

EDRINGTON – BEAM SUNTORY UK ONLINE HINTS AND TIPS

If you have any questions about booking travel or your login please call:

Stewart Travel on **0800 091 4273**

(Freephone number available 24/7)

- **Book in advance – ideally 14 days before travel**

The cost of travel increases as you get closer to departure date, by booking in advance you can realise considerable savings for the business. Where a booking is made with less than 14 days to departure, you will be asked to provide a reason. We appreciate that not all bookings can be made 14 days in advance, so please provide a clear and concise reason, i.e. *last min meeting, on holiday, forgot, off ill, meeting changed, etc.* so that we understand what has happened that prevented you from booking in advance.

- **Select Edrington – Beam Suntory UK preferred hotels**

Due to the volume of hotels nights we book, we are able to negotiate preferential rates. These rates are based on achieving a set level of bookings in a calendar year. If we do not meet the required volume, then we lose the preferential rate. So, while booking a slightly cheaper rate at a nearby hotel may save a few pounds at the time, potentially it could cost the business much more in the long run. Please think about location of hotel to meeting location and the cost involved for getting from one to the other versus staying slightly further out. Any requests for or from hotels to be added to our list should be sent to Sally Weeks at Edrington – Beam Suntory UK Ltd prior to any negotiation.

- **If you find a cheaper price**, phone **Stewart Travel Management** on **0800 091 4273** and they will match it for you. It is the nature of booking travel that prices can vary on an hourly basis. There are also many different types of airfares and hotel rates that look the same, but have different terms or conditions. **Stewart Travel Management** will always offer the lowest logical price, but if you see anything cheaper please call **Stewart Travel Management** direct. Stewart Travel have a price guarantee and will always match the price where the fare/rate is available. If there is a difference in the type of fare (e.g. hand baggage only), or hotel rate (non-refundable room), then **Stewart Travel Management** will explain the difference.

- **Customer facing** – please advise **Stewart Travel Management** if you are travelling to visit a customer or brand owner as we are interested to know our patterns.

- **Avoid Peak Travel** - Consider when you must be there, so you get the best price rather than the peak price.

- **How do I find my Cost Centre**

Your cost centre will be in your travel profile and added automatically to any bookings made. If you are travelling under a different cost centre, there is the option to edit your cost centre on the online tool during the booking process. If you are booking by email or over the phone, please inform the agent that you wish to provide an alternative cost centre. Cost centre format is GBxxxxx

- **What to do if you are booking using a campaign code**

Please provide the code to the agent, making it clear that it is a campaign code and not a cost centre. For online bookings there is a free text box where you can enter the code before you complete the booking. If at any time you forget to add a campaign code to a booking, please call **Stewart Travel Management** and we will get it added.

- **What do I do if I need to cancel or I no longer need to travel or I am ill?**

Please contact **Stewart Travel Management** as soon as possible as it may be refundable or changeable. **Stewart Travel** will then advise you on your options depending on the fare/rate that has been booked.

- **What do I do if a hotel advises payment has not been arranged**

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Please contact **Stewart Travel Management** who will arrange to make payment on your behalf. DO NOT MAKE PAYMENT without contacting **Stewart Travel Management**.

- **How do I know what is “Out of Policy”**

Your agent will advise if an option is out of policy. When booking using the online tool, the shield symbol next to the option indicates if it is “in” (green symbol) or “out” (red symbol) of policy. A copy of the Edrington – Beam Suntory UK Travel Policy is available through the travel portal:

(<http://www.stewarttravelmanagement.com/portal/edrington-beamsuntoryuk/>).

- **How do I co-ordinate travel for more than one person?**

Online, only “travel arrangers” have the ability to book for multiple people. See “Online Booking Tool – User Guide” for Travel arrangers, this has a section dedicated to booking for multiple passengers.

Offline, advise the agent you are dealing with of the travellers and requirements. If each traveller has a different Cost Centre or campaign code the agent must be advised of this.

- **How do I book a hotel for someone who is paying on departure**

Where the traveller, and not Edrington – Beam Suntory UK, is paying for their accommodation, please telephone **Stewart Travel Management** to make the booking and make this clear to the agent when you are requesting the booking.

Please note, if you want the guest to pay at the hotel, you must not book online. Once booked payment is automatically taken and we cannot reverse this with the hotel.

We therefore advise that any bookings where the guest is paying on departure are booked direct with a member of the **Stewart Travel Management** Team, rather than through the online booking tool.

- **How do I collect train tickets at the station**

If you have selected the ticket on departure option (TOD), you will be sent a code that will allow you to pick your train tickets up from the station. You will need to insert a credit or debit card to activate the ticket collection machine at the station, but your card will not be charged.

- **How do I avoid car hire damage charges**

When you collect a hire car, make sure you inspect it thoroughly for any damage (inside and out). Take photos of all aspects with your camera phone. A video walk round of the vehicle and its interior is recommended.