

MACQUARIE TRAVEL WORLD SERVICES PTE LTD

ABOUT MACQUARIE



MACQUARIE TRAVELWORLD SERVICES LTD IS THE LARGEST IATA APPROVED TRAVEL AGENCY IN FIJI AND HAS OVER 70 YEARS' EXPERIENCE IN THE TRAVEL INDUSTRY.



OUR IATA LICENSE NUMBERS ARE 113 02244 / 1133 5203



MACQUARIE TRAVELWORLD IS A 100% LOCALLY OWNED COMPANY



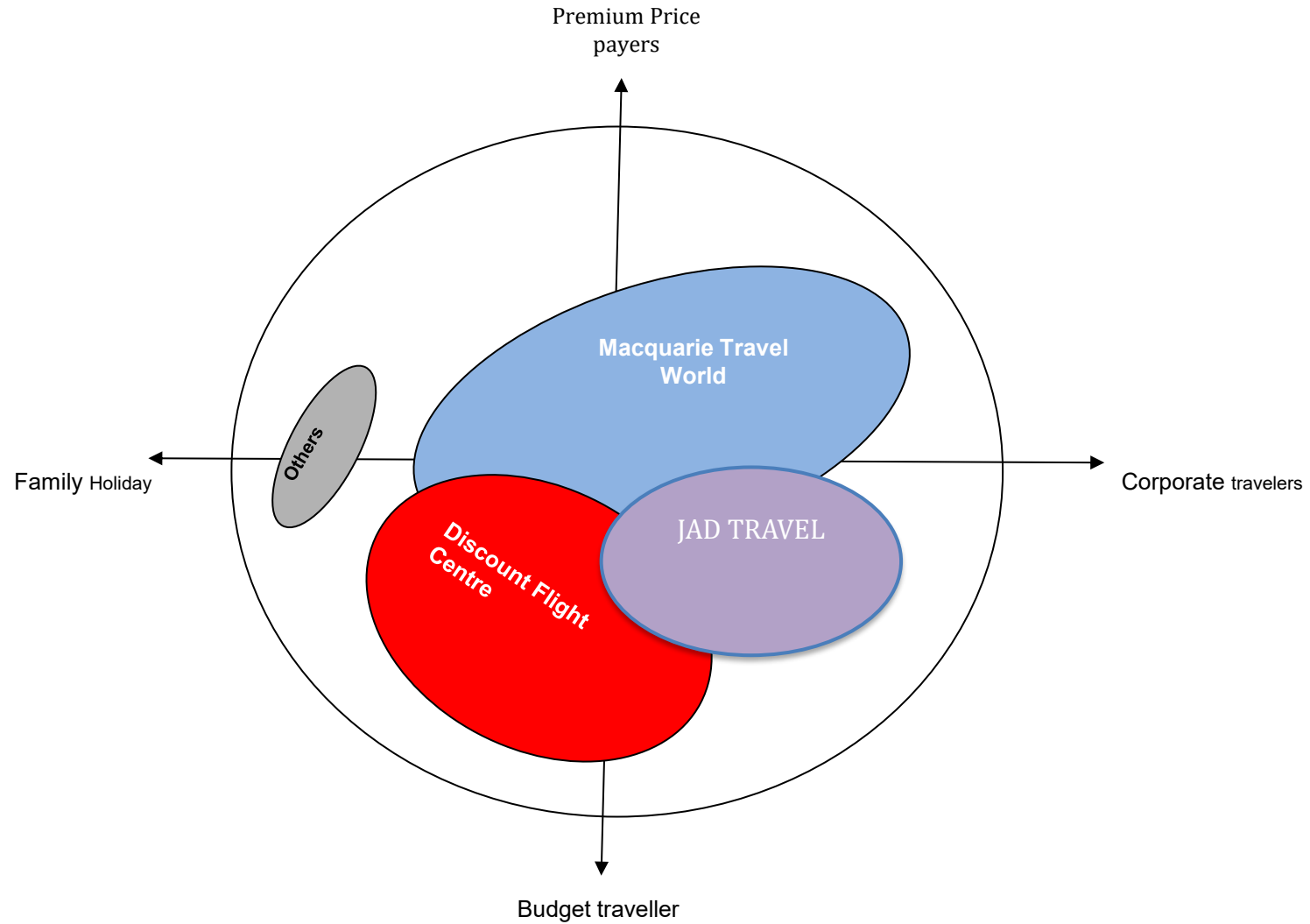
MACQUARIE OWNS AND OPERATES FROM 7 SALES OUTLETS THROUGHOUT THE COUNTRY

OUR LOCATIONS

- We have 4 ticket locations in Suva and one each in Nadi and Labasa as follows:
 - Macquarie Corporate Office – Scott Street Suva
 - JAD International [Corporate Office] Queensland Arcade Suva
 - Discount Flight Centre – Main Street Nadi
 - Discount Flight Centre – TISI Sangam Centre Labasa
 - Discount Flight Centre – TFL Building, Edward St, Suva
 - Macquarie operates a Corporate Office in Port Moresby
 - Macquarie owns and operates the Hertz Rental & Thrifty Cars franchise in Fiji
- Our Website
 - macquarietravelfiji.com
 - jadtravelfiji.com
 - discountflightcentrefiji.com



OUR BRANDING



OUR STRENGTHS

- **We are the market leaders for the National Carrier Fiji Airways, preferred Agent for , Air New Zealand and Qantas and Emirates.**
- Macquarie was awarded the top seller award for Fiji Airways many years in a row and was the only Travel Agent awarded the top *Platinum* Award in last 3 years.
- **Being the top seller in Fiji for the National Airline Fiji Airways**, Macquarie enjoys a close working partnership with Fiji Airways and often enjoys as the first priority for seat sale on the Fiji Airways network.
- Through our GDS ,we have access to all International airlines inclusive of low-cost carriers and routes in order to offer the best fare to the Government of Fiji.
- **Other Airlines** that we frequently use are as follows:
 - Air New Zealand / Qantas / Air India /Korean Airlines/Virgin/Singapore Airlines/Cathy Pacific/Thai International/Etihad Airways/Qatar/Jet Airways/British Airways/American Airlines/United Airlines/Air Vanuatu/Solomon Airlines
- We provide 24/7 emergency travel assistance
- We are available on emails/laptops throughout the weekend and public holidays
- We provide direct phone support during business hours
- Macquarie owns the franchises for Hertz and Thrifty Rental Cars in fiji
