

Business Travel is our world.



Business Travel 

 **Lufthansa**
City Center



Introducing Lufthansa City Center

Facts and figures

With more than 650 offices across 90 countries, and total sales of approximately six billion euros, Lufthansa City Center is the largest independent franchise in the travel agency market. Allow us to introduce ourselves.

In Germany alone, our network of independently managed small and medium-sized travel agencies boasts 300 offices with over 2500 employees. Globally, Lufthansa City Center employs around 5500 people. The franchise system, headquartered in Frankfurt am Main, offers tailored services for leisure and business travel – and for you.

Focus on business travel

Founded in 1995, our business travel division aims to provide a professional and effective travel management service, targeted in particular at small and medium-sized companies. Alongside personal advice provided by specialist business travel agencies, Lufthansa City Center Business Travel offers professional services and custom solutions for business customers, including user-friendly online booking tools, an useful travel app and time-saving visa services.

Our travel cost statements, detailed reports and round-the-clock service and security management are designed to cover all aspects of business travel – before, during and after your trip.

Ready for Take off

Take to the skies with us

Are you looking for a partner offering more than just travel services – a partner who can put together the perfect business travel solution for you? Welcome to Lufthansa City Center Business Travel! Your booking is just the start of our journey together...

Just some of the benefits of LCC ...



24h Service

Top-class service at any time



Visa Service

All documents ready in time



Mobile

Stay up to date while travelling



Travel Expense

Travel expense accounting



Online Booking

Easy and fast self-booking system



Reporting

Detailed analyses



Security Management

Competent assistance and minimised risk

Ready for Take off

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Just some of the benefits of LCC ...

24h Service You can rely on our 24-hour emergency service when your Lufthansa City Center travel agency is closed. For the best service 365 days a year, 24 hours a day. We will immediately take care of your reservations, short-notice changes or cancellations of flights, hotels and rental cars – according to your timetable. **Fact Sheet**

Visa Service We work with companies that are specialised in obtaining visa documents in due time. This means you will receive all the paperwork and authorisations you need quickly and simply. Our travel experts always keep up to date with the most important entry requirements and application rules. **Fact Sheet**

Mobile Wherever you are in the world, the LCC Mobile app gives you instant access to all the travel information you need for your business trip. From travel plans to flight delays and train connections, right through to mobile check-in. **Video**

Travel Expense If you choose LCC Travel Expense, partner companies or web-based solutions will take care of your travel expense accounting. Effective outsourcing reduces process costs. Apart from substantial savings, you will benefit from highly transparent travel expenditure. **Fact Sheet**

Online Booking The easy-to-use online interface gives travellers the option to book business trips themselves quickly, taking your company's travel guidelines into account. We support all leading online booking engines. **Fact Sheet / Video**

Reporting Our management information system gives you a comprehensive overview of all travel-related data. It allows you to keep a check on travel expenditure and gives you reliable information for optimising your travel costs. **Fact Sheet**

Security Management We work together with experienced partners to ensure the highest levels of security during your business trip. We offer individual crisis management to companies, so we can provide effective help if required - before, during and after the trip. **Fact Sheet**

360° service for your business travel

Here when you need us

With our comprehensive services, we ensure that everything runs smoothly before, during and after your business trips. We offer optimal service for all travel-related processes, whether it's planning, booking or billing.



Direct Connect

Full range of fares



Global Fares

The best deal worldwide



Tax Reclaim

Added value with every per cent



VIP Service

Extraordinary service for the highest demands



Profile

One interface, many options



Meetings & Events

Full service for your events



Green Travel

Sustainable planning, green travel

360° service for your business travel

Here when you need us

With our comprehensive services, we ensure that everything runs smoothly before, during and after your business trips. We offer optimal service for all travel-related processes, whether it's planning, booking or billing.

