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 **CORPORATE TRAVELLER™**

Best of the best

Corporate Traveller's top flight and airport experiences

Introduction



From steady growth in flight bookings to unexpected industry changes, 2024 was a significant year in travel - and 2025 is shaping up to be just as transformative. Last year, flight capacity across domestic and international

flights finally hit pre-pandemic levels and came alongside a long-awaited drop in airfares.

The industry saw Bonza go into liquidation and Rex Airlines exit major routes, while U.S. carriers delivered direct flights between the States and Australia, and direct flights between South Africa and Australia made a comeback.

Shifts such as these have made us reflect on the long-haul flight experience and what truly makes these trips productive and enjoyable. From airport facilities and VIP lounges to seat classes and in-flight connectivity, our own travel managers weighed in on the factors that make a difference.

At Corporate Traveller, our travel managers 'breathe' travel day in and day out when designing itineraries

for our customers, choosing the best-fit travel providers, booking travel and solving issues in the journey. Their deep understanding of all things travel makes our customers feel secure, understanding that we truly have their backs before, during and after their journeys.

Based on a survey of 69 Corporate Traveller travel managers, this report explores their knowledge, experiences and opinions around flights and airports, and highlights what they value most or would like to see introduced to the travel mix. Our experts have let us know that connectivity is a priority in the air, while swift processing is most important on the ground. They also judged the best airlines and aircraft, and suggested improvements to premium economy, making it worth the extra dollar.

We hope you value their insights!

Tom Walley



¹ Bonza Aviation Pty Ltd (In Liquidation) - Hall Chadwick
² BlobViewer.aspx

Comfort and services

What do our travel managers think about advances in in-flight experiences, 'digital detoxing', 'quiet cabin' policies, and premium economy class? Which airport facility do they know most enhances the travel experience? Let's take a look at their collective opinions.



Wi-Fi goes sky high

the service most likely to take off

Our travel experts looked to the future and noted which in-flight services they believe will improve.

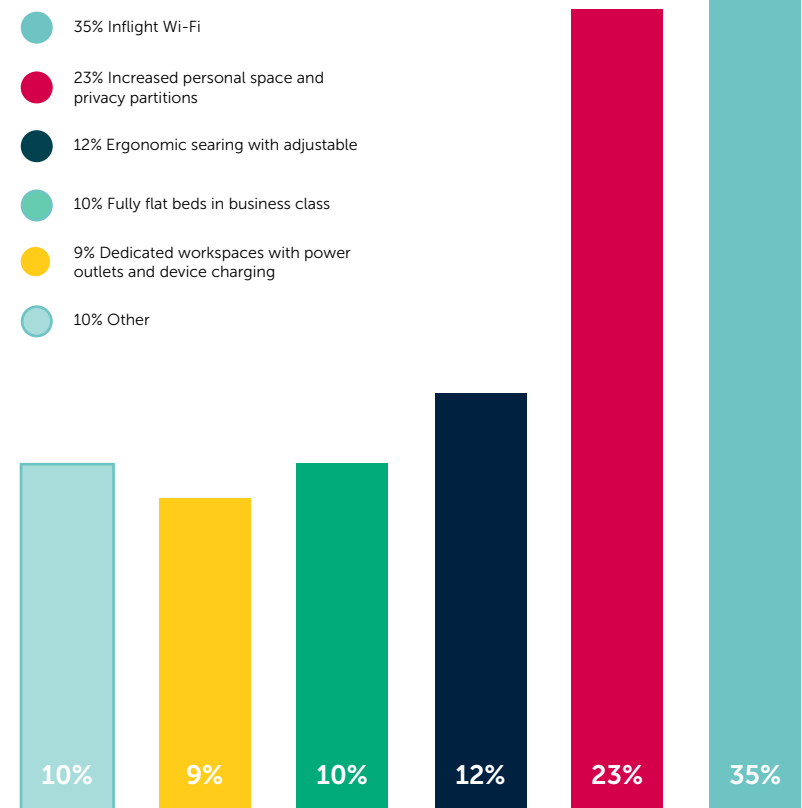
More than one third (35%) believe this will be in-flight Wi-Fi – a must-have for busy corporate travellers needing to make the most of idle time in the air. There have already been rapid advances in connectivity with Qantas expanding its Wi-Fi to selected international flights and Virgin Australia installing high-speed Wi-Fi across most of its fleet.

