

## 2018 WINNERS & FINALISTS

### Best Small Hotel Group

- **Jurys Inn Group \*\*WINNER\*\***
- Macdonald Hotels & Resorts
- Principal

### Best Midscale Hotel Brand

- **Premier Inn \*\*WINNER\*\***
- INNSIDE by Meliá
- Jurys Inn
- Novotel

### Best Upscale Hotel Brand

- **Shangri-La Hotels and Resorts \*\*WINNER\*\***
- Mövenpick Hotels & Resorts
- Principal

### Best Serviced Apartment Provider

- **Oakwood Worldwide\*\*WINNER\*\***
- The Apartment Service
- BridgeStreet Global Hospitality
- Go Native
- SACO The Serviced Apartment Company
- SilverDoor Apartments

### Best Corporate Social Responsibility Programme

- **All Nippon Airways (ANA) \*\*WINNER\*\***
- Shangri-La Hotels and Resorts
- Virgin Atlantic
- Virgin Trains East Coast
- Virgin Trains West Coast

### Best Ground Transportation Company

- **Addison Lee Group \*\*WINNER\*\***
- Brunel
- Carey World Wide Chauffeured Services
- CMAC Group
- One Transport
- TBR Global Chauffeuring

### Best Car Rental Company

- **AVIS \*\*WINNER\*\***
- Enterprise Rent-A-Car/National Car Rental
- Europcar Group UK
- Sixt rent a car

### Best Corporate Payment Provider

- **AirPlus International \*\*WINNER\*\***
- American Express
- Barclaycard Commercial Payments

### Best Rail Operator

- **Heathrow Express \*\*WINNER\*\***
- Great Western Railway
- Virgin Trains East Coast
- Virgin Trains West Coast

### Best Short-Haul Airline

- **EasyJet \*\*WINNER\*\***
- BMI
- Flybe
- Lufthansa
- Swiss International Air Lines

### Best Long-Haul Airline

- **Lufthansa \*\*WINNER\*\***
- American Airlines
- All Nippon Airways (ANA)
- Delta Air Lines
- Etihad Airways
- Singapore Airlines

### Business Airline of the Year

- **All Nippon Airways (ANA)**
- Easyjet
- Etihad Airways
- Flybe
- Lufthansa
- Virgin Atlantic Airways

### Best Specialist Business Travel Service

- **Tripbam \*\*WINNER\*\***
- CIBT Visas
- Clarity Hub
- FCM Travel Essentials
- HRS Rate Protector

### Best Travel Technology Product

- **Conferma Connect \*\*WINNER\*\***
- CTM Smart
- Sam - FCM Travel Solutions
- Trainline Mobile Ticketing
- FareIQ - Yapta

### Best Sales Account Management Team

- **Giles Travel \*\*WINNER\*\***
- Clarity
- Corporate Travel Management
- Corporate Traveller
- Premier Inn

### Best TMC (Less than £50m UK annual sales)

- **Giles Travel \*\*WINNER\*\***
- Blue Cube Travel
- NYS Corporate
- Omega Business Travel
- Selective Travel Management

### Best TMC (£50m-£200million UK annual sales)

- **Business Travel Direct \*\*WINNER\*\***
- Click Travel
- Diversity Travel
- Gray Dawes Group
- Travel Leaders UK

### Best TMC (More than £200m UK annual sales)

- **FCM Travel Solutions \*\*WINNER\*\***
- Capita Travel and Events
- Carlson Wagonlit Travel (CWT)
- Clarity
- Corporate Travel Management (CTM)

### Best Self-Booking Tool

- **Minicabit \*\*WINNER\*\***
- Addison Lee
- Click Travel - travel.cloud
- Trips - Redfern Travel -
- SummitQwest



### Rising Star of the Year

- **Amy Hogarth, CTI \*\*WINNER\*\***
- Smaranda Filoti, Unilever
- Patricia Gardiner, Addison Lee Group  
Emma Hitchen, Diversity Travel
- Said Said, Access Bookings

### Travel Buyer of the Year

- **Hannah Richardson, Category Manager Travel & Marketing, KPMG \*\*WINNER\*\***
- Kristian Collard, Global Travel Services Manager, Unilever
- Deborah Leisk, Procurement Director - HR Services and Travel, IHG
- Michael McSperrin, Global Head of Facilities and Support Services, Alexander Mann Solutions

### Travel Team of the Year

- **Unilever and HRG Travel Team \*\*WINNER\*\***
- AstraZeneca Global Travel Team and BCD Travel
- John Lewis Partnership and Clarity
- Macquarie and Carlson Wagonlit Travel (CWT)
- Network Rail & Capita Travel and Events
- Prudential and Reed & Mackay



