



Unpacking 2023

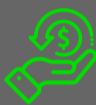
2023 unfolded as a comeback story for business travel, bouncing back with resilience. Overall demand for travel grew consistently, airline competition got fiercer, sustainability became a hot topic and business travel gained momentum. The biggest mover and shaker for FCM NZ was international travel, reporting a sky-high YOY growth of 95%. We also saw our customers make the most of our services to save an average of 17% on their travel program. Reflecting on the numbers, this is just the beginning as 2024 has kicked off with a growing appetite for business travel. So fasten your seatbelts – this year, business travel is transforming with tech-driven cost savings and improved experiences for travellers and bookers.

We welcomed



28

new customers



Savings 17%

In 2023, our committed travel managers and account managers drove unprecedented value for customers.

Through sharp industry rates, exclusive deals, waivers and favours, emergency assistance, and driving savings opportunities. Their expertise not only elevated travel programs but also honed in on better purchasing behaviour, unlocking previously overlooked saving opportunities.

Leveraging the global strength of our parent company Flight Centre Travel Group, we delivered an impressive average savings of 17% for our customers.

Our Business Travellers +20% YOY*



+16% YOY*
travellers visited domestic destinations



+87% YOY*
travellers visited AU



+95% YOY*
travellers flew internationally

*based on passenger counts

Top 5 Customer Destinations



Domestic

Auckland
Wellington
Christchurch
Palmerston North
Napier/Hastings



Trans-Tasman

Sydney
Melbourne
Brisbane
Perth
Adelaide



International

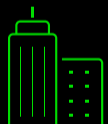
London
Singapore
Delhi
Los Angeles
Shanghai

Average Air Prices



21%
increase YOY

Average Hotel Prices



\$223 per night
13% increase YOY

Domestic



Trans-Tasman



\$260 per night
10% increase YOY

International



\$405 per night
78% increase YOY

Airfare Insights



50%

more FCM customers upgraded to Business Class

