

Databank

The world's most expensive cities

Norway, Switzerland and Australia are the most expensive countries in which to stay for any length of time, according to the Numbeo.com website. The costs of 45 goods and services,

ranging from restaurant meals and taxi fares to groceries and short-term apartment rentals, are weighted against New York prices, which are given a nominal index "score" of 100, and against

US dollar and euro currency fluctuations. The cheapest place to stay, according to Numbeo, is Manila, which scored a mere 47.34 points.



IATA airlines 2011 growth report

RPK = Revenue passenger kilometres ASK = available seat kilometres (measure of overall capacity)

INTERNATIONAL	RPKs	ASKs	LOAD FACTOR
Africa	+2.3%	+4.4%	67.2%
Asia Pacific	+4.1%	+6.4%	75.9%
Europe	+9.5%	+10.2%	78.9%
Latin America	+10.2%	+9.2%	77.2%
Middle East	+8.9%	+9.7%	75.4%
North America	+4%	+6%	80.7%
All international	+6.9%	+8.2%	77.4%
Domestic	+4.2%	+3.1%	79.3%
Global total	+5.9%	+6.3%	78.1%

Source: IATA

11.8%

Year-on-year average rate rise at Millennium & Copthorne's London hotels in 2011, which helped increase its profits by more than 50%

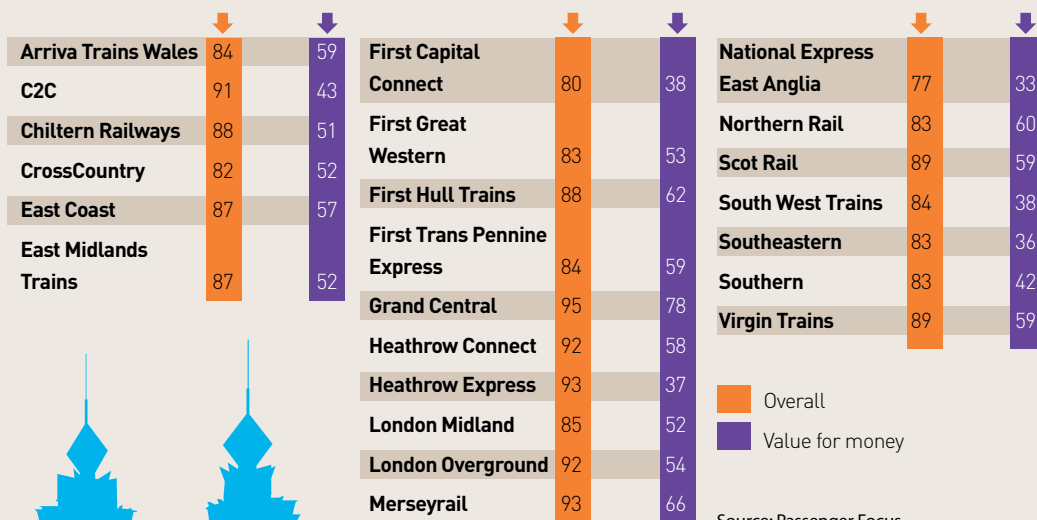
GTMC REPORT: MEMBERS' TRANSACTIONS DURING 2011

The biggest year-on-year rise was a 21.1% increase in car hire transactions, in Q4

