

July 2007



## Current Events

### One in five people work while on vacation

Many business travelers may find themselves traveling for pleasure this summer – but will they completely leave their work behind? One in five won't, according to a recent Associated Press-Ipsos poll.

Of the 1,000 randomly chosen adult survey respondents, one in five bring their laptops on vacation, one in five reported doing "some work" on vacation, and one in five check office voicemail or call to check in while on vacation. Vacationers reported a number of reasons for this behavior, including the expectation that they remain somewhat connected, being worried about missing something important, and simply enjoying staying in the loop.

Beyond staying connected to work, 50 percent of vacationers keep up with personal voicemail and email while away. People under the age of 40 were more likely to check personal messages, while those checking in with work tended to be a bit older, according to the survey results.

"There are a lot of things about work that are very pleasurable," said John Robinson, University of Maryland socialist. "The question is, is it something you want to do or feel obligated to do?"

Sources: CNN, The Associated Press

## Travel Tips

### Traveling to France

*Editor's note: Global business, and subsequently, global business travel, continues to expand rapidly. In response, CWT Traveler will provide to readers each month in 2007 insights and tips on traveling from North America to other countries around the world. This month's installment focuses on France.*

#### **In business:**

- Visitors should apologize for not speaking French before requesting in English directions or information.
- Make appointments for business and social meetings and be punctual. Business appointments and transactions should maintain a formal atmosphere.
- When attending a formal French dinner it is important to know about some of the wines of France and the seven courses in a Parisian restaurant: soup, fish, sorbet, meat or fowl, salad, dessert, and coffee. Also, show enthusiasm about the food before starting business conversation.
- In negotiations, one may encounter many opinions and objections to proposals, since it is common in French conversation to voice all opinions. However, it is not necessary to respond to them all.
- When greeting, shaking hands is customary; however, a strong grip is not necessary, and women always offer their hand first.
- All titles and forms of address should be used until someone has given permission for their first name to be used. Women should always be addressed as "Madame."

- If someone offers their business card, treat it with care and always offer your own, translated in French if possible.
- Managers have very close relationships with their employees. They are often treated like family, and managers will stand by their employees, even if they are wrong.
- The relational network that a business contact possesses is generally more important than the accomplishments they have attained.
- The French are very individualistic and their personal identity is based on their social status.

**Good to know:**

- France's primary language is French; however, there are 28 additional regional languages and dialects spoken throughout France.
- The weather in France can be very unpredictable and at times can be severe.
- France all but closes during the month of August, since workers are given four to five weeks off and many of them take their holidays in July and August.
- Hierarchies and social status are taken very seriously and should be respected.

*Source: "Kiss, Bow, or Shake Hands: The Bestselling Guide to Doing Business in More Than 60 Countries," by Terri Morrison and Wayne A. Conaway. Published by Adams Media of Avon, Massachusetts.*

## Protecting one's home while away on business

While traveling for work, there are many things one should do to keep one's self and one's belongings safe, whether it be in airports, taxi cabs, hotels or meeting locations. And, it is equally important to keep one's home safe and secure while away.

According to FBI statistics, almost half of all residential burglaries occur when a house is empty and in many cases, burglars can be in and out of a home within 60 seconds. The following tips can help travelers mitigate the risk of burglary to their homes:

- Ensure all doors and windows have heavy-duty locks and latches. For added security on windows and sliding doors, use a secondary blocking device such as a wooden dowel.
- Use motion-detecting lights outside where feasible.
- Advertise alarm systems with stickers on doors and windows or with a prominent lawn sign.
- Post "Beware of Dog" signs while away, even if there is no dog inside. Burglars won't know the difference and will likely be deterred.
- Set lights on timers programmed for random operation to turn on and off periodically.
- Recruit trusted neighbors to keep an eye on the house, or leave a key with them.
- Don't leave spare keys hidden outside, even in places that don't seem obvious.
- Cut the lawn before leaving and trim back any shrubs or tree limbs covering windows, so neighbors can easily keep an eye on what's going on inside.

*Sources: MSNBC, Crime Stoppers*

## Supplier News

### United establishes passenger ground-hold policy

United Airlines recently announced a new ground-hold policy aimed at limiting on-board ground delays for its passengers. The new policy states that any North American United Airlines flight that experiences a taxi-out delay of more than four hours or a taxi-in delay of more than 90 minutes will be considered by the airline as a "flight of note."