## 2017 WINNERS & FINALISTS

### Best Small / Independent Hotel Company

- **Jurys Inn\*\*WINNER\*\***
- Lanson Place Hospitality Management
- Malmaison
- Whittlebury Hall Conference, Training Centre, Hotel and Spa

### Best Midscale Hotel Brand

- **Premier Inn\*\*WINNER\*\***
- Holiday Inn®
- Hotel Jen by Shangri-La
- INNSIDE by Meliá
- Jurys Inn

### Best Upscale Hotel Brand

- **Shangri-La Hotels & Resorts\*\*WINNER\*\***
- Crowne Plaza Hotels & Resorts
- Hyatt Hotels & Resorts
- Mövenpick Hotels & Resorts
- Virgin Hotels

### Best Serviced Apartment Provider

- **Oakwood Worldwide\*\*WINNER\*\***
- The Apartment Service
- BridgeStreet Global Hospitality
- Cheval Residences
- SACO
- SilverDoor

### Best Corporate Social Responsibility Programme

- **Shangri-La Hotels & Resorts \*\*WINNER\*\***
- ANA - All Nippon Airways
- NH Hotel Group
- Oakwood Worldwide
- Virgin Trains, West Coast

### Best Ground Transportation Company

- **Tristar Worldwide Chauffeur Services \*\*WINNER\*\***
- Addison Lee
- Club Class Chauffeurs
- Greentomatocars
- GroundScope
- TBR Global Chauffeuring

### Best Car Rental Company

- **Avis Budget Group \*\*WINNER\*\***
- Enterprise Rent-A-Car/National Car Rental
- Europcar
- Sixt Rent A Car

### Best Corporate Payment Product

- **Citigroup \*\*WINNER\*\***
- AirPlus International
- Caxton FX
- KDS
- Traveldoo Technologies

### Best Rail Operator

- **Virgin Trains West Coast \*\*WINNER\*\***
- Eurostar International
- Great Western Railways
- Heathrow Express
- Virgin Trains East Coast

### Best Short-Haul Airline

- **easyJet \*\*WINNER\*\***
- Flybe
- Norwegian

### Best Long-Haul Airline

- **Qatar Airways \*\*WINNER\*\***
- ANA - All Nippon Airways
- Delta Air Lines
- Etihad Airways
- Japan Airlines

### Business Airline of the Year

- **Delta Air Lines\*\*WINNER\*\***
- easyJet
- Etihad Airways
- Norwegian
- Qatar Airways

### Best Specialist Business Travel Service

- **Yapta\*\*WINNER\*\***
- beTravelwise
- CIBT Visas
- Delta Air Lines
- International SOS

### Best Travel Technology Product

- **Virgin Trains, West Coast - BEAM, on-board entertainment,\*\*WINNER\*\***
- Conferma
- maiden-voyage.com
- Portman Travel
- Yapta

### Best Sales Account Management Team

- **Click Travel \*\*WINNER\*\***
- AirPlus International
- Clarity Travel Management
- Evolvi Rail Systems
- Trainline
- Virgin Atlantic Airways

### Best TMC (Less than £50mUK annual sales)

- **NYS Corporate \*\*WINNER\*\***
- Access Bookings
- Blue Cube Travel
- Good Travel Management
- Omega Business Travel

### Best TMC (£50-200m UK annual sales)

- **Corporate Travel Management (CTM)**
- Business Travel Direct
- Click Travel
- Diversity Travel
- Travel Leaders UK

### Best TMC (More than £200m UK annual sales)

- **Carlson Wagonlit Travel \*\*WINNER\*\***
- BCD Travel
- FCM Travel Solutions
- Portman Travel

### Best Self Booking Tool

- **KDS - KDS Neo \*\*WINNER\*\***
- Addison Lee
- Click Travel
- GroundScope
- HRS
- Uber

### Rising Star of the Year

- **Tom Davis, Click Travel \*\*WINNER\*\***
- **Amy Jones, Team Manager, Clarity Travel Management**
- **Mark Stevens, Account Manager, Capita Travel and Events**



#### Travel Buyer of the Year

- **Kevin Swindells, Royal Mail Group \*\*WINNER\*\***
- **Paul Halsall**, Procurement Manager, **University of Bristol**
- **Rebecca Jackson**, European Category Manager – Sourcing, **Communis**
- **Claire Marsden**, Senior Supply Chain Manager, **Atkins c/o Sodexo**
- **Susan Savy**, Global Travel Procurement Manager, **Hewlett Packard Enterprise (HPE)**

