

# CWTSatoTravel Compass

Quarterly newsletter providing industry information and advice for government travel managers

**Dollar Rent A Car and Thrifty Car Rental are pleased to announce an increase in the Gift Card Government Rewards Programs.** Beginning May 15, 2012 the Rewards Program will increase from \$5 per rental to **\$10 per rental**. The relationship with CWTSatoTravel is important to Dollar Rent A Car and Thrifty Car Rental. We're excited to improve upon a program that expresses our appreciation for CWTSatoTravel customers.



**You do more for your country.  
Let us do more for you.**

Go to [www.govrewards.dollar.com](http://www.govrewards.dollar.com)

When you rent from Dollar beginning 5/15/12, you will receive a \$10 Amazon.com Gift Card\* Code that can be redeemed for millions of items at Amazon.com. Just enter the rental agreement number on the website. Combine them, they never expire.

*This program is for official government rentals only.*



When you rent from Thrifty beginning 5/15/12, you will receive a \$10 Amazon.com Gift Card\* Code that can be redeemed for millions of items at Amazon.com. Just enter the rental agreement number on the website. Combine them, they never expire.

*This program is for official government rentals only.*

**We Salute You.  
We Thank You. We Reward You.**  
Go to [www.govrewards.thrifty.com](http://www.govrewards.thrifty.com)



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Thrifty features a wide selection of quality vehicles. ©2012 Thrifty Rent-A-Car System, Inc. All rights reserved.

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June 2012

## CWTSatoTravel Hotel Program Delivers Choice, Value and Support

CWTSatoTravel has successfully served the U.S. military and government for nearly 60 years; establishing a reputation for quality travel management services.

A dedicated travel leader for the U.S. military and government, we are pleased of the continued success of the CWTSatoTravel Government Rates Hotel Program.

Providing negotiated rates for military and government travelers, our hotel program offers travelers choice with more than 13,000 quality, FEMA-certified hotels. Our negotiated rates are at or below federal per diem and audited several times a year to assure that the traveler receives the best government rate available. Rates are audited to ensure there are no hidden property fees, no booking fees and often include negotiated value-added amenities

like breakfast, Wi-Fi and parking at no additional cost.

In addition, all participating hotels offer a 4 p.m. cancellation policy on the day of arrival for U.S. domestic properties and a 24-hour cancellation policy for non-U.S. properties.

When booking a hotel through CWTSatoTravel, travelers not only save time and money but also receive the benefit of:

- Large selection of brands and properties
- No early departure fees
- Being located and assisted in the event of an emergency during travel
- After-hours traveler support
- Value-added amenities

As a company, CWTSatoTravel is committed to work with our government clients to

ensure travel dollars are spent as efficiently as possible while providing the continued quality and satisfaction our travelers are accustomed to.



As the nation's leading provider of travel management and fulfillment services to the U.S. government, CWTSatoTravel provides an array of travel services, including airline, hotel, train and car reservations for business and personal travel; leisure tours and cruises group/meeting planning; consolidated management reporting; emergency response; and, more.

To find out more on how the CWTSatoTravel Hotel Program can take the legwork out

## Taking Leave with SatoVacations

If you are familiar with CWTSatoTravel, you already know that we have served the military and government for a long time. You are our most valued customer, and everything we do is with you in mind. That is why we developed our leisure travel division, SatoVacations. We believe our customers should be rewarded for their service to our country and SatoVacations strives to do just that.

We are veterans when it comes to working with the military, and travel suppliers know it. They listen when we say "our active-duty and retired military customers deserve an exclusive discount for their service to our country." Check out a snapshot of our military discount program partners.

Sandals

SuperClubs

TRAFALGAR

COSMOS

Carnival

NCL NORWEGIAN CRUISE LINE

PRINCESS CRUISES

Beaches

COLLETTE VACATIONS

GLOBUS

AVALON WATERWAYS

Royal Caribbean

Celebrity Cruises

Funjet Vacations

Our commitment to developing our agent's knowledge through continuing education programs ensures they are true leisure travel experts. Let's face it – your experience starts with ours. Our agents receive daily communications on the most current product information and are able to distill it on your behalf. They'll read the fine print on restrictions and penalties and can offer you our exclusive travel protection plan which includes coverage for changes to your official orders.

