

24-hour service

What makes us unique

Your business travel knows no opening times. Nor does FIRST Business Travel. In order to be able to provide you with the best possible service at the FIRST Business Travel quality level, we have opened our Customer Service Centre with our own specialists. We are there to support you – any time, any place. All you need is the telephone number of your local FIRST Business Travel team. Easy? Exactly!

Close by and always available

Business travel has its own rhythm which will not necessarily adhere to opening hours. Should you require the services of your FIRST Business Travel team before 8:00 a.m. or after 6:00 p.m., we have the perfect solution for you! Simply dial the number of your local FIRST Business Travel team and you will automatically be forwarded to our Customer Service Centre in Frankfurt.

In the case of departures at short notice, the Customer Service Centre will immediately provide you with the necessary travel documentation for flights or rail travel. As long as there is sufficient time between booking and departure, the local FIRST Business Travel team will take care of your booking. And between 10:00 p.m. and 6:00 a.m., you are forwarded to our partner agency that will support you with your inquiry.



Services that go further

- Booking, reservation, booking change, cancellation of flights, hotel rooms and hire cars
- General information regarding availability and times for flights
- Information regarding entry and immunisation regulations

Our extended opening hours

- **Monday to Friday**
6:00 a.m. – 10:00 p.m.
- **Weekends and holidays**
10:00 a.m. – 6:00 p.m.
... and even longer through our partner agency



Would you like to find out more about our service?

Simply ask for more information in your FIRST Business Travel office.