

travel, golf & spa



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Left to right: Azran Osman Rani (Chief Executive Officer AirAsia X), Dato' Kamarudin Meranun (Group Deputy Chief Executive Officer, Executive Director-AirAsia), Tan Sri Dato' Azman Mokhtar (Managing Director and CEO of Khazanah Nasional Berhad), Tan Sri Md Nor Yusof (Chairman, Malaysia Airlines), Tan Sri Anthony Francis Fernandes (Group Chief Executive Officer -AirAsia), Mohammed Rashdan bin Mohd Yusof (Executive Director - Malaysia Airlines), Dato' Seri Mohd Nazir bin Tun Abdul Razak (Managing Director and Chief Executive of CIMB Group)

Independent Spirit

IndiGo Airline, India's second largest budget carrier, has edged its way into the glut of low-cost airlines operating in the UAE, with plans to leave a permanent mark on the local aviation industry. As a way to break into the market, the airline has offered record low round-trip airfares of Dh816 for the first 25,000 seats on the Delhi-Dubai route.

IndiGo's model follows a single aircraft type, and short-distance travel routes (allowing for quick turnaround times), mirroring those of low-cost carriers like Ryanair in Europe, Southwest in America and AirAsia that handles most routes in the Far East. [h.a](#)

More Miles

Agoda.com, Asia's global hotel booking site has announced a partnership with Air China. As a result of the partnership, PhoenixMiles Frequent Flyer members will earn miles when they book a hotel through a special agoda.com landing page

Air China is one of the world's leading airlines, flying more than 243 routes to 47 international and 91 domestic destinations, and offering more than a million seats per week. The PhoenixMiles programme is the longest-running frequent flyer programme in China with more than 6 million members. By booking a hotel through the co-branded landing page, PhoenixMiles members will earn 5 miles for every 10RMB they spend.

Agoda.com offers more than 155,000 properties worldwide, with extensive inventory in many of Air China's route destinations. Within China alone, agoda.com lists more than 4,000 hotels, offering a selection of hard-to-find low rates, special limited-time promotions, and availability for a wide range of room types even during peak travel periods. Air China customers who book through agoda.com enjoy instant confirmation on rooms and 24/7 customer support in English and Chinese. [h.a](#)

AirAsia and MAS Join Forces

On 9 August 2011, Malaysian Airline System Berhad (MAS), Air Asia Berhad and AirAsia X Sdn Bhd entered into a Comprehensive Collaboration Framework, marking the biggest and most significant partnership in the Malaysian airline industry to date. The Comprehensive Collaboration Framework (CCF) is a platform for all parties to explore opportunities to co-operate on a broad range of areas, essentially reviewing their network services to enhance customer experience. On a whole, the Collaboration Agreement allows MAS, AirAsia and AirAsia X to respectively focus on business segments in which they are capable of developing the most value, including flights to new destinations currently not served by any of the airlines.

At the signing ceremony held at Le Meridien Kuala Lumpur, MAS Chairman Tan Sri Md Nor Yusof said, "The signing of the Collaboration Agreement heralds an exciting era of cooperation whereby the airlines involved will stand to gain significantly by tapping the benefits of working together." Meanwhile, AirAsia Chief Executive Officer and AirAsia X Director, Tan Sri Tony Fernandes asserted, "By focusing on core competencies, both parties will increase product offerings to our respective customers. AirAsia and AirAsia X will see growth opportunities in new routes and destinations." Along with this effort, a Joint Collaboration Committee was formed which will be chaired by MAS board member Datuk Mohamed Azman Yahya with other members including MAS Executive Director Mohammed Rashdan Mohd Yusof, AirAsia Group Chief Executive Officer Tan Sri Tony Fernandes and AirAsia Deputy Group CEO Dato' Kamarudin Meranun. [h.a](#)

Flight Frequency Adjustments

JAL Group (JAL) announced adjustments made to its international and domestic flight frequency plans for the second half of fiscal year 2011. Based on the route, fleet and flight frequency plans announced on January 20 this year, current supply and demand conditions were analyzed in detail leading to an increase in flight frequencies on routes with substantial demand and a reduction in the number of flights on a portion of domestic routes to raise load factors and improve revenue.

