



**Travel
Services**
Representative

Business Travel Update – November 2008

WANT MORE INFO?

If you know of a company that would like to learn more about Milne Travel American Express and our Business Travel Management Programs, please contact:

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AIR NEWS

Delta completes acquisition of Northwest

WASHINGTON - Delta Air Lines has completed its \$2.8 billion deal to acquire [Northwest Airlines](#), creating the world's biggest carrier.

The announcement late Wednesday marked a swift conclusion to the deal. Earlier in the day, the Justice Department granted antitrust approval, and a lawyer for 28 air travelers who had sued to block the deal said the parties had settled the case. [\(Read More\)](#)

Delta Aligns Policies and Fees to Offer Consistency for Customers Traveling on Delta- and Northwest-Operated Flights

Delta Air Lines (NYSE: DAL) today announced the alignment of policies and fees for customers traveling on Delta- and Northwest- operated flights as the airline works to ensure a seamless and consistent customer experience during the integration of the two carriers. [\(Read More\)](#)

Airport Check-in: Cap lifted on Chicago O'Hare flights

The cap on flights at Chicago O'Hare— one of the nation's most delay-plagued airports — was lifted last week, allowing the airport to increase service. The Federal Aviation Administration set the cap, which limited the airport to 88 flights per hour, to expire at the end of October 2008 in anticipation of a new runway that will open on Nov. 20. Don't expect a sudden increase in flights though, because many of the airlines, including United and American, are cutting back at O'Hare and will likely not ratchet up their operations until economic conditions improve. [\(Read More\)](#)

American AAdvantage Reduces Mileage Accrual, But Drops FF Booking Fee

American Airlines' AAdvantage no longer offers minimum mileage guarantee for its non-elite status members for shorter flights on American Airlines, American Eagle, AmericanConnection, OneWorld member airlines, AAdvantage participating airlines as well as rail service and code share service booked under an AA flight number. Customers now will earn AAdvantage miles only for the actual miles flown or, in some cases, for the applicable percentage of miles flown. But, in a give-back for travelers, American has eliminated the \$5 fee to book frequent flyer miles. (Source: American Airlines press release).

New Delta Three-Tiered Award Structure Gives More Flexibility for Redeeming Miles

Delta Air Lines new three-tiered Award structure allows customers to combine dates, as well as Economy, First and BusinessElite cabin seating at various mileage levels to create their itineraries. SkyMiles members also are able, once again, to use miles to book the last seat on a flight. For booking a round-trip flight, tiers now start at 25,000, 40,000 and 60,000 miles rather than 25,000 and 50,000 miles. Customers may search for and book Award Travel using the new structure online. Members can earn miles with Delta, Delta Shuttle, the Delta Connection carriers, Delta AirElite and other SkyTeam airlines as well as with more than 100 partners, including the Delta SkyMiles Credit Card from American Express. (Source: Delta press release)

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(914) 761-6790

American Offers Priority Check-in and Boarding to Elite and Premium Travelers at JFK

American Airlines is now offering PriorityAAccess privileges at John F. Kennedy International Airport to AAdvantage elite status members, First and Business Class travelers, AAirpass customers, and full-fare Economy Class customers. They get a dedicated check-in area at the ticket counter, go through exclusive security screening lanes and have a separate boarding lane at JFK departure gates. Signs clearly mark special check-in areas and security lanes. Priority AAcess security lanes are also available at Dallas/Fort Worth, Chicago O'Hare, Miami, Los Angeles, New York La Guardia, St. Louis, San Francisco, Boston and San Juan, Puerto Rico. (Source: AA press release).

Global Entry Program Speeds Frequent Travelers Through Passport Control at Chicago

US. Customs has opened Global Entry centers at Chicago O'Hare International to expedite international arrival processing for returning U.S. citizens and lawful permanent residents. Global Entry travelers go to a special kiosk and insert their U.S. passports or lawful permanent resident cards into a document reader. The kiosk will direct travelers to provide digital fingerprints and will compare that biometric data with the fingerprints on file. Global Entry is in place at JFK, George Bush Intercontinental in Houston and Washington Dulles airports. (Source: U.S. Customs and Border Protection press release).

