

**Your Business Travel Partner.**



**Lufthansa City Center**  
Congonhas Travel

**Gestão em Viagens**  
Alcance Global  
**Soluções Corporativas**



[lcc-congonhastravel.com](http://lcc-congonhastravel.com)

## **COMMERCIAL AGREEMENT**

### **CLIENT:**

Normatec Werkzeugtechnik GmbH

**DATE: 09/10/2019.**

**Your Business Travel Partner.**

## ***Our History***

**Congonhas Travel** was founded in 2000, in São Paulo, and today we have strategic offices in: São Paulo- SP, Joinville - SC, Curitiba - PR, Piracicaba - SP e Chapecó - SC.

Since 2013, we have been a part of Lufthansa City Center, one of the largest travel agency networks in the world present in more than 80 countries.

Our mission is to offer complete solutions according to the needs of our clients, searching for safe results in optimizing costs in corporate travel.

We make available work groups that are assigned to specific clients for domestic travel, international travel, leisure travel and corporate events.

## ***Management of Travel Services***

Congonhas Travel Lufthansa City Center looks to offer the most savings through a capable team of consultants.

### **CLIENT RELATIONSHIP**

Our management is performed periodically by the commercial department, promoting monthly meetings for performance evaluation, as well as analysis of management reports, savings opportunities/negotiations, fulfillment of travel policies amongst other services.

### **SUPPLIER AGREEMENTS/NEGOTIATIONS**

Application of new or usage of current supplier agreements, being constantly reevaluated and always searching for the best cost-benefit analysis. This happens for Airlines, hotels and car rentals.

## ***Differentiated Office Hours***

- Monday through Saturday: From 06:00 to midnight
- Sundays and bank holidays – From 07:00 to midnight
- Emergency Phones – Midnight to 06:00

**Your Business Travel Partner.**

## ***Travel Services***

- Domestic and International Air Tickets;
- Domestic and International hotel bookings;
- Domestic and International car rentals;
- Travel Insurance;
- Assistance in obtaining visas and passports;

## ***Free Airport Services***

- Congonhas (CGH) Airport – business hours.
- Guarulhos (GRU) Airport – business hours.
- Other airports – please consult us.

## ***Service Structure***

We work with the following service structure

- Shared service through e-mail, phone, or OBTs.
- Service Posts: On-site, dedicated consultants.
- Virtual Service: availability of consultants in any of our offices

## ***Proposal: Credit Card Payment***

- **Transaction Fee**

Services	E-MAIL
Domestic Air Ticket, Hotels, Car Rentals and Bus Tickets	20,00 EUR
Non-reduced International Air Tickets (GDS rates)	20,00 EUR
Reduced Air Tickets, Hotels and Car Rentals and Bus Tickets	40,00 EUR -

*The values above are considered per transaction, being ticket issuing and rescheduling*

**Your Business Travel Partner.**

<b>Additional Services</b>	<b>E-mail Request Only</b>
Event Management	8% over the total expenditure
Reimbursement Requests	20,00 EUR
Emergency Requests	Free
Airport Services (*Congonhas and Guarulhos) <i>*in business hours.</i>	Free
Airport Services (other airports in Brazil)	10,00 EUR / 15,00 EUR (weekends and bank holidays)

### ***Final Considerations***

We thank you for this opportunity to present some of our services so we can further consolidate our partnership

We are at your disposal for any further requests and other questions.

Sincerely

---

Congonhas Travel Lufthansa City Center.

---

Client:

Name:

Date:        /        / 2019