

# THE VALUE OF UNIGLOBE TRAVEL DESIGNERS

Uniglobe Travel Designers (UTD) is a minority, women owned travel management company specializing in both corporate and leisure travel. COVID-19 caused unprecedented disruptions in travel with ever-changing regulations and restrictions which are confusing and difficult to navigate. UTD's support to our clients has been unwavered as we remain informed on our vendors' policy updates, safety & operations updates, and travel insurance information. Through this experience, many organizations are now questioning how their travel management company can best serve them through similar emergencies and how they can best protect their employees.

## ***How Uniglobe Travel Designers supports your travel program:***



### **UNDERSTANDING \*ALL\* TRAVEL NEEDS**

We support our clients through arranging flights, hotel, ground transportation, conferences, charters, recruiting, athletic team travel, and study abroad programs. We do it all!



### **24/7 EMERGENCY SERVICES**

Cancelled flight? Missed connection? Travelers are never stranded and never have to deal with long hold times. Our team is available for each individual traveler, whenever a need arises, 24 hours a day, 7 days a week. All consultants are Uniglobe Travel Designers team members and are empowered to resolve matters on your behalf.



### **REPORTING**

Our reporting isn't just to identify cost-saving opportunities. We can pull reports based on previous, current, and future travel plans to make any appropriate adjustments and precautions. We also monitor any unused tickets to ensure you are utilizing any credits available when booking future travel.



### **CONNECTIONS**

We are members of exclusive programs and have strong long-standing partnerships that we leverage to find the best value when booking. We also leverage these partnerships as your advocate to potentially reduce or waive any change/cancellation fees.



### **CUSTOMER SERVICE**

We are committed to providing impeccable service. Our Service Level Agreement includes answering your phone calls within seconds, never making you deal with long hold times, and answering all e-mail inquiries within two hours. We keep you informed and updated every step of the way.

***Uniglobe Travel Designers will assist with a Post COVID-19 Consultation to evaluate your travel and risk management programs as they evolve through industry changes.***

## **Let's Connect.**

(614) 237-4488 or [purchasing@uniglobetd.com](mailto:purchasing@uniglobetd.com)  
[www.uniglobetraveldesigners.com](http://www.uniglobetraveldesigners.com)



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Travel Designers

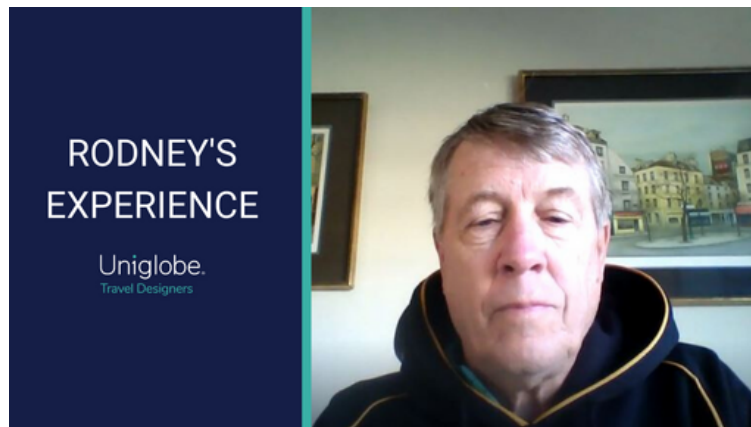
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# FROM OUR CLIENTS:

*The following feedback is from both corporate and leisure clients we assisted during the COVID-19 pandemic.*

"Given the COVID-19 global health crisis, we were put in the difficult position of postponing a school trip to Panama. Throughout the process, Uniglobe Travel Designers (UTD) was responsive to our needs, and provided clear language about insurance, cancelations, and the like. This difficult experience has actually strengthened our relationship with UTD." - **The Public Schools of Brookline**

"Our partnership with Uniglobe Travel Designers has helped us look differently at how we manage travel both internally and for our clients! In particular, having the opportunity to partner with Dana Hartness and her team has been such a pleasure. Her team has helped us manage travel booking for a key new client relationship, supporting well over 100 bookings in the last month. The thing I love most about working with the Uniglobe team is the high level of customer service. Having a partner like Dana that we can trust to deliver, and provide great service at all stages of the process, is exactly what we were looking for in a travel partner. We look forward to our continued partnership with the entire Uniglobe Travel Designers team!" - **Mix Talent**



*(University of Missouri - [Click to view video](#))*

"Tina has planned several incredible trips for us through the years and our upcoming trip to Spain in Late May promised to be the best ever! No detail was overlooked, any alterations suggested immediately adjusted, and her plans to keep a diverse group happy couldn't have been better! Then we had to dismantle the trip—initially because of illness but as this was in progress Europe was closed to travel and no tours could operate. Tina took care of everything and did it with a smile. I would not have known where to begin canceling or dealing with claims and refunds without her knowledge!! She made sure I had every document I needed for me to file the claim and gave me a checklist to work from. My part was made easy because of her efforts!" - **Leisure Client**

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