

Business Traveller Report.

By Lufthansa City Center.

November 2009

Editorial

Dear Readers,



As frequent traveller, you know how many components have to fit together in order to ensure that your business trip runs successful. You also know

how many little „pitfalls“ can affect the success of such a trip. A single flight and hotel booking is not useful if you forget, during your travel preparations, to apply for a visa in time. Even when you pick up your rental car and discover that it isn't fitted with the mandatory winter tyres you should have a reliable and trustful travel agency that cares about it.

It's reassuring to know that you've got a travel agency with a comprehensive range of services supporting you. The travel experts at Lufthansa City Center don't just take care of flight and hotel bookings, they also have an eye on every single detail. They can help you applying for a visa, advise you on any necessary health precautions, reserve a rental car for you and provide you with useful information about your travel destination - to save you time, money and nerves.

Have a safe trip!

Yours,

Rainer Schäfer

Managing Director
Lufthansa City Center International

Lufthansa

Communication without limits – on Lufthansa long-haul flights from mid-2010

Lufthansa offers the most powerful on-board hotspot worldwide with FlyNet®.



From mid-2010 passengers on board Lufthansa long-haul flights will once again be in the premier class for communication: in partnership with Panasonic, Lufthansa will gradually be equipping its long-haul fleet with the FlyNet® broadband Internet service.

So in future you will be able to enjoy the full freedom of communicating via the Internet above the clouds – and can surf the web using WLAN, send e-mails with attachments or log on to your company's Virtual Private Network (VPN). The new FlyNet® will also enable data communication by GSM/GPRS – which means that you will be able to send SMS texts by mobile phone and synchronize data with smartphones such as PDAs, iPhones or Blackberrys.

With FlyNet® Lufthansa regains its position as the world leader in in-flight connectivity.

News

Emirates Special – Buy 2 get 1 free

Emirates offers special tariffs until the end of March 2010: 2 persons travelling together with Emirates will only pay 50% of the full price each, when booking the tickets until January 5th 2010. All taxes are already included, except the travel agency's service fee. If Business Class will be booked the traveller can use the wide range of advantages without any limitation. You can either order a chauffeur service or use the access to one of the luxurious

lounges of Emirates. In addition miles can be credited to your Skywards account.

Refundable tickets in case of delay

Passengers whose departing flight will be 3 hours behind the estimated schedule are now entitled to get a financial compensation. This was decided by the European Court of Justice. Previously claimable: flight cancellations and in case of impossible transportation. Prerequisite is that the delay is not caused by storm.



Travel. So close.

Do's and Don'ts

Business Etiquette for Bulgaria

Rules which business travellers should observe – and blunders to avoid.

Greeting

In Bulgaria, a firm handshake is the customary method of greeting people and saying goodbye (to everyone in a group). And remember to maintain eye contact.

Punctuality

Try to be on time. If you know you are going to be more than 15 minutes late, call your business partner. Don't be surprised, however, if he or she arrives late to the meeting because people in Bulgaria have a rather relaxed pace of life.

Business Negotiations

Establishing and cultivating personal relationships is very important if you want to do business in Bulgaria. The first meeting mainly serves as an opportunity to get to know each other. Appointments have to be scheduled well in advance and confirmed in writing. After greeting each other, you exchange business cards. Prepare thoroughly for negotiations.

Bulgarians are very direct and open, so you can expect always to hear their candid opinions from the very start of the business meeting. You will be also expected to express your views without unnecessary circumlocution.

Attire

Men wear conservative dark suits. Women can be more fashionable, but their outfits shouldn't be too extravagant or bold.

Invitations

People often go on from a meeting to a business lunch or dinner, and these can go on for quite some time. Don't try to keep up with your hosts, especially when it comes to drinking alcohol.

Blunders to avoid

The Bulgarians have an unusual habit that can lead to misunderstandings. They shake their head to say „yes“ and nod to say „no“!

Lufthansa City Center

Reisebüro City Center – the company travel specialist at the heart of Sofia

LCC Reisebüro City Center is one of the leading business travel specialists in Bulgaria. Small teams of travel consultants take care of the numerous business clients' needs at two centrally located offices at the heart of the Bulgarian capital.



The agency has been part of the Lufthansa City Center network since it was founded by travel

expert Zena Bakalova and her partners in 1997. 70 percent of the agency's revenue is accounted for by business travel, so it applied for a Business Plus License and received it in 2008. Current major clients include the Bulgarian subsidiaries of Metro Cash and Carry, BMW and BASF, the Bulgarian Football Union and Bulgarian Energy Holding.

„Sofia, the Bulgarian capital city, was established 7.000 years ago at the foot of the green Witoscha Mountains. This means it is one of Europe's oldest cities.“ Managing Director Vanya Mladenova is committed to consistent growth and always remaining up to date. Initial contact: Ana Jeleva (office@lufthansacitycenter.bg, Tel.: +35 929 801 170) and Tony Sokolova (office@lufthansacitycenter.bg, Tel.: +35 929 801 170).

Insider Tips: Sofia

A taxi ride from Sofia airport, which is located ten kilometres to the east of the city centre on the orbital motorway, costs 5 euro and takes between 15 and 30 minutes depending on traffic. There is also a bus service (N 284), but it isn't an option for business travellers. Caution! As in other major cities, the taxi drivers in Sofia will try to charge you exorbitant prices for the airport journey and for journeys in the city.

The LCC-experts recommend the Arena di Serdica Residence Hotel, a luxury category hotel (www.arenadiserdica.com) or the Grand Hotel Sofia, a business category hotel (www.grandhotelsofia.bg) to business travellers. Visitors with a lower travel budget should try out the Lozenetz Hotel (www.lozenetzhotel.com).

