

QUESTIONS AND ANSWERS

- 1 Does ITC have contracted rates with airline, hotel or car rental suppliers? If yes, please provide 2023 year-to-date:
Answer **No, we operate under a framework contract with a travel agency selected after a tender .**
- 1a air spend under contract
Answer **approximately \$283,000.00**
- 1b hotel spend under contract
Answer **approximately \$8,000.00**
- 1c car spend under contract
Answer **\$0.00**
- 2 For 2023 year-to-date: how many air tickets were reserved on behalf of ITC travellers originating in Canada or the US?
Answer **90 tickets**
- 2a For 2023 year-to-date: how many air tickets were reserved on behalf of ITC travellers originating outside of Canada or the US?
Answer **None**
- 3 Is an online booking tool in place today? If yes:
Answer **NO**
- 3a Which platform?
3b # of reservations via the online booking tool for 2023 year-to-date?
- 4 **For 2023 year-to-date:**
- 4a # of itineraries reserved
Answer **90 itineraries**
- 4b # of itineraries changed
Answer **Information not available**
- 4c # reservations and changes made outside of standard office hours
Answer **Information not available. Most tickets are reserved during office hours**
- 5 In lieu of Net 30 payment terms - would ITC provide a centralized credit card for air, hotel and car reservations?
Answer **NO**
- 5a In lieu of Net 30 payment terms - would ITC permit travellers to provide their credit card for air, hotel and car reservations?
Answer **No, only for extra charges and/or accompanying travelers' tickets that are not covered by the Italian Trade Commission.**
- 6 Is support in French required?
Answer **Yes, for only French-speaking customers, when necessary**
- 6a Is support in Italian required?
Answer **Not necessary**