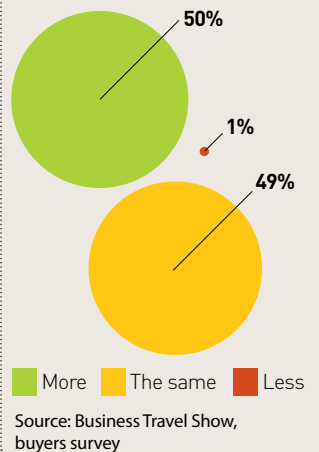
	AIR	HOTEL	RAIL	CAR HIRE	OTHER	TOTAL
Q1/10	1,658,764	848,752	1,157,643	45,013	112,744	3,822,916
Q1/11	1,812,838	972,075	1,262,557	49,618	105,525	4,202,613
+/-	+9.3%	+14.5%	+9.1%	+10.2%	-6.4%	+9.9%
Q2/10	1,551,159	819,608	1,108,554	68,891	90,028	3,638,240
Q2/11	1,638,796	883,682	1,087,307	75,925	95,129	3,780,839
+/-	+5.6%	+7.8%	-1.9%	+10.2%	+5.7%	+3.9%
Q3/10	1,519,529	940,017	1,030,723	65,679	83,409	3,639,357
Q3/11	1,612,355	955,731	1,062,559	76,151	88,897	3,795,693
+/-	+6.1%	+1.7%	+3.1%	15.9%	+6.6%	+4.3%
Q4/10	1,513,031	986,005	1,060,145	61,026	172,858	3,793,065
Q4/11	1,509,384	1,044,833	1,093,398	73,907	176,607	3,898,129
+/-	-0.2%	+6%	+3.1%	+21.1%	+2.2%	+2.8%
CY10	6,242,483	3,594,382	4,357,065	240,609	459,039	14,893,578
CY11	6,573,373	3,856,321	4,505,821	275,601	466,158	15,677,274
+/-	+5%	+7%	+3%	+15%	+2%	+5%

Source: Guild of Travel Management Companies

TRAIN PASSENGER SATISFACTION LEVELS (%)



How frequently are you using travel alternatives compared to one year ago?

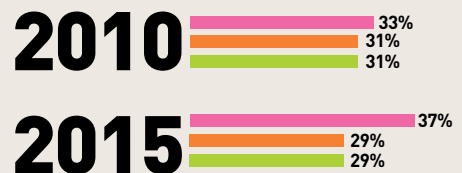


355 metres 1,164 feet

The height of the 1,608-room JW Marriott Marquis Dubai, opening later this year. The tallest dedicated hotel building in the world will be just 26 metres, or 85 feet, shorter than New York's Empire State Building.

Source: Marriott International

AVIATION MARKET SHARE BY REGION



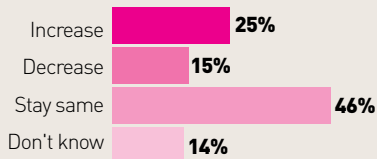
Source: IATA

63%

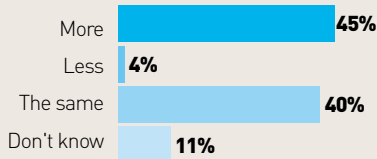
The share of online bookings expected to go through supplier websites, rather than through online travel agencies, this year.

Source: PhoCusWright

HOW WILL YOUR BUDGETS CHANGE FOR 2012?



WILL YOU USE TRAVEL ALTERNATIVES MORE OR LESS?



