



ctm

MOVING AGAIN

**A Traveler's Guide to Business Trips
in a Recovering Market**



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GETTING PREPARED

As you set out on what may be your first business trip in some time, there are a few areas you'll want to pay attention to as you prepare for your trip. Even if you've been traveling throughout the pandemic or started traveling earlier this year, the current state of travel may be different than what you've experienced.

Your Travel Management Company (TMC)/Travel Provider

Travel management companies (TMCs) are rapidly bringing back travel advisor staff to handle increasing volume as business travel continues to surge, and CTM is no exception. Like all sectors of the industry, the labor shortage has impacted our ability to staff up at the same rate as the surge in travel.

Use the following tips to make things easier when you're booking your next trip to ensure you move through checkpoints and borders without delays.

Tips

- » **Book your trip online for faster service.** Using your company's online booking tool means you don't have to call a travel agent to arrange your trip, saving you valuable time.
- » **Update your traveler profile in your company's tools that require your information to ensure all your traveler data is up to date.** This will reduce ticketing errors and help you note things like your seat preference.
- » **Check the accuracy of your credit card details in your traveler profile, as well as your passport and visa expiration.** This will alleviate potential delays in the ticketing of your reservation to avoid additional fees or price increases by the time your credit card information is corrected.
- » **Ensure your passport/visa information is up-to-date, including expiration dates.** Out-of-date passports can severely delay your international trip, or you may not be allowed to board flights to an international destination. Most CTM clients have access to our [passport and visa services office](#), which can offer assistance in renewing or updating international travel documents, including expediting.
- » **Ensure your driver's license is up-to-date and compliant.** Out-of-date licenses might not be accepted at the ticketing counter or security. By May 23, 2023, all US travelers must also have REAL ID-compliant IDs to board domestic flights and access certain federal facilities. You can check whether your ID is REAL ID-compliant [here](#).
- » **Check your frequent flyer status with your preferred airline(s) in case it has changed.** Many airlines automatically extended frequent flyer status and benefits during the pandemic but have now reverted to pre-pandemic requirements to qualify for elite status. Check your airline frequent flyer/elite status for current rules.



Safety and Travel Restrictions

Today's web of local, national, and international regulations can be bewildering for even the most experienced business traveler.

A little pre-prep on your destination and bringing along the right documentation can go a long way towards avoiding restriction red tape – plus, help keep you feeling safe and confident from your door to your destination.

Tips

- » **Research your travel destinations for any restrictions and check all international entry requirements.** Be sure to review travel restrictions at your destination city, region, and/or country. Your company's portal site is a good place to start.
- » **Have your vaccination card loaded electronically in digital health passport apps.** One digital vaccination option is the well-known security service Clear. Some concert and exhibition halls require Clear to verify vaccination status. App download is available [here](#), and you do not need to be a member of the Clear security service to use the app.
- » **Smartphone users can load their vaccination cards into digital wallets.** iPhone users can store their COVID-19 vaccine card on Apple Wallet, Android users on Google Pay, and Samsung Galaxy users on Samsung Pay.
- » **Some US states may also provide web portals or apps for vaccination records.** Individual states have rolled out apps, web portals, websites, and/or registries that allow residents to keep digital versions of their vaccine cards on their phones. Check with your state of residence for the latest options and requirements.
- » **Keep a picture of your vaccination card on your phone as a backup, and keep your physical card on hand.** The CDC recommends keeping a photo of your vaccine card on your phone as a backup copy. Whether a photo qualifies as valid proof can vary by state, city, county, or even individual business – so keep your physical card with you as well.
- » **Know your company's travel policies for risk and safety.** Review your company's travel policy on risk and safety before traveling. If your company works with a risk provider or provides risk credentials and/or emergency contact information, keep this information on hand when traveling.

To Mask Or Not To Mask?

In the US, masking is optional on public transportation, including on commercial aircraft and in airports. In Europe, masks are no longer required on flights and in airports, although some individual countries may elect to keep mask requirements in place.