On the international network, JAL will add one more weekly round-trip flight from Tokyo (Narita) to New Delhi - a route with a robust high-yield corporate demand while domestically, JAL will operate six more round-trip flights a day - one on each of six routes identified to have sufficient demand and on which customers can benefit from more flight timing options. [h.a](#)



British Airways cabin crew are using the latest iPad model to bring a new dimension to customer service in the air. (Image from www.anglotopia.net)

Service With A Pad

British Airways cabin crew are using the latest iPad model to bring a new dimension to customer service in the air. The iPads enable cabin crew to have prior awareness of customer preferences and a greater understanding of each customer's previous travel arrangements, allowing them to offer a truly bespoke, personalized service.

The iPad lets crew quickly identify where each customer is seated, who they are travelling with, their Executive Club status and any special meal requests. It gives cabin crew a whole library of information at their fingertips including timetables, safety manuals and customer service updates. It also means any issues can be logged with ground-based colleagues around the network prior to departure so solutions can be delivered while the flight is airborne. [h3](#)

Safety First

Although rarely featured in the top 10 rankings for best customer service, European and American carriers soundly dominate a new list of the world's safest airlines.

A report by the Air Transport Rating Agency (ATRA), released recently, found that the safest carriers in the world were mainly those based in Europe and the United States. The safest US-based airlines are AMR Corporation, Continental Airlines, Delta Airlines, Southwest Airlines, United Airlines and US Airways, while the safest from Asia is Japan Airlines, it said, without giving a ranking within the top ten.

To obtain this classification, the first of its kind, ATRA examined publicly available information on 15 criteria, such as the average age of the aircraft used or the homogeneity of the fleet.

The agency explained that to understand airline safety, one needed not only to look at accident figures, but also "technical, human, organizational and external" elements. [h3](#)



Delta Air Lines' new Delta Sky Club

The Sky's The Limit

Delta Air Lines celebrated the opening of a new Delta Sky Club at Seattle-Tacoma International Airport, the third new or renovated club to open this month across the Delta system as part of the airline's more than US\$2 billion investment in enhancing the customer experience on the ground and in the air. The new club, located on the roof of the South Satellite, measures nearly 8,300 square feet and offers a full wall of windows with a view of Mt. Rainier. For international passengers travelling to or through Seattle, the club also offers shower suites and a recharge zone with comfortable lounge chairs.

The new award-winning Delta Sky Club design includes a full service bar with complimentary beverages and snacks throughout the day; art featuring aerial landscapes of the region; personalized flight assistance; updated restrooms; satellite television and a work zone complete with complimentary Wi-Fi, cyber counters with power outlets, desktop computers, wireless printers and additional charging stations. [h3](#)

Cuban Cruises

Beginning December 4, a recently incorporated Canadian cruise line named Cubacruise Inc will offer week long cruises around the entire island of Cuba with many stops along the way.

All cruises will feature Cuban music and dance, local Cuban guides and interpreters. The ship is a 1200 passenger vessel called Louis Cristal and was built in 1980. Many guided tours will be offered to passengers as they circumnavigate Cuba such as six UNESCO World Heritage site tours, four national parks, and several other unique island excursions. [h3](#)



On A Dream And A Prayer

It's been said that only someone who has worked their way to the top would be able to understand how important hard work is. Jennifer Ong is one such person. The Founder/Publisher of Hospitality Asia, was already making a name for herself in the industry with a targeted, revolutionary industry-specific magazine, but it took an unnamed waitress to spark what would become the regional hospitality industry's audited recognition programme.

AS Ong reminisces, "I was on yet another of my many business trips, this time in Singapore in early 2002. I was sitting in the lobby lounge of Carlton Hotel Singapore when I noticed a young waitress shining down a table. There was a look in her face as she placed the flowers just so and tidied up the sugar basin. That look reminded me of a young stewardess named Jennifer Ong who used to look just like that when tidying the galley. That look was one of satisfied pride. It was a look that said, "There! It's done perfectly! And I'm proud that I was the one to do it."



"Resorts World Genting would like to congratulate Hospitality Asia Platinum Awards (HAPA) on their 10th Anniversary. We have been privileged to be a part of Southeast Asia's most prestigious hospitality awards programme and would like to wish you another 10 glorious years ahead. We are right behind you as you continue to elevate the standards of Asian hospitality with the awards programme and magazine." ~ Edward Holloway, Senior Vice President - Hotel Operations, RW Genting

"So many times patrons treat service staff like invisible elves who set everything just so and vanish. These hospitality 'elves' are many times faceless and nameless. Right there and then I decided that these people needed an Awards programme of their own. They needed to know they mattered and that they were important and of value."

