

OAG Executive Flight Guide

September 2003 Vol 26 Issue 2

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Valid 01 September - 30 September

Hagia Sophia, Turkey

Hagia Sophia (The Church of the Divine Wisdom) in Istanbul is a former Byzantine Church which was converted to a museum in 1934.



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Publisher's letter

Health is something most of us take for granted. When we set off for a trip, the last thing on our mind is that we might succumb to some deadly disease. Which is why some travellers demonstrate an almost reckless negligence when it comes to taking elementary precautions.

The outbreak of Severe Acute Respiratory Syndrome did at least serve as reminder that there are risks associated with travel, ranging from Deep Vein Thrombosis to dengue fever. In the case of SARS, the airlines acted quickly and decisively, introducing checks on the ground as well as implementing in-flight precautions. While there is a corporate responsibility to ensure passengers are not exposed to disease and other complaints associated with travel, in the final analysis, it is the individual traveller who must face up to the risks and take appropriate steps to protect themselves.

In this issue we examine the subject of wellbeing on the move and offer our prescription for healthy trips. Another important aspect is reducing stress and to this end we look at the role of the executive lounge, still regarded as one of the prized perks by the frequent traveller. And we report on one of Europe's hassle-free airports, Munich, where 30-minute transfers are promised in its newly opened Terminal 2. And Barcelona, our featured destination this month, completes the therapy as somewhere it is possible to combine business with unfettered pleasure.

There are also prizes for the readers submitting this month's *Wingtip* suggestion and for the top letter in our *TravelPostings* section. As always, we would be pleased to hear from you about any aspect of our service, as feedback is essential if we are to continue to improve our products on your behalf. E-mail your comments to eteditor@oag.com or write to us at the address shown on page iv.

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News


 executive travel

Virgin goes full stretch for the first class market

Virgin is taking sleeper seats to new lengths with the launch of what is claimed will be the longest fully flat bed in the sky, complete with mattress. Due to be introduced shortly on the London-New York JFK route, the new Upper Class Suite is expected to be available on all aircraft by the autumn of next year, at a cost of £50 million (€71 million).

Fully reclined, the leather seat will extend to 6ft 7.5in (202cm), with a shoulder width of 33in (84cm), and will have a flip-over mattress for maximum comfort. Each suite also has an extra seat, which can be used for companions to dine together, to chat with one another, or to hold meetings during the flight.

Passengers will be offered a complimentary in-flight massage at their seat or in a new private treatment area. The reconfigured cabin, which will have 44 seats on Boeing 747-400s and 50 on Airbus A340-600s, in a 1x2x1 configuration, will also feature a more secluded bar area. The Virgin service includes round-trip limo transfers at both ends of the route.

Although this is a business class product, Virgin is hoping to win first class traffic from competitors.

Fighting a lost cause?

Complaints concerning mishandled baggage top the list of gripes about airline service, according to the latest report by the UK-based Air Transport Users' Council. They accounted for 1,163 of the complaints received during the past year, almost a quarter of the total. "We are

hopeful that the Montreal Convention, with its increased baggage compensation limits, will soon come into force and that the prospect of higher payments will likewise encourage airlines to find ways to reduce mishandled baggage problems," says chairman Ian Harmer.



The Council reports a 44% overall increase in the number of written complaints, with mishandled baggage followed by delays, cancellations and ticketing problems.

Manhattan transfer

Travellers to New York can look forward to easier access to and from JFK airport and downtown Manhattan in October with the opening of the long-awaited AirTrain link. The round-the-clock service, which will operate at 4-minute intervals at peak periods, is expected to cut the journey time to just under 45 minutes, compared to up to two hours by taxi. The one-way fare will be US\$5.



TravelPostings



Your letters to the Editor

Shock tactics in the air

I was surprised and not a little shocked to hear such bad language and to see such violence in the selection of movies on offer during a recent long-haul flight. I am no prude and the content is no doubt a reflection of the times in which we live, but is it appropriate to screen such entertainment on an aircraft on which you have minors travelling? While I accept they were not being shown on the main cabin screen but via the individual Audio and Video on Demand system in business class, there were nevertheless young people watching. No one wants to go back to the bland, expurgated froth the airlines once served up as in-flight entertainment, but does today's choice have to involve so much bad language, sex and violence?

