

# 2012 Global Hotel Program Information Presentation and Contract

2012

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## 1. FCm Travel Solutions Company Information

FCm Travel Solutions is a leading corporate travel management consultancy (TMC) that blends global presence with local, flexible and personal service.

We are one of the only TMCs with management and operational structures focused on seven regions including North America, Latin America, Asia- Pacific, Western Europe, Central Europe, Middle East/India and Africa.

Through our vast worldwide network, we create value for companies large and small, by guaranteeing time and cost efficiencies in their travel management. We provide end-to-end solutions that include expense management, 24/7 emergency support, traveller security, online technologies and best fares of the day. FCm also offers specialist services including group travel, event management, VIP Executive travel services and entertainment travel logistics.

Our regionally focused network ensures our in-depth understanding of each client's local business culture and travel environment. Our local travel experts provide powerful market knowledge and on-the-ground service, supported by the negotiating strength and reach of FCm Travel Solutions worldwide.

FCm is the travel manager of choice for some of the most prominent companies in the world, and a winner of many industry awards.

We are the corporate travel flagship of Asia-Pacific based global travel group, Flight Centre Limited, which has been awarded in many parts of the world for its customer service and innovative 'people culture'. Established in the early 1980s, Flight Centre Limited is Australasia's most successful travel group servicing leisure and business travellers, with more than 13,000 staff worldwide.

FCm Travel Solutions is one of the world's top five travel management companies. Our network extends to more than 75 countries and we are currently represented in over 170 business centres around the world. Our world-wide reach means we have a global network of experts and coordinated systems in place to provide clients with world-best prices for any travel route at any time of the year.

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## 1. FCm Travel Solutions Company Information

### Our Partner Network

The following list provides a snapshot of some of our FCm Travel Solutions network partners around the globe:

FCm Country	Partner company name
Argentina	Biblos Travel
Austria	Columbus Reisebuero
Belgium	Herfurth Travel Group
Bolivia	Turismo Balas
Brazil	Kontik Franstur
Cambodia	Indochina Tourist & Trade Co., Ltd.
Chile	Deltour Viajes
Colombia	Panturismo
Costa Rica	Times Square Travel Agency
Croatia	Adriatic BTE
Cyprus	Amathus
Czech Republic	BTU Business Travel
Denmark	AMA Travel Group
Ecuador	Polimundo S.A.
Egypt	Thomas Cook
Finland	Ticket Travel Group
France	Voyages Gallia
Germany	FCm Travel Solutions DER Business Travel
Greece	Marfin Travel
Hungary	United 4 Tickets
Indonesia	Golden Nusa Travel Services
Ireland	Abbey Travel/Corporate Travel Partners
Israel	LIS Ltd Travel
Italy	Sbrojavacca Viaggi
Japan	Kinki Nippon Tourist
Jordan	Dakkak Travel
Kenya	Charleston Travel
Korea	Sharp Travel Service
Laos	Trans-Express Co., Ltd.
Latvia	Vanilla Travel
Luxembourg	I Travel

FCm Country	Partner company name
Malaysia	Diethelm Travel
Malta	E.C. Travel Services
Mexico	Koch Overseas de Mexico S.A. De C.V.
Netherlands	Terra Travel Group
Nigeria	Finch Glow Travel Agency
Norway	Ticket Corporate Travel
Pakistan	Oasis Travels
Panama	Allegro Tours
Peru	AC Tours
Philippines	TRAVELPEOPLE LTD. INC.
Poland	Travel Express
Puerto Rico	CT Travel
Qatar	Regency Travel & Tourist
Romania	Prestige Tours
Russia	Russian Business Travel
Slovakia	BTU Business Travel
Spain	Travel Store
Sudan	Intercontinental Travels
Sweden	Ticket Corporate Travel
Switzerland	First Business Travel
Taiwan	Tristar Travel Service
Thailand	Siam Express
Tunisia	Take Off Travel
Turkey	7TUR Travel
Ukraine	Golden Globe
Vietnam	Indochina Tourist & Trade Co., Ltd.
Yemen	Murjan Travel

FCm Travel Solutions network will continue to grow throughout 2012.

