

Business Traveller Report.

By Lufthansa City Center.

October 2009

Editorial

Dear Readers,



The Hilton survey "Web-Conferences and business travel" has proved again: Despite improving technology, internet communication

cannot substitute a personal face to face meeting - thus a business trip can neither be superseded by web conferences!

Also we as a travel agency are not able to offer you this compensation. What we can do, however, is supporting you in cost savings for your necessary business trips - by professional consultancy through our travel agency and also by our modern internet booking engines (for information please have a look at page 3).

By using our booking tools, you can combine many advantages: You will save time & money, you will get a clear overview on all travel expenses, you will gain more security and, in case of challenges, you can always count on your trustful travel agency. When booking "on your own" via the world-wide web, nobody is able to grant you these advantages!

Have a safe trip!
Yours,

Rainer Schäfer
Managing Director
Lufthansa City Center International

Lufthansa

More travel options to and from the USA under a codeshare agreement with JetBlue

Fast and easy transfers in New York (JFK) and Boston.



Thanks to the codeshare partnership between Lufthansa and American airline JetBlue, travelers can take advantage of even more attractive flight options beginning in fall 2009. Passengers traveling from the Lufthansa German hubs can fly conveniently to twelve destinations in the USA and the Caribbean via New York (JFK) and Boston. Passengers from the USA will be able to enjoy the best connections to Germany and Europe via both airports.

The two airlines have harmonized not just their flights but also their services. Lufthansa passengers will be able to enjoy many comforts on board JetBlue, for example, luxurious leather seats with plenty of legroom plus an extensive range of live in-seat TV entertainment. Flights from Lufthansa and JetBlue are available for booking since October 01, 2009 for flights departing from November 11, 2009.

Europcar and Renault

Agreement in zero-emission mobility

Europe's leading car rental company will be implementing innovative solutions as part of the "Renault Alliance electric vehicles" project.

With 2,500 rental agencies in Europe, Europcar will roll out the new fleet of Renault electric vehicles, as well as the infrastructure needed to recharge batteries at rental points, starting in 2011.

Renault and Europcar want to offer their customers innovative solutions developed jointly. Europcar is supporting Renault's "electric vehicles" project by developing specific new short-term rental services using Renault vehicles adapted to this form of energy. A clean means of transportation, electric

vehicles are increasingly suited to current mobility requirements and short-term rental. According to Renault research, 80% of people in Europe currently travel less than 60 kilometers per day. The two partners aim to make zero-emission vehicles available to as many people as possible, starting in 2011.



Travel. So close.

Do's and Don'ts

Business Etiquette for Austria

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

Greeting

The normal way of greeting is a firm handshake.

Punctuality

Punctual appearance to a meeting is very important. Even if it starts very early in the morning (at 8 am). Unpunctuality refers to an unprofessional behaviour.

Business Negotiations

Austria is a country based on traditions. Companies are often small and are organised hierarchically – in advance you should get some information who is in the highest position. This person is conducting the conversation. Be prepared for every meeting in detail. Meetings are always stuck to a firm agenda. Don't diverge in substance. If you have an academic title make sure it is printed on your business card. This makes a good impression.

Attire

Business attire is rather conservative. Men wear dark suits with neckties. Women should wear either business suits or conservative dresses, complimented with elegant accessories.

Invitations

Invitations are normally into a restaurant. Very seldom you will be invited to a private house. Small presents like a good wine, sweets or flowers are welcome.

Blunders to avoid

To entitle someone together with the academic title plays especially in Vienna a big role and is still common – Herr or Frau Magister, Doktor, Hofrat, Geheimrat. Do never sneer at this tradition. Do not refer to Austrians or their culture as German, the only thing that is truly German about Austria is the language. Topics to Avoid in conversation: Religion, Anti-Semitism, Austria's role during World War II.

Lufthansa City Center

Mondial Business Travel – the Lufthansa City Center in the middle of Vienna

Mondial Business Travel Lufthansa City Center is located in the heart of Vienna and organises for its customers travels around the world.



