



Group Travel Services

As part of the Travel AcXess Voyage suite of services, Group Travel Services will be available to employees who travel on behalf of the Government of Canada. A fully dedicated Group Travel Services team has been created that specializes in travel for parties of 10 or more travellers.

When Should Travellers / Travel Arrangers Use Group Travel Services?

Employees travelling as a group on the same dates, to the same destination, for the same meeting or event should coordinate their plans through Group Travel Services. All other travel should either use the full service travel agency or the On-line Booking Tool (OBT) once it is launched.

Traveller Benefits

Travellers booking through Group Travel Services realize valuable cost savings through eligibility of group travel rates including additional cost savings achieved through coordinated ground transfers and meeting packages.

Group Travel Services representatives assign one lead agent and a dedicated support team to look after the specific needs of each group and customize the travel requirements to ensure the best available rates and services are procured.

The Group Travel Services department also:

- Facilitates transportation (air, train, land transfers, limousine)
- Books hotel reservations
- Books vehicle rentals
- Secures meeting rooms
- Facilitates on-site meeting coordination
- Manages flight manifests and provides rooming lists

Once travel plans have been established for a group, all requests and changes must be facilitated through the Group Travel Services department.

Government of Canada Benefits

The Government of Canada realizes valuable cost savings when its travellers take advantage of the Group Travel Services department's expertise in searching for the best available rates and services for its travellers.



Key User Instructions

The hours of operation for the Group Travel Services department are: 8a.m. to 8 p.m. EST, Monday to Friday. Travellers calling outside of these hours will be directed to the after hours team for assistance.

To reach the Group Travel Services department:

- Call 1-800-514-3798
- Choose language
- Press 1 for Counsellor assistance/reservations
- Press 3 for to reach the department
- Group Services fax number: 1-866-378-6467

Travel AcXess Voyage

Group Travel Services are being offered through the full service travel agency as part of the Travel AcXess Voyage suite of services. Under the Shared Travel Services Initiative (STSI), the contract for the delivery of government travel services has been awarded to a new supplier, Accenture, and its team of subcontractors --American Express, Concur Technologies and Bell Canada.

When Travel AcXess Voyage is fully implemented, employees will benefit from an automated and integrated travel experience – from start to finish. With a new full-service travel agency, an on-line self-service booking tool, a convenient government travel card, responsive 24/7 traveller support, and eventually, an automated authorization and expense claims processes, employees will be able to manage travel simply and efficiently.