

December 2007



Current Events

Libya implements new entry requirements

Last month, Libya changed its entry and exit regulations to require an Arabic translation of passports for travelers entering or exiting the country. Many airlines and travelers were unaware of and unprepared for this new regulation when it went into affect last month. As a result, a number of visitors were turned around upon entering the country without the Arabic passport translation and sent back to their country of origin.

Passports and visas are required for travel to Libya. Libyan visas should be obtained well in advance of travel, as they can take up to several months to process. Individuals planning travel to Libya should contact the nearest Libyan Embassy or Consulate for current entry requirements.

Sources: *msnbc.com*, *U.S. Department of State Bureau of Consular Affairs*, <http://libya.usembassy.gov/>

Ten-fingerprint scanners planned for U.S. ports of entry

Over the next year, the U.S. Department of Homeland Security is planning to replace its existing two-fingerprint scanners with new ten-fingerprint scanners at U.S. ports of entry. Beginning November 29, 2007 with the initial transition at Washington Dulles International Airport, international visitors are required to provide the additional fingerprints along with the other standard entry procedures.

The following nine other U.S. airports will also begin collecting ten fingerprints in 2008:

- Boston Logan International Airport (Boston, Mass.)
- Chicago O'Hare International Airport (Chicago, Ill.)
- Detroit Metropolitan Wayne County Airport (Detroit, Mich.)
- Hartsfield-Jackson Atlanta International Airport (Atlanta, Ga.)
- George Bush Houston Intercontinental Airport (Houston, Texas)
- Miami International Airport (Miami, Fla.)
- John F. Kennedy International Airport (New York, N.Y.)
- Orlando International Airport (Orlando, Fla.)
- San Francisco International Airport (San Francisco, Calif.)

The Department of State currently uses the 10-fingerprint scanners at most of its visa-issuing locations. The biometric information is collected to confirm that the person arriving at the U.S. port is the same person who received the visa.

Sources: *United States Department of Homeland Security*, *Travel Industry Today*, *abcnews.com*

Travel Tips

Beijing Olympics coming in 2008

The 2008 Olympic Games will take place in Beijing, China, August 8-24, 2008. Attendance is predicted to be in the millions, and the impact on travel and business within Beijing is expected to be significant on and around the days of the games.

Organizations and their travelers who have frequent travel to Beijing and the surrounding areas should prepare accordingly to reduce the impact that the Olympics will have on their daily business operations. Business travel to China is already an area of high demand, and travelers should anticipate that hotel rooms and flights into and out of Beijing will sell out quickly during the games.

If possible, travelers may want to avoid scheduling any non-essential meetings in Beijing during the Olympics. If business travel to the city must take place, flights and hotels should be booked well in advance to secure space. Travelers should also prepare to spend more than usual on hotel rooms and flights during the games, and should research transportation options for getting around the city.

Details of the games are as follows:

2008 Olympic Games

- August 8-24, 2008—Beijing, China
- Expected attendance—Millions
- Website—<http://en.beijing2008.cn/>

For information regarding passport and visa requirements for entry into China, travelers can refer to the following Websites:

U.S. citizens—<http://www.china-embassy.org/eng/>

Canadian citizens—<http://www.chinaembassycanada.org/eng/>

Sources: <http://en.beijing2008.cn/>, <http://www.olympic.org>

Traveling to Argentina

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 Argentina.

In business:

- Guidelines for punctuality vary depending on the occasion. Visitors are expected to be punctual for business meetings, even though the Argentine host may be late. Visitors should also be on time for lunches and events with a scheduled starting time, such as the theater. However, for social occasions such as dinner or parties, visitors are expected to be thirty (or more) minutes late.
- Meals are considered social occasions, and are generally not a time to discuss business.
- Personal relationships are highly important in Argentina. A level of trust must be built before business can take place.
- While Argentines may have double first names on their business cards (like Maria Teresa or Jose Antonio), they might have one name by which they prefer to be addressed. If it is not clear which first name they use, it is best to address them by their surnames.
- While Argentina shares some similar customs to Europe, the pace of business negotiations is much slower than in Europe. Travelers should be prepared that it may take several trips to complete a business deal.
- Argentine negotiators are careful to avoid risk, and will tend to remain fairly tough and unyielding.

Good to know:

- Spanish is the official language of Argentina, but many people speak English as well. Italian, German, and French are also commonly spoken.