The company founded in 1966 belongs nowadays to one of the biggest private companies of tourism in Austria. Beside organising business and leisure travels Mondial Business Travel is engaged in areas of Congress Management, Destination Management and Corporate Events & Incentives also. As market leader of Congress Management Mondial looks back on 40 years of successful presence. "Especially in the Travel Management section Mondial remains true to its company philosophy to offer only personal service and resists establishing a call center", says Thomas Goebel, Managing Director of Mondial Business Travel. In 2005 Mondial decided to join the LCC Group and since 2008 it holds the Business Plus license. Contact person: Michaela Stacherl (stacherl@mondial.at, Tel.: +43 1 588 04 124) and Roman Schmidt (schmidt@mondial.at, Tel.: +43 1 588 04 191).

Insider Tips: Vienna

Driving by taxi from Vienna Airport "Wien-Schwechat" into the center costs about 30 Euro and takes half an hour. Alternatively you can choose the "City Airport Train" which is about 9 Euro one way. In Vienna you can easily move by public transportation.

For your accommodation Thomas Goebel recommends the Grand Hotel in the luxury section (www.grandhotelwien.at) or the Hotel am Konzerthaus in the business category (www.accorhotels.com). For visitors with a lower budget the Delta Hotel will be a good choice (www.delta-hotel.at).

Getting to know the traditional cuisine of Vienna you should not miss a visit in the Restaurant Steiereck (<http://steiereck.at>). More rustic but not less authentic is the Plachutta (www.plachutta.at). A favoured meeting point of the habitants with a lot of Austrian impressions is the Schweizerhaus (www.schweizerhaus.at) where "Stelze" is recommended to order. In the later evening everybody moves to the Planters Bar (www.plantersclub.com).



It's not easy to list everything which is a must see in Vienna. A walk across the Naschmarkt or the Christkindlmarkt before Christmas time makes your trip nearly unforgettable.

The history in this city is particularly omnipresent. The Hofburg, the Burgtheater, the Prater with its popular Ferris Wheel, the Stephansdom, the castles Schönbrunn and Belvedere, everywhere you feel the spirit of the past. In general you should make a walk through the first district (the center) or take an Austrian cab, the "Fiakker" and in the meantime enjoy a cup of Melange in one of the cafes. Afterwards take some time marvelling at the House of Hundertwasser.



Sixt

Sixt launches in Mexico

Sixt AG, international provider of high-quality mobility solutions, is consistently expanding its global network of stations and is embarking on a growth phase in Latin America: Sixt is now offering 15 stations in Mexico with wide-ranging services for business and private customers.

Mexico has a significant domestic market and additionally almost 1,000 German companies operate there. With the new locations, Sixt is particularly focusing on the country's financial and tourist centres. Currently there are various Sixt stations in the capital Mexico City including counters



in the different terminals of the international airport Benito Juarez (MEX). Furthermore Sixt is present in the cities of Guadalajara and Monterrey with over one million residents each. From January 2010, Sixt will also be represented in the Mexican holiday hot spot of Cancun which is especially popular among European tourists.

Aside from traditional car rental, the Sixt range in Mexico also includes additional products and services. Business customers are able to take advantage of low priced long-term car rental or rent a vehicle with local drivers who know their way around. Sixt also provides private travellers with low cost holiday vehicles. The Sixt fleet encompasses small and compact cars as well as all-terrain four-wheel drive vehicles, SUVs and luxury limousines. The manufacturer portfolio ranges from Ford, Dodge, VW, GM, Chrysler and Nissan to Jeep and Hummer.

Lufthansa City Center

Advantages of online bookings supported by your travel agency

Survey results of the International Marketing Research Team of Hilton Hotels have shown that the majority of executive managers is convinced that personal meetings are irreplaceable if compared to web conferences. Therefore, Lufthansa City Center will continue to support its customers in organising necessary business trips – on the spot as well as through modern online booking tools.



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Within a company, internal communication via web or video conferences is very useful in terms of pure information exchange, and

expenses for travelling can thus be reduced. However, if decisions or contract negotiations are on the agenda, a personal meeting is indispensable. Then, business travel is an essential part of business processes.