- Upon request by the Government we can facilitate premium ground transportation



OUR SERVICES

To ensure efficient 24/7 services, reliability and ease of work flow to the Government of Fiji, Macquarie Travelworld will provide access to 2 different sales outlets to the Fiji Government. This will ensure the quickest turnaround time at all times.

We provide direct phone support during business hours with a full back up in the weekends and public holidays

24/7 support – round the clock assistance for emergency changes , cancellations and travel disruptions , ensuring the customer is not inconvenienced

We issue in excess of 20,000 tickets annually for both Domestic and International customers.

This is an indication of the volume of customers that use our services through all our Branches

Reports providing details of route's, carriers and customer names can be generated to the Government Ministries as and when required.

We provide real-time expense tracking and automated monthly reports.

We are experts in handling Group movement , sports/ international conferences /and corporate events

We organize from the logistics from travel arrangements to venue / land transport coordination

We provide essential travel services inclusive of flights , accommodation, and visa filling and lodgement for all Government travel requests



OUR PEOPLE

- **Macquarie has a team of experienced Travel Consultants who have successfully and reliably serviced various Corporate customers for the past many years.**
- **We vouch on keeping total confidentiality on passenger movements**
- **Our travel consultants are regularly put through refreshers and up-dates on compatible fare quotes and customer services.**
- **Macquarie offers a 24/7 service to our clients; the travel consultants being equipped with phones/ laptops and the reservations system for afterhours use.**
- **Due to demand from our major clients on the after- hours service, Macquarie have allocated Senior Travel Consultants to service the after- hours desk. This is to assist our customers who may need assistance while travelling to different time zones.**



OUR CLIENTS

United Nations and the
Affiliated Agencies -
UNDP, UNFPA, UNICEF,
UNWOMEN, ILO, WHO

