

# Uniglobe<sup>®</sup>Travel

Missionary Travel '20-'24  
Members NGO Fed / Acodev / Fiabel



Info session 30 May 2022  
Welcome!

Travel  
Well

# Welcome!

Uniglobe VDK Travel  
Vilvoorde

Uniglobe Robins Travel  
Wilrijk

Uniglobe Robins Travel Group  
Kontich (Gate 7)



# Uniglobe Robins Travel & NGO



Preferred Agency 4th time in a row



2020-2024



Specialised NGO desk



Focus on personal service!

# NGO/ONG Dedicated Travel desk - contacts



- ✓ Stephanie Aelbrecht
- ✓ NL-FR-EN
- ✓ 4/5<sup>e</sup> Wednesday
- ✓ > 10years experience
- ✓ 02 756 00 83



- ✓ Veronique Jacxsens
- ✓ NL-FR-EN-DE
- ✓ 4/5<sup>e</sup> Monday
- ✓ >10years experience
- ✓ 02 756 00 81



- ✓ Caroline Decock
- ✓ NL-FR-EN
- ✓ Every day
- ✓ >6y experience
- ✓ 02 756 00 94



- ✓ Edmundo Dos Santos
- ✓ FR-EN-ES-PT
- ✓ Every day
- ✓ >3y experience
- ✓ 02 756 00 92

[ngo-ong@uniglobetravel.be](mailto:ngo-ong@uniglobetravel.be)

# NGO/ONG Dedicated Travel desk - contacts

- Dedicated Account Manager – main contact  
Erik Schoenmaekers – [eschoenmaekers@uniglobetravel.be](mailto:eschoenmaekers@uniglobetravel.be)  
0474 033 462
- Sales & Account Support – backup contact  
Daphne Machiels – [dmachiels@uniglobetravel.be](mailto:dmachiels@uniglobetravel.be)  
03 740 06 30
- Agency manager  
Jean-Pierre Sanders – [jpsanders@uniglobetravel.be](mailto:jpsanders@uniglobetravel.be)  
02 756 00 80



# Operating Hours

Monday	09.00 – 18.00
Tuesday	09.00 – 18.00
Wednesday	09.00 – 18.00
Thursday	09.00 – 18.00
Friday	09.00 – 18.00

Out of office hours – Bank Holidays

**Uniglobe Robins Travel nv**

Prins Boudewijnlaan 7C,  
2550 Kontich

Tel: 02 756 00 80

@: [ngo-ong@uniglob robinstravel.be](mailto:ngo-ong@uniglob robinstravel.be)

**Uniglobe Intl Rescue Line**

**+44 148 369 5793**

# Offered services (main agreement)

## AIR Tickets

- Individual & group bookings
- Specialised missionary travel
- **Missionary fares**
- Point to point & complex routings
- Multi database content
- Low Cost airlines & local airlines
- Option bookings
- Aftersales (before & after issuance)

## HOTEL Bookings

- Prepaid or pay at checkout
- Own deal vs dayprice
- Multi database comparison
- Option bookings
- Aftersales (before & after issuance)

## Rail Travel

- Extended rail offer
- Prepaid payments
- Aftersales (before & after issuance)

# Agreement

Acodev / NGO Federatie / Fiabel & Uniglobe Robins Group = MAIN Agreement

- Period 2020 – 2024
- For all travel purposes
- Uniform agency fee's
- Proposed Service Level Agreement
- Missionary fares (airlines) loaded

All member(s) using our services

- Own & specific agreements with Uniglobe
  - Reporting
  - Invoicing
  - Own procedures

The logo for 'Travel Well' is located in the bottom right corner. It features the words 'Travel' and 'Well' stacked vertically in a light blue, handwritten-style font. The background of the slide is a dark blue with a repeating pattern of light blue arrows and dots.



# SOW – State of Work

## 1. Travel request(s)

-> Travel request forms available via Uniglobe if needed <-

- Provide a *maximum of complete information*:

- Preferred Departure or Arrival: date / hour(s) or morning or afternoon
- Destination country / city
- Luggage info excess / no luggage (Eu flights)
- Type of fare flexible or non flex = changeable or refundable at cost or not
- Other (s) concerning routing / transit / etc

- Traveler details (*personal traveler profile form\**)

- Correct name(s) & gender as stated on passport
- Get in touch details mobile n° / email / frequent flyer card(s)
- Personal Preferences Traveler company / seating / routing

The logo for 'Travel Well' is located in the bottom right corner of the slide. It features the words 'Travel' and 'Well' stacked vertically in a light blue, handwritten-style font. The background of the slide is dark blue with a repeating pattern of white and light blue arrows pointing in various directions.

# SOW – State of Work

## 2. Propositions - Offers

- Shortest response time (max 4 hr) mutual communication is important
- All (relevant) possibilities
  - Maximum of alternatives
  - Alternative transport
  - Missionary faresairline – routing - alliances  
up to 4hrs for Intercontinental & up to 2 hrs continental  
rail/car possibilities  
all airline missionary fares loaded

## 3. Proposed services

- AIR ( IATA – Low Costs & others\*)
  - HOTEL
  - CAR RENTAL
  - RAIL
  - VISA
  - INSURANCES
- \*Blacklisted = docs to be signed  
all hotel bookings: prepaid service possible  
worldwide: prepaid service possible  
all rail bookings  
we offer visa service  
sign in separately from main agreement\*\*

# SOW – State of Work

## 4. After Hours service

- Number can be found on each travel document
- For existing reservations
- For new reservations

## Unvoluntary calls vs Voluntary calls

Rescue line is free of charge in case of **Unvoluntary calls**

- Delays – missed connections
- Flights cancellations
- 3rd party issues (ie: terrorism/nature disaster/pandemy/countryspecific issues)

Rescue line will be charged 35€/call in case of **Voluntary calls**

- Changes or cancellations for own matters
- Resending travel documents or info

7/24 Uniglobe Rescue Line = Only when agency is closed !!

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# SOW – State of Work

## 5. Complaints & issues

We make difference in 2 types of 'issues'

- A. **Internal** : due to a Uniglobe 'mistake'
- B. **External** : due to a supplier 'mistake'

*We offer a full monitoring and follow up to all possible issues in order to deliver our best service.*

- Let us know the issue by mail (via ONG/NGO desk or Account Manager)
- Defining type of issue and let client know next steps
  - Type A: decision within work week
  - Type B: depending on supplier – Uniglobe will be intermediary and communicate with client  
follow up until solution  
if necessary use of 3rd party (EU Claim)

An excel file will be held in order to have a global overview of all complaints and solutions

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# Ticket Insurance

New conditions and contract for ticket insurance

- Traveler needs to be domiciled in Belgium or Luxembourg
- Maximum travel time of 92 days
- Worldwide coverage
- Both cancellation and assistance insurance
- Rate is higher because of higher risk of Covid19
- €26/ticket



# Q&A session

Thank you for joining us today

*Erik Schoenmaekers*

[eschoenmaekers@uniglobetourismtravel.be](mailto:eschoenmaekers@uniglobetourismtravel.be)