### Our Equity Business Network

FCm Travel Solutions is now represented through our wholly owned or controlled businesses in:

Australia, New Zealand, Hong Kong, China, India, United Arab Emirates, Singapore, South Africa, UK, Canada and the USA.

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## 2. Key Markets (based on January - December 2010 Reporting)

<b>Americas</b>	Argentina
	Brazil
	Canada
	Chile
	Colombia
	Costa Rica
	Dominican Republic
	Mexico
	Puerto Rico
	USA
<b>Asia Pacific</b>	Australia
	China
	Hong Kong
	India
	Indonesia
	Japan
	Korea
	Malaysia
	New Zealand
	Papua New Guinea
	Philippines
	Singapore
	Taiwan
	Thailand
	Vietnam

<b>EMEA</b>	Austria
	Czech Republic
	Belgium
	Denmark
	Finland
	France
	Germany
	Greece
	Ireland
	Israel
	Italy
	Netherlands
	Norway
	Poland
	Portugal
	Russia
	Saudi Arabia
	South Africa
	Spain
	Sweden
	Switzerland
	Turkey
	United Arab Emirates
	United Kingdom

## 3. Specific Cities Where Additional Product is Required

<b>Americas</b>	Atlanta, GA, USA
	Austin, TX, USA
	Boston, MA, USA
	Charlotte, NC, USA
	Chicago, IL, USA
	Columbus, OH, USA
	Dallas, TX, USA
	Denver, CO, USA
	Durham, NC, USA
	Houston, TX, USA
	Las Vegas, NV, USA
	Los Angeles, CA, USA
	Miami, FL, USA
	New York, NY, USA
	Orlando, FL, USA
	Philadelphia, PA, USA
	San Jose, CA, USA
	Toronto, Canada
	Washington, D.C., USA

<b>Asia Pacific</b>	All capital cities of Australian States
	Alice Springs, NT, Australia
	Auckland, NZ
	Cairns, QLD, Australia
	Gladstone, QLD, Australia
	Gold Coast, QLD, Australia
	Hobart, TAS, Australia
	Hong Kong, China
	Ipswich, QLD, Australia
	Jakarta, Indonesia
	Kalgoorlie, WA, Australia
	Kuala Lumpur, Malaysia
	Launceston, TAS, Australia
<b>EMEA</b>	Mackay, QLD, Australia
	Manila, Philippines
	Newcastle, NSW, Australia
	Rockhampton, QLD, Australia
	Seoul, Korea
	Singapore, Singapore
	Townsville, QLD, Australia
	Wellington, NZ
	Amsterdam, Netherlands
	Barcelona, Spain
	Berlin, Germany
	Brussels, Belgium
	Copenhagen, Denmark
	Dublin, Ireland
	Helsinki, Finland
	Madrid, Spain
	Munich, Germany
	Oslo, Norway
	Paris, France
	Vienna, Austria
	Zurich, Switzerland



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#### 4. FCm Travel Solutions 2012 Global Hotel Program

This 2012 solicitation process encompasses FCm Travel Solutions Worldwide, including the following Flight Centre Limited brands: Liberty Travel, Liberty Business Travel, FCBT, Corporate Traveller, Stage and Screen Travel, Campus Travel and Travel Associates.










The FCm Travel Solutions Global Hotel Program is a Consortia rate based **commissionable** hotel Program.

Nett rates may be offered in addition to commissionable rates and should reflect the full commission deduction off the FCm Travel Solutions gross rate.

*Hotels offering only a nett rate will not be considered.*

The FCm Travel Solutions 2012 Global Hotel Program is open only to hotels listed in the GDS.

##### Green Policy

FCm Travel Solutions is eager to support hotels implementing environmentally friendly initiatives and as such, hotels with a third party environmentally friendly accreditation will be flagged as "Green" hotels.

