



# TRAVEL NEWSLETTER

[ECU Travel Intranet](#)

MARCH 2019

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## AU Events 2019

Each year Australia puts on an impressive line-up of festivals and events that shines the spotlight on the country's passion for arts, music, dining, sport, nature and our beach lifestyle. As such, these events may impact travellers at that time with availability or increased travel costs. See [Link](#) for some of the up-coming events.

## Bunbury Koombana Hotel (formerly Mantra)

As mentioned in our previous newsletter, Mantra Bunbury is now Bunbury Koombana Hotel. Rates are not currently available via the OBT. Please book direct with OWT consultants.

## Welcome to Travel News

A regular newsletter to ECU travellers and travel arrangers which is intended to provide you with useful information relating to travel systems, procedures, tips and current issues. If you'd prefer not to be on the mailing list, please forward this email to [Travel Administrator](#) with Unsubscribe in the Subject.

## Orbit World Travel Update

### **Orbit Profiles Middle Name Field Mandatory**

With more airlines requiring an exact name match between passport name and airline ticket names, it is becoming increasingly important for traveller profiles to reflect the travellers exact full name as per their passport ID, including middle name/s.

Orbit Profiles now specify the Middle Name field as mandatory. When Travel Arrangers and/or Travellers are creating and updating profiles, they must provide either the traveller's middle name as per passport or tick "I don't have a middle name". When selecting "I don't have a middle name", the user accepts responsibility for any issues that may arise due to name discrepancies between their passport name and ticket name.

### **International Bookings Using OBT**

Bookings to the following countries can be made using the Online Booking Tool:

- Hong Kong
- Indonesia
- Singapore
- United Arab Emirates

### **Youth Hostels**

Please note OWT will not book Youth Hostels due to physical (sharing accommodation) and financial risks.

### **Credit Card Authorisation to Hotels**

In order to be compliant with PCIDSS rulings, changes have been implemented to the OWT workflow which prohibits them from dispatching a single credit card authorisation form to hotels including both credit card number and expiry date. To comply with standards, OWT will now be required to forward two forms in two separate transmissions separating the credit card number from the expiry date.

## Orbit Travel Arranger Event

Orbit World Travel would like to invite ECU Travel Arrangers to meet some of their staff members. Date and venue will depend on those available to attend, however the proposed options are either Lawn Bowls or the Movies (Grand Cinemas Currambine).

If you are interested in attending either of the events, please email [Travel Requests](#) with your preferred option.



## Virgin Australia

Virgin Australia expects to open its new International Lounge at Brisbane Airport in May 2019. Named 'My Lounge' it will be located adjacent to Gate 77, towards the end of the terminal's northern concourse.

See [link](#) for more information.



## TAS Issue – Incorrect Destination – Domestic

There has been a recent increase in TAS domestic travel requests which include an incorrect destination, i.e. travellers are heading to Melbourne but their destination is recorded as Perth in the request. Using the drop-down box, please ensure the correct destination is included in the TAS.

Incorrect requests are referred back to the creator to withdraw, amend and resubmit for approval.



Add							
State	Town / City	Departure Date	Return Date	Name and Address of Accommodation	Phone	Fax	Purpose Of Stay
NSW	Sydney	12/03/2019	14/03/2019	TBA	TBA	772	test

## Qantas

Qantas is increasing the per-bag weight limit for cabin bags on domestic flights, with passengers now able to bring a carry-on bag as heavy as 10kg.

New rules take effect from Monday 25 March 2019 and provide additional flexibility for travellers. The total cabin baggage per passenger will remain pegged at 14kg across two standard-sized bags, plus a small 'personal item' bag such as a satchel or slim briefcase.

The maximum weight of a single cabin bag increases from 7kg to 10kg – with the remaining 4kg available for a second bag if need be.

## ECU Uber for Business

ECU staff utilising the ECU Uber for Business Account will have to select one of two 'Expense Codes' when booking their Uber fare. Staff will have to choose either **ECU Business Travel Related** or **ECU Business Entertainment Related**.

Travellers are also reminded to include a **reason for travel** as this reason filters through to the monthly reporting and auditing of the Uber costs.

