



# CTM VIP Services

CTM provides a dedicated VIP service managed by a team of experienced travel consultants and an operations team manager. This is anchored on a supply of dedicated telephone and email channels to source knowledgeable consultants who are well-versed in these requirements.

These consultants will be committed to VIPs as their primary responsibility and can support the special travel requirements of entities.

Our VIP team considers all avenues to ensure VIP-specific requests are confirmed—calling suppliers directly, monitoring all aspects of the booking up to the time of departure, clearing waitlists, and obtaining preferred seating where available. CTM recognises specific WoAG restrictions on typical VIP benefits such as upgrades and works with participants to ensure appropriate governance around these workflows.

We note that eligible VIP travellers can be set up in our system to always be recognised as a VIP traveller or alternatively, travellers or travel arrangers can 'opt in' on a booking-by-booking basis for this service by entering the travellers' Employee ID or unique identifier (AGS/PM Keys).

Our VIP services include, but are not limited to:

- Supplier notification of traveller's VIP status
- All aspects of the reservation are always reconfirmed 24 hours in advance.
- Arrangement of private car and other ancillary services (e.g. meet and greet).
- Special care to 'waivers and favours' from travel suppliers.
- Track lost/delayed/damaged luggage.
- Preferred status memberships (where allowed by travel policy).

Please get in touch with your CTM Client Value Manager for further information on setting up your employees with access to CTM's VIP services.