##### Free Inclusions

Hotels offering free inclusions to FCm Travel Solutions clients such as breakfast, internet, upgrades, etc. will be flagged as "Free Inclusion" Hotels.



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## 5. Key Benefits for Participating Hotels

Hotels participating in the FCm Travel Solutions 2012 Global Hotel Program will receive the following opportunities to be promoted to our global consultant network including over 135,000 individuals who make up FCm's corporate business customers. These benefits are at no additional charge:

### Rate Loading

- Participating hotel/s will receive authority to load rates on our dedicated rate access codes in all GDS Systems (Galileo/Apollo, Sabre, Amadeus, Abacus and Worldspan). FCm commissionable and nett (non-commissionable) rates can be loaded.
- You have the ability to load and promote special deals, seasonal rates and distressed inventory via the GDS to be promoted to the FCm network.

### Global Online Hotel Directory

- Each hotel receives an individual listing and page on the FCm Travel Solutions Global Online Hotel Directory. Each page contains a description of the property, images, logos and a Google Map of the hotel's location. This is used by our consultants and clients globally as an information resource on your hotel/s.

### Newsletter Promotion

- Throughout 2012, you will have the opportunity to promote your hotel's news, updates, environmental initiatives, special rates, etc. via our regular global internal newsletter.

### IATA/TIDS/ARC Listing

- You will receive our monthly IATA/TIDS/ARC listing, keeping you up to date with our office changes. This will assist you in ensuring you are capturing all bookings made by our offices, allowing for more accurate analysis.

### Prioritisation

- It is the aim of FCm Travel Solutions and our global network to carefully tailor our Global Hotel Program. We select quality hotels in the locations our consultants and clients need. We deliberately keep our hotel numbers down to ensure our participating hotels are supported as a first priority.
- All participating hotels in the FCm Travel Solutions Global Hotel Program are displayed with priority to our consultants in all booking systems.

### Key Contacts

- The Global Hotel Program Team is your central point of contact for any queries you may have. You will also receive information, updates and general assistance from us throughout the year.

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## 6. Participation Fee

Participation in the 2012 FCm Travel Solutions Global Hotel Program is based on a flat fee per property.

### Participation Fee Per Property

**US\$650.00\***

Hotels that miss the listed contracting period may contact the Global Hotels Team and request a late submission. Hotels accepted as late submissions will be subject to a **US\$75.00** per property surcharge.

Participation fees for multiple hotels submitted under one chain will be issued one singular invoice only. Multiple invoices and split payments are not available.

- \* Australian Hotels will be invoiced in AUD using USD exchange rate at time of invoicing, an additional 10% Goods & Service Tax (GST) will apply to all Australian based hotels.
- \* International Hotel Groups with properties based in Australia will be invoiced centrally in USD for all properties participating in the Program.
- \* The preferred method of payment is by direct debit however cheques may also be accepted.



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## 7. Rate Criteria

Rates may be submitted under the following conditions:

- Rates must be valid from 01 January – 31 December 2012
- Rates are to be the same for Single or Double occupancy
- **Rates must be commissionable.**
- A maximum of 10 blackout periods may be submitted with maximum blackout days to not exceed 25 days. Greater than this will result in the submission being rejected.
- Rates submitted should be lower than or at parity with all other Travel Agencies and Consortia Groups.

Hotels may choose from the below 3 rate structure options:

### A. **Fixed Rates**

The hotel will submit a set/fixed year round rate (excluding blackout dates).

### B. **Flexible/Dynamic rate with Ceiling and LRA**

The hotel will offer fluctuating rates and will submit the maximum rate (ceiling) that would be charged.

### C. **Flexible/Dynamic rate with 5% or greater discount**

The hotel will offer a fluctuating Best Available Rate and will offer a further discount of 5% or greater.

\*Note - FCm Travel Solutions is seeking to work more closely with those hotels/ chains that provide a 5% or greater discount off the Best Available Rate. Hotels offering this rate structure will be identified and promoted throughout the FCm network.





