

SGM Terms and Definitions

Term	Definition
International	Over 1,000 Destinations worldwide
Meeting Travel	50 or more attendees traveling to a common destination over a specified date range from 2 or more countries, other than the destination country
Global Meetings Discount	Percentage travel taken off published fare at the time of ticketing 0, 2, 5, 10 or 15%
Type of Meetings	Sales Meetings, Board/Executive Meetings, Tradeshows/Exhibitions, Training Seminars, Conventions, Conferences, Events, Incentive Trips.
Productivity Ticket	Complimentary ticket earned in conjunction with meeting goals as specified in contract (1 for 50)

SkyTeam Global Meetings (SGM) offers flexibility to customers worldwide with a competitive pricing program, convenient online booking option with no service fee and with online meeting contract capability worldwide at SkyTeam.com/globalmeetings.

Program Features

- Domestic and International POS discounts between 2-15%, valid on SkyTeam member flights worldwide (specific discounts per booking class apply, some exceptions apply).
- 50-person minimum, originating from at least two (2) countries per event, other than destination country.
- Travel Dates at +/- 5 days around event dates.
- Earned productivity ticket on any SkyTeam airline (1 for 50).
- Online booking feature for attendees at www.skyteam.com/globalmeetings

Prequalifying Actions

- Prequalify the event:
 - Is this for a meeting, incentive, convention or event? (no leisure travel)
 - Is there a 50-person minimum, originating from at least two (2) countries other than destination country?
- Access www.skyteam.com/globalmeetings to complete form.

Support Desk:

Email	globalmeetings@skyteam.com
Hours	0900 – 1700 CET (AMS) Mon – Fri

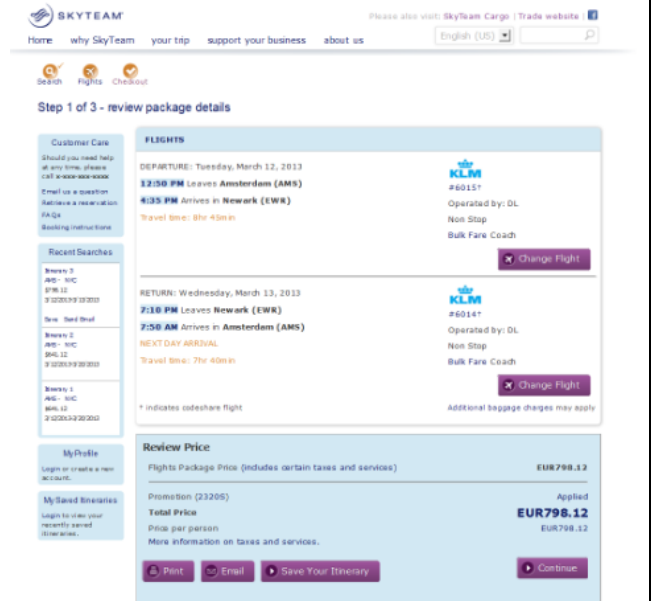
Meeting Organizer Actions

- Complete the **SkyTeam Event Registration Form** at www.skyteam.com/globalmeetings
- Your event will be validated by the online system.
- SkyTeam will confirm your event, and you will receive a confirmation of your agreement, including your EventID, unique booking URL, as well as marketing and communications material.

Meeting Attendee Actions

Attendees can easily book their flight:

- Go to www.skyteam.com/globalmeetings or click on the unique booking URL provided to the event organizer.
- Enter their EventID (If they do not have the Event ID, they should contact their Meeting/Event coordinator.)
- Select their origin and dates of travel, and complete the booking and ticketing process.



The screenshot shows the SkyTeam website interface. At the top, there's a navigation bar with 'Home', 'why SkyTeam', 'your trip', 'support your business', and 'about us'. Below that, there are search filters for 'Search', 'Flights', and 'Checkout'. The main content area is titled 'Step 1 of 3 - review package details'. It displays flight information for a round trip from Amsterdam (AMS) to Newark (EWR) and back. The departure is on Tuesday, March 12, 2013, at 12:50 PM, and the return is on Wednesday, March 13, 2013, at 7:00 PM. The flights are operated by KLM. A 'Review Price' section at the bottom shows a total price of EUR 798.12, including a promotion of EUR 232.05. There are buttons for 'Print', 'Email', 'Save Your Itinerary', and 'Continue'.

Reservations can also be booked via phone by calling 1-800-759-1486 or 414-934-3486.

Note: A Direct Ticket Charge will apply for booking by phone, and service is only offered in English language.

Travel Agency Actions

Contracted Travel Agencies may book and ticket via the GDS after approval by SkyTeam. Ticketing instructions per airline will be provided upon approval. Ensure that the event organizer includes Travel Agency information in the original Registration Process on SkyTeam.com

Contact globalmeetings@skyteam.com for more information.