Large companies and also SMEs book and organise their business trips with the support of travel agencies - especially for complex booking processes with several connecting flights and additional services. Professional support and consultancy as well as security for the company and its employee traveller are given by the travel agency, also guaranteeing a good price/ performance ratio.

Some companies still count on the supposedly cheaper way of booking, the Internet, when single trips from A to B need to be booked. Here, Lufthansa City Center travel agencies also offer a modern Online Booking Engine (OBE) for corporate customers, combining the advantages of the internet with the advantages of a professional consultancy of a travel agency!

Benefits of booking with an OBE offered by Lufthansa City Center:

- The travel agency will directly implement the tool at the corporate customer's office, the customer's staff can be trained upon request to get all skills for a quick handling.
- Individual travel policies and user profiles will be set up, enabling an increase of steering possibilities towards "preferred partners" => time and cost saving.
- In addition, negotiated company net rates (if available) can be inserted, too. When a hotel is being booked, the rates will be compared with the rates listed in the LCC Hotel Programme. The best available price will be shown => cost saving is guaranteed.
- In case unexpected challenges (Re-booking, Cancellation) come up the customer does not have to call an expensive Hotline but he can refer to his trustful travel agency => security and cost saving.
- Payment is done via credit card which is deposited in the travel agency so that the customer is not called to insert his credit card number for each booking in the internet => more security.
- Also a reporting of all business trips can be drawn to receive a complete overview. This will bring advantages for renegotiations with suppliers => more cost saving.



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Marriott

Experience the Best of Mexico with Marriott International

Marriott International is running a special promotion for customers traveling to Mexico from the United States, Canada, and Europe.



All JW Marriott Hotels & Resorts, Marriott Hotels & Resorts, Courtyard by Marriott Hotels, and Fairfield Inn by Marriott Hotels in the country will offer up to a 25% discount off the room rate, as well as great authentic food and beverage options to encourage a true Mexico experience.

In addition to the discounted room rate, each hotel will also offer guests its own unique amenity package to encourage a traditional Mexican travel experience. Some of these amenities include a souvenir recipe created by one of Marriott's native Mexican Chefs, and complimentary

margaritas made with hand-picked, select Mexican tequilas.

"We wanted our hotels across all of our brands to participate in this offer to help remind travelers of the beauty of Mexico," said Teri Merritt, vice president of brand marketing for Marriott International in the Caribbean & Latin America.

Experience Mexico! Promotion

- Marriott CasaMagna Cancun Resort
- JW Marriott Cancun Resort & Spa
- Courtyard Cancun
- Marriott Hotel & Spa Ixtapan de la Sal
- Marriott Reforma Hotel Mexico City
- JW Marriott Hotel Mexico City
- Courtyard Monterrey San Jeronimo
- Courtyard Monterrey Airport
- Fairfield Inn Monterrey Airport
- Marriott Real Puebla
- Courtyard Puebla Las Animas
- Marriott CasaMagna Puerto Vallarta Resort
- Courtyard San Luis Potosí
- Marriott Hotel Tijuana
- Courtyard Toluca Airport
- Marriott Hotel Torreon

News

Immunisation Protection becomes more important

Current surveys have shown that the risk of getting an insect bite that transmits diseases is increasing – however, especially business travellers don't prevent themselves. Already six weeks before their journey travellers should call on a certified doctor for travel medicine to reduce the risk for infection.

During the trip to hot and humid regions (also in big cities) mosquito protection spray is recommended. Also, fresh fruits as well as steamed meals should be avoided consistently. After the business trip any indisposition should be taken seriously.

More discounts for business travellers

Accor enlarges its Business Traveller Programme for SMEs and grants more discounts for middleclass and premium Hotels. The offer is valid for all Accor brands: Sofitel, Pullmann, M-Gallery, Novotel, Mercure and All Seasons. For Sofitel, Pullmann, M-Gallery, Novotel and Mercure, the discount has currently doubled again (to 10%). The discount will be given on the best available rate of the day and for travellers who book at least 50 overnight stays a year in different locations.

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Note:

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