Source: Business Travel Show, buyers survey

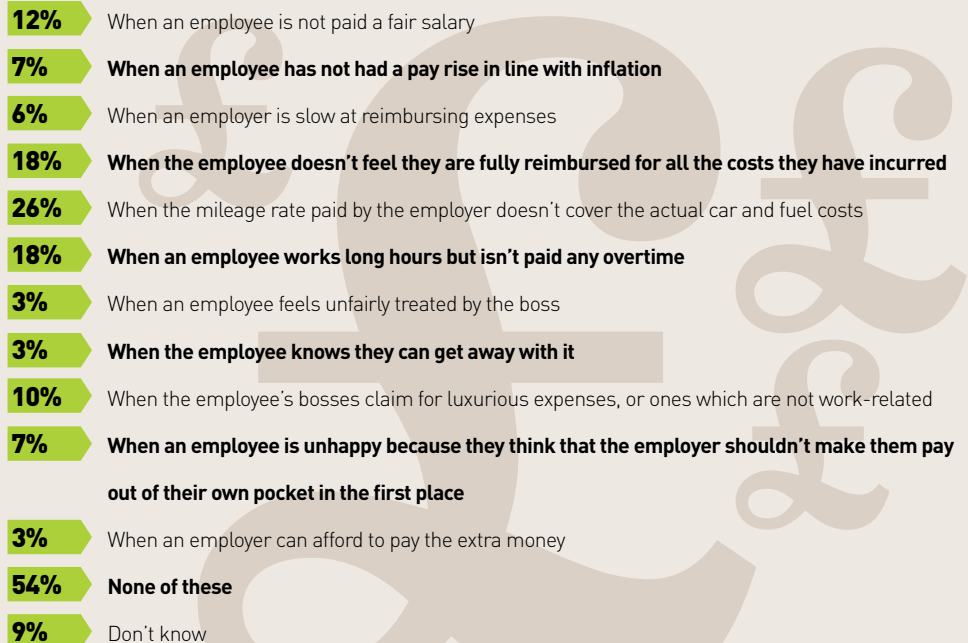
A **YouGov** survey for expense management specialist **Concur** reveals that with the nation feeling the pinch, people see expense fiddling as a legitimate way of supplementing their salary.

Mileage is the biggest area of potential expense fiddling, with 26% judging it acceptable to exaggerate expense claims when the "mileage rate paid by the

employer doesn't cover the actual car and fuel costs".

Young people aged 18-24 are most likely to condone expense fiddling: 28%, compared with 15% of those between 45 and 54, and 12% of over 55s. While 76% of workers say fiddles are never acceptable, 12% of employees believe exaggerating a claim by up to 10% is OK, with 4% condoning anything between 11% and 20%.

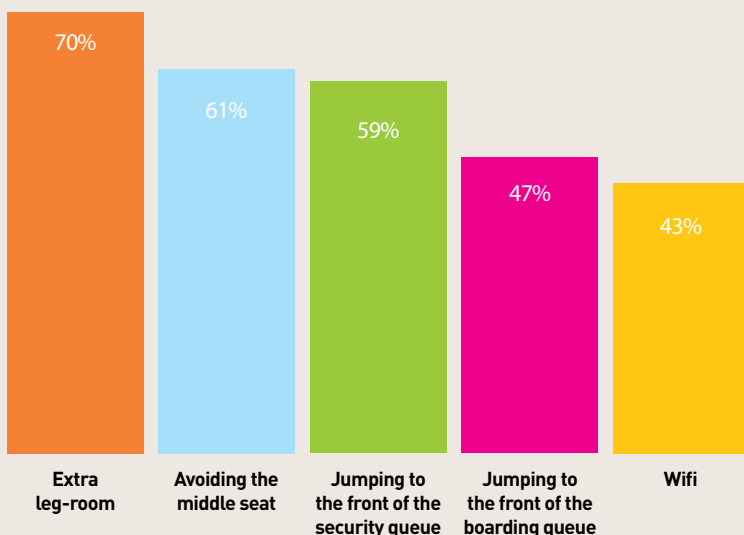
WHEN IS IT ACCEPTABLE FOR PEOPLE TO EXAGGERATE THEIR EXPENSE CLAIMS?



Source: Concur/YouGov

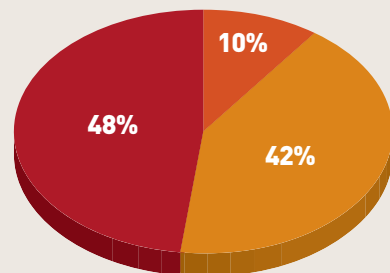
TOP 5 WANTS FOR FLIGHT COMFORT AND CONVENIENCE

Top five things business travellers want to improve their flight



Source: Egencia

Do you condense travel into a single day to avoid hotel stays?



Source: Egencia

€1.5 billion

The predicted combined 2011 pre-tax profit of the 35 members of the Association of European Airlines – three times the previous year's total. Four carriers have still to finalise their figures, but the 31 that have done their sums last year carried 363 million passengers.

Source: AEA