Secretariat of the Pacific
Community

Reserve Bank of Fiji

Ministry of Foreign
Affairs

Prime Minister's Office

University of the South
Pacific

Vodafone Fiji Ltd

Westpac Banking
Corporation

ANZ Bank

European Union

British American
Tobacco

Fiji National Provident
Fund

Telecommunications Fiji
Ltd

Home Finance Ltd

NGO's

**Embassy/High
Commissions**

French

British

Japan

New Zealand

Indonesian

Tuvalu

US

Marshall

OUR TECHNOLOGY

- Macquarie Group is also fully equipped and operational with an online **automated Accounting System** which is interfaced with computerized reservations system
- We provide real-time travel analytics and reporting
- Macquarie is equipped with Integrated expense management platform
- The Accounting System has the ability to make the reporting compatible with the Government of Fiji accounting systems and requirements. Reports will be generated and produced as required.
- We are happy to provide and further discuss details on the various reports, with sample reports.



Booking Processes

- Macquarie will comply with all aspects of the Fiji Government Travel Policy
- Macquarie will within 2 hours of request from the Government provide appropriate itinerary with 3 options with travel dates/departure arrival times /optional routing unless the routing is specified. We will offer the best available fares
- The governing rules for all the fares quoted will be provided.
- Reservations are strictly controlled by the Airlines. Different Airlines impose different deadlines on Reservations held and this is always determined by how much in advance the bookings are made, the peak and off- peak travel period and demand for seats also determines what ticketing deadlines are imposed
- The ticketing deadlines will be clearly stated on the fare quote . The closer the date of departure , the shorter deadline is imposed. This process by the Airlines is automated and it cannot be manually controlled or manipulated.
- The tickets will only be issued once *OK* for issuing is received by Macquarie. Macquarie will promptly issue and email the ticket with detailed itinerary
- Our Account Holder will verify for correctness check the visa for validity , and advice the cancellation charges,
- The fare breakdown , inclusive of all taxes will be provided.



Agencies requesting multiple quotes

- Multiple quotes will be provided with the shortest, most direct/ cost effective routing
- We will look at combinations of fares on all Airlines , be it International or low-cost carriers but the low- cost airline fare options will only be offered if consistent with the Government travel Policy.
- Multiple quotes will be provided however no bookings will be held in the Reservations System. Booking will be created once the Government contact advises us to book.
- If any duplicate booking is held by the Airlines with another Travel Agency , the Airline will cancel all bookings
- We will advice our Govt contact if no bookings are held, however we have instances where Government officers take it for granted that the bookings are confirmed in the system
- Booking should only be confirmed once the fare quote/itinerary is accepted by the booking source
- Fares may increase between the fare quotation given and the day the PO is raised.
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Booking Cancellations

- All penalties associated with the fare offered on any given route, like a change in date , part or total cancellation and refund penalties will be relayed to the Govt Ministries and any penalties charged will be exactly the Airlines stipulated rates.



Price Increases

- If a booking is held in the system, the fare is locked in.
- If the deadline for ticketing is not observed and a new booking is created, a fare increase may apply
- If there is a cancelation or change in bookings then the fares are affected
- **Q & A**



TRAVEL SERVICE PROVIDER CONTRACT (RFT 22/2023).

ONE PLANET ONE TICKET, MANY DIFFERENT WORLDS



COMPANY OVERVIEW

- Oneworld Flight Centre Ltd has been in the travel industry for over two decades, serving both corporate and government clients across Fiji. We bring extensive experience in handling complex travel arrangements, offering a one-stop solution for air travel, accommodation, ground transport, and related services. Under the current Travel Management Contract, we have supported numerous ministries and agencies with timely, reliable, and cost-effective travel solutions.
- Oneworld Flight Centre Ltd is a leading IATA-accredited travel agency and award-winning service provider with a strong global network.
- As the General Sales Agent (GSA) for Air Nauru, Virgin Australia, Air Kiribati, Air Vanuatu, and Polynesian Blue, and the Passenger Sales Agent (PSA) for over 400 international carriers including Air Niugini, United Airlines, Qantas Airways, Fiji Airways, Air New Zealand, Korean Air, Singapore Airlines, Emirates, and Cathay Pacific, we offer unparalleled access to worldwide travel options.
- We serve a wide range of high-profile clients including the Government of Fiji, University of the South Pacific, European Union, AusAid, UN and its other agencies, embassies, NGOs, and major corporations.
- Our young, dynamic, and experienced team of 30 staff operates from seven offices in Suva, Nausori, Labasa, Nadi International Airport, and New Zealand, delivering reliable, diligent, and efficient travel solutions.