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## 8. Submission Process

**The following submission process is for Hotels that are loaded on the GDS. If your hotel is not loaded on the GDS, please do not submit your hotel.**

FCm Travel Solutions has elected to use Uversa RFP Runner (online automated RFP bid system) to collect the data for our 2012 RFP. All bid information must be submitted in the standard NBTA format, excluding the NBTA modules for extended stay and meetings.

There are 2 methods of submitting hotels into the FCm Travel Solutions 2012 Global Hotel Program RFP:

### 1. Online

- Log into Uversa online using your individual login details.
- Click on the FCm Travel Solutions RFP.
- Complete and submit all NBTA modules including the UDF's (User Defined Questions).
- A separate submission for each hotel is required.
- If you do not have your Uversa login details, please request this via email to [product@fcm.travel](mailto:product@fcm.travel)
- All online submissions must be completed and submitted by 31 August 2011.

### 2. ASCII File

- Log into Uversa online using your individual login details.
- Click on the FCm Travel Solutions RFP.
- Click "Upload File" and follow the directions to upload an ASCII comma quote delimited text file.

- File must include the correct UVERSA PROPERTY CODE in Field 1. The file will not upload if the property number is incorrect. Correct Uversa Property Codes are displayed next to each hotel after logging into Uversa.
- Field 2 is your internal property code, if applicable.
- Use the NBTA Standard RFP - format - 2011 version.
- All modules to be submitted except Extended Stay & Meetings.
- Each record must have 495 fields
- User Defined Questions must be completed. A copy of these questions is provided. These questions are mandatory and the submission can not be uploaded into Uversa until these questions are answered.
- Upon uploading the file, a Verification Report will be displayed advising if the file has been successfully uploaded or not. Any errors that have been encountered in the file will be detailed here for correction and re-upload.
- Submissions completed in Lanyon, Nexus Worldwide, etc. must then be uploaded into Uversa. IMPORTANT! - Your hotel has not been submitted into the FCm Travel Solutions 2012 Global Hotel Program RFP until the file has been uploaded into Uversa.
- If your hotel is part of a chain, we recommend contacting your Head Office as there may be a group submission your hotel can be added to.

**The RFP will not open until 01 July 2011.**

At this time Uversa will be open to submissions online or via ASCII File upload.

Please note: FCm Travel Solutions reserve the right to accept or reject hotel submissions at any time and for any reason, in the absolute discretion of FCm Travel Solutions.

### IMPORTANT!

Please print a copy of your submission BEFORE submitting. You will need this for future reference and rate loading.

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## 9. Selection Process

FCm Travel Solutions will be selecting a range of hotel product on a global level to meet the needs of our travellers. It is our aim to have a diverse and competitive spread of inventory throughout the world.

Once all applications have been reviewed acceptance and rejection notifications will be sent.

Acceptance notifications will be advised to the contact entered in the User Defined Questions numbered 1 and 2 of the submission. Hotels submitting independently, will receive an individual notification.

## 10. Participation Agreement

### Details relating to E-signature

Hotels submitting into the FCm Travel Solutions 2012 Global Hotel Program RFP (via Uversa online or ASCII file uploaded into Uversa online) agree to full terms and conditions of the FCm Travel Solutions 2012 Global Hotel Program. If the contracting is being centralised through the chain representative/management company it is the responsibility of the chain/management company to provide each hotel with a copy of the written terms and conditions of the FCm Travel Solutions 2012 Global Hotel Program.

The e-signature must be kept on file by the hotel or the chain representative/management company/third party RFP processing service for the duration of the contract.



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## 11. Payment and Invoicing Process

Invoices will be issued in conjunction with acceptance notification. ***Properties submitted as a chain will be invoiced as a chain and not individually.***

Late or overdue invoice payments will be subject to a late payment charge of 5% per month. Rate loading information for 2012 will not be supplied until full payment is received.

