

Business Traveller Report.

By Lufthansa City Center.

January 2009

Editorial

Dear Readers,



the year 2009 has started and it has begun with bad news; remaining financial crisis for the world economy, the war in Israel proved how vulnerable peace is in parts of the world.

The influence of Lufthansa City Center on all these situations is limited. However through our service, the Lufthansa City Centers in all the regions of the world contribute to bringing people together, no matter if for professional, business or private reasons. Since this is ultimately leading to an intercultural exchange which today, in view of the many fields of tension in the world, is more important than ever before. I am a strong believer that travel is a fundamental component of peace and prosperity on this planet.

Additionally all LCC support their corporate customers through competent consultancy and qualified organization of their travel. By mainly supporting the SME sector we support the pounding heart of almost all economies especially in times of global crisis.

We wish you all the best for 2009 and look forward to fulfilling all your travel requests to your highest satisfaction.

Rainer Schäfer
Managing Director
Lufthansa City Center International

Lufthansa

Lufthansa Italia: Milan to Europe nonstop with Lufthansa

Lufthansa offers you now an even greater choice of flights to and from Northern Italy – with Lufthansa Italia, which has its own fleet of aircraft, and a hub at Milan Malpensa.



You will find all the well-known Lufthansa values such as reliability and high quality, combined with a touch of Italian flair. The cabin design is accented by subtle Italian features, Italian flight attendants welcome you on board, and the experience is rounded off with Italian delicacies.

Lufthansa Italia is extending the flight network from Milan Malpensa with the successive introduction of eight new destinations across Europe. From 2 February 2009, Lufthansa Italia will be offering flights to the first two destinations of Barcelona and Paris operated with an Airbus A319. From 2 March 2009, you will also be able to travel to the new destinations of Brussels, Budapest, Bucharest and Madrid. And, when the new summer 2009 timetable comes in on 29 March 2009, London and Lisbon will be added to the list too.

Lufthansa passengers will benefit from fast, nonstop connections to the major cities of Europe.

The Malpensa airport catchment area extends as far as Italian Switzerland, and is one of the most economically important regions in Europe.

News

TAP opens a new Premium Lounge at Lisbon airport

TAP Portugal opened a new lounge for Business passengers and frequent flyers in the Lisbon airport. This "Premium Lounge" offers passengers modern and comfortable rest areas, entertainment areas and multimedia areas in this 500m² sector including a business area with wireless internet connection.

Austrian increases capacity for Vienna-Dubai

Starting March 1, 2009, Austrian Airlines is employing a Boeing 767 with 235 seats for more than half of their flights to Dubai, United Arab Emirates. This is an increase of close to 20% for seat capacity.



Travel. So close.

Do's and Don'ts

Business Etiquette for London

Which rules should business travellers watch out for and avoid embarrassing situations?

Greeting

A handshake between men and women is the usual greeting. Hugs and kisses on the cheek are only for friends, and never amongst men.

Punctuality

The British keep their appointments. Arrive on-time or even a few minutes earlier.

Invitations

Business dinners are very popular among the British; however business topics are not discussed during dinner. Normally the host takes care of the bill.

Business Negotiations

These are done solely in the office. Do not rely on verbal agreements, but rather make note of all results in written form. English law differentiates itself fundamentally from German law and for English judges only the written word counts. Sometimes a lawyer or solicitor is necessary.

Dress

Business dress is more conservative; Men wear grey or blue suits – no combinations; Women wear skirt or pants suits. If “black tie” is requested on an invitation, men appear in Smoking, women in cocktail dresses or long evening dresses. Formal evening wear can be rented (Address: Moss Bros.).

Small Talk

Never criticize or make rude comments about the monarchy, even if the tabloids put them down daily. Comments about the current politics (especially Europe politics) should also be avoided. Pay heed not to call the Scots, Welsh or the Northern Irish the English, but rather speak only from the British.

Travel Inside London

Chambers Travel – Top-selling and Quality-orientated

Our travel agency corporation is now in all European core markets with the incorporation of the British business travel specialists, Chambers Travel, into the Lufthansa City Center network in October 2008. Chambers runs three Full-Service-Agencies in London, Glasgow and Paris.