ONEWORLD TEAM



SCOPE OF SERVICES

- Domestic & international travel arrangements
- Air tickets, transfers
- Visa assistance & travel insurance
- Tailored itineraries

BOOKING PROCESSES

Government Agencies can book their travel through 2 main methods:

- By Emailing the assigned Cooperate Consultants
- Phone Calls

We recommend the email method for faster process , however our team is always available on phone for urgent travels.

ONCE A BOOKING IS CONFIRMED :

- Government Authorized personnel's receives the full itinerary for confirmation of travel and travelers details

Purchase order (PO) is to be raised by the Government Agencies

Ticket is issued

Payment is done within the agreed time frame

KEY FEATURES & BENEFITS

We understand government travel has unique needs. That's why we provide:

- 24/7 customer support for emergencies**
- Priority handling for urgent travel requests**
- Detailed reporting to help agencies track travel spend and trends**
- Negotiated fares to ensure cost savings for the government**
- Assisting during flight changes and cancellations**

SUPPORT & CUSTOMER SERVICE

Requesting Every Ministry and its agencies who have a dedicated account manager, to provide with the list of point of contact for all your travel needs. Their emails and Contacts

Our support channels include:

- Emergency mobile numbers for after-hours issues
- Email support for queries and document requests

We aim for quick resolution and minimal disruption to your official duties.

UPDATES & IMPROVEMENTS

In the past years Airline has made few changes:

- ***Restricted and Flexi Fare***
- ***The only and major difference between restricted fare and flexi fare is that :***
- ***Flexi fare is refundable with a fee as this may be variable as per respective airlines***
- ***Restricted fares are non-refundable but can be upgraded to business class.***

Therefore Change in orders will be done (airfare increase, reissue fee applies and etc)

DUPE BOOKINGS

- When a booking is made for the same traveler by two different travel service providers, the airline system detects it as a **duplicate (dupe) booking**. To prevent misuse, the airline **automatically cancels both bookings**.
- *To Avoid disruptions / cancellations of bookings, the agencies must not have duplicate bookings*

CHALLENGES FACED WITH DUBE BOOKING AND DELAYS IN PURCHASE ORDER

- When duplicate bookings are cancelled by the airline:
- ↺ Travel Service providers restart the entire booking process, which causes delays
- ✂ Cheaper fares may no longer be available
- ✈ Seat availability becomes limited, especially on preferred flights
- ⌚ Finding suitable travel times becomes more difficult as the preferred flight might get full.

CHALLENGES & SOLUTIONS



Other Challenges faced :

- Sponsored Fare Coordination – Challenges & Considerations




- In some cases, **one traveler's ticket is sponsored**, while **another's is purchased by the government**.

The full booking details, including the sponsored itinerary, are forwarded to our consultants to align the arrangements for both travelers.

- Challenges faced by consultants:

-  Ensuring **enough time for baggage collection and re-check-in** (as all Airlines don't allow through baggage check in)
- Carefully managing **transit times** — the itinerary **cannot be back-to-back**, as this creates stress and logistical issues for the traveler
-  Limited flexibility in modifying the route due to pre-booked segments

OTHER CHALLENGES FACED CONT. :

- **Delays in approval processes from the Ministries which leads to :**
- **Limited seat availability**, especially during peak seasons
- **Difficulty in maintaining reserved seats** — airline releases them if not ticketed in time
- **Risk of auto-cancellation** if airline ticketing deadlines are missed
- **Pressure on agents** to expedite ticketing under last-minute conditions
-  **Preferred or expected seats may not be available** for long-haul travel
-  **Tight timelines for interconnecting flights** become harder to manage
-  **Loss of lowest available fares** due to delays — conflicts with the goal of cost efficiency

SOLUTIONS

- *If the **approval process is streamlined** and the **Purchase Order (PO)** is **raised promptly**, tickets can be issued without delay, ensuring a **faster and smoother travel experience**.*
- Careful planning is crucial to ensure travelers have a **coordinated and hassle-free journey**.