Please note we bias participating hotels within our systems in order to preference our hotel partners. Regular audits will ensure any non participating hotels are not loaded under the FCm preferred rate codes.

Failure to process payment may result in suspension of all participation in the Global Hotel Program in 2012 and subsequent years, including its associated benefits, and may lead to cancellation of participation, in the absolute discretion of FCm Travel Solutions.

## 12. Timelines

Uversa opens for online submissions and ASCII file uploads.	01 July 2011
Uversa closed.	7am UTC/GMT, 31 August 2011
Acceptance or Rejection Notification sent with invoice .	Beginning 25 October 2011
Full payment due. (Late payment after this date may result in rejection of application.)	Beginning 29 November 2011
Rate loading information released to Accepted hotels.	Upon receipt of payment
Rate loading must be completed within 10 working days of receipt of rate loading instructions.	

## 13. Electronic File Guidelines

Please ensure you review carefully and **print a copy** before submitting your file as any variation from these guidelines may cause your submission file for one or more hotels to fail. It is the responsibility of the hotel or the chain representative/management company/third party RFP processing service to format the file correctly as specified in this document. **Files that are not correctly received by the deadlines outlined in this document will be considered late and subject to additional fees.**



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## 14. Mandatory Questions

### Property Basic

1. Property Code (This must be the Uversa Property Code that can be found after logging in to Uversa)
3. Property Name
4. Property Address
6. City
9. Full Country Name
22. Property Sales General Email Address
39. Facilities/public areas accessible by physically challenged/disabled/handicapped people? (Answer **Y** or **N**)
40. Total number of rooms for the physically challenged/handicapped?
50. Amadeus Chain Code
51. Amadeus Property Code
52. Apollo/Galileo Chain Code
53. Apollo/Galileo Property Code
54. Sabre Chain Code
55. Sabre Property Code
56. Worldspan Chain Code
57. Worldspan Property Code
58. Master Chain Code

### Client Specific

70. 3-letter IMF Currency Code used throughout pricing profile when quoting rates/charges
77. Season 1 Start(1) (mm/dd/yyyy)
78. Season 1 End(1) (mm/dd/yyyy)
231. Will you include the daily cost to park one car in negotiated rate? (Answer **Y** or **N**)
233. Will you include breakfast in the negotiated rate? (Answer **Y** or **N**)
234. What is the average cost for breakfast per person? (If not applicable, enter 0)
235. What type of breakfast is referenced in question #234? (C = Continental/B = Buffet/F = Full American)
236. Will you include use of the fitness center in the negotiated rate? (Answer **Y** or **N**. If not applicable, the answer should be **N**)
240. Local Phone Calls included in the negotiated rate? (Answer **Y** or **N**)
242. Is Wired High Speed Ethernet Internet Access (HSIA) fee charged to client included in guest room in negotiated rate? This is not data ports on telephones. (Answer **Y** or **N**)
244. Is Wireless High Speed Internet (HSIA) fee charged to client included in guest room negotiated rate? This is not data ports on telephones. (Answer **Y** or **N**)
246. Are incoming fax charges (local only) complimentary? (Answer **Y** or **N**)
247. Are outgoing fax charges (local only) complimentary? (Answer **Y** or **N**)

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### Client Specific

258. Property/Chain representative submits that information here is correct and binding for the length of the agreement. \*Note - The bid is not considered submitted until this box is checked! Until this box is checked you may continue to edit your Bid. Once it is checked, the bid is considered submitted and you will no longer be able to edit fields. You may continue to edit the property information though. ("length of agreement" = 01 January - 31 December 2012. Answer **Y**)

259. Name of Sales Contact on Property. Example Marvin Martin.

260. Title of Sales Contact on Property. Example: Director, Corp Sales.

267. Email address of sales contact on property dedicated to client.

275. Enter the name of the person the Notification and invoice should be sent to:

276. Enter the email address the Notification and invoice should be emailed to.  
\*Note - invoices will not be posted.

278. Will the hotel provide 3 (three) complimentary room nights (subject to availability) to be utilised by FCm Travel Solutions staff for business travel only throughout 2012? (Answer **Y** or **N**)

279. Please confirm you have read this entire document including the General Terms and Conditions of Participation and that by submitting your hotel into the RFP, you are agreeing to these terms and conditions. \*Note - hotels that do not accept the terms and conditions will automatically be rejected. Enter your name here as acknowledgement of this.