Gordon Munro
Edinburgh, Scotland

This letter wins the writer a desktop clock, which will be winging its way to Scotland. Congratulations.

Delayed reaction

As one of the unfortunate passengers to be caught up in the chaos at London Heathrow when British Airways' ground staff staged a wildcat strike in protest at new working practices, I can only express disbelief that employees can act so irresponsibly in this day and age. Surely they must realise that such action endangers the very future of an airline like BA in these precarious times. Not only is there an immediate financial impact as far as the airline is concerned, but the strikers also succeeded in alienating many

otherwise loyal customers. As a result of the delay, I failed to make an important sales pitch in Germany, which means we missed out on a potentially lucrative contract. Why on earth should I continue to support an airline whose staff clearly put themselves above their passengers? As far as I'm concerned, the staff shot themselves in the foot — they must surely realise that BA is not without competition?

John Fenton
Market Harborough

Expensive mistake?

What on earth possessed British Airways' management to attempt to impose such a sensitive issue as the introduction of staff swipe cards at arguably the busiest time of the year? If ever there was a recipe for disaster, this was surely it. By all accounts, the dispute cost the airline around €64 million — an expensive point of principle by any standards.

Patrick Daly
Cork, Eire

DVT — what happens now?

I was disappointed to read a UK Appeal Court judgment rejecting a plea by sufferers of Deep Vein Thrombosis (DVT) to sue airlines over their condition. Is that the final ruling on the matter or is there likely to be further legal wrangling?

Mike Patterson
Melbourne, Australia

Editor's note: the case has now been referred to the House of Lords, where there will be a final judgment.

This stylish desk clock to be won by the writer of the best letter of the month



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News extra

Iberia: getting the Internet message across

With delivery of the first of its new Airbus A340-600s, Iberia becomes the latest airline to offer first and business class passengers in-flight e-mail facilities. To be rolled out across the carrier's entire A340 fleet during the next few months, the Matsushita InFlight Communicator system will enable messages to be sent almost instantaneously to addresses worldwide at a cost of US\$2.10 per message.

Iberia's A340s are also equipped with a wide range of entertainment options, including seven video and 12 audio channels for business and cabin class passengers, with an additional 10 video channels for those in first class. One channel will show real-time pictures taken from the tail of the aircraft. There is also a choice of interactive games.

An airport too far...

Irish budget carrier Ryanair, one of Europe's largest low-cost airlines, has been told it cannot describe one of its German destinations as Dusseldorf, as the airport it uses is located too far from the city. A court in Cologne said that it was deceptive advertising to use the description Niederheim (Dusseldorf), a former military airfield which is more than 64km (40 miles) from the city. The carrier operates three flights a day on the route from Stansted.

Ryanair has built up its services by using smaller, more economical airports around Europe. Its flights to another German city, Frankfurt, are to the small airport at Hahn, but the airline has established it as Frankfurt-Hahn following similar criticism.

News in brief

In line with its strategy of focusing on commercially viable routes, British Airways is this winter suspending services from London Gatwick to Bremen, Brussels and Dusseldorf, and from Heathrow to San Diego and Zagreb. In addition, it is switching its Bilbao service from Gatwick to Heathrow. There will be a new twice-daily service from Manchester to Copenhagen, plus new links from Gatwick to Dubrovnik and Turin.

Delta Air Lines and United Airlines are this autumn ending their joint frequent flyer and lounge programme, following Delta's decision to enter a marketing alliance with Continental Airlines and Northwest Airlines.

Priority Pass has launched a corporate programme designed to give employees of medium- to larger-sized organisations access to business lounges at more than 400 airports worldwide.





Win this elegant, multi functional **World Time Clock** for the best published monthly tip from a reader

wingtip

Travelling long-haul via Singapore Changi and need to get your head down for a few hours?

