

Corporate Policies

SECTION: GENERAL	DEPT: Business Development & Public Relations	
SUBJECT: Travel Agency of Record		
POLICY NO. 14.11.0	SUPERCEDES POLICY DATED: New	PAGE: 1 OF 3
EFFECTIVE DATE: July 1, 2002	APPROVED Council BY: AF-065-2002	APPROVAL DATE: June 24, 2002

POLICY STATEMENT:

The City of Brampton shall utilize the services of a travel agency of record as the single point of planning, booking and customer service for City travel activities in Ontario, Canada and abroad.

PURPOSE:

The purpose of this policy is to provide City of Brampton staff with a procedure for purchasing travel services through a corporate travel agency of record.

SCOPE:

The range of travel services includes the purchase of airline tickets; rail/bus tickets; accommodation; travel/health insurance; ground transportation at destination such as chartered vehicle services; consultation on travel objectives and local conditions (such as currency; time transfer; restaurant selection; etc.). Services include regional, national or international travel.

Exceptions

1. Members of Council are welcome to use the travel agency of record, but this policy only applies to City of Brampton departments.
2. Pre-packaged itineraries/programs whereby flight, accommodation and ground transportation is coordinated by block purchases through a conference agency of record (or parts thereof) is excluded from this policy. In this case the department will log travel expenditures and forward to the Finance Department.
3. Single day or overnight accommodation/car rental bookings in the GTA and Ontario. These reservations are deemed minor and can be made directly with the hotel/car rental of choice by staff.



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PROCEDURE:

1. Travel Choice shall be the Corporate Travel Agency of Record for the staff of the City of Brampton for a period of two years. The policy will be monitored regularly and a full evaluation will occur in three years.
2. All travel plans for staff shall be purchased through the agency of record. (An account executive team has been assigned to the City of Brampton by the firm Travel Choice American Express). This account executive team shall be the single point of contact for the City of Brampton.
3. As the client of Travel Choice, each department shall designate one or more administrative staff to arrange travel plans with the account executive at Travel Choice. These relationships shall be managed by the firm Travel Choice American Express.
4. Each department is responsible for ensuring full or partial refunds are received on all travel cancellation. Travel credits (resulting from cancellation) are discouraged, however if necessary they should be used or reassigned before the end of each calendar year.
5. Each department shall coordinate its own travel payments according to the City of Brampton Purchasing Policy. Collection of frequent flyer credits by the City is being pursued. Accordingly, personal collection of frequent flyer credits by employees is not permitted.
6. The agency of record shall provide the City of Brampton with regular account statements.

ACCOUNTABILITY:

Each department shall designate a travel planner who will contact the agency of record directly to plan travel activities on behalf of their department. Departmental representative(s) shall participate in a two-hour orientation session to meet the agency of record and understand the method by which travel services will be purchased.

ADMINISTRATION:



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The travel agency of record shall be selected every 2-years by the Business Development & Public Relations Department and the Purchasing Division. The Finance Department shall manage the administrative tracking procedures with the departmental travel planners. The policy shall be maintained by the Business Development & Public Relations Department.

CONTACT:

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