That moment of insight was the birth of the Hospitality Asia Platinum Awards, so named because Hospitality Asia, the publication was already making its own mark on the hospitality industry. The most expensive precious metal in the world was chosen to mark the esteem in which all nominees were to be regarded.

Unlike most fledgling ideas, the first Hospitality Asia Platinum Awards (HAPA) kicked off in 2002 in grand style. At its core, HAPA's objective was to give recognition to the men and women of the hospitality industry who strive to deliver amazing hospitality experiences. The inaugural HAPA was held at the Conrad Centennial Singapore and presented in a format which has been constant over the past decade.

"On behalf of Hard Rock Hotel Penang, we would like to congratulate the Hospitality Asia team for the awesome work put together over the last 10 years in recognizing the best players in the hospitality industry through the Hospitality Asia Platinum Awards. Keep up the great job and Rock On!" ~ John Primmer, General Manager, Hard Rock Hotel Penang



"My team and I would like to congratulate HAPA on their 10th anniversary this year. Over the last decade or so, HAPA has played a major role in the hospitality industry and helped push us all to a higher plane of excellence. Congratulations again!" ~ Dato' Shaheen Shah, General Manager, Cyberview Resort & Spa

*At the top: Jennifer Ong, Founder/Chairman of HAPA, delivering her speech at the HAPA Regional Series 2008-2010
Right: The coveted HAPA Trophy*

"To Jennifer and the HAPA team, On behalf of Meritus Hotels & Resorts - Singapore's iconic luxury hospitality group, my warmest congratulations on the occasion of your 10th Anniversary. I wish you continued success as you carry on with HAPA's legacy as a formidable force in the promotion and recognition of excellence within Asia's hospitality industry." ~ Michael Sengol, Chief Executive Officer, Meritus Hotels & Resorts

Awards were given to deserving individuals and properties for their outstanding contribution in making a difference to the hospitality industry in Singapore. To this day, HAPA continues to champion the call to excellence via its lauding of personalities, departments, dining outlets and properties, with a special bent towards the crucial, but hitherto unrecognized Back of the House departments such as purchasing, housekeeping, engineering, human resources, concierge and front office.

From the first dazzling gala at Conrad Centennial Singapore, HAPA has continued to grow in leaps and bounds, keeping abreast with the growth in the industry, and resolutely championing the cause of the men and women who work in the background to ensure that each hospitality experience is perfect.

Another point of differentiation for HAPA is its embracing of good citizenship way before Corporate Social Responsibility became a buzz word. From its inception HAPA has always been a not-for-financial-gain awards programme. Funds raised at the Awards nights go to a charity of choice for that particular year, picked in accordance to the needs of society at the particular time, with the first being the then newly established Leukemia and Lymphoma Foundation, Singapore, under the patronage of Mrs Goh Chok Tong, wife of the former Prime Minister of Singapore. Other charities which have benefitted from HAPA include the Tunku Nurul Hayati Children's Trust Fund, The Yellow House Project, World Vision Singapore, YMCA Kuala Lumpur's Pusat Majudiri Y For The Deaf, the Pediatric Oncology Ward of University Hospital Kuala Lumpur, Beyond Social Services and Pusat Penjagaan Kanak Kanak Cacat Taman Megah.

HAPA is the only Awards programme in Asia to present each participating property with a Report Card containing the property's scores so that management teams are able to benchmark achievements and set out more targeted Key Performance Indexes for their staff. The HAPA programme is an audit system carried out by industry experts and corporate individuals who physically visit each nominee for on-site inspections, food tastings, as well as one on one interviews regardless of the location of the nominated establishments. All Judges have to adhere to strict judging guidelines where they have to conduct their assignments as a "Mystery Guest" and assess the nominees according to the benchmark standards of HAPA. All Judges conduct their judging assignments based on a common criteria form issued by the HAPA Committee for every specific category. There is no voting exercise for the HAPA Awards programme. Each Judge has to enter a score for every single attribute in the criteria form as part of their auditing process. The scores are then submitted to our audit server for tabulation.

Not content to be the only Awards series which benefits the needy, HAPA is concerned with ethical business practices. This is why HAPA results are never revealed until the night of the Gala, despite the cajoling of many.



