

Rail

FCM's global rail offering consolidates 112 providers into one place allowing our customers to seamlessly access these as part of their travel programme. We are also able to integrate specific providers into your FCM travel platform or into your chosen online booking tool should you wish. OBT integration allows side-by-side comparison to air side so travellers can make quick judgements against both time and cost of trip.

FCM processes around five million rail transactions globally, meaning you can be sure our dedicated rail team know how to handle the procurement and delivery of this content to meet your needs. We are also able to assist in changing buying behaviour to maximise savings and have exclusively negotiated value-adds for our customers such as Lounge access.

How can your company benefit from MarketPlace?

Manager

As a Travel Manager, you have the knowledge that your company has access to the industries widest choice of travel content options. This brings additional benefit in increased travel policy compliance and through the support of our experts in content procurement and strategic account management we ensure we tailor these options to exactly what you need.

Increase your visibility & savings.

Booker

As a Travel Booker you have all the tools you need at your fingertips to access fares across the globe. MarketPlace reduces the time you spend making bookings as you no longer need to search for more options or alternatives. It has also never been easier to make your travellers happy with great additional benefits to booking options.

Make your life simple.

Traveller

As a Traveller you can now enjoy a huge range of additional benefits on top of your corporate rates. Our teams negotiate to not only save your company money, but to make sure you have a more comfortable and convenient trip. We all know it's the small things that can make a huge difference to your trip; flexible check-in/check-out, free breakfast and Wi-Fi, upgrades, lounge access and loyalty programme benefits are all things you now have at your fingertips.

Boost your experience.

Why is this important?

The global offering available to you through our virtual MarketPlace means you are never going to be short of options or access to hotels, flights, rail and car hire.
We provide savings for your company within its yearly travel spend and offer a seamless service that has been handpicked and negotiated by our team. We ensure that all elements of your business travel journey are covered no matter where you and your travellers are in the world. Further to the advantages of such wide-ranging choice, our additional benefits include:

- **Policy compliance** – giving greater choice and options means it's more likely bookings will fall within a company's travel policy to maximise travel programme savings and reduce leakage, helping to change booking behaviour without restricting options.
- **Duty of Care** – ensuring customers uphold their duty of care by booking hotels within policy, capturing all booking data and providing 24/7 emergency assistance.
- **Reporting** – comprehensive and regular reporting on bookings to help identify any leakage and opportunities for further improvement and savings in the travel programme, which are pulled straight into our global reporting tool and monitored by your account manager.
- **Simplified payment and flexible billing** – a single billing solution with the added benefit of enhanced data. Pre and post-stay billing options are available in addition to the management of per diems for hotel bookings.

MarketPlace - The gateway to FCM's content offering.

MarketPlace

To find out more information about MarketPlace and how your company's business travel can benefit from our global content offering visit:

www.fcmtravel.com/marketplace

A WORLD OF TRAVEL CONTENT AT YOUR FINGERTIPS

FCM TRAVEL SOLUTIONS