#### Travel Team of the Year

- **Direct Line Group & Capita Travel and Events \*\*WINNER\*\***
- HSBC Travel Operations
- McKinsey & Company/American Express Global Business Travel



## 2016 Winners & Finalists

### Best Small Hotel Company

**GLH Hotels\*\*WINNER\*\***

Jurys Inn  
Malmaison & Hotel du Vin

### Best Midscale Hotel Brand

**Jurys Inn\*\*WINNER\*\***

Inside by Melia  
Premier Inn

### Best Upscale Hotel Brand

**NH Collection (NH Hotel Group) \*\*WINNER\*\***

Amba Hotels (GLH Hotels)  
Hyatt Hotels & Resorts  
Shangri-La Hotels and Resorts

### Best Serviced Apartment Provider

**SilverDoor\*\*WINNER\*\***

BridgeStreet Global Hospitality  
Go Native  
Oakwood Worldwide  
SACO The Serviced Apartment Company

### Best Self-Booking Tool

**Click Travel\*\*WINNER\*\***

Concur  
Egencia  
GroundScope  
HRS  
Trainline

### Best Ground Transportation

**Tristar Worldwide Chauffeur Services\*\*WINNER\*\***

eConnect cars  
GroundScope  
TBR Global

### Best Car Rental Company

**Enterprise\*\*WINNER\*\***

Avis Budget UK  
Europcar  
Hertz  
Sixt rent a car

### Best Corporate Card Provider

**AirPlus International\*\*WINNER\*\***

American Express Corporate Payments  
Barclaycard

### Best Rail Operator

**Virgin Trains\*\*WINNER\*\***

Eurostar  
Great Western Railway

### Best Short-Haul Airline

**Flybe\*\*WINNER\*\***

KLM Royal Dutch Airlines  
British Airways  
Easyjet  
Fastjet

### Best Long-Haul Airline

**Qatar Airways\*\*WINNER\*\***

All Nippon Airways (ANA)  
British Airways  
Etihad Airways  
Lufthansa Group

### Business Airline of the Year

**Etihad Airways\*\*WINNER\*\***

All Nippon Airways (ANA)  
Flybe  
KLM Royal Dutch Airlines

Qatar Airways

### Best Specialist Business Travel Service

**International SOS\*\*WINNER\*\***

Consularcare  
eConnect cars  
Travisa

### Best Travel Technology Product

**Portman Travel – Portman One\*\*WINNER\*\***

**Chambers Travel Group** - CTM Smart  
**GLH Hotels** - Choose Your Own Room  
**International SOS** - TravelTracker  
**NH Hotel Group** - High Tech Made Easy

### Best Sales Account Management Team

**Giles Travel\*\*WINNER\*\***

Chambers Travel Group  
Portman Travel  
Trainline

### Best TMC (Less than £50 million UK sales annually)

**Giles Travel\*\*WINNER\*\***

Applehouse Travel  
Blue Cube Travel  
Diversity Travel  
Omega Executive Travel  
Wings Travel Management

### Best TMC (£50-£200 million UK sales annually)

**Click Travel\*\*WINNER\*\***

The Appointment Group  
Business Travel Direct  
Chambers Travel Group  
Clarity Travel Management

### Best TMC (More than £200 million UK sales annually)

**Portman Travel \*\*WINNER\*\***

American Express Global Business Travel (GBT)  
BCD Travel  
Carlson Wagonlit Travel  
FCm Travel Solutions

### Best Corporate Social Responsibility Programme

**Virgin Atlantic\*\*WINNER\*\***

All Nippon Airways (ANA)  
Lufthansa Group  
Premier Inn  
Shangri-La Hotels and Resorts  
Sixt rent a car

### Rising Star of the Year

**Samantha Simmons – CWT \*\*WINNER\*\***

Sarah Fox, Giles Travel  
Alice Linley-Munro, Oil Spill Response Limited  
Cassandra Prewett, BMO Financial Group

### Travel Buyer of the Year

Allison Webbb, Centrica/British Gas **\*\*WINNER\*\***

Leigh Howell, GSM Association  
Rebecca Jackson, Communis UK  
Lauren Prager, Anglo American  
Phil Youster, Wragge Lawrence Graham & Co (WLG)

### Travel Team of the Year

**Sparrows Offshore Services \*\*WINNER\*\***

British American Tobacco  
Citigroup - Carlson Wagonlit Travel Team  
Houses of Parliament – Chambers Travel Group  
ITV, Trainline and Top Flight  
Morgan Stanley Global Travel, supported by American Express Global Business Travel



