



## **CWT Vacations Launches CWT Concierge Offering to Meet Unique Needs, Expectations of Executive Travelers in the United States**

**LAS VEGAS, August 17, 2009** — CWT Vacations, the leisure travel division of Carlson Wagonlit Travel (CWT) North America, today launched CWT Concierge in the United States, an offering designed to meet the unique leisure travel needs and expectations of senior leaders at organizations that already partner with CWT for their travel management services. The announcement was made at Virtuoso Travel Mart, a leisure travel industry conference being held here August 16-21.

CWT Concierge extends the availability of existing CWT Vacations premium travel services to its senior employees at all CWT U.S.-based client companies. The offering enables CWT's corporate travel clients to easily and confidently offer these individuals a trusted supplier for their leisure needs, while giving executives access to a familiar, convenient provider that can readily handle even the most elaborate travel plans.

"CWT is uniquely equipped to leverage its leisure travel expertise to benefit our corporate travel clients' senior leaders," said Brian Hace, vice president, Client Services, CWT North America. Hace explained that while CWT Concierge shares a name with an existing leisure offering by Carlson Wagonlit Travel Canada, in the United States it is an extension of services previously available only on a client-by-client basis and to individual travelers, via CWT Vacations.

The offering provides exceptional service and value from a select group of CWT expert leisure travel advisors around the world, Hace added. "Each travel advisor has more than 20 years experience, and each specializes in one or more of 110 countries, as well as in travel out of this world, literally, given several are Accredited Space Agents."

At no cost to their company, travelers who use the CWT Concierge program have access to a broad array of valuable service options regardless of destination or activity, including a variety of upgrades and value-added amenities not widely available, as well as special handling, meet and greet services, and entry to exclusive restaurants, events and other venues not easily accessible to the general public.

"CWT Concierge does not simply get you from point A to B," explained Gerard Bellino, vice president, U.S. Leisure, CWT Vacations. "Designed for the most discriminating of leisure travelers, CWT Concierge pairs each client with an expert travel advisor to understand and deliver their preferences throughout their travels. Whether someone wants to meditate at an ashram in India, enjoy dinner on the Great Wall of China, peruse the Tower of London privately outside public visiting hours, or has some other idea in mind, CWT Concierge agents create unforgettable – even life-changing – vacation experiences that make a traveler's wildest dreams come true."

Ernie Schaub, retired CEO of EnPro Industries, Inc., began using CWT Vacations' premium travel services several years ago, based on CWT managing his company's corporate travel. Today, he continues to choose CWT Vacations based on the personalized and consultative service he receives.

"To me, working with someone who has traveled extensively and has the personal experience is critical," Schaub said. "The travel advisor with whom I work at CWT

Vacations has gotten to know my family and me well, and helps steer us on the right path as we plan our trips based on her expertise for our destinations. We've seen some amazing places and created many great memories with her assistance."

Jerry Colangelo, chairman of the Phoenix Suns, also uses CWT Vacations for his leisure travel needs, including several group trips he has taken to Italy over the years. "I look for great service and attention to detail, and was impressed in both regards the first time I worked with CWT Vacations for a group trip to Italy," he said. "The travel advisor impressed me with her knowledge of the country, and her thoroughness in making sure each of the many details was handled. Since that first experience, we've developed a personal relationship and I've increasingly relied on her for my travel needs, as well as those of my extended family."

CWT Vacations is one of the largest wholly-owned leisure operations in North America. Since 1991 it has been a member of Virtuoso®, an exclusive premium leisure travel organization that invites into its network fewer than 1 percent of U.S. travel agencies.

For more information, please visit [www.cwtconcierge.com](http://www.cwtconcierge.com).

#### **About CWT Vacations**

CWT Vacations is the leisure travel division of Carlson Wagonlit Travel (CWT), offering leisure products and services ranging from premium to economy travel. CWT Vacations is one of the largest wholly-owned leisure operations in North America, delivering annual sales of \$700 million and employing more than 600 industry-leading travel advisors. CWT Vacations comprises offerings available to the consumer market, and several exclusively available to Carlson Wagonlit Travel's corporate travel client organizations. Public offerings include CWT Vacations and Macy's Travel in the United States, and Carlson Wagonlit Travel in Canada. Offerings exclusively available to Carlson Wagonlit Travel corporate travel clients include CWT Concierge in North America and SatoVacations in the United States.

#### **About Carlson Wagonlit Travel**

Carlson Wagonlit Travel (CWT) is a global leader specializing in business travel management. Present in more than 150 countries, CWT serves companies of all sizes, as well as government institutions and non-governmental organizations. By leveraging both the expertise of its people and leading-edge technology, CWT helps clients derive the greatest value from their travel program in terms of savings, service, security and sustainability. The company is also committed to providing best-in-class service and assistance to travelers. CWT services and solutions comprise four lines of business: Traveler & Transaction Services, Program Optimization, Safety & Security, and Meetings & Events. CWT had more than 21,000 employees worldwide on March 31, 2009. In 2008, sales volume for wholly owned operations and joint ventures totaled US\$27.8 billion. For more information, please visit [www.carlsonwagonlit.com](http://www.carlsonwagonlit.com).

#### **About Virtuoso**

Virtuoso® is the industry's leading luxury travel network. This by-invitation-only organization comprises over 300 agencies with more than 6,000 elite travel specialists in 22 countries in North and South America, the Caribbean, Australia and New Zealand, as well as over 1,000 of the world's best travel providers and premier destinations. The network's member agencies generate over \$5.1 billion annually in travel sales, making the group the most powerful in the luxury travel segment. Their relationships with the finest travel companies provide the network's affluent clientele with exclusive amenities, rare experiences and privileged access. Virtuoso is the exclusive network of travel services and benefits provided by MasterCard® for participating World Elite MasterCard® programs. For more information, please visit [www.virtuoso.com](http://www.virtuoso.com).

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