COMMON ISSUES AND RECOMMENDATIONS BY CONSULTANTS

Ministry Name	Issues Faced by Consultants	Consultant Recommendations	Airline Policy
Ministry of Sugar and multi Ethnic	No issues	NONE	
ALL	ID/PP copy not sent during time of booking	<ul style="list-style-type: none"> Send copy of the Passport or copy of ID when asking for a booking 	<ul style="list-style-type: none"> Airline do not allow name change/correction New booking needs to be done At time seats are not available Fares might also change
OTHER	Ticket time limit (TTL) not met	<ul style="list-style-type: none"> Requesting to work within Ticket time limit (TTL) 	<ul style="list-style-type: none"> System automatically cancels the booking if TTL is not met We cannot extend TTL ..if it expires, new booking has to be done and new fare is quoted .
	Dupe bookings	<ul style="list-style-type: none"> Avoid multiple bookings 	<ul style="list-style-type: none"> Airline cancels booking without notifying Very difficult to reinstate the bookings
GOVERNMENT	No passenger names or Ticket Amount stated on the Purchase Order	<ul style="list-style-type: none"> Give proper / full detail on the PO such as passenger name, booking reference, sectors travelling OR Send the PO together with the itinerary 	<ul style="list-style-type: none"> Tickets need to be issued on time or else system automatically cancels the booking.
MINISTRIES	PO sent to wrong contact personnel's email address There was 1 incident where PO was sent to wrong consultant who knew nothing about that particular booking. There was no relevant detail on the PO too... by the time booking was found, fare had increased	<ul style="list-style-type: none"> Preferable to copy the ticketing consultant and cc OWFC accounts team If a PO is received without complete booking details and the ticketing deadline is missed, the airline system may automatically cancel the booking. 	<ul style="list-style-type: none"> System will cancel the booking.

COMMON ISSUES AND RECOMMENDATIONS BY CONSULTANTS CONT. :

	Itineraries are not checked	<ul style="list-style-type: none">• Always double-check traveler names to match the passport or official travel ID• Confirm travel dates, times, and destinations carefully• Exercise extra caution when booking over the phone without an email trail (emails are preferable)	<ul style="list-style-type: none">• Any changes done after the ticket is issued will incur penalty plus fare difference .
	Proper Names as per the Passport or Travel ID for the traveler is not given	<ul style="list-style-type: none">- Always Provide with Travelers Passport or ID to avoid name changes	<ul style="list-style-type: none">• Name change on the ticket is not allowed• Fee applies for name change



COMMON ISSUES AND RECOMMENDATIONS BY ACCOUNTS

<u>Ministry Name</u>	<u>Issues Faced by Accounts</u>	<u>Recommendations</u>	<u>Accounts Policy</u>
MOH SUVA	<ul style="list-style-type: none"> • No remittances of payments • Multiple request of invoices has to be sent 	<ul style="list-style-type: none"> • Forward remittance soon after direct deposit (DD) payment • Include OWFC invoice number in DD narration 	<ol style="list-style-type: none"> 1. All payments must be accompanied by a remittance advice within 48 hours of deposit. 3. Invoice reference numbers must be clearly quoted on all payment documents and Direct Deposit narrations.
FIJI POLICE	<ul style="list-style-type: none"> • Most ticket issuance request is sent via email but no purchase order is raised • Unauthorized personnel's requesting for tickets to be issued 	<ul style="list-style-type: none"> • PO's to be issued for all tickets • Email authorization only from authorized personnel (as per OWFC policy) but PO to be sent right after 	<ol style="list-style-type: none"> 1. All ticket requests must have an approved Purchase Order (PO) before issuance. 2. Only personnel listed in the Government agencies Authorized Signatories List may request ticket issuance. 3. Verbal or informal requests will not be processed. 4. Emergency bookings without PO must be followed by an official PO within 24 hours.



Q&A

That brings us to the Q&A section. I'd be happy to answer any questions or provide further detail on how we can make your travel smoother and more efficient.



CLOSING REMARKS

In closing, Oneworld Flight Centre remains committed to delivering efficient, reliable, and accessible travel solutions for the Fiji Government.

We look forward to continuing our partnership with all Ministries to ensure your travel needs are met professionally and promptly.