Our travel managers also believe airlines will respond to the need for inflight seating comfort.

One quarter (23%) believe carriers will step up personal space and privacy, while a modest 12 per cent anticipate a more comfortable ride with ergonomic, adjustable seating.

What do you anticipate will be the most significant improvement in flight comfort for corporate travellers in 2025?

- 35% Inflight Wi-Fi
- 23% Increased personal space and privacy partitions
- 12% Ergonomic seating with adjustable
- 10% Fully flat beds in business class
- 9% Dedicated workspaces with power outlets and device charging
- 10% Other



³ www.qantas.com/au/en/qantas-experience/onboard/wi-fi.html

⁴ Virgin Australia Announces "Switch-A-Roo" Discover Gold Status Match Offer and the Return of In-Flight Wi-Fi



48%

Yes, with business lounge access
(which some airlines don't offer)

43%

Yes, with wider seats

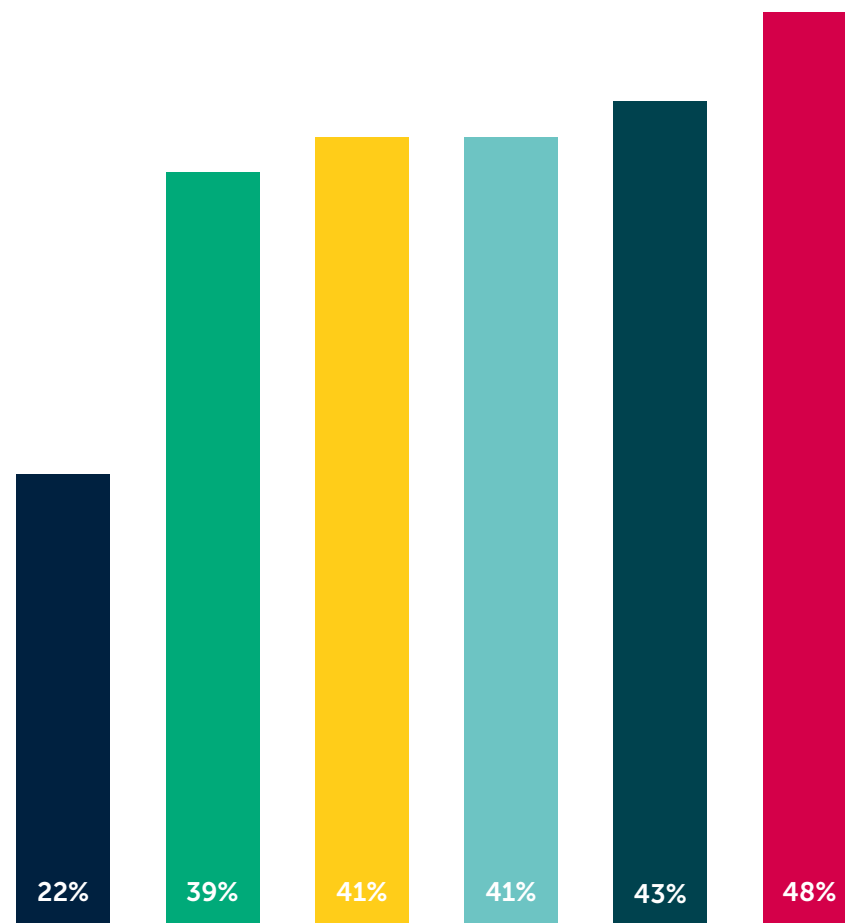
Stepping it up

Premium expectations for premium economy seating

In the early days, premium-economy class meant minor upgrades like more legroom and priority boarding. Many airlines have since stepped up the luxury with wider seats, foot and calf rests and superior meals – some even served on Royal Doulton china! But it comes at a cost – in some instances, 50 per cent more than standard economy. Our experts made it clear that passengers expect more for their money. Even thinking about the best premium economy available on the market, almost all (99%) say it would benefit from better comfort, entertainment and other inclusions. Almost half (48%) advocated for business lounge access. With the standard of premium economy varying significantly between carriers, expectations are hard to manage. Could it be time for a universal standard?

Could the premium economy experience be further improved - and how?

- 48% Yes, with business lounge access (which some airlines don't offer)
- 43% Yes, with wider seats
- 41% Yes, with further seat inclines
- 41% Yes, with more privacy between passengers
- 39% Yes, with more leg room
- 22% Yes, with a more premium food service



If airlines introduced a 'digital detox' flight with no Wi-Fi or screens, would you be interested?