- When conversing, Argentine people tend to maintain eye contact and stand close to the person they are addressing. While this may seem uncomfortable to people who are used to having more personal space, backing away may seem impolite.
- Travelers should be aware of the risk of street crime in Argentina. While generally not violent, car theft and scams are crimes to watch for.
- Money laundering and smuggling tend to be a problem in the region where the borders of Argentina, Brazil, and Paraguay meet. Travelers visiting this area may face thorough questioning when returning to their home country.

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

Supplier News

US Airways offers text-messaged flight updates

US Airways has implemented on-demand flight status and frequent flier registration through text messaging. Travelers can now text their flight number to TEXTUS (839887) and will receive an update on their flight arrival, departure, and gate information. Travelers can also text their names, email addresses, and ZIP code to the number and US Airways will register them for the Dividend Miles program. This will provide a temporary Dividend Miles number and then send an email to complete the signup process.

Sources: USA TODAY, usairways.com

Airline News – Top new routes

As business travel expands throughout North America and internationally, airlines are continuously adding new routes to keep up with the increasing demand. The grid below outlines some of the top new routes recently announced by airlines.

Top new airline routes			
Airline	From	To	Effective date
EVA Airways	Taipei (TPE)	Newark (EWR)	December 6, 2007
United Airlines	Los Angeles (LAX)	Hong Kong (HKG)	December 15, 2007
Delta Air Lines	Atlanta (ATL)	Tobago, Trinidad (TAB)	December 15, 2007
Delta Air Lines	New York (JFK)	Port of Spain, Trinidad (POS)	December 20, 2007
*Continental Airlines	Houston (IAH)	London, United Kingdom (LHR)	March 29, 2008
*Continental Airlines	Newark (EWR)	London, United Kingdom (LHR)	March 29, 2008

*Subject to government approval and slot approval

Sources: CWT Industry Relations and CWT Solutions Group

Regional

Santa Fe temporarily without daily commercial air service

Beginning December 10, the city of Santa Fe, New Mexico, has been without daily commercial air service and will remain without it until early 2008. Local officials say the absence of daily commercial air service for any period of time will likely have a negative impact on the local economy.

Regional carrier Great Lakes Airlines had been providing daily service between Santa Fe and Denver, but suspended this service beginning on December 10. Both Delta Air Lines and American Airlines' American Eagle subsidiary in mid-December were scheduled to begin daily service between Santa Fe and several major markets, but this service will not

begin until 2008 due to a delay in the completion of a Federal Aviation Administration environmental assessment. Delta planned service to Los Angeles and Salt Lake City, while American Eagle planned service to Dallas and Los Angeles.

Those who booked an airline reservation to travel to, from, or through Santa Fe should call the below phone numbers to determine their re-accommodation options:

- American Eagle: (800) 433-7300
- Delta Air Lines: (800) 221-1212

Sources: *The Santa Fe New Mexican*, *Aero-News Network*

International

Venezuela changes its time zone

After turning clocks back by a half-hour on December 9, 2007, Venezuela's time zone is now Greenwich Mean Time (GMT) minus 4 1/2 hours. As previously reported in *CWT Traveler*, Venezuelan President Hugo Chavez originally announced this change over the summer, but then postponed it to allow more time for necessary preparations.

Business travelers with upcoming trips to Venezuela should be aware of the time change and confirm their schedules accordingly.

Sources: *Reuters*, www.timeanddate.com

EU moves to include airlines in its emissions limits program

The European Parliament recently gave preliminary approval to include airlines in its emissions limits program, which it has imposed on other industries for several years in its efforts to reduce greenhouse gas production. The Parliament says governments are expected to finalize the proposal in the first half of 2008.

This plan would include all airlines flying into or within the 27-nation bloc and would pressure airlines to do more to reduce jet-fuel emissions. Carriers will have until 2011 to join the EU cap-and-trade emissions program whereby they trade pollution allowances—either reduce emissions or buy more credits.

The proposed plan is not without controversy in both Europe and the United States, as well as in the air travel industry at large.

While much depends on particular circumstances, some studies have shown that on average, a typical plane trip for an individual traveler produces approximately an equal amount of greenhouse gas emissions as traveling alone by automobile.

Sources: *New York Times*, *forbes.com*

Mexico City inaugurates new terminal

Business travelers to Mexico City will notice a difference at Benito Juarez International Airport. The airport recently opened a new terminal that is expected to greatly increase passenger capacity—by more than 40 percent.

The new Terminal 2, which cost \$792 million to construct, will be able to accommodate up 34 million travelers a year, a significant increase from the current capacity of 24 million travelers.