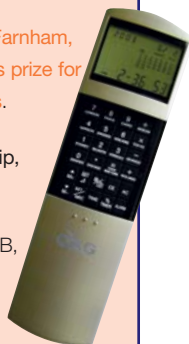
The fully soundproofed rooms in the airport transit hotels — available in both terminals — offer a comfortable respite. The main rooms, some of which have a view of the airport, are surprisingly spacious and have en suite facilities.

Rates range from **S\$57.20** for single occupancy for a six-hour block. Smaller, cheaper rooms with shared facilities cost **S\$40.05**. Because of their popularity, it is essential to book in advance.

Reservations: (65) 6541 9106/16 for Terminal 1;
(65) 6541 9107/15 for Terminal 2

Submitted by David Fisher, of Farnham, England, who wins this month's prize for his suggestion. Congratulations.

Send your suggestions to Wingtip, OAG Executive Travel, OAG Worldwide, Church Street, Dunstable, Bedfordshire LU5 4HB, United Kingdom, or e-mail eteditor@oag.com



Airline of the Year

The prestigious OAG Airline of the Year Awards — the Oscars of the sky — recognise the very best in service, both in the air and on the ground. Singapore Airlines again confirmed its position as the world's top carrier by sweeping

the board at the 2003 Awards. Soon we will be asking readers to cast their votes in the 2004 poll. Will SIA repeat its success or is the competition hotting up for the 19 regional and global categories? A case of watch this space.

WINNER

Airline of the Year 2003
Singapore Airlines

Best Airline based in
Western Europe
British Airways

Best Airline based in
Central/Eastern Europe
LOT Polish Airlines

Best Airline based in Asia
Singapore Airlines

Best Airline based in
Central/South
America/Caribbean
LanChile

Best Airline based in North
America
Midwest Airlines

Best Airline based in
Australasia/Pacific
Qantas Airways

Best Airline based in the Middle
East/Indian Sub-Continent
Emirates

Best Airline based in Africa
South African Airways

Best Europe to Far
East/Australasia Airline
Singapore Airlines

Best Trans-Pacific Airline
Singapore Airlines

Best Trans-Atlantic Airline
British Airways

Best International First Class
Singapore Airlines

Best Executive/Business Class
Continental Airlines

Best Economy Class
Singapore Airlines

Best Frequent Flyer
Programme
Air Canada

Best Low-Cost Airline
Southwest Airlines

Best Airline Website
Air Canada

Best Airport
Singapore Changi



Coping with terminal stress

The airport lounge is a prized perk for business travellers, one they can still access despite restricted budgets and the growing trend to downgrade to economy. Colin Ellson reports

If God had intended humans to fly, they say, he wouldn't have invented Heathrow. Or any other airport for that matter. Today, 100 years after the Wright Brothers flew in the face of reason, terminals worldwide are firmly established as the crowded, stressful, rabbit warrens of tunnels and walkways we love to hate.

They do their best to make the waiting as pleasant as possible, offering retail and gastronomic therapies, growing trees and plants, displaying works of art, and providing various diversions to occupy minds in the limbo of transit. Fine, perhaps, for occasional leisure travellers, many of whom see the airport experience as a part of their break; not so for road-weary corporate warriors, desperate to escape the maddening crowd and fine tune their overseas presentations.

The traditional answer has been to escape to the tranquillity of an airline lounge, either by travelling business or first or qualifying through points earned in a frequent flyer scheme. Thus passengers can snack on light refreshments, and use facilities such as phones, faxes and workstations, loos, showers, meeting rooms, and, increasingly, access the Internet and WAP.

In these straitened times, however, the option is not as readily available as it was before stock market prices began their freefall and high

flying company profits, like Icarus, fell to earth with a thud, persuading accountants to run forensic tests on their outgoings.

Travel budgets were among the major casualties, and according to market research group Saville Rossiter-Base, one in five executives now flies economy on long-haul routes, and one in six has switched to low-cost airlines for short trips. As a result, more than €1.5 billion has been saved so far this year — at the cost of giving up the right of access to a dedicated airport lounge.