Founded in 1988 by Nick Foot, Chambers Travel Management Ltd. is a business travel specialist with a high level of quality. With 120 employees in three offices and further company implants, the group achieved a total revenue of 72 million Euro in 2007. In the same year, Chambers received the coveted award “Best Corporate Travel Management Team” in Great Britain. With this distinction, they were honoured for their excellent, multilingual customer service, the efficiency to reduce travel costs and the professional implementation of Online-tools in modern business travel.

From the beginning, the focus of Chambers Travel has been in the business travel area (today counts for 80 percent of their revenue), group travel (15 percent) and events (5 percent). The following companies are counted among their largest customers in Great Britain: National Health Service with a sales volume of 10 million Euro, Foster and Partners (6 million Euro) and Autodesk (5 million Euro).

Insider Tips London

Chambers Travel employee, Matthew Heymans (matthew.heyman@chamberstravel.com, Tel. +44 (0) 207 429 9655), gives tips for a business trip to London. He values foremost the cultural diversity of the city, which can also be seen in his own office, where 55 percent of the employees come from different European countries.

Those, who land in London Heathrow and take a taxi to downtown, can count on having at least a 45 minute drive that will cost around 50Euro. With the Express-train it takes only 15 minutes and costs 20Euro. Since the traffic in downtown London is infamous, it is not recommended to take a taxi or have a rental car. The alternative is the expansive subway system or busses.

For a centrally located luxury hotel, Heymans recommends the Claridges Hotel (“Home of Gordon Ramsay’s famous afternoon teas”),



and as Business hotel, the Crowne Plaza London City. For dinner, one can enjoy the restaurant, Providores, on Marylebone High Street. Afterwards London-aficionados can meet up in the “Ice-Bar” on Heddon Street W1B.

In London, one travels relatively safe. Above all, watch out for pick-pockets in areas with lots of tourists. Those with limited free time should take a peek in the St. Paul’s Cathedral, visit one of the Westend musicals in the evening and on a Saturday go shopping in the Borough Market on Portabello Road.



Sixt

Sixt has exclusive access to the new BMW 7 Series

Sixt is the only car rental company in Germany to feature the series.



Sixt AG, Germany's leading car rental company and international provider of high quality mobility services, is offering its customers a special highlight to kick off the new year: The new BMW 7 Series.

Sixt is the only car rental company now making the luxury sedan exclusively available throughout Germany - for a sporty and

elegant drive right out of the top draw. Customers also get the chance to come face to face with top of the range models from the new BMW 7 Series, such as the BMW 750i long version.

The Sixt Limousine Service, the first-class chauffeur service from Sixt, will be one fleet featuring the series. This only serves to underline Sixt's position as the leading provider of premium vehicles with high quality features.

News

New Swiss flight Zurich-Lyon

Swiss will start a new direct flight from Zurich to Lyon on March 29, 2009.

Air Lingus: daily Munich-London

Starting April 20, 2009 the Irish low fare airline, Air Lingus, will offer two daily flights from Munich to London Gatwick.

USA Travel

New regulations for foreign travellers

As of January 12, 2009, there are new entry regulations for the USA. Travellers have to register in advance online.

The USA has introduced the Electronic System for Travel Authorization (ESTA) for travellers from countries included in the Visa Waiver Program (VWP). All travellers who are not required to obtain a visa in accordance with the Visa Waiver Program need this authorization.

You have to submit your application through the internet-based ESTA at the very latest 72 hours before departure. The application with your personal and travel data can only be filled out online. The ESTA website is <https://esta.cbp.dhs.gov/> and is currently available in 21 different languages. When you receive your travel authorization, it will be valid for two years or until your passport expires for multiple trips to the US. Travellers with a valid visa do not need ESTA authorization

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Publisher:

Lufthansa City Center International GmbH
Lyoner Str. 36 • D-60528 Frankfurt
Tel. +49 (0)69 6 60 75 300
Fax +49 (0)69 6 60 75 310
www.lufthansa-city-center.com

Editorial Staff:

Ralph Langrock (ViSP)
Tel. +49 (0)40 39 90 88 39

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