Thank You 😊



Travel Management Services RFT 22/2023



MINISTRY OF
FINANCE

Strategic Planning,
National Development & Statistics



Travel is our Biz



Accredited
Agent



TIMETO TRAVEL

P: +679 3315 844

E: info@lts747.net

www.lts.com.fj





Travel is our Biz

ABOUT LODHIAS TRAVEL SERVICES (LTS)

- Lodhias Travel Services Ltd is an IATA Accredited travel agency with over 33 years in operation. LTS has serviced the full gamut of corporate clients from NGOs, government, private sector, charitable, not for profits and consortiums for all airfare ticketing, visa, supplementary accommodation, and end to end travel planning needs.
- LTS has developed outstanding capabilities and strong service level adherence across turnaround times, post ticketing customer support, workshop participation and proactive customer relationship management. LTS is a "**one stop shop**" for all your



Travel is our Biz



Certificate of Accreditation

IATA is proud to certify that

LODHIAS TRAVEL SERVICE LTD

LODHIAS TRAVEL SERVICES PTE. LIMITED

SUVA, FIJI

has met the professional standards of the **International Air Transport Association**
to promote and sell international air passenger transportation.

IATA code: **11300026**

Validate online at: checkacode.com

Certificate validity: **2025**

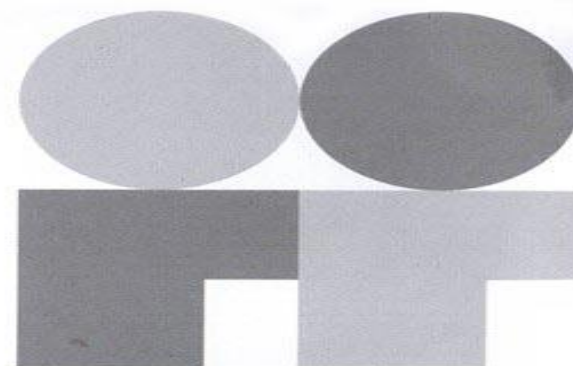
Accreditation Type: **GoStandard**

A handwritten signature in black ink.

Muhammad Albakri
Senior Vice President, Customer,
Financial and Digital Services
IATA

A handwritten signature in black ink.

Winnifred Yoong
Regional Director, Distribution & Payment
Customer, Financial & Digital Services,
Asia Pacific





Services Provided

- Personal, Corporate or Group Booking
- Flight Search, Comparison, Booking, Ticketing
- Travel Insurance
- Ticket Changes, Refund, Re-Issue, Additional Baggage, Seat & Meal Selection, Special Assistance
- Lounge Access, Priority Access
- Seat Upgrades
- Airport Transfers
- Accommodation & Hotel Bookings
- Visa Applications
- Currency Exchanges
- **NOTE:** *Conditions Apply to certain services*



Our Services

- As part of our services, we ensure that passenger details, including passport information, frequent flyer numbers, contact numbers, and email addresses, are always up-to-date in our system.
- Airlines offer frequent flyer or Tabua benefits based on eligibility, which may include lounge access, additional luggage allowance, upgrades, and more.
- By adding phone numbers and email addresses, airlines can directly inform passengers in case of any disruptions, ensuring timely communication and a smoother travel experience.



