

Business Traveller - UK - August 2012

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“The current issues over waiting times at Heathrow Airport’s border control – often characterised as a particular problem for business, given the travellers who use the airport and concerns over the ‘impression’ that it gives potential investors in the UK’s economy – is a particularly good opportunity for international rail, which can boast far shorter waiting/processing times. Eurostar has until 2015 to profit from this advantage on its own terms, at which point competition, in the shape of German rail operator Deutsche Bahn, comes to the Tunnel – and with that, less control over ticket prices (as the supply/demand equation changes) becomes increasingly likely.”

– Tom Rees, Senior Travel and Tourism Analyst

In this report we answer the key questions:

- What does the UK’s reliance on the European market mean for business travel?
- Will videoconferencing encroach further on business travel in future?
- Will domestic rail continue to be the cost effective option for UK business travellers?
- How can operators capitalise on business travellers’ love affair with smartphones?
- How will the growth of an older working population change overseas business travel?

This report examines business travel by UK residents, both within the UK (domestic) and going overseas. Such travel can include business meetings, incentive trips and attending conferences/exhibitions.

- **tourism** is any travel, which involves an overnight stay away from home.
- a **holiday** can be distinguished from other leisure travel such as visits to friends and relatives (VFR) or shopping trips.
- a **long holiday** is a holiday of four nights or more away from home; a **short break** is a holiday that involves one to three nights away.
- **short-haul** refers to air holidays within Europe. **Long-haul**, therefore, refers to holidays outside Europe.
- an **inclusive tour**, or **package holiday**, is defined as the simultaneous sale of at least two elements of a holiday to the traveller. Elements, such as meals or excursions, are not essential to the definition of an inclusive tour. The term ‘**all-inclusive**’ is used to describe a special type of resort holiday in which food, drink, excursions and other services are included.
- an **independent holiday** is one in which the traveller organises and books transport and accommodation from separate sources.
- **seat-** or **flight-only** is a type of independent holiday.

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