

Airport security bugs business travellers

BTN has compiled a series of highlights from the latest reports on business travel around the globe. They show:

Corporate clients are planning their business trips earlier than ever before, with a quarter of bookings now made more than two weeks prior to departure. This trend is in part commercially driven, as it can help business travellers secure availability and lower hotel room rates. (Source:BTI UK)

Business travel agents earn more than 50 per cent of their revenues from service fees. The latest breakdown shows 52.5 per cent from fees, almost 28 per cent from commission and 20 per cent from volume bonuses (Amadeus).

Lining up for airport security checks is the biggest irritant for business travellers — even more than delayed flights, cited by 24 per cent of those surveyed. And while airlines like Lufthansa and Singapore Airlines are equipping their jets with wireless facilities for airborne Internet access, 61 per cent of travellers said they were opposed to the in-flight use of mobile phones (Carlson Wagonlit Travel).

Warnings were flagged for London and Lagos which were been rated among the most dangerous places to do business. Baghdad, unsurprisingly, was tops, followed by Johannesburg and the Nigerian city of Lagos. Then came London, considered more dangerous than Bogota, the kidnap capital of Colombia. (Portman Travel).

As journeys become longer, business travellers expect improved services and better working conditions. In 2005/06, just 17 per cent of air passengers travelled in business class, but this is



forecast to increase to 33 per cent in 2015. (Barclaycard Business).

Moscow has replaced Paris as having the most expensive corporate hotel rates worldwide, with an average room rate of GB£174.81. The Asian market continues to experience exceptional growth with demand in many areas outstripping supply. The average room rate in Bangalore is up 44 per cent on the previous year, and the city is now home to the third most expensive rooms in the world. Dubai and Hong Kong also demonstrated large increases in average room rates. (BTI UK).

On the safety front, a survey of 500, mainly London-based business travellers, revealed they are becoming more concerned for their safety regardless of whether they travel domestically or overseas. The survey found 30 per cent of travellers fear being mugged or raped and 25 per cent worried about robbery. (Portman Travel).

Individual days away on business will drop to two per week in 2015 from 2.4 in 2005/06, which is attributed to the increasing role of technology. Video conferencing is predicted to be used by 50 per cent of the workforce in 2015, versus just 26 per cent now. (Barclaycard Business).

Brazilians are the most Internet and LCC-friendly customers. Ninety per cent of Brazilian travel managers think it is

very or somewhat likely that all business travel bookings will be made online within five years, compared with 81 per cent from North America and 87 per cent from Europe (Carson Wagonlit Travel).

The typical male business traveller is aged between 41 and 65 and is married with children. He has a managerial position in a company with a turnover in excess of GB£5m but less than GB£20m. He will travel for business 2.5 days per week, is away on business for 4.3 nights a month and will cover 662 miles each week (Barclaycard Business).

The typical female business traveller is married, younger in age (31-40 years) and is less likely to have children than her male counterpart. She travels for business 2.2 days per week, is away on business for 3.8 nights a month and will cover 335 miles each week (Barclaycard Business).

Among destination cities after 14 years as the world's wallet-busting capital, Tokyo is no longer the most expensive city on the planet. Oslo, Norway's highly taxed capital, is now the costliest place on earth to do business or visit as a tourist

Most expensive cities (Last year in brackets)		
1	(3)	Oslo
2	(1)	Tokyo
3	(8)	Reykjavik
4	(2)	Osaka Kobe
4	(4)	Paris
6	(5)	Copenhagen
7	(7)	London
8	(6)	Zurich
9	(8)	Geneva
10	(10)	Helsinki

(* Economist magazine)