We continue to be committed to an outstanding travel experience, providing the expertise, product and services that you expect and deserve! Stayed tuned for a spotlight on special offers for civilian government travelers in the next issue.

Sign-up [HERE](#) to get your travel news delivered to your inbox!

## Did You Know: Tips to Avoid Airport Taxi Scams

Sean O'Neill, a contributing editor with Budget Travel, recently published a blog post on how to avoid airport taxi scams. While traveling, this is most likely the last thing you consider when preparing for a trip. According to O'Neill, "in 2010, authorities in New York City had to arrest 59 cabdrivers who were busted ripping off passengers." Read below for seven tips "to avoid getting 'taken for a ride—literally.'"



1. Before you reach your destination, ballpark how much your airport cab ride should cost. Ask friends, check a guide book, or look at the lists of typical route rates on [Taxi Prices](#) or [Price of Travel](#).
2. Before you leave the airport, get local currency in small bills and coins. A common ruse by cabbies is to claim they don't have the change to break large bills, prompting you to overpay.
3. Download free apps to help you look up licensed cabs on the fly. For example, [Taxi Magic](#) works in more than 25 US cities (free, iPhone/iPad, Android, Blackberry, Palm; [taximagic.com](#)).
4. Only take licensed taxis. These are regulated and require drivers to show a license with a photo. The riskiest rides are with drivers who hang out at airports without official identification. Some of these have extorted passengers for hundreds of dollars, holding their luggage hostage.
5. Agree to a price before you get into the car. And make sure it includes your whole group and the cost of luggage, not per person.
6. Look at a map ahead of time if you're going somewhere complicated. When a driver has a wide choice of routes, he or she may be tempted to take you the long way around to puff up the fare. One way to avoid this ruse is to show the driver the route you would like to follow on a map. This move can be a polite way of showing that you know where you're going and how long the trip should take without overtly antagonizing the cabbie.
7. Don't insult the cabbie by accident. If you assume the worst from the start, you may insult the cabbie, which can create its own problems."

Source: [blog.budgettravel.com/budgettravel/2012/01/how\\_to\\_avoid\\_airport\\_taxi\\_scam.html](#)

## Let's Talk Loyalty: Hilton HHonors™

Hilton HHonors™ is Hilton's exclusive membership program where travelers can earn both Points & Miles® for stays at 3,750 hotels worldwide or airlines miles with more than 50 airline partners.

Points are earned through hotel stays, with participating credit cards or by purchasing them outright. Hilton HHonors members receive exclusive benefits to help streamline travel giving you the attention that you deserve. With four membership levels, Hilton HHonors have something for everyone. [Learn more!](#)

## TSA Modifies Screening Procedures in Time for Summer Travel

Having already modified screening procedures for passengers 12 and younger last fall, the TSA recently began rolling out new procedures for travelers 75 and older. Travelers in both age groups may leave shoes and light jackets on when moving through security, pass through imaging technology multiple times and have explosives trace detection used on a wider basis to clear alarms.

Additionally, TSA Pre Check Expedited Screening is now available to qualifying passengers at 15 airports with plans for continued expansion throughout 2012. To apply for this program which expedited screening procedures for members, click [here](#).

To prepare for your summer travel, download the [MyTSA App](#) to access up-to-date TSA information 24/7. Wait time information and a "Can I bring my..." tool to find out if an item is permitted through security is available via the app. To start, here are some items you might need during summer travel:

**Deodorant:** Gel or spray deodorant is limited to 3.4 oz or less. Stick is not.

**Sun Block Lotion:** Lotions and aerosol sprays are limited to 3.4 oz or less. Sticks are not.

**Sporting Goods:** Golf clubs, baseball bats (including the mini slugger bats), crickets bats, bows, arrows, hockey sticks, scuba knives, spear guns, etc. are prohibited from being carried one. These items must be included in your checked baggage.

## Spotlight on Service

"Thank you for your outstanding assistance in making the recent [event] a success. I thought that the event went smoothly, and I much appreciated your help in securing the appropriate flights as well as hotel rooms."

- CWTsatoTravel client