



The best way  
to enjoy your trip

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## WHO ARE WE?

A travel agency with a local identity, created just for you!

Charter Voyages is a limited-liability company established in Geneva in 1970 with the mission of serving its customers' interests in the area of travel organization – both private and business –, through our CB Travel Services (CBTS) department.

Our team, which totals about ten people, is entirely made up of experienced employees who listen carefully to, and serve, our customers with a high-quality service. It's worth noting our team's stability – the average length of service with the company is over 10 years.

This loyalty is recognized and very much appreciated by our customers and business partners.

Our aim is to offer attractive rates in all areas of leisure tourism, business travel and for humanitarian aid players (NGOs).



To meet the specific needs of each of our customers, we're equipped with the best search platforms and have developed high-quality commercial relationships with reliable partners around the world who are also concerned about eco-responsibility.

## A word from our Director and CEO

A happy traveller must remain a travel agency's main source of satisfaction. But our mission doesn't stop there...



*While the desire to offer our customers the best rates was the original reason why our SME was established in 1970, in 2004 we decided to supplement this DNA with the aim of offering our corporate customers a more personalized service combining speed, efficiency and excellent quality! The move gave rise to our business travel department, CB Travel Services.*

*The loyalty of the companies that have trusted us ever since leads us to believe that our philosophy is the right one, and that our dedication to day-to-day detail meets our customers' requirements.*

A handwritten signature in black ink, consisting of a stylized 'A' and 'B' intertwined.

Alain Bost

## CB TRAVEL SERVICES

CB Travel Services specializes in organizing business and humanitarian travel. We make our skills and knowledge available to companies, NGOs and private individuals.



Our responsive and flexible team carefully monitors changes in the travel industry. By doing so, it can provide optimal solutions that enable our customers to benefit from attractive rates tailored to their travel policy, so that they can save time and focus mainly on their core business.



We work to high quality standards and are committed to total discretion and keeping customer data confidential, in accordance with the standards currently in place. These factors are essential to the success of our day-to-day work.



We have an emergency service that operates outside of our office hours on weekdays, public holidays and at weekends. The phone number is indicated on our travel documents.

## MISSION

*«Wherever you go in the world, you can rely on a first-rate business travel service»*

The business travel segment is complex and demanding, requiring a high level of responsiveness and operational solutions supplemented by new technologies in all circumstances.

The success **CB Travel Services** have achieved since 1970 reflects our constant quest for excellence and customer satisfaction in general.



## WHY CHOOSE CB TRAVEL SERVICES?

CB Travel Services relies on four main pillars to ensure a smooth, economical travel experience tailored to your needs.

### OPTIMIZING EXPENDITURE



#### Reducing your costs while facilitating your travel management.

- Integrating and monitoring your travel policy
- Analysis of your expenditure and statistics
- Assistance with negotiating preferential terms with our approved suppliers
- Service charges adapted to market conditions
- Centralizing your expenditure to control and cut your costs
- Transparency

### PERSONALIZED ADVICE



#### Customized support for each stage of your trip.

- Our employees' proactiveness and professionalism
- Direct savings and searches for the best fares/itineraries
- 7/7 and 24/24 emergency service
- CB Travel Services adapt to the specific needs of each of their customers
- A tailored service for all phases of the trip: before, during and after
- Excellent knowledge of the travel industry and the different distribution channels

## PARTNERSHIPS



### Strategic alliances for exclusive benefits.

- A member of IATA
- Serious customer references in the Geneva market
- Affiliated to various organizations: Guarantee Fund, Swiss Travel Federation, Private Travel Agencies in French-speaking Switzerland
- List of approved and eco-responsible suppliers
- GDPR-certified (General Data Protection Regulation)
- CB Travel Services is an agency recognized by numerous national and international partners, enabling you to enjoy added-value benefits and services
- Member of the Swisstainable sustainability program