The Kristal Restaurant (www.kristal-bg.com) is a first choice address for dining. The Chevermeto (www.chevermetobg.com) is a traditional restaurant with reasonable prices. Mania (www.pizza-mania.net) is a



rendezvous for the locals with a wonderful atmosphere. Definitely try the chicken and cheese. The best places to go for a drink in the evening are the various bars of the international hotels.

Sofia is a city steeped in history. The National Historical Museum, the Museum of Natural Science and History, the Men and Earth Museum and the National Gallery are well worth a visit. And visitors should also include the St. Alexander Nevski Cathedral and the National Theatre, which was built in 1907, in their sightseeing schedule. Sofia is a safe place to be, provided that you take the usual safety precautions. Women should always carry their handbags close to their body.



Europcar

The world's largest car rental network

Europcar is the European leader in passenger car and light utility vehicle rentals.

The company serves business and leisure customers throughout Europe, Africa, the Middle East, Latin America and the Asia-Pacific region.

Excluding franchise operations, in 2008 Europcar signed more than 10 million rental contracts, with 8,000 employees and a fleet exceeding 225,000 vehicles.

In September 2008, Europcar and the U.S. market leader Enterprise Rent-A-Car joined



forces in a strategic commercial alliance to form the world's largest car rental network, with more than 1.2 million vehicles and 13,000 locations around the world.

Europcar offers very attractive rates to business customers of Lufthansa City Center.

For more information and booking in various countries please contact your local Lufthansa City Center.

Dorint Hotels & Resorts

Everything from a single source: the Dorint Meeting-Service

Hospitality is more than just perfect Service. At Dorint Hotels & Resorts, 36 first class hotels and resorts in attractive locations await you, all offering a top class ambience and a broad spectrum of amenities – from business to wellness.



At Dorint you will always find precisely what you need – tailored to your specific require-

ments. Because the best events are those that require the minimum input from you when it comes to taking care of the frills and details, we created the Dorint Meeting-Service for you:

For all our hotels, we offer you a central contact person, who will personally take care of your project from beginning to end. The Dorint Meeting-Service means Full Service: advice, planning, contractual negotiations, supporting program, culinary arrangements – with us you get everything from a single source!

You will find our hotels in big cities like Berlin, Cologne and Prague, very near to airports such as Amsterdam and Frankfurt, in beautiful countryside such as the Tyrol, the Sieben-gebirge mountains and the Eifel, and on the coasts of the Baltic and the North Seas, and on Majorca.

News

Dubai and Abu Dhabi now connected via bridge

Two important economic centres of the United Arab Emirates, Abu Dhabi and Dubai, which is one hour away, are now connected via a bridge. The newest, important part of the „Saadiyat-Shahama-Highway“ is 200 metres long and connects Saadiyat Island with the mainland. Saadiyat Island today already counts 30 luxury hotels, numerous villas and shopping centres. It is further planned to open several museums, so that the island will become a cultural centre in the Arabic world and a pilgrimage site for art fans worldwide.

Lufthansa presents improved Online Booking Engine

Lufthansa has extended its website with more booking functions. With immediate effect flight bookings can be cancelled online or you can even choose several services in addition. Rebookings can not be done online yet but LH will offer a final version of the IT concept until 2011. As travel agencies have briefly criticised the missing function for rebooking or cancellation, Lufthansa started to set up its E-Commerce alternatively to Global Distribution Systems (GDS).



Sixt

Expansion on Arabian Peninsula – First station opened in Abu Dhabi

Sixt AG, international provider of high-quality mobility solutions, is expanding its network of stations at the Persian Gulf, one of the world's most dynamic growth regions.



Customers can now book Sixt quality also in Abu Dhabi, the capital of the United Arab Emirates. At the international airport Sixt is offering business travellers and private customers a top-class fleet of vehicles and comprehensive services at favourable conditions.



The United Arab Emirates are one of the world's richest countries. The Gulf state, which comprises Abu Dhabi and Dubai as well as five more emirates, is an industrial centre and cultural hub spurred on by many years of sustained economic growth.

In addition, the country is gaining significance as tourist attraction. Over the next few years Abu Dhabi will set the stage for Formula 1 races and the airport of Abu Dhabi is witnessing strong increases in the number of passengers.

Sixt has been represented in the region ever since 2001. Starting out in Dubai and since mid-2009 also in the Emirate Sharjah the rental business performed very gratifyingly due to the cooperation with strong franchise partners. Customers can pick their choice of vehicle from a fully fledged fleet ranging from economical compact cars right through to luxury limousines.

News

Study: Stress factor at workplace increases

The economic crisis leaves its marks: According to a survey of Regus, a leading supplier of innovative workplace solutions, the stress factor at the workplace has significantly increased worldwide. This was stated by 58 percent of all 11.000 questioned persons from 13 countries. All participants had been asked as part of the Regus Business Tracker, an international survey about global economic indicators, whether and if the stress level at their work station had changed within the past two years and which factors had mainly contributed to this development.

Air France A380 flies to New York

Air France's first Airbus A380 super-jumbo jet made its first flight to New York City. The world's largest airliner, an A380, touched down in New York after completing the superjumbo jet's first Atlantic crossing from Europe to the United States. Starting Nov. 23, the A380 will operate daily round-trip service between Paris and New York. The fleet of 12 huge planes will also serve Johannesburg, starting in February, and then Tokyo. Air France is the first European airline to put the giant aircraft into service.

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