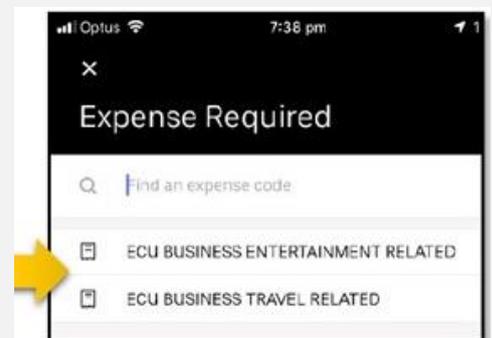
More information can be found in the [Uber FAQ's](#).

### Uber Fare Levy

As of 1 April 2019, the WA Government will require all taxi, rideshare and hire car providers to pay a temporary 10% levy for each trip taken.

This means you will be charged an additional 10% on your fare by your driver partner (up to a maximum levy of \$10) for every completed trip in the Perth, Mandurah and Murray levy area, on top of the current fare. The WA Government will use the money collected to fund a \$120 million taxi compensation package.

For trips taken in fully electric vehicles (which are exempt from the levy) or where the levy collected exceeds \$10 after the completion of the trip, a refund will automatically be processed.



## ESTA Application for USA

The U.S. Customs and Border Protection have issued a mandate that all guests must now apply for an Electronic System for Travel Authorisation (ESTA) at least 72 hours in advance of travel departure.

ESTA is an automated system used to determine the eligibility of visitors to travel to the United States under the Visa Waiver Program (VWP) and it determines whether such travel poses any law enforcement or security risks.

For all guests with existing approved ESTA's, there will be no change to check-in.

Any new applications will not be possible if the guest is travelling within 72 hours.

Guests arriving at the airport for travel to the United States without a previously approved ESTA will likely result in being denied boarding.

## Hotel Safety Guide

While the vast majority of hotel stays occur without incident, the following checklist may be useful for travellers when considering accommodation risks.

Choose hotels that have:

- Surveillance systems in lobby and around the grounds.
- Well-controlled access to the main entrance.
- Security guards.
- Resilient communication capabilities.
- Multi-lingual staff if you don't speak the local language.

Location:

- Research the area surrounding the hotel: avoid areas associated with high crime and protests.
- In areas where there are significant threats from conflict or terrorism, choose a hotel away from main roads and government or diplomatic buildings.
- Consider the timing of your trip to avoid potentially disruptive events or protests.

Be vigilant throughout your stay:

- Check that the locks on doors and windows work inside your room — and use them.
- Familiarise yourself with emergency evacuation plans and routes.
- Don't share your room number.
- Pack and use a door stop.
- Have a grab bag of essentials including your passport, water, and phone charger prepared in advance.
- When leaving your room, display the 'do not disturb' sign.
- Leave the light on so that you can easily check that the room is secure on returning. (If a room key card is required to keep the electricity on, ask reception for an extra one).

## ECU Insurance Update

**For clarification on any of the following insurance advice, please email [insurance@ecu.edu.au](mailto:insurance@ecu.edu.au).**

The academic year has begun in earnest and it is a great time to remind travellers of information and support available when travelling on behalf of ECU.

- If you are travelling on behalf of ECU and haven't been provided with a TravelGuard assistance card, please contact the Insurance team. We would be happy to send a card to you. Alternatively, you can download the details from the Travel Insurance intranet site.
- TravelGuard can also provide details about security, safety, public holidays, political events, weather and other helpful information for your upcoming travel. Staff can log in to the website for this information and can even arrange for emails or text message alerts when you are travelling, specific to the countries you may be visiting. Go to TravelGuard - Travel Assist and register. You need to include your ECU email address and the policy travel insurance number (2600139456 for staff; 2600139457 for students) when you register to gain access to the website. Call the Insurance team if you have any queries.
- Any travel (staff, students, guests) must be approved before it can be covered by insurance either through TAS or Student Travel Approval Form. A request may be submitted but, until it is signed off, it is not covered by ECU's travel insurance policies. If you have any queries or concerns, contact FBSC or the Insurance team.