



VIP Traveller Services

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VIP Traveller Services

It is recognized that key individuals within departments and agencies have specialized needs when travelling on business status. The Government of Canada has designated these employees as VIP travellers. VIP travellers and their travel arrangers can make travel arrangements with the Travel AcXess Voyage exclusive VIP Traveller Services desk by calling **1-800-514-3537**.

Please note that this number is reserved strictly for VIP travellers and their travel arrangers and should not be shared with other travellers.

The VIP Traveller Services desk is open Monday to Friday, 8 a.m. to 5 p.m. EST. After 5 p.m. EST and on weekends, calls to VIP Traveller Services are immediately transferred to the Travel AcXess Voyage service desk and are given priority. The staff of the VIP Traveller Services desk is chosen from employees who have demonstrated an exceptionally high standard of customer service. This team provides a wide variety of specialized travel needs, including:

- Organizing complex, multi-city itineraries;
- Securing airline seats or hotel space during heavily booked periods;
- Coordinating destination "meet and greet" services or limousine pick-up; and
- Ensuring advance preparations for meeting facilities.

Additionally, VIP Traveller Services counsellors reconfirm air and hotel reservations directly with the vendor over the telephone. This ensures that special seating, meal or hotel room requests have been arranged. Counsellors will also notify airlines, hotels and other travel suppliers of the traveller's VIP status, in an effort to make available amenities such as upgrades, lounge access or complimentary drink/headset coupons.

Because the VIP Traveller Services counsellors serve a small and specialized group of travellers, they function almost as personal travel arrangers, quickly learning and accommodating the needs, preferences and scheduling constraints of their clients.

Registering as a VIP Traveller

VIP travellers have to be identified by the Senior Full-time Travel Officer (SFTO) in their respective department/agency. SFTOs keep an updated list of VIP travellers in their department and STSI will notify Travel AcXess Voyage if any changes are made to that list. For more information on how to register as a VIP traveller, please contact the SFTO in your department. A full list of SFTOs is included in this briefing package.



About the STSI

The Shared Travel Services Initiative is a Government of Canada initiative jointly led by Public Works and Government Services Canada and the Treasury Board of Canada Secretariat.

More information on the STSI is available at <http://stsi.gc.ca/>, or on the Travel AcXess Voyage portal at <http://travel-voyage.gc.ca/>.