

## Casa Blanca Great Escapes Travel vs Internet Web Sites

<b>Scope of Service</b>	<b>Casa Blanca Agent</b> booking with agent or our online booking platform	<b>Airline</b> When you book directly with airline	<b>Internet</b> When you use web booking sites
Ability to find lowest fare with one call- our software programs not only search our GDS but additional software "Booking Builder" assists to finds the lowest fare available.	YES	NO, you must contact each airline individually	Questionable
Access to all airline schedules and fares, including low cost carriers using web software , full airfare content for all airlines inventory	YES	NO, you must contact each airline individually	Questionable American Airlines & Southwest NOT in Expedia or Orbitz...
Personalized service from agents who know your company policy and culture	YES	NO	NO
Email/Phone calls answered or returned promptly	YES	NO, You wait for next available agent	You get the World Wide Wait
Emergency & Crisis Procedures – Know where your employees are in times of crisis. Air schedule, hotel accommodations can be accessed in seconds.	YES	NO	NO
Around the clock, automated search for lower fares on all airlines after ticketing. Prompt notification if your airfare decreases – ticket rebooked at lower fare = SAVINGS	YES	NO	NO
Prompt email notification of schedule changes	YES	YES	Varies
Void airline tickets within 24 hours – Saving airline penalty charges of \$150.00	YES	NO	NO
Comparison Shopping for the best hotel and car rates	YES	NO	Depends on Provider
Worldwide American Express discount hotel program offers 10% off best available rate and car discount program offering up to 20% off daily rate	YES	NO	NO
Best use of employee's time – Time is money!	YES, our experts are fast and efficient	NO	NO
Monitoring all travel purchases for corporate travel policy compliance	YES	NO	Depends on Provider
Detailed monthly travel management reports	YES	NO	NO
Tracking of unused funds from cancelled airline tickets with "E-TRACK" recovered money	YES	NO	NO
Detailed invoicing that includes air, car, and hotel	YES	NO	Depends on Provide
24-hour 7 days a week emergency assistance	YES	Yes, if they are not busy	Yes, if they are not busy
Email a complete matrix of departure and arrival of all flight options with cost and on-time record	YES	NO	NO

