



Australian Government

The Treasury

To Whom It May Concern.

I manage the Commonwealth Treasury Travel Services Team. The Treasury has a centralised travel cell consisting of a team of four staff members. We manage the Departments domestic and international travel arrangements which includes airline bookings, accommodation arrangements, passports, visa's Health issues, allowances and all travel related issues.

In September 2001 our team started using The Lido Group, to collect reporting data which we were unable to obtain through our in house reporting system. The monthly report provided to me by The Lido Group supplied information required to ascertain details of actual room nights utilised and specific locations used. This data was required to enable the Department to claim GST credits on accommodation expenses incurred by staff travelling on official duty.

Because our team were so impressed with the efficiency of service provided by the Lido Group they were asked to continue to provide their services.

The reasons for wanting to continue were:

- Accommodation confirmations were provided within a short time frame in most instances 2 to 3 hours. International confirmations were available with 24 hours.
- The format of confirmation details were able to be on-forwarded to the traveller without the need for any change to the email.
- In all instances the Lido Group were able to obtain the Government rates (or better) at all hotels.
- The Lido Group will source out specific locations and accommodation nearest to those locations if requested.
- Both our international and domestic consultants agree that by using The Lido Group they are able to utilise time previously spent sourcing accommodation to deal with other issues.
- Above all, the service provided by the Lido Group are totally client focused, reliable and efficient.

The Treasury is totally satisfied with the service provided by The Lido Group and as confident that other organisations who choose to use their services will be similarly impressed.

Wendy Lightly
Manager
Travel Services