*Above (from the top): Akhina Ng from Pusat Penjagaan Kanak Kanak Cacat Taman Megah performing a duet with Ning Baizura at HAPA 2010-2012; A performance by YMCA Kuala Lumpur's Pusat Majudiri Y For The Deaf at HAPA 2007-2008; A sumptuous and original fusion menu for HAPA guests to savour
Left: The magnificently decorated Grand Ballroom of The Royale Chulan Kuala Lumpur, HAPA 2010-2012*

"Dorsett Regency Hotel Kuala Lumpur would like to congratulate Hospitality Asia Platinum Awards (HAPA) on their 10th Anniversary. We have been privileged to be a part of Southeast Asia's most prestigious hospitality awards programme and would like to wish you many more years ahead. We are right behind you as you continue to elevate the standards of Asian hospitality with the awards programme and magazine." ~ Christina Toh CHA, Area General Manager - Malaysia, Dorsett Regency Hotel Kuala Lumpur



"On behalf of all of us at the Conrad Centennial Singapore, we send our heartiest congratulations on the 10th anniversary of Hospitality Asia Platinum Awards (HAPA). Such significant milestones in life certainly deserve recognition and call for celebrating! As a friend in the hospitality industry, we truly feel privileged to participate in the series' evolution and achievement. We wish HAPA many more success-filled years ahead!" ~ Heinrich Grafe, General Manager, Conrad Centennial Singapore



The HAPA story continues to be one of triumph over adversity and walking through fire in order to attain the heart's desire. That HAPA is celebrating its 10th anniversary is testament to the belief of Jennifer Ong and her loyal team in the need to recognize talents from even the most obscure departments. But more than that, it is also the story of great Associations who have endorsed HAPA as being of worth to the industry.

Each individual Association President is to be lauded for the time and effort they have put into being on the Panel of Judges, and their input in helping set criteria and conduct in regards to judging assignments.

The HAPA Panel of Judges consists of 43 industry professionals, Presidents of Associations and corporate Chief Executive Officers, Managing Directors, Chairmen and top management personnel. The individuals come from a mix of backgrounds and professions as HAPA desired to have judges from both the hospitality industry as well as the corporate sector, taking into accounts that these well travelled captains of industry offered travellers' viewpoints on product and service standards.

It is also of worth to note that as HAPA places great importance in impartiality of the Judges, HAPA Founder Jennifer Ong is the only member of the organizing team to perform judging duties, outlining the Award programme's transparency and independence.



Last year, the HAPA Committee established a board to direct and supervise the management and affairs of HAPA. The board's role is to effectively represent and promote the HAPA brand with a view to adding long-term value to the awards programme. The board will also assist in establishing policies for strengthening the performance of HAPA and ensuring that the HAPA Founder and Chairman, Jennifer Ong; Y. Bhg Dato' Anne Eu, Chairman of Eu Yan Sang (1959) Sdn Bhd; and Cheong Hai Poh, President of the Food & Beverage Managers Association (FBMA) and Chairperson of Hospitality Alliance Singapore. Together, their inputs will be crucial in shaping and bringing the awards to greater heights from here on.



Testimony to how passionate Hospitality Asia and Jennifer Ong are about HAPA is the length they go to ensure recognition is given, even to the extent of flying into Bangkok to present HAPA trophies to winners of the Hospitality Asia Platinum Awards Regional Series 2008, who were unable to make it to the Awards Presentation Dinner due to airport closure caused by political unrest.

"We at Tower Club at lebua congratulate Hospitality Asia Platinum Awards (HAPA) on your 10th anniversary. Your awards inspire the hospitality industry in Asia to achieve the highest level of excellence. Wishing you all the best and continued success!" ~ Deepak Ohri, Chief Executive Officer, lebua Hotels & Resorts



"Congratulations! BERJAYA University College of Hospitality would like to congratulate Hospitality Asia Platinum Awards (HAPA) on their 10th Anniversary. We applaud HAPA for becoming the most sought-after hospitality event in Malaysia and across the region. Throughout the years, HAPA has been consistently awarding deserving hospitality personalities and properties, and has successfully elevated service standards both locally and regional since the advent of the awards." ~ Mae S.K. Ho, Chief Operating Officer, Berjaya University College of Hospitality



HAPA places great value on the time and expertise of our Judges and thank each one deeply for their time and dedication to the greater good of the service industry.

HAPA's longevity is also testimony to the strong partnerships formed over the years, which have been strengthened by challenge and adversity. These partners and sponsors have been crucial to the funding of HAPA, but even more, are essential to the motivation of current hospitality industry staff, as well as key to human capital development.