Our Booking Process

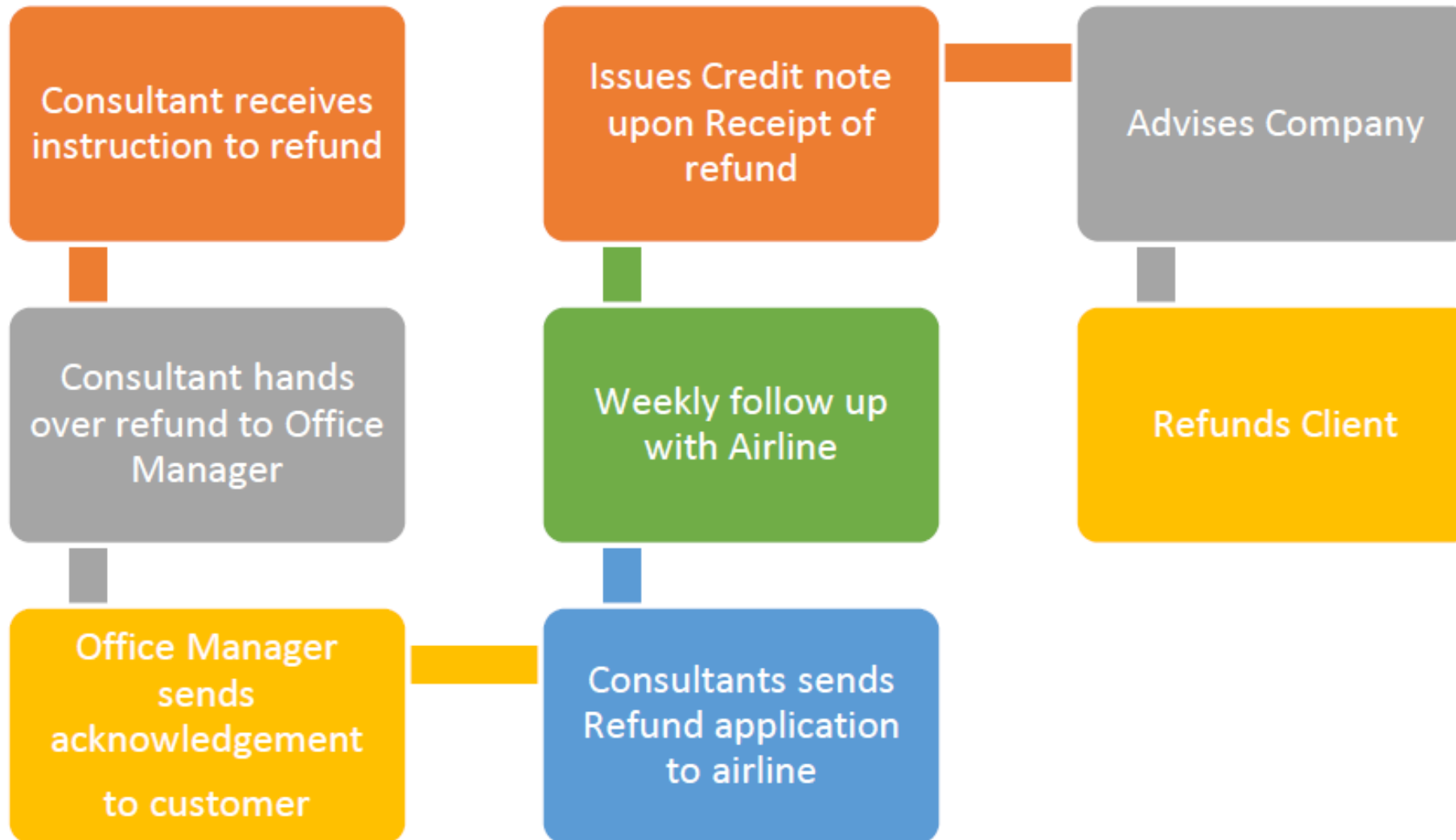




Our Booking Process

- Booking enquires can be emailed to info@lts747.net
- Consultant will create an itinerary and revert via email with details and last ticketing date.
- LPO can be sent to LTS with the authorization to issue tickets.
- Tickets are issued and emailed.
- Payment can be done via:
 - Bank Transfers or Internet Banking
 - Cash Delivery
 - Bank Cheque (prior approval required)
 - M-Paisa
 - MyCash
 - Credit Card (surcharges apply depending on the card)

Our Refund Process



Reporting

- Lodhias Travel Services (LTS) can submit the following reports /documents upon request:
- A monthly booking overview with all information as on the invoices (e.g a statement of account) on Travel Volume by Secretary (As division is not provided on PO) .
- Statistics with comparative figures as applicable (month to month, year on year), and Monthly Carrier - Route - Fare Analysis and Production / Volume of business with joint support from Ministry staff.
- Travel Volume by Secretary & ticket refunds reports can be provided as required.
- Changes and Updates on Airline Rates, promotions, policy changes, etc., immediately upon the Travel Agency's receipt of the advice from Airlines.
- Can provide Complaint analysis for travel management



Travel is our Biz

Travel Information / Advisories

- LTS will keep travel staff informed on booking confirmation, of flight/ ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary and provide the required documentation for travel. LTS will be very transparent all the time.
- LTS will disclose all information to travel staff regarding online and offline relevant information on official destinations, i.e., visa requirements, security advisories, airport transfers/ land transportation. We keep abreast of all country entry requirements and will inform staff accordingly.
- LTS will immediately notify travel staff of airport closures delayed or cancelled flights, security procedures, health precautions, as well as other