280. Please confirm you understand there is a participation fee of US\$650.00 per property for accepted hotels and that the invoice will be received with the Notification email. \*Note - hotels that do not accept the participation fee will automatically be rejected. Enter your name here as acknowledgement of this condition.

283. What rate structure are you providing FCm Travel Solutions in 2012?  
Answer A, B or C. A: Fixed rate B: Flexible/Dynamic rate with Ceiling and LRA C: Flexible/Dynamic rate with 5% or greater discount

285. Will the hotel offer FCm clients a free upgrade (subject to availability)? (Answer **Y** or **N**)

286. Will the hotel offer FCm clients free early check-in and/or late check-out (subject to availability)? (Answer **Y** or **N**)

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### Service and Amenity

- 305. Restaurant on property? (Answer **Y** or **N**)
- 306. Cocktail Lounge/Bar on property? (Answer **Y** or **N**)
- 310. Room Service? (Answer **Y** or **N**)
- 317. Automated teller machines (ATMs or cash machines)?  
(Answer **Y** or **N**)
- 318. On-site fitness center? (Answer **Y** or **N**)
- 326. Concierge services? (Answer **Y** or **N**)
- 327. Business Center? (Answer **Y** or **N**)
- 328. Indoor Pool? (Answer **Y** or **N**)
- 329. Outdoor Pool? (Answer **Y** or **N**)
- 333. Valet Parking? (Answer **Y** or **N**)
- 339. Safety Deposit Box at front desk? (Answer **Y** or **N**)
- 343. Iron/Ironing board? (Answer **Y** or **N**)
- 344. Hair dryer? (Answer **Y** or **N**)
- 345. TV Cable/Satellite? (Answer **Y** or **N**)
- 348. Mini refrigerator? (Answer **Y** or **N**)
- 350. Coffee/Tea maker? (Answer **Y** or **N**)
- 351. Mini bar? (Answer **Y** or **N**)
- 352. Work desk? (Answer **Y** or **N**)
- 353. Complimentary Newspaper? (Answer **Y** or **N**)
- 355. In-room safe? (Answer **Y** or **N**)
- 357. Air-conditioning? (Answer **Y** or **N**)

### Safety and Security

- 371. Do all guest rooms have smoke detectors? (Answer **Y** or **N**)
- 372. Are hallways equipped with smoke detectors? (Answer **Y** or **N**)
- 373. Are public areas equipped with smoke detectors? (Answer **Y** or **N**)
- 375. Are hallways equipped with fire extinguishers? (Answer **Y** or **N**)
- 376. Does hotel have emergency lighting within hotel? (Answer **Y** or **N**)
- 377. Are hotel stairways ventilated? (Answer **Y** or **N**)
- 378. Does hotel have an emergency evacuation plan posted in public areas?  
(Answer **Y** or **N**)
- 379. Does the hotel comply with all country/state/local fire laws?  
(Answer **Y** or **N**)
- 380. Does the hotel have visual alarms for Deaf/Hard of Hearing in guest  
rooms? (Answer **Y** or **N**)
- 381. Does the hotel have visual alarms for Deaf/Hard of Hearing in hallways?  
(Answer **Y** or **N**)
- 382. Does the hotel have visual alarms for Deaf/Hard of Hearing in public areas?  
(Answer **Y** or **N**)
- 383. Does the hotel have audible smoke alarms in guest rooms?  
(Answer **Y** or **N**)
- 384. Does the hotel have audible smoke alarms in hallways? (Answer **Y** or **N**)
- 385. Does the hotel have audible smoke alarms in public areas?  
(Answer **Y** or **N**)
- 386. Are all guest rooms equipped with sprinklers? (Answer **Y** or **N**)
- 387. Are all hallways equipped with sprinklers? (Answer **Y** or **N**)
- 388. Are all public areas equipped with sprinklers? (Answer **Y** or **N**)

