

Travel Services

The State Contracts Control Board has appointed a single travel management company, Carlson Wagonlit Travel (CWT) as the NSW Government's travel agent where all bookings for air travel, car hire and accommodation are to be made. All travel is to be booked via CWT.

NSW Procurement has also negotiated a range of highly competitive discounted airfares - domestically with Qantas, Regional Express (REX) and Virgin Blue (Domestic) and internationally with Qantas, Cathay Pacific, Air New Zealand, Emirates, Etihad, Lufthansa, Singapore Airlines and Virgin Blue (International), under the Travel Management Services contract. These specially discounted fares can only be booked through CWT.

KEY BENEFITS

- Substantially discounted fares on all major international travel, including up to 40% on some routes.
- Safety - Enables your employer to know your location in case of emergency.
- Special domestic route deals through Qantas, Virgin, Regional Express (REX) and other airlines.
- One stop shop for air travel, car hire and accommodation bookings.
- Compliance to NSW Government Policy.

TRANSACTION FEE STRUCTURE

FEE TYPE	TRANSACTION FEE
DOMESTIC ONLINE	\$15
DOMESTIC	\$25
TRANS TASMAN	\$25
INTERNATIONAL	\$170

ADDITIONAL FEATURES

- Discounts are available for early payment using Diners Club facility.
- Bookings can be made via:
 - The internet - drive best value and compare flights simultaneously
 - Email
 - Telephone to the centralised booking centre with 25 full time dedicated NSW Government staff
 - Telephone, email or in person at any of the 17 appointed regional travel agents.
- Reconciliation help is available through CWT and Diners Club via their internet portal and online tools.
- Free Training is available to enable use of the internet tools:
 - Online booking Tool (to book tickets)
 - Online Reporting Tool - called Discovery - for travel booking behaviour reporting
 - Online Transaction Tool - assisting with reconciliation.
- Group bookings can be made easily together online.
- Transparency through regular reporting continues to assist agencies to reduce their total travel expenditure.
 - Comprehensive report of all travel for each agency is available.

PRODUCTS & SERVICES

- International & domestic travel
- Accommodation
- Car hire
NB: Contract 681 covers rental of motor vehicles in more detail. Please see www.nswbuy.com.au for more information.

CONTRACT PERIOD

01/10/05 - 30/11/10

TIPS ON GETTING THE CHEAPEST FARE

- Get approval and book as early as you can (domestic or international). For each day closer to ticketing deadline the cost of the ticket increases by an average of 2%.
- Avoid flexible fares where certainty of the travel arrangements is known. Statistics show that in 2008 across NSW Government only 8.7% of fares were ever changed, exchanged or refunded.
- Deeply discounted fares offer substantial savings. Almost all deeply discounted domestic tickets are changeable 24-48 hours beforehand and valid for 12 months.
- If flexibility is required, it may, for example, be cheaper to book the lowest fare to a destination and a negotiated flexible fare on the return.

POLICY REQUIREMENTS

NSW Government Policy directs that all domestic and international travel bookings are to be made through the NSW Government's appointed Travel Management Company (CWT). The "lowest logical fare of the day" is to be used for all domestic flights. This means the cheapest fare available meeting the traveller's logistical needs.

- In line with the "lowest logical fare of the day", public officials may only specify destination, date and nominated time of the required travel; and not specify airlines. The Travel Management Company will allocate tickets within 20 minutes either side of the nominated time of travel on the most appropriate airline.
- Senior officials may now only fly business class to Western Australia and the Northern Territory.
- Frequent Flyer Points may not be collected.

HOW TO PURCHASE

For organisations already registered with NSW Procurement:

- a) Book online at <https://sbt.carlsonwagonlit.com/thetravelersite?NSWGOV>
- b) Email: Domestic nswgdom.syd.au@contactcwt.com
International nswgint.syd.au@contactcwt.com

- c) Phone: Domestic **1300 307 629**
International **1300 657 378** or **02 8666 1703**
- d) Fax via CWT Travel Centre
Domestic **(02) 8905 9631**
International **(02) 8905 9646**
- e) Contact one of the CWT Regional Travel Agent Partners listed below.

To register with NSW Procurement, or to check your organisation's eligibility to purchase under this State Contract, please contact the Client Support Centre:

Phone **1800 NSW BUY (1800 679 289)** or email **nswbuy@services.nsw.gov.au**.

Once you have your nswbuy registration number contact Diners Club to set up your Diners account (1300 656 689 or key.accounts@dinersclub.com.au). You can then register with Carlson Wagonlit Travel on **1300 307 629**.

Note: CWT book accommodation (free of charge) - individuals must then arrange for the payment of accommodation separately (either by using direct receipts, the daily rate, or with special arrangement, an invoice may be sent).

REGION	TRAVEL AGENT	PHONE
ALBURY	TRAVELBROKERS	(02) 6023 5333
ARMIDALE	HARVEY WORLD TRAVEL	(02) 6772 1177
BALLINA	JETSET	(02) 6686 6566
BROKEN HILL	TRAVELWORLD	(08) 8087 1969
COFFS HARBOUR	TRAVELWORLD	(02) 6650 0588
DUBBO	WESTERN PLAINS TRAVEL	(02) 6882 2833
GOULBURN	TRAVELWORLD	(02) 4821 5777
GRAFTON	TRAVELSCENE	(02) 6642 3777
KEMPSEY	TRAVELSCENE	(02) 6562 6111
LISMORE	TRAVELWORLD	(02) 6627 6100
MOREE	MGTRAVEL	(02) 6752 3055
NEWCASTLE	TRAVELWORLD	(02) 4968 9885
NOWRA	TRAVELWORLD	(02) 4421 2666
ORANGE	TRAVELWORLD	(02) 6362 1744
TAMWORTH	JETSET	(02) 6766 8400
TWEED HEADS	TRAVELWORLD BANORA	(07) 5524 8199
WAGGA WAGGA	TRAVELEADERS	(02) 6925 8822
WOLLONGONG	TRAVELWORLD	(02) 4228 6566



Procurement
1800nswbuy

FURTHER INFORMATION

For further information or to obtain a copy of the Contract Guide, please contact the Client Support Centre.