- 61% No, I need connectivity
- 27% Maybe, for short flights only
- 6% Yes, but only if other entertainment options (eg books, magazines) are provided
- 6% Yes, it would provide a valuable break

61%
Need
inflight Wi-fi



Flight time means business as usual

Thumbs down for digital detoxing

Seamless connectivity is a must for our corporate clients, whether it be for business or to kick back with a movie. So, it's of little surprise that when we asked about an in-flight digital detox with no Wi-Fi or screens, 61 per cent of our experts gave a resounding 'no'. Just over a quarter (27%) say they would consider it only for short flights. Just six per cent see some value in taking a digital break. An international flight is a long time to sit in the confines of an airplane, and our experts agree that it's not the right time or place to switch off.



35%

19%

17%

15%

14%

Would you support airlines implementing a 'quiet cabin' policy during certain hours on long-haul flights?

- 35% Yes, it would improve rest and relaxation
- 19% Maybe, if it doesn't restrict necessary services
- 17% Yes, if there are 'quiet hours' to allow for conversation or activity during other hours
- 15% Yes, if there are designated 'quiet zones' rather than cabin-wide policies
- 14% No, it could limit in-flight amenities

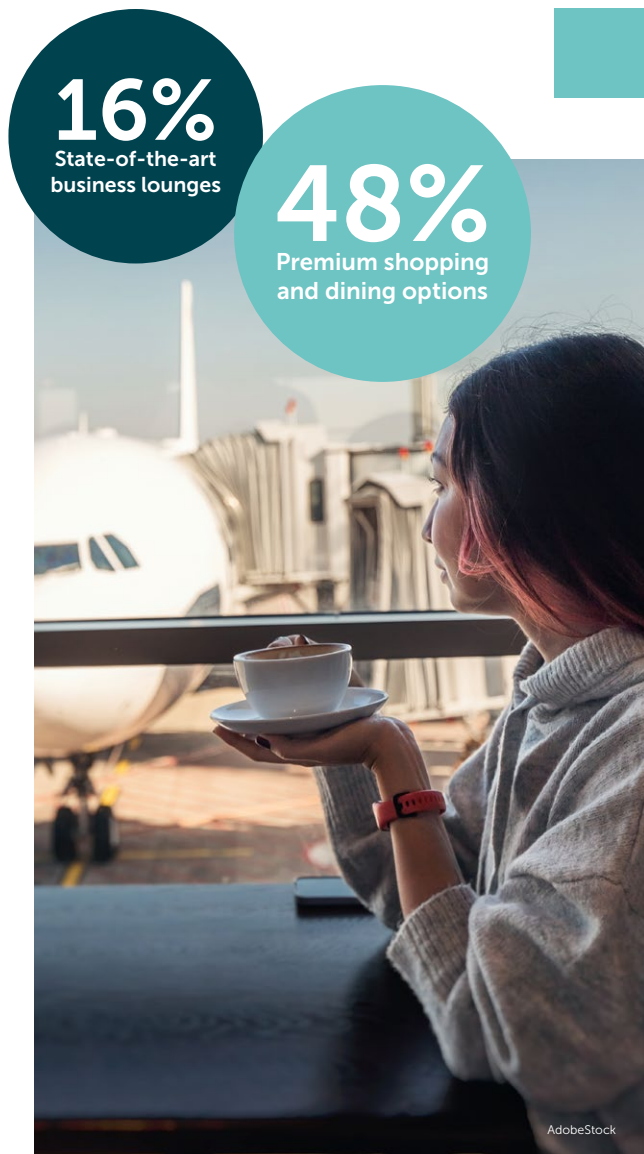
Balancing act

Quiet time vs productivity

Not everyone has the ability or desire to sleep on a flight, even if it is long haul. The suggestion of a 'quiet cabin' policy during designated hours received a mixed response, and most support came with conditions. A surprising 35 per cent of our experts would consider a quiet cabin policy provided in-flight services were not restricted. One fifth (19%) welcomed the opportunity to rest and smaller groups supported it with conditions such as designated quiet hours (17%) or quiet zones (15%).

Quiet cabin hours with low lighting and a break in meal service can help passengers adjust to new time zones. But they want the choice, and corporate flyers need a balance between rest and productivity.