Faced with the loss of this jealously guarded privilege, frequent flyers can adopt various strategies, including membership of an 'extras' club, while carriers are beginning to realise that the executive on a budget is a fact of life and his or her business hot property in a cold climate. The new breed of economic migrants' open sesame to an airport lounge is often part of the deal when they join a club, although there is usually an additional charge. Members of Wexas, for example, have access to 104 lounges worldwide, paying an extra €21-€29, either booking in advance or at the door, while Diners Club cardholders are charged a small, fee to hideaways in some 80 destinations.

For travellers who are simply looking to lounge and don't require the full services of a club, the

launch of a new corporate programme by Priority Pass could be the answer. The company ignores class of travel barriers and claims its new Priority Pass 100, available for an annual fee of €98, with discounts for bulk purchase, is a cost-effective way for medium-sized to larger organisations to give all staff the key to 400 business lounges in over 220 cities.

The concept could be the start of a new trend, according to Priority managing director Steve Pinches. "Access to a business lounge... [is] not about champagne and canapes anymore," he says. "What business travellers need is a quiet, comfortable place where they can continue to work until their flight is called."

One million passengers carry the Priority Pass, but the dedicated airline lounge is still the industry benchmark and continues to be a focus of investment. The all-service concept is exemplified by Virgin Atlantic's Clubhouses in the UK, by Emirates' facilities at the world's only separate first and business class terminal in Dubai, the SAS haven at Copenhagen International Airport, and the Star Alliance's first executive lounge, opened in Zurich in 2001 and the prototype for development in Brussels, Buenos Aires, Los Angeles and Manila.

All are only open to premium passengers or frequent flyer club members, but the emerging trend for executives to travel economy while requiring the use of a lounge is gaining airline

recognition — at least by KLM Royal Dutch Airlines. Its subsidiary, KLM Ground Services, launched Holiddeck, a pay-at-the-door, three-floor lounge available to all travellers, irrespective of the class of travel or airline flown, at London Heathrow's Terminal 4 in March 2002.

Now, in response to demand, the concept, claimed to be the first of its kind in the world, has been extended to include the Enterprise Deck, an exclusive business passenger area. This features e-mail, fax and phone capabilities, a business news service, wireless access for mobile PC users, a bar and refreshments, complementing amenities for leisure passengers such as a family lounge, Cyberzone, Music Zone, a sports lounge and observatory. Entry costs around €26 for adults, €13 for children, and family packages are also available.

Says Francesca Freeland, managing director of KLM Ground Services: "We believe customer demand, coupled with a new approach to passenger service, will signal a sea change in the way the travel industry perceives airport lounges." God willing.

Contacts

Wexas: www.travellersonline.com

Diners Club: www.dinersclub.com

Priority Pass: www.prioritypass.com

Holiddeck: www.holiddeck.co.uk





Munich

Setting the pace for Europe

Destination
(MUN)



David Beckham may have joined Real Madrid in a blaze of publicity, but the capital of Bavaria is quietly claiming a new European transfer record with the opening of a second terminal. Leon Barber reports

The aim of all airports should be to speed you on your way with the minimum of fuss. It is, however, a commercial dilemma: on the one hand, there is a need to process as many passengers in as short a time as possible; on the other hand, airport authorities want travellers to linger long enough to spend some money en route, thus contributing to the overall economics of the operation.

With the opening of its second terminal at the end of June, Munich Airport might be regarded as having shot itself in the foot. With a transfer time of just 30 minutes — claimed to be a new European record — Lufthansa's connecting passengers barely have time to glimpse the duty- and tax-free goodies as they are whisked between flights.

For the frequent traveller, this is nothing but good news. The prospect of making a flight transfer, complete with luggage, in just half-an-hour, is what air travel should be all about. Of course, the airport wins both ways: connecting passengers enjoy seamless service, while those originating or completing

their journeys in Munich have time to browse more than 100 retail outlets, with everything from high fashion and designer labels to the latest electronic gadgetry and trendy gifts.