## 2015 WINNERS & FINALIST

### Best Small Hotel Company

**Jurys Inn \*\*WINNER\*\***  
Malmaison  
Qhotels

### Best Midscale Hotel Brand

**Premier Inn \*\*WINNER\*\***  
Holiday Inn Express  
Jurys Inn  
NH Hotels

### Best Upscale Hotel Brand

**The Ritz-Carlton \*\*WINNER\*\***  
The Gateway Hotels & Resorts  
Melia Hotels International  
Pullman Hotels  
Shangri-La Hotels & Resorts

### Best Serviced Apartment Provider

**SilverDoor \*\*WINNER\*\***  
The Apartment Service  
Go Native  
Grosvenor House Apartments by Jumeirah Living  
Oakwood Worldwide  
SACO The Serviced Apartment Company

### Best Self-Booking Tool

**thetrainline.com \*\*WINNER\*\***  
Click Travel  
Concur  
Groundscope  
One Transport

### Best Ground Transportation

**TBR Global Chauffeuring \*\*WINNER\*\***  
GroundScope  
One Transport  
Tristar Worldwide Chauffeur Services

### Best Car Rental Company

**Hertz \*\*WINNER\*\***  
Avis  
Enterprise Rent-A-Car  
Europcar UK

### Best Corporate Card Provider

**AirPlus International \*\*WINNER\*\***  
Bank of America Merrill Lynch  
Barclaycard  
Citi

### Best Rail Operator

**Virgin Trains \*\*WINNER\*\***  
Eurostar International  
First Great Western  
Heathrow Express

### Best Short-Haul Airline

**Lufthansa \*\*WINNER\*\***  
Air France KLM  
Easyjet  
Flybe

### Best Long-Haul Airline

**All Nippon Airways (ANA) \*\*WINNER\*\***  
Air France KLM  
Delta Air Lines  
Etihad Airways  
Qatar Airways

### Business Airline of Year

**Qatar Airways \*\*WINNER\*\***  
Air France KLM  
All Nippon Airways (ANA)  
Delta Air Lines  
Etihad Airways  
Lufthansa German Airlines

### Best Airport

**London Heathrow Airport \*\*WINNER\*\***  
Billy Bishop Toronto City Airport  
London City Airport  
London Gatwick Airport

### Best Specialist Business Travel Product/Provider

**International SOS - TravelTracker 6.0 \*\*WINNER\*\***  
HRS - the Hotel Solutions Provid  
Portman Travel - PortmanOne  
Software Europe - Expenses  
Thetrainline.com - thetrainline.com business

### Best Sales Account Management Team

**Portman Travel \*\*WINNER\*\***  
Carlson Wagonlit Travel  
Chambers Travel Group  
Giles Travel

### Best Travel Management Company

(**LESS** than £50 million UK sales annually)  
**Giles Travel \*\*WINNER\*\***  
Diversity Travel  
Meon Valley Business Travel  
Wings Travel Management

### Best Travel Management Company

(£50 - £200 million UK sales annually)  
**Chambers Travel Group \*\*WINNER\*\***  
Click Travel  
CTI

### Best Travel Management Company

(**MORE** than £200 million UK sales annually)  
**Carlson Wagonlit Travel \*\*WINNER\*\***  
Egencia  
FCm Travel Solutions  
Portman Travel  
Redfern Travel

### Best Corporate Social Responsibility Programme

**British Airways \*\*WINNER\*\***  
Lufthansa German Airlines  
Shangri-La Hotels & Resorts  
Sixt Rent-A-Car  
Taj Hotels & Resorts  
Transaero Airlines

### Travel Team of the Year

**Ernst & Young Travel Services \*\*WINNER\*\***  
BBC Logistics  
Hitachi Data Systems & BCD Travel  
Imagination & Chambers Travel Group  
Symantec Corporation 'Book To Reimburse' Team

### Travel Buyer of the Year

**Julie Iliffe- Imperial Tobacco \*\*WINNER\*\***  
Michelle Bunworth - Ted Baker  
Peter Macey - MDDUS  
Sarah Ockendon - John Lewis Partnership  
Garry Pyne - Network Rail