Stay aware of any local, in-country, or provider-specific requirements on masking and abide by mask rules if required. Specific airports, and airlines, or transport hubs may still require masks.



Health and Wellbeing

Travel anxiety is a completely normal experience, and the pandemic has increased feelings of nervousness while traveling for many. As you embrace traveling again, keep these tips in mind.

Tips

- » **Avoid booking your trip last minute, if possible.** Last-minute, unplanned trips can be stressful and draining and give you less time to prepare.
- » **Try to avoid red-eye flights – book early!** Booking earlier will allow you more choice of flight times/schedules that are convenient for you – and don't disrupt your sleep schedule.
- » **If you wear a mask, change it at least once per day.** Some authorities recommend people change their mask every 4 hours, and once a day at a minimum.
- » **Bring a COVID-19 test kit or ensure you know where to obtain one at your destination, especially for international travel.** A negative COVID-19 test result may be required for entry or remaining in some countries. Check your travel provider or company's portal for the latest information on testing requirements.
- » **Bring a few extra tests and check the expiration dates before packing your tests in your luggage.** If you must take a test for an official result for entering/exiting a country or other reasons, your test results may not be accepted if the test is expired. Make sure you have a few extra tests on hand in case you lose them, your luggage is misplaced, or your test results are invalid.

ON YOUR TRIP

Your bags are packed, documents in order, and you're ready to go. What should you expect once you're on the road? We've got it covered with the following comprehensive tips at each stage of your journey, no matter where you're headed.

Airport Security

Before you head out on your trip, check the [official TSA website](#) to ensure nothing has changed from your last trip. The following contains some new pandemic era changes and standard rules.

Tips

- » **Up to 12oz of hand sanitizer is now allowed in carry-on bags in the US – but they must be screened separately.** The TSA allows one liquid hand sanitizer container of up to 12 ounces per passenger in carry-on bags until further notice. However, these containers will need to be screened separately, which make take extra time. Internationally, this rule varies.
- » **Review prohibited items.** Check the TSA's ["What Can I Bring?" webpage](#).



- » **Check TSA security wait times.** Available [online](#) or via the My TSA mobile app. Your departing airport's website may also list security wait times.
- » **Consider enrolling in TSA PreCheck, Global Entry, and/or CLEAR programs.** Registering in one or all of these programs will allow you to move through airport security more quickly and often more comfortably.
[TSA Pre-Check>>](#)
[Global Entry>>](#)
[CLEAR>>](#)
- » **Baggage locks must be TSA compliant.** Non-compliant locks may be removed by a TSA agent.
- » **Tape a card with contact information on all of your electronics.** A common place to misplace electronic items is security when they are removed from luggage.

Airlines

While airlines continue to ramp up activity due to increasing demand, challenges persist in flight scheduling and pricing, causing prices to trend upward and cancellations and schedule changes to become more frequent. Additionally, airlines are cutting capacity due to staffing issues. Fuel prices also remain high.

One noted issue contributing to capacity challenges is a severe pilot shortage. Major US airlines are trying to hire more than 12,000 pilots this year alone.

Tips

Here are the trends we're seeing among our airline partners:

- » **Average ticket prices are trending upwards, most substantially since January 2022.** Be prepared to pay more than you are used to for flights. Overall average ticket prices have increased by 62% since January, with domestic ticket prices rising by 57% and international prices by 46%, both due to higher fuel prices and growing travel demand.*

Check your flight's status frequently due to increased schedule changes and cancellations. With the increase in demand, flight schedules are frequently changing, and cancellations are more common due to staffing or capacity issues.
- » **Full and delayed flights will be more common, and staffing remains an issue.** Summer flights are full and cancellations due to weather, pilot shortages, and other disruptions may result in an inability to rebook quickly due to a lack of inventory/capacity.
- » **Airlines have introduced significant new technology for traveler safety and convenience.** Services such as online chat, app-enabled reservation changes, touchless check-in, and notifications are now delivered throughout your travel journey.