Any passenger on a "flight of note" will receive an apology letter, a certificate for 20 percent off their next economy-class, round-trip ticket with the airline, and a \$10 USD airport meal voucher.

According to United's vice president of Operational Services, the carrier so far in 2007 has reduced 3-hour holds by 68 percent and 4-hour holds by 50 percent compared to 2006.

*Sources: Air Transport World, The Denver Post*

## Regional

### FAA gives Hartsfield-Jackson \$40 million for improvements

The Federal Aviation Administration (FAA) recently announced that Atlanta's Hartsfield-Jackson International Airport will receive grants of more than \$40 million USD to improve safety and capacity at the world's busiest airport.

The grants include \$7.1 million USD for improvements to the safety area of Runway 27 Right -- the airport's longest runway; \$8 million USD to repair the areas where aircraft are loaded, unloaded and maintained; \$7 million USD toward a new taxiway that opened in April; and an \$18.3 million USD payment toward the airport's fifth runway, which opened last year and cost about \$1 billion USD.

FAA officials said the funds were allocated to Hartsfield-Jackson in part because of the airport's history of innovation and solutions to meet increased demand for air travel. Nearly 86 million passengers on more than 980,000 flights pass through Hartsfield-Jackson each year, which equates to a flight taking off or landing about every 30 seconds.

*Sources: The Atlanta Journal-Constitution, Hartsfield-Jackson International Airport*

### Walk-in medical clinic opens at Atlanta airport

Atlanta's Hartsfield-Jackson International Airport recently opened a walk-in medical clinic located in a pre-security area above the main terminal. The facility, operated by Atlanta-based AeroClinic, is staffed by nurse practitioners and physicians assistants who can provide general treatment for illnesses, perform physical exams and drug testing, and offer preventive care services such as blood pressure and blood sugar monitoring. The clinic can also fill some prescriptions.

Prices range from \$10 USD for preventative care to between \$75 and \$85 USD for acute care services. No appointments are needed, and each visit takes about 15 minutes.

Currently, Aetna insurance coverage is accepted, and the company is in discussions with other major insurance providers to receive their coverage.

*Source: USA TODAY*

## JFK Airport offers free parking for those picking up travelers

People picking up arriving passengers at New York's John F. Kennedy Airport now have a designated area where they can park for free while they wait. The new "cellphone parking lot" is designed for short-term parking until the person receives a call from the arriving passenger. The new lot is located near the airport's entrance - just off the Van Wyck Expressway.

In the past, drivers would have to circle the airport or attempt to wait in no-parking areas as they looked for their arriving passengers. This new option hopefully will relieve congestion around the JFK terminal during the busy summer travel season.

This concept is new for the New York area and is not offered at the other Port Authority airports – LaGuardia and Newark. For New York and other metropolitan areas, the biggest challenge in offering this service is finding available space. While the concept itself is relatively new, other U.S. airports – such as Denver, Chicago O'Hare and Miami - have begun to offer similar parking lots. Salt Lake City International Airport's "Park and Wait" lot even offers three large electronic signs that display flight arrival information.

*Source: USA TODAY, The Port Authority of New York and New Jersey*

## International

### Paris' Charles de Gaulle opens new, innovative terminal

In late June Paris' Charles de Gaulle International Airport (CDG) opened the largest airport terminal in France's history. The terminal, or "satellite" as the French call it, cost \$645 million Euros, or nearly \$880 million USD.

The terminal can accommodate up to 26 planes at once, including six Airbus A380 jumbo jets. It is located less than a minute away from CDG's Terminal 2E via an automated metro system and boasts a large expanse of duty-free shopping, dining and entertainment.

The new terminal will annually increase CDG's passenger capacity by 8.5 million passengers. It is also expected to increase the competitiveness of CDG, which is the second largest airport in Europe in terms of passenger traffic, just behind London Heathrow International Airport.

*Sources: eTravel Blackboard, Travel Daily News*

## Government/Legislation

### WHTI updates with significant traveler impact

#### **Additional requirement, per recent "relaxing" of certain WHTI rules**

As reported in the June issue of *CWT Traveler*, the U.S. Departments of State and Homeland Security have temporarily relaxed a rule requiring American air travelers to present their passport to gain re-entry into the United States from Canada and Mexico. Through September 30, 2007, travelers returning by air to the United States from Canada, Mexico, Central and South America, the Caribbean and Bermuda will be permitted entry by showing Department of State-issued proof of application for a U.S. passport along with their government-issued photo ID.