### Outstanding Achievement Award

**Carolyn McCall OBE, CEO, Easyjet**



## 2014 WINNERS AND FINALISTS

### Best Small Hotel Company

**Malmaison & Hotel du Vin \*\*WINNER\*\***  
Grange Hotels  
Jurys Inn  
Qhotels

### Best Midscale Hotel Brand

**Mercure Hotels \*\*WINNER\*\***  
Holiday Inn Express  
Park Inn by Radisson  
Premier Inn  
Travelodge

### Best Upscale Hotel Brand

**Hyatt Hotels & Resorts \*\*WINNER\*\***  
Hotel Indigo  
The Gateway Hotels & Resorts  
The Ritz-Carlton  
Swissôtel Hotels & Resorts

### Best Serviced Apartment Provider

**SACO The Serviced Apartment Company \*\*WINNER\*\***  
The Ascott  
BridgeStreet Residences Serviced Apartments Suites  
Go Native  
SilverDoor

### Best Self-Booking Tool

**KDS \*\*WINNER\*\***  
Evolvi Rail Systems  
Micros Travel  
thetrainline.com

### Best Ground Transportation

**Carey Worldwide Chauffeured Services \*\*WINNER\*\***  
Cabfind  
GroundScope  
One Transport  
TBR Global

### Best Car Rental Company

**Europcar UK \*\*WINNER\*\***  
Avis  
Hertz

### Best Corporate Card Provider

**AirPlus International \*\*WINNER\*\***  
American Express Europe  
Bank of America Merrill Lynch  
Barclaycard Global Commercial Payments  
WEX CorporatePay

### Best Rail Operator

**Virgin Trains \*\*WINNER\*\***  
Deutsche Bahn DB  
Eurostar International  
First Great Western  
Heathrow Express

### Best Short-Haul Airline

**EasyJet \*\*WINNER\*\***  
Air France KLM  
CityJet  
Finnair  
Norwegian Air Shuttle

### Best Long-Haul Airline

**Qatar Airways \*\*WINNER\*\***  
Air France KLM  
ANA  
Cathay Pacific Airways  
Virgin Atlantic Airways

### Business Airline of Year

### Qatar Airways \*\*WINNER\*\*

Air France KLM  
Cathay Pacific Airways  
easyJet  
Virgin Atlantic Airways

### Best UK Airport

**London Gatwick Airport \*\*WINNER\*\***  
London City Airport  
London Heathrow Airport  
Southampton Airport

### Best Specialist Business Travel Product/Provider

**Chambers Travel Management WINNER\*\***  
Evolvi Rail Systems  
HRS, The  
Software Europe  
WorldSIM

### Best Sales Account Management Team

**Accor \*\*WINNER\*\***  
Amadeus UK & Ireland  
Capita Travel and Events  
Giles Travel  
thetrainline.com

### Best Travel Management Company

(**LESS** than £50 million UK sales annually)  
**Diversity Travel \*\*WINNER\*\***  
Barrhead Travel  
Click Travel  
Clyde Travel Management  
Giles Travel  
Wings Travel Management

### Best Travel Management Company

(£50 - £200 million UK sales annually)  
**Chambers Travel Management \*\*WINNER\*\***  
Hillgate Travel  
Key Travel

### Best Travel Management Company

(**MORE** than £200 million UK sales annually)  
**Carlson Wagonlit Travel \*\*WINNER\*\***  
Capita Travel and Events  
Ecencia  
FCm Travel Solution

### Best Corporate Social Responsibility Programme

**Carlson Wagonlit Travel \*\*WINNER\*\***  
Air France KLM  
Lufthansa German Airlines  
Premier Inn  
Virgin Atlantic

### Travel Team of the Year

**Herbert Smith Freehills/Chambers Travel \*\*WINNER\*\***  
Nationwide/Capita Travel and Events  
Nomura International/CWT  
Thetrainline.com and BT

### Travel Buyer of the Year

**Carol Neil -Nomura \*\*WINNER\*\***  
Lynn Bennett - BG Group  
Andy Cassidy - the Net-A-Porter Group  
George Grund - ITV  
Nicola Spence - Balfour Beatty Worksmart