The new Terminal 2, which doubles the capacity of the Bavarian gateway and is for the exclusive use of Lufthansa and its Star Alliance and other partner airlines, entered service not only on time but also with typical German precision. According to Dr Michael Kerkloh, Munich Airport's CEO and president, the debut was an "almost completely smooth and trouble free start to operations", with 49 take-offs and 81 arrivals during the first five hours on time. That, by any standards, is impressive, there having been some less than auspicious inaugurations by other high profile airports in recent years. The southern German gateway currently has more than 100 airlines serving 226 destinations in 62 countries, as well as 24 domestic points. Although passenger numbers dipped slightly last year to just over 23 million, against a general European trend they rose by 7% during the first half of 2003.

Hi-tech facilities include wireless Internet access within the terminals, an Internet cafe and an SMS flight information service. There are also 35 on-site meeting rooms for up to 120 people. With the opening of the new terminal, first class passengers have their own check-in area for the first time, and there are 10 kerbside check-in points for Lufthansa's first and business class travellers, and members of its Senator Club.

At-a-glance guide

Location: 28km/18 miles north-east of the city

Terminals: 2

Transport links: trains (S1 and S8) every 10-20 minutes (reduced frequency at weekends) with a journey time of 30-40 minutes (€8); airport bus every 20 minutes (journey time 45 minutes/€9); taxis take 45 minutes and cost €50; also Autobahn/Freeway access

Minimum connecting times: 30 minutes (T2); 35 minutes (T1)

Executive lounges: Air France, British Airways, Delta Air Lines, Lufthansa (business and Senator); plus the Atlantik and Europa lounges for use by passengers of other carriers and also available on a pay-as-you-enter basis

Facilities: Internet cafe; wireless (WLAN) access for laptop and PDA users; Internet luggage tracing service; SMS flight information; conference centre with 35 meeting rooms (maximum 120 people); banks and exchange bureaux; baby changing room; showers; 24-hour emergency clinic; entertainment arcade; rooftop viewing platform; more than 70 shops in Terminal 1 and 110 retail and catering outlets, including duty- and tax-free, in the new Terminal 2, ranging from electronics to fashion accessories, toys to sexy underwear.

Airport hotels: Movenpick, Kempinski, Arabella Sheraton, Marriott

Car rental: Avis, Budget, Europcar, Hertz, National/Alamo, Sixt

Departure tax: included in price of ticket

Website: www.munich-airport.de





Barcelona

Destination
(BCN)

Catalan first, Spanish second

The commercial capital of Spain doesn't play pretend. It has no need to. This is one so-called secondary city where hard-nosed business can be combined with unfettered pleasure, reports Jonathan Hart

Currency: Euro

Tippling: restaurant bills generally include service but 10%-15% is discretionary. Taxi drivers expect 5%-10%

Time: GMT+1 (GMT+2 between April-October)

Electricity: 220 volts (2-pin plugs)

Public holidays 2003/2004: October 12; November 1; December 6, 8, 25, 26; January 1, 6; April 9, 12; May 1; June 9, 24; August 15; September 11, 24; October 12; November 1; December 6, 8, 25, 26

Climate: Barcelona's coastal location generally means hot, humid summers and mild winters, although temperatures can drop to around freezing. Rainfall can be heavy. Best months tend to be May, June and September.

Airport: El Prat de Llobregat (13km/8 miles); train departures every 30 minutes, with a journey time of 20-25 minutes (€3.50). Aerobus (every 12 minutes during weekdays/€3.50); taxis take around 25 minutes and cost €22

Business hours: 08.00/09.00-18.00, with a lunch break between 13.30 and 15.00

International dialling code: 00 34.

In emergency: 112 (police, fire and ambulance)

Business do's and don'ts

Do take a good supply of business cards

Do dress smartly — the Spanish may be laid back but appearances are important and men should wear ties

Do use the Metro, which is the quickest and most efficient way of getting around

Do use Senor/Senora and the surname, unless already on first name terms. The title Don is hardly ever used in Catalonia

Don't think because this is Spain punctuality is not important

Don't be nonplussed if locals lapse into Catalan — a look of incomprehension or interest will generally bring them back to Spanish!