LTS Key Features & Benefits

- All airfare ticketing experts and consultants at LTS explore airline inventory and pricing through the **Amadeus Global Distribution System (GDS)** through all devices ensuring seamless transmission of quotations and service mandates
- LTS instant access to inventory, special fares and complex planning tools which are integral to providing effective travel itineraries.
- Our staff can astutely identify and forecast price points and seasonality across fare classes, which results in a superior level of customer service.
- LTS is always abreast with the cutting-edge of



LTS Support

- Our consultant team will provide immediate attention and response to request & requirements within 2 (two) hours, as required.
- We will continue our services after hours as well as weekends.
- Our dedicated team will handle all urgent bookings (within two hours) and finalize ticketing within 2 (two) hours, upon confirmation of the itinerary.
- Any additional/special information as such Visa / Immigration / Quarantine / Vaccination, entry requirements will also be provided.
- Our Team will be available on Emails, Phone,



LTS Support

- Government officials can contact the team for any changes or details.
- All issues reported will be handled with high priority.
- All communications will be done electronic in writing.
- Our Travel Manager, Mr Vinod will personally overlook at all issues and provide a resolution as soon as possible



Travel is our Biz

Emergency Support Services and travel assistance for any medical emergencies that may arise while traveling abroad

All our tickets include emergency contact numbers. In the event of any disruption or stranded passengers, our ticketing consultant and senior manager promptly step in to assist. While airlines typically handle changes, if multiple airlines are involved, we manage onward ticket changes and provide the most appropriate solutions to address the disruption.



Economy Class Fare Category and restrictions

Economy Class or Business Class generally has 3 categories Restricted/Semi Flexi/Fully flexi fares

Restricted fare	Semi Flexi Fare	Fully Flexi Fare
Minimum Date change Penalty Apply	Date change permitted without any penalty for same class of booking	Date change permitted without any Penalty

Changes permitted at least 24 hours prior to ticketed departure. Any change which requires a reissue of ticket must be completed within 72 hours after the new booking is done. If the same class of travel is available, only a re-issue fee applies. If the same class is not available, the fare may be upgraded to higher fare level, subject to availability, with payment of the fare difference plus a re-issue fee.

Cancellation/No Show/Refund

Restricted fare	Semi Flexi Fare	Fully Flexi Fare
Non-Refundable	<p>Mostly non- refundable. However, if refund allowed penalty applies (The fare will be assessed by the airline for the journey travelled and the balance, if any, will be refunded less refund penalty) In case of refund / cancellations it is passenger (s) or sponsors responsibility to advise us to cancel ticketed booking 24 hours prior to ticketed departure date to avoid <u>no show</u>.</p>	<p>Refund penalty applies (The fare will be assessed by the airline for the journey travelled and the balance, if any, will be refunded less refund penalty of min. \$150.) In case of refund/cancellations it is passenger (s) or sponsors responsibility to advise us to cancel ticketed booking 24 hours prior to ticketed departure date to avoid <u>no show</u>.</p>

ticketed booking at least 24 hours prior to travel date will result in immediate lapse of ticket value and no refund will be made by Airline. It is therefore crucial that you make changes to bookings, as per the ticket rules, well before your departure date (in most cases you must cancel minimum 24 hours before scheduled flight



Custom all-inclusive travel packages for group travels to Pacific regional meetings and conferences

We tailor airfares for your participants, including arranging transit hotels when necessary. For group bookings, we coordinate with the airlines' group desks to secure appropriate group fares. Please note that fare travel is subject to various criteria, which differ from one airline to another.



In-house airport Transfer Services for travelers to/from Nausori Airport

LTS can arrange airport drop off and pick up both from Nausori-Suva & Nadi International Airport using our reliable 3rd party transfer business partners.



Travel Mobile Apps and instant messaging support service

Most airlines offer a "Manage My Booking" app, which passengers can access online to facilitate online check-in and other services



Changes to LTS

We are happy to note that we have no systemic, operational or financial issues.

LTS has been busy with a major development of an online booking platform to be launched soon.



VINAKA