

THE LATEST NEWS AND UPDATES FROM OUR BTA INDUSTRY PARTNERS

IHG Launches Global Effort To Feed Local Communities In Response To Covid-19 Pandemic



IHG® have announced global partnerships to support food banks and other food provision charities in assisting those most in need during the Covid-19 crisis.

With hotels in thousands of communities around the world, together with our colleagues, owners and partners, we are working to be part of the relief effort. Today, we are extending our programme for communities and charitable giving, True Hospitality for Good, by committing funding and support to be there for our local communities where they are most vulnerable.



Helping to protect and enhance food bank infrastructure and services in more than 70 countries, IHG's partners include 'No Kid Hungry' in the US, 'Trussell Trust' in the UK, the 'Global Foodbanking Network' (GFN) and the 'European Food Banks Federation' (FEBA). Together, this support will ensure that food banks and food distribution sites have access to the funds, training and resources they need, as more and more people rely on their help during the current crisis. This vital work will add to the hospitality shown by many of our colleagues who are volunteering to support food banks in the hearts of their own communities.

IHG's True Hospitality for Good programme will support food bank and food provision charities across 70 countries

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Accor and Bureau Veritas Launch A Label Based On Sanitary Measures To Support The Return To Business In The Hospitality And Restaurant Industry

Accor, a global leader in augmented hospitality, and Bureau Veritas, a world-leading provider in testing, inspection and certification, have joined forces to develop a label designed to certify that the appropriate safety standards and cleaning protocols have been achieved to allow businesses to reopen.

Franck GERVAIS, CEO Europe Accor, said, "Welcoming, protecting and taking care of others is the very DNA of Accor and at the heart of what we do. Today, more than ever, our employees, customers and partners need to be reassured of our ability to offering them the best welcome possible. As the European leader in hospitality, it is our duty to anticipate needs and respond to health and safety requirements by adhering to the highest standards. We are pleased to be pioneering this drive with Bureau Veritas and to extend it to all stakeholders."

Jacques POMMERAUD, CEO Bureau Veritas Africa & France, added: "For almost 200 years, it has been Bureau Veritas' mission to shape a world of trust. With this label, today we have the ability to meet the new expectations of our society in terms of health and safety. This label will contribute to the hospitality and restaurant industry reopening with confidence. We are proud to work with Accor, at first in France and subsequently in all European countries. This approach will benefit the entire industry as every company could request to be certified by Bureau Veritas."

The label will cover both accommodation and catering, and will set the sanitary standards applicable to all the Group's hotels as well as to other chains and independent hotels. The project was carried out in partnership with doctors and epidemiologists, and has been developed in collaboration with Accor owners and trade associations, such as UMIH, GNC, and GNI.

FIND OUT MORE



Delta Clean: A New Standard Of Airline Cleanliness, Now And Always



Delta is transforming expectations for cleanliness across airports and aircraft to deliver a new standard: Delta Clean. Committing long-term to these elevated sanitizing measures – not just in times of crisis – the airline is extending its overall safety focus to give customers confidence when they fly on Delta.

New measures include overnight fogging to sanitize aircraft, disinfecting high-touch areas like seat-back screens, tray tables, arm rests and seat pockets before every flight, and enhanced cleanliness checks before departure. There's extra hand sanitizer for customers and cleansing at airport touchpoints, too. By May, aircraft will be fogged before every flight.

Here are some of the cleaning measures Delta is taking so customers feel confident when traveling on Delta:

- Interior fogging overnight to disinfect domestic and international aircraft.
- Aircraft cleaned before every flight using the same extensive checklist used during overnight cleanings, disinfecting high-touch areas like tray tables, seat-back entertainment screens, arm rests and seat-back pockets.

- Spot checks before each flight by a Customer Service Agent and a Flight Leader to ensure the aircraft is up to the Delta Clean standard. The team are empowered to request a cleaning crew return to the aircraft for additional cleaning.

By early May, Delta planes will be fogged before every flight. The disinfectant used in fogging is immediately safe to breathe and is similar to what hospitals and restaurants use to sanitize. Meanwhile, customers will find hand sanitizer at various touchpoints, while surfaces are disinfected across the airport experience.

Watch how Delta Clean is delivering a higher standard [here](#).

FIND OUT MORE

Evolvi Suspends 'Uplift' Fees For TMCs During Pandemic

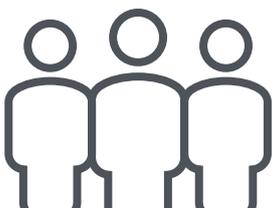


Evolvi, the online corporate rail platform, is suspending its standard 'uplift' fees for TMCs not meeting the company's usual qualifying spend threshold while the coronavirus pandemic persists.

Evolvi has also enhanced its automated refund process to make it as easy as possible for travel management companies to access refunds for Advance purchase rail tickets for journeys impacted by the lockdown. In addition, the Evolvi system now enables unrestricted ticket types to be refunded without the usual RDG administration fee. Evolvi does not levy administration fees for ticket refunds.

Andrew Cantrell, Evolvi Managing Director, commented: "As an industry, we are all finding it difficult during the current pandemic and subsequent restrictions on travel. As a result, Evolvi is suspending the monthly "uplift" fee that is usually applied when spend by a TMC is below a defined threshold. Although a small gesture in the scheme of much wider issues, every little helps."

www.evolvi.co.uk



KEEP HEALTHY
KEEP SAFE
KEEP YOUR DISTANCE