**CTM North America internal data*

- » **Masks remain optional on domestic flights.** See more details on current mask rules in the “To Mask or Not to Mask?” section.
- » **Pre-load your credit card into your airline’s mobile app – many airline apps do not accept cash.** Many airlines require passengers to use their airline mobile app to encourage contactless payments in-flight.
- » **If you’re a frequent Wi-Fi user, your airline’s app may have changed, so be sure to check your details before takeoff.** During the pandemic, some airlines may have switched Wi-Fi providers. Ensure you have payment and other information entered into the Wi-Fi provider’s app or site before takeoff – otherwise, you may not be able to get connected while in the air.

Hotels

As with many service industries, hoteliers are struggling to find and keep labor, so many services may be different than what you’re used to. Staffing shortages are affecting services and amenities at many hotels, so be prepared with our tips below to navigate your next visit.

Tips

- » **Hotel amenities such as bars and restaurants are keeping shorter hours or are sometimes closed.** Grab-and-go options and room service may also be limited or unavailable. Check your hotel’s website or listing in your hotel’s app if you want to check pre-trip. You may also be given a list of available amenities at check-in.
- » **Hotels are enforcing cancellation policies of 48 and 72 hours ahead of arrival.** Many hotels are enforcing cancellation policies of 48 and 72 hours (2-3 days) instead of 24 hours (1 day) prior to arrival. Be aware that cancellation policies are now further out from your arrival time, and you will likely be charged for your first night’s stay if you cancel within the cancellation policy (2-3 days before arrival).
- » **Use company preferred properties that have been vetted and are near office and restaurant locations.** Company preferred properties will generally be vetted and approved for your company’s policies, including safety, sustainability, cleanliness, etc. You may also want to choose a property near restaurants to ensure you’ll have options.
- » **Housekeeping services are limited and often available only upon request.** In some cases, you may be able to arrange housekeeping service upon request by calling or checking with the front desk staff.
- » **Hotel shuttles might be discontinued.** Check with your hotel to see if they have a hotel shuttle running. Many hotels discontinued these services during the pandemic, and they have not yet been restored.
- » **Nightly hotel rates are high.** We can attribute this to some operators being unable to open all of their properties while, at the same time, group reservations are coming back



with a vengeance, and leisure travel demand is steep.

- » **Download the hotel app for contactless check-in/check-out and digital keys.** Many hotels, especially larger chains, will allow you to check in and out of your room digitally or use a digital key to get into your room.

Rental Cars

Like hotels and airlines, supply shortages continue to impact the rental car industry. The rental car sector looks quite a bit different than it did pre-pandemic:

Tips

- » **Book early - car shortages persist, and some travelers are getting turned away at the rental counter.** Shortages are partly due to microchip shortages plaguing the automobile industry in general, and travelers – even those with rental reservations in hand – are at times getting turned away at the counter.
- » **Make sure you are part of the rental car company's preferred renter program for prioritization of your reservation.** In many cases, travelers with preferred status will have their rental reservations prioritized.
- » **Prices will be higher.** Especially for compact and mid-size rentals, likely due to shortages.
- » **High-mileage cars are being kept in rental fleets longer.** It's not uncommon now to see 70,000 miles or more on the odometer.
- » **Download the rental car company's app for contactless rental.** With many providers, you can use the rental company's mobile app to make or modify a reservation, among other features.
- » **Consider rideshare options like Lyft or Uber, and pre-book your rideshare if available.** Pre-booking allows for an arranged pickup time.
- » **Make sure you have access to your airport's parking garage app or website, and book early if possible to reserve a space.** If you can pre-reserve a space, book early as many parking garages are filling up.

About CTM

Founded in 1994 in Brisbane, Australia, Corporate Travel Management (CTM) is an award-winning global leader in business travel management services. We drive savings, efficiency, and safety to businesses and their travelers all around the world.

We provide a unique blend of [customer service excellence](#), [innovative technology](#), and [tailored program development](#), which drives exceptional value at every step of your journey through greater savings, improved efficiencies, and maximum safety.