**IMPORTANT NOTE:** Though not widely publicized, travelers must also present a certified copy of their birth certificate in addition to the proof of passport application. Most travelers will have sent a certified copy of their birth certificate in as part of their passport application, so a second copy must be obtained.

Travelers should contact their organization's corporate travel manager or department with any remaining questions.

#### **Refunds available for failed passport expedition**

Additionally, the U.S. State Department last month announced it will refund applicants who paid for but did not receive expedited service for obtaining a passport. This announcement comes after passport fulfillment offices

were flooded with passport requests from travelers attempting to comply with requirements of the Western Hemisphere Travel Initiative (WHTI), which was implemented earlier this year.

Requests for refunds must be made in writing to:

Department of State, Passport Services/PPS/Refunds

2100 Pennsylvania Ave. NW

Washington, DC

20037-3202.

To obtain a refund, travelers must include in their refund request the following information:

- Passport number (if available)
- Name
- Date and Place of Birth
- Date of application for passport
- Mailing Address
- Phone Number

*Sources: Forbes, U.S. Department of State, Carlson Wagonlit Travel*

## Canada's 'No Fly' list takes off

The Canadian government, in conjunction with Transport Canada, recently implemented a program called "Passenger Protect," which includes a No Fly list similar to the one currently used in the United States. The goal of this program, which went into effect on June 18 and applies to domestic and international flights to and from Canada, is to enhance security and protect the rights of Canadian citizens while also respecting the needs and realities of the aviation industry.

Similar to the U.S. government, the Canadian government now maintains a No Fly list, and provides a copy of this list to airlines in a secure format. The name, date of birth, and gender of each passenger is included on the list. Passenger identification will be verified at the airport check-in counter, where airline employees will compare the No Fly list information with the individual's government-issued ID.

To expedite the process, travelers must come prepared with the following:

- One piece of valid government-issued photo ID that shows name, date of birth and gender; or
- Two pieces of valid government-issued ID, at least one of which shows name, date of birth and gender.

If the name on a passenger's ID matches a name on the No Fly list, the airline employee is required to notify Transport Canada. The agency will then confirm whether the individual in question poses an immediate threat to aviation security and inform the airline whether the individual should be allowed to board the flight.

Individuals whose names are mistakenly included on the No Fly list can appeal to Transport Canada's Office of Reconsideration, which may arrange for an independent assessment of the case and make a recommendation. Individuals may also apply to the Canadian Federal Court for a judicial review.

More details on the Passenger Protect program and the new Identity Screening Regulations are available on Transport Canada's website at [http://www.tc.gc.ca/vigilance/sep/passenger\\_protect/menu.htm](http://www.tc.gc.ca/vigilance/sep/passenger_protect/menu.htm).

*Source: Transport Canada*

## Canadian government eases passport requirements

The Canadian government recently announced upcoming changes to the passport application and renewal process for its citizens. Effective August 15, the Canadian passport renewal program will have simplified requirements, including a shorter form to fill out and the elimination of some documentary evidence, including evidence of citizenship, supplementary identification and a guarantor declaration.

The renewal program will require that applicants submit a shorter form, two current photographs, an application fee and their most recent passport. In order to qualify for this renewal program, Canadians must:

- Be residing in Canada at the time they apply
- Have resided in Canada at the time of their previous application
- Have been 16 years old or older at the time of their previous application
- Have a previous passport that:
  - Must have been valid for five years;
  - Must have been issued after January 31, 2002;
  - Was never damaged or reported as lost or stolen; and
  - Must have been issued under their current name

Additionally, beginning October 1, first-time passport applicants will benefit from another change to the Canadian passport requirements. Currently, first time applicants must provide the declaration of a guarantor – currently defined as a “professional” such as a doctor, lawyer, pharmacist, etc. However, beginning in October most Canadian adult passport holders, regardless of their professional status, may act as guarantors for first-time passport applicants, provided they hold a five-year Canadian passport (either valid or expired for less than a year), are at least 18 years of age, and have known the applicant for at least two years.

Passport Canada, the agency responsible for issuing, revoking, withholding, recovering, and providing instructions on the use of Canadian passports, processes 20,000 passports per day. Officials hope the new changes will speed up the process and reduce wait times for applicants.