Upon completion, the new terminal will also include a hotel, shops, and a parking garage. Airlines expected to use the new terminal include Aeromar, Aeromexico, Continental Airlines, Lan Chile, and Copa Airlines.

Source: *Associated Press*

Government/Legislation

WHTI-compliant driver's licenses to be developed in Canada, United States

At a recent trade symposium hosted by the U.S. Customs and Border Protection agency, Michael Chertoff, U.S. Homeland Security Secretary, stated that enhanced driver's licenses (EDLs), as well as frequent travelers' Nexus cards and American passcards with special identification chips will be accepted for border crossing.

Both Canada and the United States are moving to provide travelers this choice for complying with the Western Hemisphere Travel Initiative (WHTI), which requires passports or other WHTI-compliant documents for travelers crossing U.S. land borders and seaports beginning as early as next year. Air travelers are currently required to have passports.

New York, Arizona, Washington, and Vermont are developing EDLs; Ontario, Quebec, and Alberta are planning to develop them as well. British Columbia and Washington are expected to start a project using them at border points early next year.

The WHTI-compliant EDLs would only be issued to individuals who provide proof of identity, citizenship, and residence. A chip containing additional information would be embedded into the license. EDLs will cost more than a standard license.

Chertoff acknowledged that the transition is going to be inconvenient but that under the new plan border agents will be able to swipe a card and access information more quickly, in what he called "an efficient but more secure way of checking at the border." Chertoff stated that both governments believe flow, security, and efficiency will be improved with EDLs.

Sources: Canadian Press, Travel Weekly

Fewer delays, more passenger protections may be reality by mid-2008

Last month U.S. President George W. Bush made several proposals for improving the state of domestic air travel by summer 2008, and has assigned specific government officials to further investigate and make recommendations.

Specifically, the President proposed:

- Doubling the compensation provided to travelers who are forced to wait more than two hours before being re-accommodated on another flight
- Evaluating the possibility of requiring airlines to help stranded passengers
- "Congestion pricing," which would charge airlines higher fees for taking off and/or landing during peak times and/or at over-crowded airports like New York's John F. Kennedy International
- Requiring airlines to provide the Department of Transportation more detailed information about why specific flights are delayed
- Evaluating the possibility of imposing penalties to airlines who operate "chronically delayed flights"

The modernization of the United States' air traffic control system has been a large source of debate in relation to flight delays and cancellations. The Bush administration has submitted to Congress a bill that would update aviation technology through the adoption of Global Positioning System (GPS) technology.

Sources: Business Travel News, The Associated Press, The Los Angeles Times

Technology

Wi-Fi available at rail stations

Amtrak has installed T-Mobile HotSpot wireless Internet service at five stations in the Northeast United States, giving access to all passengers for the first time. The service is available at Washington Union Station, Baltimore Penn Station, Wilmington Station, Philadelphia 30th Street Station, and New York Penn Station.

According to Amtrak, the new service will provide reliable and secure wireless Internet access to customers. Wireless Internet access has proven to be a service valued by business travelers as they attempt to stay connected while on the road.

Sources: USA TODAY, Amtrak.com

Industry Trends/Innovations

Outdoor fitness a growing trend with business travelers

Business travelers spend a lot of time in airplanes, boardrooms, and hotels. Therefore, it is no surprise that an outdoor workout (depending on the destination) is becoming a growing trend with business travelers. Many road warriors agree that fresh-air fitness is indeed a good remedy for work-related stress.

Websites that cater to fitness minded business travelers come loaded with valuable information – including where to find the best jogging/hiking trails, which hotels provide state-of-the-art fitness equipment, contact information for local running groups, and healthy restaurant recommendations.

AthleticMindedTraveler.com is a subscription-based Website that provides recommendations for health clubs, running routes and other fitness information in a variety of cities. Travelers preferring to map their own running routes, without a fee, can do so at www.MapMyFitness.com. As the main hub, www.MapMyFitness.com offers five additional sites that cater to individual activities – www.MapMyRun.com; www.MapMyRide.com for cyclists; www.MapMyWalk.com; www.MapMyHike.com; and www.MapMyTri.com for triathletes.

Another resource for athletic travelers is the book, *“Fitness for Travelers: The Ultimate Workout Guide for the Road”* by Suzanne Schlossberg.

With a little research, business travelers can explore a variety of workout options. Whether they want to run along the waterfront or past famous monuments, each destination has something unique to offer the health-conscious business traveler.

Source: *MSNBC.com*