TSA, Continental Test Paperless Boarding in Cleveland

The Transportation Security Administration (TSA) and Continental Airlines are testing Paperless Boarding Passes at Cleveland Hopkins International Airport. The boarding passes are passengers' cell phones or PDAs. The passes have bar codes and passenger and flight information; security officers check them with handheld scanners. (Source: Continental press release).

TSA Expands Self Select Lanes to Newark

The Transportation Security Administration has expanded its Self-Select Lanes to Newark International Airport; 44 airports now have these lanes, which direct travelers based on their travel needs and knowledge. Casual are for less frequent travelers, Family/Special Assistance for those traveling with small children or strollers or with elderly people or those who need special assistance. (Source: TSA press release).

HOTEL NEWS

New Orleans Roosevelt to Reopen as Waldorf-Astoria Collection

The historic Roosevelt Hotel in downtown New Orleans, shuttered since Hurricane Katrina, is reopening as a Waldorf=Astoria Collection Hotel this spring after a \$135 million renovation. First opened in 1893, the 505-room hotel will have 125 suites, fine dining and cocktail venues, state-of-the-art meeting and convention rooms, a 12,000-square-foot spa and business center. ([Source: Waldorf=Astoria press release](#)).

Staybridge Suites Opens in Las Vegas

A 118-room Staybridge Suites has opened in Las Vegas four blocks from the Las Vegas Strip. The all-suite property has studios and one-bedrooms with fully equipped kitchens. Amenities include daily breakfast buffet, guest laundry, workout facilities, wireless internet, a business center and guest library, all free, as well as a 24-hour convenience store. It has meeting space and a Staybridge Outdoor Living room with poolside cabanas, a fire pit and grills. ([Source: Staybridge press release](#)).

CAR RENTAL NEWS

Hertz Ups Rates across the Board

Hertz has increased prices by an average of more than ten percent in North American airport markets, five percent in U.S. off-airport markets and about ten percent in European airport and downtown markets. The increases translate into about \$5 per day in U.S. airport markets. Negotiated contract rates are not affected. ([Source: Hertz press release](#)).

National Introduces Toll Pass Pilot Program

National Car Rental is introducing a Toll Pass Pilot program in Newark, using the E-Z Pass electronic toll payment system. In coming months, the program will be expanded to National's sister company, Alamo Rent A Car, and will be offered in additional states, including Delaware, Florida, Illinois, Indiana, Maine, Maryland, Massachusetts, New Hampshire, New York, Pennsylvania, Texas, Virginia and West Virginia. (Source: National press release)

INDUSTRY NEWS

Booking Business Travel via the Internet

For the past seven years Topaz International has conducted comparative studies of airfares between actual corporate travel management company booked itineraries and various public internet sites. By exactly replicating business trips on public booking sites, like Orbitz, Expedia, Travelocity, and airline direct websites, we are able to compare low fare performance. The results from 2007 found that business travel itineraries booked by a designated corporate travel management company averaged \$56 less than the exact same itinerary booked on a public internet site. ([Read Entire Article](#))

Spotlight On...Record Airfares

If it feels as though you're paying more than ever for airfares, it's because you are. Average domestic fares in the second quarter of this year are higher than for any quarter for the past 13 years, according to the Department of Transportation.

- Average domestic fares are up 8.1% from the second quarter of 2007.
- The second quarter average 2008 fare was up 14.7% from the second quarter post 9/11 low of \$307 in 2005.
- Average fares increase 18.5% from the second quarter of 1995, compared to a 44.5% cumulative inflation rate.

[Source: DOT Bureau of Transportation Statistics press release](#)

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