Direct Connect As the first travel agency chain on the German market with a direct link to an airline booking system (Direct Connect), we ensure that we can offer the complete range of fares. Thanks to Direct Connect, we can offer you direct access to all routes and prices from different sources. [Fact Sheet](#)

Global Fares With LCC Global Fares, we have the means to be able to book your chosen route at any time, at the best price available worldwide. This web-based tool enables the comparison and booking of flights from over 40 countries and all major worldwide booking systems. [Fact Sheet](#)

Tax Reclaim We work with a specialist service provider to guarantee that business travellers receive a full refund on VAT paid abroad. Our partner will not only process all original supporting documents for you, but will also deal with all correspondence with the relevant authorities. [Fact Sheet](#)

VIP Service Just relax and enjoy the comfort. Using dedicated, specialised teams, LCC VIP Service fulfils your entitlement to preferential treatment. Our VIP service teams are familiar with special requirements and understand what matters to you. [Fact Sheet](#)

Profile One central platform to manage traveller profiles. The intuitive user interface allows easy and individual profile administration. The system is connected to multiple databases and data systems via a central interface. This streamlines workflows and optimizes business travel management. [Fact Sheet / Video](#)

Meetings & Events From seminar trips to elaborate incentive travel, through to complex tours with partners around the world – we will create events that meet your expectations and secure attractive group rates for flights and hotel rooms. [Fact Sheet](#)

Green Travel On request, we will take environmental considerations into account when we plan your business travel. Our detailed CO2 reports give you an insight into your travel-related emissions. This allows you to offset them via climate protection projects. [Fact Sheet](#)

The easy way to take to the skies

What makes Lufthansa City Center Business Travel so unique

Alongside our comprehensive 360° service, Lufthansa City Center Business Travel offers a number of other advantages: As the market leader in the small and medium-sized company market, we offer peer-to-peer advice and understand the specific needs of independent, owner-managed companies. Thanks to our global network and strong presence in Germany, we can be there for you wherever you are.

We know what's important to you

The needs of small and medium-sized companies are best understood by other SMEs: That's why each Lufthansa City Center travel agency is an independent company that has joined the network. With us, you will never need to contact an anonymous, impersonal call centre. Our regional roots, service culture and high-quality advice set us apart.

An individual identity – on a global scale

Lufthansa City Center travel agencies are part of a strong brand, but operate independently – allowing you, the customer, to benefit from the countless service, price and process-related advantages of partnering with a large network of companies, while still enjoying the personal customer service of your local travel agency.

At home worldwide – with a strong presence at home

We strive to provide global coverage, with around 650 travel agencies in our close-knit network. We provide services to around 50,000 small and medium-sized companies, distributed all over the world – offering the diverse range of services, competitive products and expertise of a global company.

Find out more about our service promise.



In brief

We are ...

- ... market leaders in the small and medium-sized company segment
- ... a global brand with a personal approach
- ... 360° service providers for business travel
- ... a company with regional roots
- ... a company with a global presence

Less work, improved processes

Why professional business travel management pays off

Whether you're considering changing providers, or are partnering with a business travel service provider for the first time, Lufthansa City Center Business Travel can help. We'll provide you with your own personal contact and great service – both during our office opening hours and via our 24-hour service for those issues that can't wait. You can rely on us to be there for you.

A culture of service

Our employees are experts in their field and our decision-making chains are short – ensuring that your partnership with us is professional and efficient.

This efficiency is reflected in the statements and reports we regularly generate for you. Our personal commitment to your business, the years of expertise behind us, and the exceptional service we provide will become essential to your business. This is our promise to you.

Powered by technology

Even smaller companies can benefit from the powerful technologies we use at Lufthansa City Center. We share the technical tools that we, as a global company, have at our disposal with our SME customers – and you can choose whether to implement these tools in your application environment, access them online, or let us take care of all of your travel management processes. You decide – we act.

In brief

Our benefits for you:

Save time by reducing your workload

Our travel experts will take care of all of your business travel arrangements.

Available round the clock

Our 24-hour service team can assist with short-notice bookings, changes or cancellations.

Personal contacts

We assign you a direct personal contact for individual service.

Cost optimisation

Our comprehensive advice, attractive rates and detailed statements ensure that you get the best from our travel services.



Simply make the change

Our 360° service will support you from A to Z



Would you prefer a **trial period** to familiarise yourself?
This is also possible. Please contact us!

Lufthansa City Center
Reisebueropartner GmbH

Lyoner Str. 36
60528 Frankfurt/Main
Germany

Phone: +49 69 66075-400

Fax: +49 69 66075-440

Email: LCC-Businesstravel@LCC.de

www.LCC-Businesstravel.com

„We are your business
travel partner: Personal,
powerful and present across
the world, to optimise your
travel management
processes.“

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As of 03/2018

 **Lufthansa**
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