

## Corporate deal AWDC / Brussels Airlines and partners

### **Frequently asked questions:**

- "I would like to book a one-way ticket to Mumbai but do not find any discounted rate, is that normal?"***  
Answer: When AWDC negotiated the contract with Brussels Airlines and Lufthansa Group, we did not evaluate one-way discounts. After the presentation done on May 4<sup>th</sup>, we have received several requests and contacted Brussels Airlines and Lufthansa Group. One-Way discounts will be added to selective destinations as from 01.07.2017
- "In AWDC communication, you promote discounts on various airlines, how can I get the discounts on all airlines?"***  
Answer: On [Brussels Airlines](#) link from AWDC website, you have access to Brussels Airlines destinations. On [lufthansa](#) link from AWDC website, you have access to Lufthansa, Swiss, Austrian, Brussels Airlines plus all codeshare destinations operated by United Airlines, Air Canada and ANA.  
When you book through your appointed travel agency, and provided that you registered to AWDC deal, you have access to all airlines.
- "My AWDC discounted price is the same as on the public website, how come?"***  
Answer: Not all fares are discounted in the corporate contract. The lowest fare categories offered by airlines cannot further be discounted and therefore it happens that the fares are equal. For tickets issued in booking classes that are not discounted in AWDC contract, incentive is granted via Partner Plus Benefit.
- "What is Partner Plus Benefit?"***  
Answer: Partner Plus Benefit is the ideal loyalty program to optimize your business travel. You and your colleagues often travel for business purposes? Your company is interested in making business travel pay off? Then Partner Plus Benefit is the program to join! Partner Plus Benefit (PPB), works in a really simple way: flights operated by Brussels Airlines or one of the other participating airlines have Benefit Points attached to them – which your company earns in a single, online corporate account. The points can be redeemed against a wide range of attractive awards, including free flights, upgrades, or one of the hundreds of products in the WorldShop. And that's not all! You and your employees will continue to earn their personal Miles & More miles. That's double gain. Register your company on [www.partnerplusbenefit.com](http://www.partnerplusbenefit.com) .
- "Do I need to book through a travel agent?"***  
Answer: No, it is not mandatory to book through a travel agent, but AWDC has registered 7 agencies of record in the Antwerp region. From AWDC website you will have access to the Diamonds Traders corporate fares from the booking engines that were created by the various airlines. Links are available from AWDC website.
- "To which destinations do I get discounts and how long is the offer valid?"***  
Answer: The discounts are valid to more than 30 destinations worldwide, including Bangkok, Hong Kong, Mumbai, New York, Tel Aviv... and are currently valid until 30 June 2018. It is our intention, after an evaluation of one year, to extend and review the contractual offers based on usage and needs. Do not hesitate to communicate new destinations, new projects and we will contact our airline partners.  
Since new destinations might be added when demand is growing from the Diamond industry, we will not list the destinations in this document.
- "Who is eligible for those discounts?"***  
Answer: Only the registered Diamond traders that have requested access to AWDC

corporate conditions are eligible for the discounts. Employees of registered Diamond Traders Companies are also eligible for the discounts, not only the company owners.

8. ***"Do I have the option to pre-purchase bulk tickets to one frequent destination? What is the process?"***

Answer: The possibility exists for Brussels Airlines, not for all participating airlines. The minimal value of bulk purchase for the development of a specific "webshop" is 30.000€ per destination per company. Availability is depending on the value of the average ticket price and destination.

Tickets need to be booked at least two weeks in advance to allow processing and ticketing in due time.