Fast and fabulous

What the experts value most on the ground.

Speed and comfort are a must when it comes to airport facilities. Almost half (48%) of our travel managers value fast security and immigration processes. Self-serve digital passport checks, the U.S. Global Entry Program and the UK Electronic Travel Authorisation (ETA) are examples of how this is already being done.

State-of-the-art business lounges are also a priority, for 16 per cent. Who doesn't want to stretch and refresh between flights? Seamless, fast and accessible transport to CBDs is also important for 11 per cent, so that corporate travellers can get straight back to business when they land.

Which airport facility do you value the most for enhancing your overall travel experience in 2025?

- 48% Premium shopping and dining options
- 16% State-of-the-art business lounges
- 11% Seamless, fast and accessible transport connections to CBDs
- 9% Expedited security and immigration services
- 6% Seamless baggage handling and tracking
- 4% Digital services (eg boarding passes) for a more streamlined airport experience
- 3% On-site hotels for long stopovers
- 3% Wellness and relaxation centres

48%

16%

11%

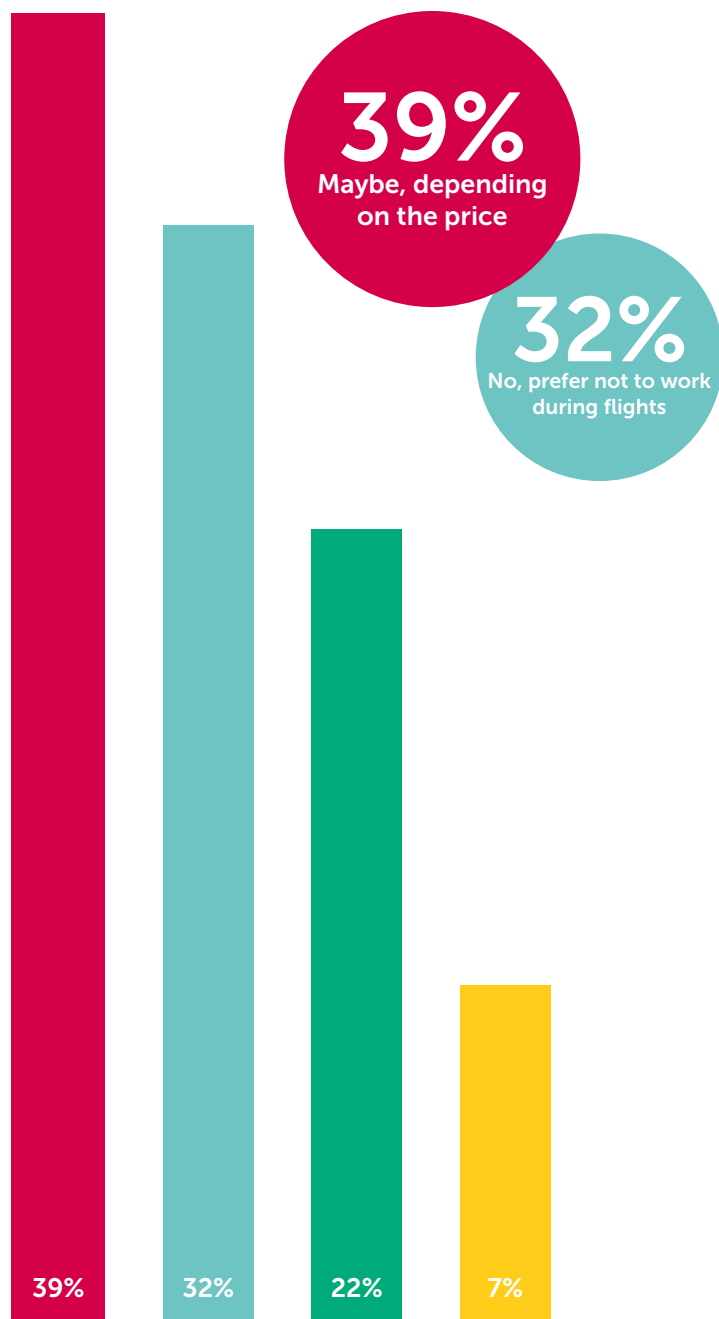
9%

6%

4%

3%

3%



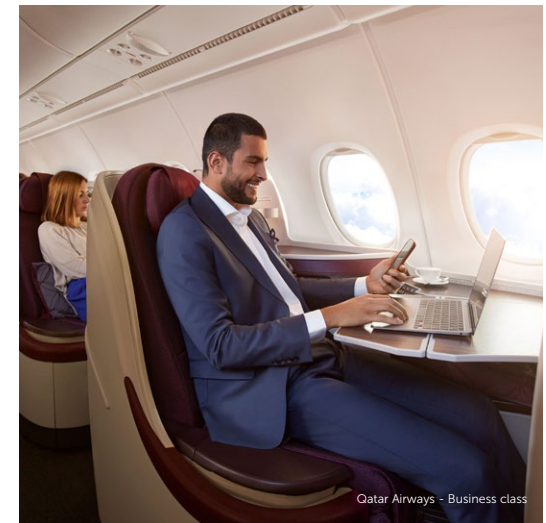
In-flight productivity

The show must go on

Business doesn't stop when you're in the air. When we asked our travel managers if they would pay extra for a designated work zone on the aircraft, 61 per cent said they would pay extra or at least consider it. For 39 per cent, it depends on the price, but 22 per cent say the enhanced productivity would be worth it, raising the question of whether existing seating and services meet the needs of corporate travellers. Productivity.

Would you pay extra for a seat in a designated 'work zone' on the aircraft with additional business amenities?

- 39% Maybe, depending on the price
- 32% No, prefer not to work during flights
- 22% Yes, enhanced productivity is worth the cost
- 7% No, not worth it because I don't mind working in the economy environment



Top hacks for long-haul flights



Frequent flyers have tried and tested knowledge on how to make the most of a long-haul flight. We asked our travel managers what travel hacks they used to ensure they fly comfortably and hit the ground running when they land.