As it marks its 10th year, HAPA is poised for even greater heights, and already preparing an expansion into yet more countries in the Southeast Asian region. As a dream shared is a dream fulfilled, HAPA hopes for continued support from the individuals and corporations which have championed its existence thus far. The premier industry Awards is also hoping that other individuals, properties and corporations also come forward to offer support, trust and partnership.

It is also hoped that hotel owners and management teams see the value of HAPA as a home-grown Awards series of international standards which reflect stunningly the growth potential, rich human resources pool and outstanding management capabilities of the Asian hospitality industry, which, more and more, is being recognized, embraced and preferred by world travellers.

Ten years young today, HAPA will continue growing, fueled by passion and dedication. Another ten years and we are certain that HAPA will make its mark on the world map! 🇲🇾

"Congratulations HAPA on 10 great years! We appreciate your passion, dedication, honesty and drive in the search for excellence. We are proud to be associated with this outstanding awards catered specifically to the hospitality industry, and look forward to welcoming new friends and regional industry players to Capella and Singapore." ~ Robert Lagerwey, General Manager, Capella Singapore

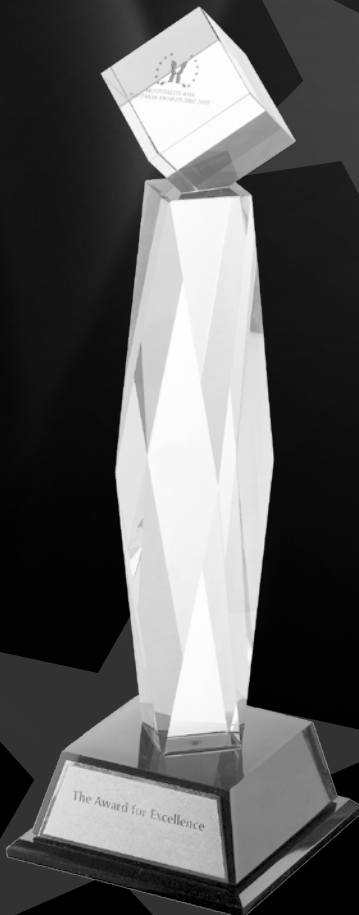


"Here's to a decade of passion and commitment by the team at World Asia Publishing for steering the standards of Asian hospitality to an International dimension. My team and I wish Ms Jennifer Ong and everyone at World Asia Publishing the very best for this year's Awards and beyond. Congratulations and keep the HAPA spirit up!" ~ John Autelitano, General Manager, Sunway Resort Hotel & Spa





Our greatest appreciation goes out to all our sponsors and partners. Thank you for your support throughout the HAPA journey for the last decade. Your invaluable support and contribution have made it possible for us to bring HAPA to greatest heights!



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- | | |
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| Capella Singapore | Mandarin Orchard Singapore |
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| Crowne Plaza Mutiara Kuala Lumpur | Shangri-La Hotel Kuala Lumpur |
| Hilton Kuala Lumpur | Shangri-La Hotel Singapore |
| JW Marriott Kuala Lumpur | The Royale Chulan Kuala Lumpur |
| Luna Bar, Pacific Regency Hotel | |
| Suites Kuala Lumpur | |

Personally Yours

Sunway Hotel Hanoi, Vietnam



The allure of boutique hotels lie in their smallness. As Sunway Hotel Hanoi, Vietnam puts it, "we are small enough to be personal." And personalization is always what guests remember about this award-winning business-class boutique hotel nestled on the fringe of the city's famous old district of Pham Dinh Ho Street, just 45 minutes from Noi Bai International Airport, and with convenient access to the thriving energy of the commercial and business district.

Sunway Hotel Hanoi fulfills all the requirements of a modern and international standard hotel with its facilities and amenities, style and flavour, coupled by charming, warm Vietnamese hospitality, which reflects the charm of the picturesque Hoan Kiem Lake which happens to be a short stroll from the hotel.

The 145 rooms include the soft, pastel-hued Superior; Club Classic, Deluxe and Premium rooms which come complete with a separate dressing area, and triple-glazed bay windows that allow for an unrivalled view of the historic city.

Club Classic rooms are well appointed with satellite television channels with cable networks, international direct dial telephone, a fully-stocked mini bar, complimentary tea and coffee making facilities and electronic safe deposit boxes. Guests also enjoy other complimentary amenities and special discount programmes.