Don't be surprised if the Spaniards light up during meals — they remain heavy smokers

A prosperous port since the Middle Ages, fiercely autonomous Barcelona is home to Spanish industry, both light and heavy, from textiles and handicrafts to iron, steel and shipbuilding. In addition, it is a banking centre, with a stock exchange in its own right, as well as a publishing power. And — aside from inter-governmental summits needing the capital stamp of authority — it is also giving Madrid a close run as an international meeting destination of repute.

Blessed with a functional airport, tolerable traffic, and reasonable prices, what you see is generally what you get in Barcelona. And what you see is an orderly and visually striking, although sometimes brusque, seaside city of pedestrian precincts, parks, and gardens, backed by a semi-circle of mountains.

At once in tune yet somehow independent from the national norm in attitudes and outlook, Barcelona is openly forthright but relaxed in its distinct curiosities and culture, including a stash of avant garde buildings, and hotels that are either cutting edge or cutely oddball.

Not for this city the familiar business frustrations of 'maybe mañana', yet no fear either that any of the traditional laid-back, all-night pleasures of the Mediterranean have been sacrificed on the altar of commercial expediency. No question for the visitor: Barcelona is Catalan first and Spanish second. It revels in what many

see as its quirkiness and is proud as punch of an independent streak that gives short shrift to uneducated criticism.

It's best to do your homework on the history of Spain's last republic and its latter-day achievements, both the mundane and intellectual, or prepare for the sharp Catalanian elbow.

At both work and play, talk is frequently about the ubiquitous Barca football team — with or without the sainted Beckham — or Antonio Gaudí or Picasso or Miro. For this is the spiritual home of European soccer, architectural and painting artistry and their crazy extremes — and don't you forget it.

There's no denying anyway that in the decade or so since hosting the Olympics, Barcelona has become the fashionable place to visit for its art galleries, clubs and chic design houses.

Or that the addition of contemporary Port Olímpic, with its range of beaches and countless alfresco restaurants, bars and clubs, has added a pleasant and popular alternative to the traditional eateries and old alleyway delights of the nearby Las Ramblas and 14th century Gothic Quarter. Just as the expanded Eixample, or expansion, district on the western city fringe has opened up a host of extra entertainment alternatives, marrying elegant 19th century facades with comfortable bohemia and upscale modernity.





Health on the road

Our prescription for avoiding sickness overseas

Recent outbreaks of epidemic diseases have focused attention on prevention as much as cure. Eileen Orr finds a far better prognosis in the fight against the ills lurking out there

Abroad can be the most dangerous place in the world. Be in the right place at the wrong time and — bingo — health disaster. With danger spelt out in a tumble of letters such as DVT, HIV, SARS, and WNV, staying well is not necessarily as easy as ABC.

Once a casual form of Russian roulette — a couple of jabs, crossed fingers and on your way — travel health is now a subject stamped 'top priority' by many global agencies and corporate travel organisers. Rarely has so much time been devoted to informing, advising and researching on the traveller's behalf, with a quick check on the destination in question making you less vulnerable and more confident.

For starters, think ahead and use common sense: anti-malarial treatment should begin well before the journey, take care in the sun, and in some foreign climes be wary of contact with water, both internally and externally. Stating the obvious, practise scrupulous personal hygiene, and undergo medical or dental treatment abroad only if absolutely unavoidable, always ensuring the equipment is taken from a sealed pack.

More specifically, SARS has been contained in most places, but the latest concern is WNV (West Nile Virus), which is carried by mosquitoes infected by dead birds. The official advice is to use a good insect repellent and cover up.

Crossing time zones at speeds our forebears could never have dreamed of, 21st century travellers endure punishing schedules before they even get to work. The curse of global commerce lies in the inherent challenge to arrive in good enough mental and physical shape to perform well.