Choosing seats with extra leg room when flying economy class was the number one hack (31%), followed by matching sleep cycles to the destination time (17%) to reduce jetlag recovery time. Bringing their own entertainment was third (15%), suggesting that frequent flyers value their privacy and downtime.

What is your top travel hack for making the most of long-haul flights?

- 31% Choosing seats with more leg room when flying economy
- 17% Matching my sleep cycle to the destination time
- 15% Bringing own entertainment
- 14% Noise cancelling headphones to block out distractions
- 9% Utilising in-flight Wi-Fi to stay productive
- 6% Following a strict schedule to combat jet lag
- 6% Carrying essential comfort items



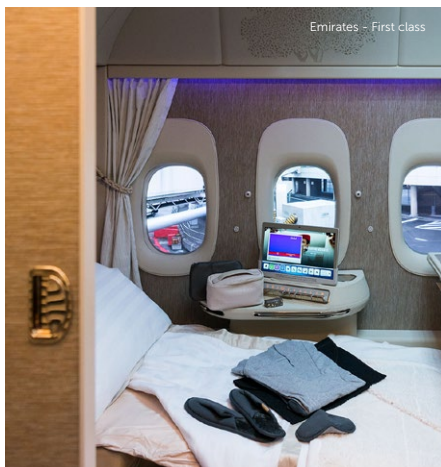
Best premium seating and long-haul aircraft

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Ranking	First class	Business class	Premium-economy	Long-haul aircraft
1	Emirates	Qatar Airways	Singapore Airlines	Airbus A380
2	Singapore Airlines	Singapore Airlines	Air New Zealand	Boeing 787 Dreamliner
3	Qatar Airways	Emirates	Emirates	Airbus A350
4	Etihad Airways	Qantas	Qantas	Boeing 777
5	Qantas	All Nipon Airways	Cathay Pacific	N/A

We asked our travel managers which airlines truly stand out for their first-class, business-class and premium-economy seating – as well as which aircraft offers the best long-haul style and comfort.





Emirates

The first-class favourite

For first class flights out of Australia, Emirates trumped all other carriers, chosen by almost half of our experts (47%). Emirates' first-class features include floor-to-ceiling privacy doors, a spa-shower, gourmet meals and, depending on the aircraft, flat beds or zero-gravity reclining seats. Singapore Airlines came in second, chosen by 22 per cent, followed by Qatar Airways, at 19 per cent.



Qatar

Top of the business class

When it came to business class, the choices reversed. With four suite types - including four seats facing each other for business collaboration - Qatar Airways came out on top, chosen by 53 per cent of our experts. Singapore Airlines followed (at 17%), then Emirates (16%).

