

CT Business Travel Helps Passengers Caught In Heathrow Closure

Submitted by: CT Business Travel

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CT Business Travel (<http://www.ctbusinesstravel.co.uk>) activate their emergency procedure to help return 30 US citizens, stranded in the UK after attending their company's Christmas party.

UNIGLOBE CT Business Travel, a leading UK business travel agent (<http://www.ctbusinesstravel.co.uk/business-travel-agents/>) and corporate travel specialist quickly initiated its emergency contingency procedures when the UK's travel infrastructure was brought to its knees during the horrendous snow storms and the big chill that ensued a week before Christmas.

Whilst the company was faced with solving many passengers' specific travel woes, CT Business Travel's key priority was ensuring they were available 24/7, so passengers could easily call and speak with their specialist staff no matter the time of day. By having an effective home working infrastructure, CT Business Travel was able to answer calls around the clock, with staff taking calls in the office by day, and at home by night. This meant passengers could talk with the company to help resolve their travel problems brought on by the terrible weather, and also allowed CT Business Travel to manage their expectations as best as possible.

Out of the countless bookings affected by the weather, one particular booking which proved tricky to solve was a group of thirty passengers who visited the UK from New York to attend their company's Christmas party. The global business, whose headquarters are in the UK, decided to fly in their US team to attend its Christmas party on the Thursday evening, 16th December.

Their return flight was due to depart from Heathrow on Friday 17th December, but due to the heavy snowfall, Heathrow was closed. CT Business Travel attempted to get the group rebooked on flights departing to New York on Saturday, Sunday and Monday without success. Eventually CT Business Travel took decisive action taking the group by coach to Frankfurt, where they departed on Tuesday 21st December in time for spending Christmas back at home.

Mark Kempster, UNIGLOBE CT Business Travel's Managing Director commented, "The number of people affected by the snow and freezing conditions was immense, which meant our phone lines were constantly ringing with passenger problems. However, as opposed to some of the large airlines who simply couldn't cope with the volumes of affected passengers trying to contact them, we were able to successfully implement our emergency contingency plans to help support and resolve the problems our passengers faced. We could not have successfully achieved this without the loyalty and dedication of our staff who all went well beyond the call of duty".

CT Business Travel is a member of UNIGLOBE, based in Tunbridge Wells, Kent, they provide travel management (<http://www.ctbusinesstravel.co.uk>) services to an impressive range of clients throughout the UK and overseas. For more information about the services they provide call 01892 673 427.

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