Sources: *Passport Canada, Canada.com*

## Technology

### DFW currently testing a ‘mega vending machine’

Dallas/Fort Worth International Airport recently began testing a “mega vending machine” in Terminal A, near Gate 29. This retail concept can commonly be found in Europe and Asia but is new to the U.S. market.

The 13-foot wide machine can be equipped to offer more than 200 items – both common and uncommon – designed to improve traveler convenience, including meals, curling irons, umbrellas, blood pressure monitors, etc.

Source: *USATODAY*

### Travelers can soon pay to sleep at SFO

Officials at San Francisco International Airport (SFO) recently gave approval for a new retailer to set up shop for a six month trial period, allowing travelers to pay to catch up on their sleep.

The new retailer, California-based POWERNAPS, will offer between six and eight Sleep Stations in SFO’s international terminal by November. For \$20 - \$25 USD, travelers will get 20 minutes in a single sleeping pod with headphones that play waterfall sounds, and the option of taking a shower.

In addition to helping travelers be alert and more energetic, POWERNAPS claims its service also helps lower heart rates and blood pressure, and reduce stress.

Sources: *POWRNAPS, USA TODAY*

## Industry Trends/Innovations

### Travelers have options for making their travel more ‘green’

Most travelers have probably seen notes in their hotel rooms offering the use of towels and sheets for more than a single day as a way of reducing water and energy consumption. Now, one organization is providing travelers another way to assess the environmental efforts of hotel properties, and even contribute personally to reducing their carbon footprint.

One non-profit organization, called Sustainable Travel International (STI), offers comprehensive climate mitigation advisory services along with websites for locating and rating hotels based on their environmental practices. These sites offer a variety of services and tips for travelers, including ways to conserve resources, reduce bills, and minimize hotels’ – and their guests’ – impact on the environment. Most websites either include a directory of member hotels or offer a search function for finding participating hotels and their rankings.

Additionally, STI recently launched a program called TravelGreen, which allows travelers to offset the carbon generated by their travel by purchasing “Green Tags” for \$1 USD each. The purchase of each tag is “equal to offsetting 35 pounds of greenhouse gas emissions and represents 25 kilowatt-hours of electricity supplied by new wind and solar power,” according to the organization’s website.

For more information about locating and rating participating hotels, or purchasing personal carbon offsets, please visit: [www.sustainabletravelinternational.org](http://www.sustainabletravelinternational.org), [www.environmentallyfriendlyhotels.com](http://www.environmentallyfriendlyhotels.com), or [www.greenhotels.com](http://www.greenhotels.com).

Sources: Sustainable Travel International, Environmentallyfriendlyhotels.com, GreenHotels.com

### Traveling without luggage: novel idea or emerging reality?

Cost, reliability, and the convenience of traveling without luggage have given rise to a number of companies now offering luggage shipping – some overnight – to business and leisure travel destinations. Companies currently offering these services include, but are not limited to: Luggage Free, Luggage Forward, Luggage Express, SkyCap International, Baggage Quest, Priority Solutions, and Fly Lite.

A review of several of these companies’ websites suggests that these offerings have risen out of the pure hassle of traveling with luggage, including the increasing rate of airlines losing or damaging luggage and rising fees for additional or “overweight” baggage.

Some luggage-shipping companies ship door-to-door, meaning directly from the traveler’s home to the hotel at their destination. Others actually offer more comprehensive services, whereby the company keeps a virtual closet for the road warrior, checking it over after each trip for laundry, dry cleaning and repair needs, then preparing it for the next business trip. This premium service, offered by a company called FlyLite, costs \$100 USD per trip, and the traveler simply goes online to select articles of clothing.

Whether the variety of emerging luggage-shipping services are practical for the non-executive traveler has yet to be determined. The level of convenience and price are sure to be the ultimate determiners – the \$100 USD charged by the aforementioned FlyLite service is only the beginning of the options and charges currently available. CWT recommends travelers research these companies to find the one that best meets their unique needs.

For more information, please visit: [www.luggagefree.com](http://www.luggagefree.com), [www.luggageforward.com](http://www.luggageforward.com), [www.usxpluggageexpress.com](http://www.usxpluggageexpress.com), [www.skycapinternational.com](http://www.skycapinternational.com), [www.baggagequest.com](http://www.baggagequest.com), [www.prioritysolutions.com](http://www.prioritysolutions.com), and [www.flylite.com](http://www.flylite.com).

Sources: Luggage Free, Luggage Forward, Luggage Express, Sky Cap International, Baggagequest, Priority Solutions, FlyLite