### Outstanding Achievement Award

**Fare Tax on Flying**



## 2013 WINNERS AND FINALISTS

### Best Small Hotel Company

**Grange Hotels \*\*WINNER\*\***

Jurys Inn Hotel Group  
QHotels  
Red Carnation Hotels

### Best Midscale Hotel Brand

**Premier Inn \*\*WINNER\*\***

Best Western  
Holiday Inn Express  
Travelodge

### Best Upscale Hotel Brand

**The Ritz-Carlton Hotel Company \*\*WINNER\*\***

Hotel Indigo  
Mandarin Oriental Hotel Group

### Best Serviced Apartment Provider

**BridgeStreet \*\*WINNER\*\***

The Ascott  
Go Native  
Oakwood Worldwide  
SilverDoor

### Best Self-Booking Tool

**Concor \*\*WINNER\*\***

Click Travel  
KDS  
Micros Travel  
thetrainline.com

### Best Ground Transportation (including car rental)

**Europcar \*\*WINNER\*\***

Avis  
BTR  
Businesstaxis.com  
Hertz UK  
One Transport

### Best Corporate Card Provider

**Barclaycard \*\*WINNER\*\***

AirPlus International  
Citi  
Bank of America Merrill Lynch

### Best Rail Operator

**Deutsche Bahn DB \*\*WINNER\*\***

Eurostar International  
Heathrow Express

### Best Short-Haul Airline

**Air France KLM \*\*WINNER\*\***

British Airways  
easyJet  
Flybe  
Lufthansa

### Best Long-Haul Airline

**Qatar Airways \*\*WINNER\*\***

Air France KLM  
Lufthansa  
Virgin Atlantic

### Business Airline of the Year

**Virgin Atlantic \*\*WINNER\*\***

Air France KLM  
Lufthansa  
Qatar Airways

### Best UK Airport

**London Gatwick Airport \*\*WINNER\*\***

Birmingham Airport  
London City Airport

### Best Specialist Business Travel Product/Provider

**conTgo \*\*WINNER\*\***

Chambers Travel Management  
Hillgate Travel

### Best Sales Account Management Team

**Giles Travel \*\*WINNER\*\***

Business Travel Direct  
Carlson Wagonlit Travel  
Key Travel

### Best Travel Management Company

**(LESS than £50 million UK sales annually)**

**Wings Travel Management \*\*WINNER\*\***

Click Travel  
Giles Travel

### Best Travel Management Company

**(50m - 200m UK sales)**

**Chambers Travel Management \*\*WINNER\*\***

Hillgate Travel  
Key Travel

### Best Travel Management Company

**(MORE than £200 million UK sales annually)**

**FCm Travel Solutions \*\*WINNER\*\***

Capita Business Travel & BSI  
Carlson Wagonlit Travel

### Best Hotel Booking Agency

**BSI \*\*WINNER\*\***

HRS  
Inntel

### Best Corporate Social Responsibility Programme

**British Airways \*\*WINNER\*\***

Carlson Wagonlit Travel  
Premier Inn  
Virgin Atlantic

### Travel Team of the Year

**AstraZeneca Travel Service team \*\*WINNER\*\***

Nike Team / Giles Travel –  
Santander / Capita Business Travel  
Serco / Business Travel Direct travel team

### Travel Buyer of the Year

**Mark Payne - Santander \*\*WINNER\*\***

**Julie Iliffe**, - Imperial Tobacco  
**Marnie Readman**, Manager, Sony Europe

### Outstanding Achievement Award

**Shetal Raval**, Head of International Operations.HRG





## 2012 WINNERS AND FINALISTS

### Best Independent Business Hotel or Small Group

**Jurys Inn \*\*WINNER\*\***

Malmaison  
Park Plaza Hotels

### Best Budget Hotel Brand

**Premier Inn \*\*WINNER\*\***

Hampton Hotels by Hilton  
Travelodge

### Best International Hotel Brand

**Rezidor Hotel Group \*\*WINNER\*\***

Crowne Plaza  
Marriott International  
Sofitel Luxury Hotels

### Best Serviced Apartment Provider

**Go Native \*\*WINNER\*\***

BridgeStreet Residences Serviced Apartment Suites  
SACO Serviced Apartments  
SilverDoor