As research unleashes all manner of intelligence on the subject, global awareness is burgeoning and the travel industry is responding positively. It may well be commercially led, with savvy airlines and airports using travellers' wellbeing as a marketing tool, but the consumer can only benefit — wherever in the world, every revamp includes facilities to nurture passengers.

And advance research has never been easier. The Aviation Health Institute (AHI) specialises in investigating the effects of flying on our

bodies and encourages passenger response. Other organisations, including Medical Advisory Services for Travellers Abroad (MASTA), offer comprehensive advice, and the World Health Organisation (WHO) includes updates on current outbreaks of disease.

Warnings, travel advisories and alerts are also issued by individual countries, such as the UK Foreign Office, and the US Department of State Bureau of Consular Affairs.

On the individual level, 'nanny' services include clinics where subscribers can be checked, monitored, kept up to date with their special requirements, and can command immediate counsel wherever they are.

Dr Richard Dawood, author of the road warriors' bible, *Travellers' Health*, which lists websites on subjects as diverse as diabetes, epilepsy and injection safety, together with help centres, offers sound advice: "Buy as much legroom on board as you can afford," he recommends.

"Don't be a prisoner in your seat, move about, and don't take sleeping pills unless you can nod off in a horizontal position." In addition, you should drink water, wear loose clothing — including special socks to combat DVT — rest as much as possible, and be generally kind to yourself.

As airlines' websites prove, travellers' wellbeing is of great concern, and much expertise has been called upon to maintain it — from consultant surgeon John Scurr at Emirates, to British Airways' consultants Dr David Flower, an occupational physician, and Pilates guru Lynne Robinson. Other airlines have their specialists offering travellers a wide range of advice.

Flight endurance remains the challenge and none of us should feel embarrassed about contorting our limbs within the confines of an airline seat. Circle your ankles to write the alphabet — it's as easy as ABC after all.

Health checklist

- ▲ Visit appropriate websites for general medical advice.
- ▲ Request special in-flight meals when making the reservation.
- ▲ Carry a copy of your contact lens/spectacles prescription and take enough lens solution as it might not be available or out of date overseas.
- ▲ Wear a bracelet or other medical ID if you have diabetes, an allergy to penicillin or any condition that may affect or require emergency care.
- ▲ Take prescriptions and a doctor's letter with you, in the local language if necessary.
- ▲ Keep medicines in original containers to avoid problems at customs, and pack all medication in hand luggage.

Travel Insurance

- ▲ Check overseas cover is adequate.
- ▲ Have all bills and receipts itemised in your language and be prepared to pay upfront.
- ▲ If in the EU, get form E111 for reduced or free emergency care, but travel insurance is still required.



What's on

A selection of major conferences, exhibitions, sporting, cultural and other events around the globe during September and October

September

- 5-7 Goodwood Revival Meeting (motor-racing), Chichester, UK
- 5-8 Pret-A-Porter, fashion showcase, Paris
- 7-15 Bari International Trade Fair, Italy
- 8-13 Barcelona Fashion Week, Spain
- 11-21 Frankfurt Motor Show, Germany
- 13 St Leger (horse-racing) Doncaster, UK
- 14 Italian Grand Prix (motor-racing), Monza
- 15-1/10 Antiques Biennale, Paris
- 20-5/10 Oktoberfest, Munich
- 21 Tivoli (last night), Copenhagen
- 22-23 World Bank and International Monetary Fund annual meeting, Dubai
- 26-13/10 Paris Motor Show, France
- 28 United States Grand Prix (motor-racing), Indianapolis

October

- 5 Prix de l'Arc de Triomphe (horse-racing), Paris
- 6-10 Meetings & Incentives Travel Show, London
- 7-15 Paris Fashion Week, France
- 8-9 Business Travel 2003 (exhibition), Manchester, UK
- 8-13 Frankfurt Book Fair, Germany
- 12-14 Association of Corporate Travel Executives Global Conference, Dublin
- 12-18 Telecom World 2003, Geneva
- 19 Superbike World Championship (final round), Magny-Cours, France
- 24-27 Cork Jazz Festival, Eire

