

# Core Service vs. Elite VIP Service Comparison



## CORE SERVICE

- ✓ All methods of contact (phone, email, chat)
- ✓ Air/Car/Ground Transportation/Hotel/Train Reservations
- ✓ Assistance with policy adherence
- ✓ Offering lowest applicable rates & preferred supplier management
- ✓ Refund / Exchange / Void Assistance
- ✓ Confirmed Seat Assignments
- ✓ Notification and ticket management of airline schedule changes
- ✓ Unused ticket tracking
- ✓ Soft dollar application management
- ✓ Management and ticketing of allotted airline credits
- ✓ Processing of automated airline upgrades
- ✓ Security risk management alerts
- ✓ Online booking tool integration and navigation assistance

## ELITE VIP SERVICE

- ✓ All methods of contact (phone, email, chat)
- ✓ Air/Car/Ground Transportation/Hotel/Train Reservations
- ✓ Assistance with policy adherence
- ✓ Offering lowest applicable rates & preferred supplier management
- ✓ Refund / Exchange / Void Assistance
- ✓ Confirmed Seat Assignments
- ✓ Notification and ticket management of airline schedule changes
- ✓ Unused ticket tracking
- ✓ Soft dollar application management
- ✓ Management and ticketing of allotted airline credits
- ✓ Processing of automated airline upgrades
- ✓ Security risk management alerts
- ✓ Online booking tool integration and navigation assistance

## CORE VS. ELITE VIP

CORE SERVICE	ELITE VIP SERVICE
✓ Visa and passport notifications	✓ Visa and passport notifications
✓ Non-refundable ticket travel reminders	✓ Non-refundable ticket travel reminders
✓ International rate desk fare review	✓ International rate desk fare review
✓ Adelman private fare offerings	✓ Adelman private fare offerings
✓ Fare matching	✓ Fare matching
✓ Quality assurance of booking - mileage numbers, seats, accuracy	✓ Quality assurance of booking - mileage numbers, seats, accuracy
✓ Vendor issue resolution assistance	✓ Vendor issue resolution assistance
✓ Notification of travel disruptions (strikes, restrictions, embargos, travel bans)	✓ Notification of travel disruptions (strikes, restrictions, embargos, travel bans)
✓ High level of international knowledge and expertise	✓ High level of international knowledge and expertise
✓ Access to Adelman Vacation Advisor for leisure travel	✓ Access to Adelman Vacation Advisor for leisure travel
✓ "Know before you go" information	✓ "Know before you go" information
x Access to VIP Vacation Advisor for leisure travel	✓ Access to VIP Vacation Advisor for leisure travel
x Higher level of service and industry experience	✓ Higher level of service and industry experience
x VIP level customer service & accountability	✓ VIP level customer service & accountability
x Lost luggage assistance	✓ Lost luggage assistance
x Traveler profile updates	✓ Traveler profile updates
x Priority waitlist monitoring	✓ Priority waitlist monitoring

## CORE VS. ELITE VIP

CORE SERVICE	ELITE VIP SERVICE
x Spouse and family reservation coordination	✓ Spouse and family reservation coordination
x Private / charter airline booking	✓ Private / charter airline booking
x Dedicated team 24x7	✓ Dedicated team 24x7
x Personalized distribution of travel itinerary	✓ Personalized distribution of travel itinerary
x Personal mileage redemption	✓ Personal mileage redemption
x Miles purchase assistance	✓ Miles purchase assistance
x Distruption services, itinerary monitoring & action	✓ Distruption services, itinerary monitoring & action
x Traveler interview to define travel preferences, frequent traveler data, personal traveler data	✓ Traveler interview to define travel preferences, frequent traveler data, personal traveler data
x Concierge services (scheduling, tee times, dinner reservations, spa, theater tickets, etc)	✓ Concierge services (scheduling, tee times, dinner reservations, spa, theater tickets, etc)
x Emergency assistance - accident assistance	✓ Emergency assistance - accident assistance
x Airport meet & greet service	✓ Airport meet & greet service
x Concierge level passport & visa assistance	✓ Concierge level passport & visa assistance
x Provision of city / designation information	✓ Provision of city / designation information
x Conference room arrangements	✓ Conference room arrangements
x Black car service arrangements	✓ Black car service arrangements
x Club lounge access requests	✓ Club lounge access requests
x Dedicated VIP phone and email contact	✓ Dedicated VIP phone and email contact

## CORE VS. ELITE VIP

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CORE SERVICE	ELITE VIP SERVICE
x TSA travel assistance for special circumstances	✓ TSA travel assistance for special circumstances
x Flight check-in	✓ Flight check-in
x Luggage services	✓ Luggage services
x Elite welcome package	✓ Elite welcome package
x Additional customization available	✓ Additional customization available