### Best Self-Booking Tool

**Micros Travel \*\*WINNER\*\***

Amadeus IT Group S.A.  
Concur  
GetThere  
thetrainline.com

### Best Ground Transportation Company

**Business Transport Resources Ltd \*\*WINNER\*\***

Addison Lee  
GroundScope

### Best Car Rental Company

**Hertz UK \*\*WINNER\*\***

Europcar  
Sixt Rent a Car

### Best Rail Operator

**Eurostar International Limited \*\*WINNER\*\***

Deutsche Bahn DB  
Heathrow Express

### Best Short-Haul Airline

**Lufthansa German Airlines \*\*WINNER\*\***

Flybe \*\*Highly Commended\*\*  
Air France Klm  
Finnair

### Best Long-Haul Airline

**British Airways \*\*WINNER\*\***

Air France KLM  
Lufthansa German Airlines  
Qatar Airways  
Virgin Atlantic

### Business Airline of the Year

**Air France KLM \*\*WINNER\*\***

British Airways  
Flybe  
Lufthansa German Airlines  
Qatar Airways

### Best UK Airport

**Bristol Airport \*\*WINNER\*\***

Birmingham Airport  
Gatwick Airport  
London City Airport  
Manchester Airport

### Best Specialist Business Travel Product/Provider

**CIBT \*\*WINNER\*\***

Amadeus IT Group S.A.  
Chambers Travel Management  
Portman Travel

### Best Corporate Card Provider

**AirPlus International \*\*WINNER\*\***

American Express  
Citi

### Best Sales Account Management Team

**Giles Travel \*\*WINNER\*\***

BSI  
Go Native

### Best Business Travel Management Company

**(FEWER than 250,000 UK transactions annually)**

**Click Travel \*\*WINNER\*\***

Giles Travel  
Gray Dawes Travel  
Key Travel

### Best Business Travel Management Company

**(MORE than 250,000 UK transactions annually)**

**Capita Business Travel \*\*WINNER\*\***

ATPI  
Chambers Travel Management  
CWT

### Best Hotel Booking Agency

**BSI \*\*WINNER\*\***

HRS  
Hotelscene

### Best Corporate Social Responsibility Programme

**Whitbread/Premier Inn \*\*WINNER\*\***

Hampton Hotels by Hilton  
InterContinental Hotels Group  
Qatar Airways

### Travel Team of the Year

**VAA Crisis Management Team \*\*WINNER\*\***

Royal Mail Group, BSI and Capita Business Travel  
Royal Bank of Scotland (RBS) and Carlson Wagonlit  
Travel (CWT)

### Travel Buyer of the Year

**Jeannette Harrison University of Nottingham  
\*\*WINNER\*\***

**Katie Deem** - EC Harris LLP  
**Peter Sullivan** - Travel B&Q  
**Rosy Burnie** - Luvata UK Ltd  
**Will Hasler** - PwC

### Outstanding Achievement Award

**Jamie Hindhaugh & Ken Mcleod** - Phoenix online travel  
crisis hub



## 2011 WINNERS AND FINALISTS

### Best Small or Independent Hotel Brand

**Jurys Inn \*\*WINNER\*\***

K West Hotel & Spa  
Park Plaza Hotels  
Thistle Hotels  
Von Essen Hotels

### Best Full Service Hotel Brand

**Marriott International \*\*WINNER\*\***

InterContinental Hotels & Resorts  
Best Western

### Best Budget Hotel Brand

**Premier Inn \*\*WINNER\*\***

Holiday Inn Express  
Ibis Hotels

### Best Serviced Apartment Company

**BridgeStreet \*\*WINNER\*\***

Ascott  
Frasers Hospitality  
SACO Serviced Apartments  
SilverDoor

### Best Car Rental Company

**Europcar \*\*WINNER\*\***

Avis  
Sixt Rent a Car

### Best Ground Transportation Company

**Addison Lee \*\*WINNER\*\***

Carey England Ltd  
Tristar Worldwide Chauffeur Services

### Best Rail Operator

**Heathrow Express \*\*WINNER\*\***

Deutsche Bahn DB  
Eurostar International

### Best Short-Haul Airline

**Flybe \*\*WINNER\*\***

British Airways  
Finnair  
Lufthansa

### Best Long-Haul Airline

**British Airways \*\*WINNER\*\***

Lufthansa  
Qatar Airways  
United Airlines  
Virgin Atlantic Airways

### Best Airline Worldwide

**British Airways \*\*WINNER\*\***

Flybe  
Lufthansa  
Qatar Airways  
Virgin Atlantic Airways

### Best UK Airport

**Bristol Airport \*\*WINNER\*\***

Gatwick Airport  
London City Airport  
Southampton Airport

### Best Specialist Business Travel Product / Provider

**CIBT (Passport & Visa Service) \*\*WINNER\*\***

Concur (T&E Management)  
iREQUEST/iAPPROVE (Chambers Travel Management)  
KDS (T&E Management)