In premium economy, Singapore Airlines led at 31 per cent, followed by Emirates and Air New Zealand at an equal 16 per cent.

⁵ Emirates First Class cabin features | Cabin Features | Emirates Australia

⁶ Qsuite | Qatar Airways

⁷ A380 | Airbus

⁸ 787 Dreamliner By Design

Flying high

The aircraft favourites

Which type of aircraft do our experts prefer for long-haul flights? Surprisingly, the answer wasn't all about comfort. Our experts are conscious of the environment, including noise pollution and fuel efficiency.

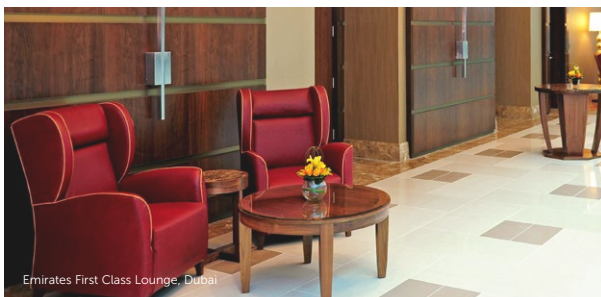
The Airbus A380 – touted to be the quietest aircraft in the sky – was the favourite, at 53 per cent. A third of respondents favoured the Boeing 787 Dreamliner, known for its fuel efficiency and long-range capabilities. The Airbus A350 took third place, chosen by just 10 per cent.



Top stopovers and lounges

Business travel isn't just about flights; it starts on the ground, with the airport lounge an important part of the experience. We asked our travel managers what they think are the best international lounges for amenities, service and food, as well as the top stopover destinations for efficiency and comfort.

Ranking	Best international lounges for amenities, experience, food and beverage	Best airport stopover for amenities and efficiency
1	Emirates First Class Lounge	Singapore
2	Qatar Airways Al Mourjan Business Lounge, Doha	Dubai
3	Qantas First Lounge, Sydney	Doha
4	Virgin Atlantic Clubhouse, London	Hong Kong
5	Cathay Pacific The Pier First Class Lounge, Hong Kong	Abu Dhabi

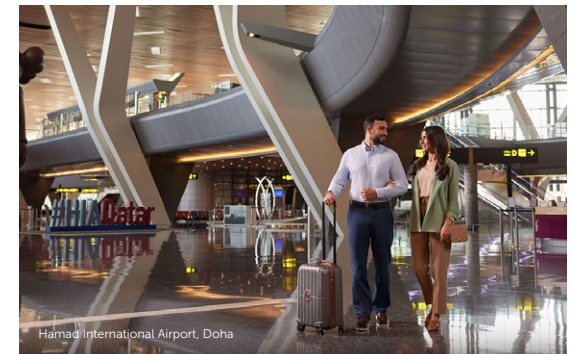


Ground control

The top airport lounges and stopovers

Emirates was again the most popular – this time on the ground. The Emirates First Class Lounge in Dubai received 40 per cent of votes, and it's no surprise with its shower spas, complementary spa treatments, all-day menus, quiet areas and a business centre. Qatar Airways Al Mourjan Business Lounge in Doha is embellished in marble and bronze walls, making it a popular second with our experts (29%). The Qantas First Lounge in Sydney came third, chosen by 10 per cent.

Lounges aside, Singapore was the most popular airport stopover for amenities and efficiency. Two thirds (62%) of our experts voted for it, followed by Dubai (19%) and Doha (12%). Aside from its array of art experiences, butterfly, cactus and crystal gardens, Singapore's international airport in Changi has sky-train and shuttle bus transfers between terminals and public transport, a gym, pool, jacuzzi and movie theatre to keep travellers entertained and refreshed between flights.



⁹ First Class lounge | Our lounges | The Emirates Experience | Emirates Mauritius

¹⁰ Al Mourjan Business Lounge | Qatar Airways

¹¹ Facilities & Services Directory



What's the Takeaway?

When it comes to finding the best of the best in business travel, no one knows more than travel managers who book trips to hundreds of destinations around the world every day. It's worth having an expert on your side. Corporate Traveller travel managers have the hands-on experience, decades of customer feedback, industry knowledge and supplier networks to get our customers to and from their destinations comfortably and efficiently, allowing them to focus on business.

For more insights from the experts, speak to your Corporate Traveller Travel Manager.