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### Safety and Security

389. Do guest rooms have emergency information posted/available?  
(Answer **Y** or **N**)
390. Is hotel auto linked to fire station? (Answer **Y** or **N**)
391. Are there emergency exits for each floor? (Answer **Y** or **N**)
393. Does the hotel have security on-site? (Answer **Y** or **N**)
395. Do guest room doors have deadbolts and/or secondary locks?  
(Answer **Y** or **N**)
396. Does the hotel have a public address system? (Answer **Y** or **N**)
397. Are guest rooms accessed by interior entrance? (Answer **Y** or **N**)
398. Are there locking devices on windows that open? (Answer **Y** or **N**)
399. Does the building meet all current local, state and country building codes?  
(Answer **Y** or **N**)
402. Are there controlled access gates to enter the parking area?  
(Answer **Y** or **N**)
403. Are parking areas patrolled? (Answer **Y** or **N**)
404. Is the parking area equipped with lights? (Answer **Y** or **N**)
405. Is there video surveillance in public areas? (Answer **Y** or **N**)
406. Is there video surveillance of the exterior of the front entrance?  
(Answer **Y**, **N** or **NA**)
407. Is there video surveillance of the parking areas?  
(Answer **Y**, **N** or **NA**)
408. Is video surveillance recorded 24 hrs a day? (Answer **Y** or **N**)
409. Is video surveillance monitored 24 hrs a day? (Answer **Y** or **N**)
410. Do guest rooms have viewports? (Answer **Y** or **N**)

411. Are there emergency back-up generators? (Answer **Y** or **N**)
412. Are alarms continuously monitored? (Answer **Y** or **N**)
413. Do exterior doors (except lobby entrance) of the facility require key access  
at night or automatically lock? (Answer **Y** or **N**)
414. Is the staff trained in first aid? (Answer **Y** or **N**)
415. Is the staff trained in cardio pulmonary resuscitation (CPR)?  
(Answer **Y** or **N**)
418. Is there basic medical equipment on site? (Answer **Y** or **N**)

### Geography and Transport

430. Complimentary Shuttle Airport 1? (Answer **Y** or **N**)

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## 15. General Terms and Conditions of Participation

By submitting your participation application to FCm Travel Solutions, you (the Hotel or the Hotel Group as the case may be) agree to be bound by the following terms and conditions for the duration of your participation in the FCm Travel Solutions Hotel Program:

- a) FCm Travel Solutions Rates (FCm Rates) must be equal to or lower than the rates offered to any other agency group, travel agency consortium, travel agency website or Association throughout the contracted period of 01 January 2012 until 31 December 2012. This incorporates those hotels/ groups offering best rate of the day or dynamic pricing.
- b) Rates offered must be loaded on the FCm Travel Solutions rate code in all GDS systems including AMADEUS, APOLLO/GALILEO, SABRE, ABACUS and WORLDSPAN.
- c) FCm Rates must be able to be guaranteed to agent IATA or TIDS number as well as by credit card.
- d) Room Cancellation Policy: The Hotel's policy must be suitable for international business travellers (i.e. 4pm on day of arrival). The Hotel cancellation policy must be no longer than 72 hours prior to arrival.
- e) Hotel agrees to give FCm clients upon check-in any commissionable "promotional rates" if such rates are available and lower than the FCm Rate.
- f) Hotel agrees to provide advanced notice of special rates in the marketplace.
- g) Room Guarantee Policy: Guests confirmed on the FCm Rate must not be refused a room. In the event the Hotel has exhausted all other options and a room is refused to a guest confirmed by FCm Travel Solutions, the Hotel agrees to the following: 1) Find and pay for a room at a comparable hotel nearby 2) Provide and pay for transportation to that hotel, 3) Pay for one long distance phone call. 4) Provide transportation back to the original hotel on the following day if the reservation is for multiple days and honour the originally booked rate. 5) Promptly notify the FCm office which made the booking of the situation and outcome.
- h) FCm rates must be based on Last Room Availability (LRA) by room type.
- i) Hotel agrees to blackout only the dates listed on the contract that fall within the blackout date policy of the FCm Global Hotel Program RFP.
- j) FCm Rates must be commissionable at 10% on tax inclusive gross rates or must fall in line with local, regional, country standards and taxation laws.
- k) Hotel must provide automatic commission payment and processing with supporting documentation stating guest name, date of stay and booking reference within 30 days of guest stay to individual teams per IATA/TIDS address. No FCm Travel invoice will be issued. If an invoice is required by the hotel then a recipient generated tax invoice (RGTI) should be created by the hotel.
- l) Hotel will track all room nights and revenue for all business booked via FCm Travel Solutions global network including net contracted clients, groups and conference business.
- m) Hotel will take responsibility to update all relevant details on the FCm Travel Solutions Global Online Hotel Directory upon confirmation of acceptance into Program and payment of participation fee.
- n) 2012 Global Hotel Program participation fees for multiple hotels under one chain will be issued as one singular invoice only, multiple invoices and split payments are not available.
- o) Late or overdue invoice payments in excess of 30 days will be subject to a late payment charge of 5% per month.
- p) FCm Rates must be eligible to accrue miles in any frequent flyer/frequent stay Program in which the hotel participates.
- q) Under no circumstances are the FCm Global Hotel Program participation fees to be marked up.
- r) Hotel agrees to abide by the terms and conditions of this contract and pay invoices rendered in accordance with the terms of this contract regardless of changes in ownership or chain affiliation.

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## 15. General Terms and Conditions of Participation

- s) Hotel agrees to forward all pertinent information regarding this agreement to the Hotel General Manager, reservations department and sales department and to all relevant chain representatives.
- t) This rate agreement may be cancelled at any time during the agreement with 90 days written notification by FCm. This cancellation does not release the Hotel from payment obligation on fees.
- u) The rate agreement is a legally binding contract between the Hotel submitting rates and FCm Travel Solutions and may not be amended. The Hotel agrees to comply with all terms and conditions of the Agreement and the rate requirements and fees.
- v) The Hotel presents and warrants that they are and will remain in full compliance with all applicable laws and regulations relating to safety, including, without limitation, any fire or building codes and that they will maintain appropriate insurance.
- w) This agreement does not make either party hereto an employee, agent, subcontractor, affiliate, or representative of the other.
- x) In the event of a dispute of this Agreement, both FCm and the Hotel agree to use arbitration to resolve the dispute. The seat of the arbitration will be Brisbane, QLD, Australia and the arbitration rules will be the Australian Commercial Disputes Centre rules.
- y) The hotel agrees to indemnify FCm Travel Solutions for any claim made by any third party with regard to any information provided by FCm Travel Solutions concerning the participating party's property or properties and/or any claims arising from the use by a third party of any participating party's property.



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## 16. FCm Travel Solutions 2012 PREFERRED Partner Status

FCm Travel Solutions 2012 PREFERRED Partner status is available by invitation only.

As a highly PREFERRED Partner, hotels have the opportunity to access all levels of the FCm Travel Solutions network globally and to conduct incentives and promotions both regionally and globally to target growth and achieve market share objectives.

PREFERRED Partner status will be granted on both a global and regional basis to ensure that all FCm Travel Solutions businesses have complete coverage for their corporate clients worldwide.

If you wish to be considered for PREFERRED Partner status in 2012 or subsequent years, please do not hesitate to contact us for further information.

## 17. Global Hotel Program Contacts

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