### Best Corporate Card Provider

**AirPlus International \*\*WINNER\*\***

Bank of America Merrill Lynch  
CorporatePay

### Best Sales Account Management Team

**Capita Business Travel \*\*WINNER\*\***

Chambers Travel Management  
Eurostar International  
Finnair  
thetrainline.com

### Best Hotel Booking Agency

**BSI \*\*WINNER\*\***

Expotel  
hotel.de  
Hotelscene Ltd

### Best Business Travel Management Company (FEWER than 250,000 UK transactions annually)

**Giles Travel \*\*WINNER\*\***

Business Travel Direct  
Chambers Travel Management  
Corporate Traveller

### Best Business Travel Management Company (MORE than 250,000 UK transactions annually)

**Carlson Wagonlit Travel \*\*WINNER\*\***

ATPI  
Capita Business Travel  
FCm Travel Solutions

### Best Corporate Social Responsibility (CSR) Programme

**British Airways \*\*WINNER\*\***

Carlson Wagonlit Travel  
Finnair  
Japan Airlines  
Qatar Airways

### Travel Buyer of the Year

**Judith Gledhill - E.on UK \*\*WINNER\*\***

**Deborah Short - Pfizer**  
**Stephen Newton - Prudential**

### Travel Team of the Year

**Microsoft EMEA / Amadeus \*\*WINNER\*\***

NATS / Business Travel Direct  
Atkins / Capita Business Travel  
Home Office / Carlson Wagonlit Travel  
Lloyds Register / FCm Travel Solutions

### Outstanding Achievement Award

**Willie Walsh – British Airways**



## 2010 WINNERS AND FINALISTS

### Best Small or Independent Hotel Brand

**Jurys Inns \*\*WINNER\*\***

City Inn  
Malmaison & Hotel du Vin  
Von Essen hotels

### Best Hotel Group Brand

**Whitbread (Premier Inn) \*\*WINNER\*\***

Accor  
Rezidor Hotel Group

### Best Serviced Apartment Company

**BridgeStreet Worldwide \*\*WINNER\*\***

Frasers Hospitality  
SACO Apartments  
SilverDoor

### Best Car Rental Company

**Hertz Car Hire \*\*WINNER\*\***

Avis Rent A Car  
Budget  
Europcar

### Best Ground Transportation Company

**Carey Worldwide Chauffeured Services \*\*WINNER\*\***

Business Travel Extras  
Tristar Worldwide Chauffeur Services

### Best UK Airport

**Manchester Airport \*\*WINNER\*\***

East Midlands Airport  
London Luton Airport  
Southampton Airport

### Best Worldwide Airport

**Dubai International Airport \*\*WINNER\*\***

Changi Airport, Singapore  
Incheon International Airport, South Korea

### Best Rail Operator

**Eurostar \*\*WINNER\*\***

Chiltern Railways  
Deutsche Bahn (DB)

### Best Short-Haul Airline

**Air Berlin & Flybe (joint Winners)**

bmi  
British Airways  
Flybe

### Best Long-Haul Airline

**Etihad Airways \*\*WINNER\*\***

British Airways  
Cathay Pacific Airways  
Lufthansa

### Best Executive Aviation Company

**PremiAir \*\*WINNER\*\***

Air Charter Service  
London Executive Aviation  
NetJets Europe

### Best Airline Worldwide

**Lufthansa \*\*WINNER\*\***

British Airways  
Cathay Pacific Airways  
Etihad Airways  
Qatar Airways

### Best Expense Management Service Provider

**Concur \*\*WINNER\*\***

AirPlus International  
American Express  
KDS  
Meridian Global Services

### Best Sales Account Management Team

**Chambers Travel Management \*\*WINNER\*\***

AirPlus International  
Carlson Wagonlit Travel  
thetrainline.com

### Best Hotel Booking Agency

**BSI \*\*WINNER\*\***

Expotel  
Inttel

### Best Specialist Business Travel Product/Provider

**TLCS Global Visa Services \*\*WINNER\*\***

The Anvil Group  
Carlson Wagonlit Travel  
Concur  
GetThere  
Priority Pass

### Best Business Travel Management Company

(fewer than 250,000 UK transactions annually)

**Business Travel Direct \*\*WINNER\*\***

The Appointment Group  
Chambers Travel Management  
Key Travel

### Best Business Travel Management Company

(more than 250,000 UK transactions annually)

**Carlson Wagonlit Travel \*\*WINNER\*\***

ATP Instone  
Capita Business Travel  
Egencia, an Expedia Inc. Company

### Best Environmental Contribution by a Company

**Flybe \*\*WINNER\*\***

Carlson Wagonlit Travel  
Eurostar  
HRG

### Travel Team of the Year

**BBC/thetrainline.com \*\*WINNER\*\***

BT Global Account Management Travel  
Team/American Express  
Ministry of Defence/HRG

### Travel Buyer of the Year

**Tracey Williamson - Vodafone \*\*WINNER\*\***

**Toby Guest** - IBM Corporation  
**Peter Macey** - Medical and Dental Defence Union of Scotland

### David Brown Outstanding Achievement Award

**Sir Michael Bishop**