## TECHNOLOGIES



### Innovative tools to simplify and optimize your journeys.

- **eGlobalfares**  
for airline-ticket pricing in other markets and local currencies
- **Fare Optimizer**  
for automated and optimal fare checking before and after airline tickets are issued
- **Traveller Tracker (Mobile Messenger)**  
a tool for tracking your travellers in real time and receiving alerts linked to various factors (attacks, strikes, climate problems, geopolitics, etc.)
- **Advice** on integrating automated solutions for managing corporate travel expense statements and travel expenditures
- **Tracking** tool for managing refunds of partially- or totally-unused airline tickets
- **Consulting** on how to integrate an online booking tool
- **App Amadeus «Check my Trip»** app to view and track your bookings on your mobile phone

## OUR SERVICES



### AIR TRAVEL

Booking and issuing of airline tickets – IATA public fares, NGO fares, NDC (New Distribution Capability) fares, corporate, low-cost, group and conference/convention fares.

Detailed itinerary planning for: business travellers and NGOs.

Private aviation: private jet reservations and all related services (transfers, catering, etc.).



### HOTELS

Booking of hotel rooms/apartments or other accommodation (e.g. chalets) and price comparisons via different booking channels.

Our partnerships with the largest luxury hotel chains allow our customers to enjoy various free benefits (subject to availability) when they book their stays through us – such as early check-in, late check-out, upgrades and a credit to be used during their stay.



### RAIL TRAVEL

Booking and issuing tickets for rail travel from Switzerland and/or abroad.



### CAR RENTAL

Car rental reservations with our approved suppliers in Switzerland and abroad.



### SHIP

Booking and issuing tickets for ferry crossings. Bookings for cruises, river cruises or private yachts, with or without a skipper/hostess.

### TOURISM

Booking of all-inclusive or customized packages for your leisure travel and comparison with different tour operators according to various criteria of your choice.



### EMERGENCY SERVICE

Assistance 24 hours a day, 7 days a week, at weekends and on public holidays.

### NEGOTIATION

Assistance with, and negotiation of, specific contracts for our corporate clients (e.g. with airlines, hotel chains, car rental companies, etc.).

### VISAS

Advice and information on the formalities for entering a country.

### INSURANCE

Advice on, and sale of, various travel insurance modules with our approved suppliers.

### ANALYSIS, ADVICE AND FOLLOW-UP

Provision and analysis of detailed statistics (e.g. CO2) at the required frequency.

Implementation of travel policies for companies, consulting on everything related to the travel industry.



## TESTIMONIALS

### From a corporate client (SME)

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We've been using CB Travel Services for a number of years to organize travel for the company's employees, and we're absolutely delighted with the services we have received.

The team was extremely professional, responsive and available right from the very first contact.

Their friendliness and attentiveness really made a difference, making every interaction pleasant and smooth.

They are remarkably efficient: all our requests were handled very quickly, and every detail of our trips was carefully attended to.

What's more, the fact that they're accessible 24 hours a day gives us invaluable peace of mind, knowing we can rely on them at any time if we need them.

Our company highly recommends CB Travel Services to anyone looking for a reliable, professional and human travel agency.

A perfect experience from A to Z!

### From a long-standing customer Business travel and tourism

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The reassurance and peace of mind we enjoy when we travel are probably due to the fact that CB Travel Services thought that competency alone was not a guarantee of excellence and decided to add listening, quality, welcome, professionalism and dedication as well. These values, which have become part of our corporate culture, enable us to make the most of every moment of our travel - be it private or business - thanks to always-perfect organization and exemplary availability.

### From the manager of a logistics agency

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Our company has been a customer of CB Travel Services for our business travel for nearly a decade.

Our business involves us making frequent journeys, often planned at the last minute and subject to frequent changes, which require flexibility and availability from our partners.

CB Travel Services enable us to outsource our requests and have them handled efficiently every day of the week, saving us time and money, while enhancing efficiency by using professionals capable of adapting their offers to our needs.





## Local roots - Global vision

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