Well thought out with the busy executive in mind, the Club Classic Room is a perfect option for businessmen who get to enjoy a host of specials such as complimentary minibar with snacks as well as free laundry and pressing services. ■

*Left (from the top): The welcome begins with the stylish lobby; Premium rooms come complete with a separate dressing area, and triple-glazed bay windows
Above (from the top): Sunway Hotel Hanoi is situated on Pham Dinh Ho Street; Chef Anh is part of the warm Vietnamese hospitality experience.*

For more information, contact:
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Moon @23 Dickson

Ask For The Moon



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shower heads. Guests are also privileged to experience club floor services as evening cocktails and canapés are served from 5pm to 7pm daily.

If you want something a little more exclusive and spacious, opt for the one and only Moonlight Suite which boasts villa-style accommodation on the rooftop level. The surprise is yours to witness, but be warned that you may not want to leave your suite throughout the stay! 


Singapore has always been known for its magnificent selection of five star hotels and luxury brands, but if you're looking to experience the Lion City under a different light with the same modern pleasures, head on down to Moon @ 23 Dickson Road and you will find a warmly welcoming chic boutique hotel tucked away in this Little India district. Amidst the quaint cultural surrounding, Moon offers the best of boutique accommodation; a personalized service from its affable service staff and five star in-room facilities. All 80 guest rooms are tastefully designed to exude modern simplicity, with fascinating wallpaper colours that differ from room to room. While space is a constraint, Moon ensures that guests are pampered all the more with in-room facilities like the plush mattress built on a designer platform bed, IPTV, complimentary wi-fi access, free mini bar that is replenished daily, and bathroom fitted with Grohe rain

Best In Class

Furama Bukit Bintang
Kuala Lumpur

Furama Hotels International has already made a mark on Singaporean hospitality. Their first property in Malaysia promises to deliver all the Furama hospitality principles – convenience, hospitality and warmth. Furama Bukit Bintang is situated near Kuala Lumpur's vibrant Golden Triangle adjacent to Bukit Bintang and Berjaya Times Square. The location of this four-star hotel capitalizes on both business travellers and holiday-makers.

Whether for work or play Furama Bukit Bintang surprises with the spaciousness of even the entry level rooms, and the plushness of the suites, with high-thread count bed linen and warm, welcoming soft furnishing.

The semi-Infinity pool makes the most of the space available, with great effect as the pool area offers a children's pool as well as Jacuzzi water berths and fountains. Spices @ Furama is the property's only restaurant, but Executive Chef Kenneth Chee and his culinary team work passionately to present solid, gut-sticking buffets, with a particular emphasis on wonderfully authentic Malaysian cuisine. Ala carte meals shine with little details such as chips served in printed paper cones, and freshly baked buns directly from the pastry kitchen. 



Furama Bukit Bintang Kuala Lumpur
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Fax: +60 3 2788 8889

Havenly Pleasures

The Haven Seminyak

Nestled in the swanky district Seminyak – Bali's most upscale location – The Haven is a pioneering resort in close proximity to the island's most hip nightspots, restaurants and fashion boutiques. But once in the interior of The Haven, guests will discover a privileged sanctuary that brings together outstanding contemporary design, tropical landscaping, personalized service and an abundant portfolio of 5-star facilities and amenities. It's the perfect way to stay centred during your time in Bali.

There are 96 designer hotel rooms to choose from, all fully equipped with an LCD flat screen with cable, hot beverages facilities, mini bar and wi-fi or broadband cable internet service. Outside these contemporary rooms is a courtyard swimming pool adorned with tropical flora and juxtaposed by a stately ziggurat sculpture. If you want something a little more extravagant, The Haven offers 60 spacious suites in one and two bedroom configurations, featuring extra facilities like kitchenettes and daybeds on the balconies. Make your stay even more exclusive by checking in to one of the seven villas available at The Haven which boasts private pools and split level living. End your day at the Atma Spa and bring wellness into your life, with tempting spa rituals featuring time tested beauty techniques and the latest treatments. Enjoy skin reviving body masks, indulgent baths and massage sessions designed not just to relax but to realign. **ha**



The Haven Seminyak
Jl. Raya Seminyak 500
Seminyak, Bali
Indonesia 80361
www.thehavenbali.com

The 101 Legian

Legendary Legian



The 101 Legian
Jl. Raya Legian no 117, Bandung-Bali
Tel +62 361 763 101
Fax : +62 361 763 101
www.the101bali.com

hotspots in Legian. To unwind, head over to the two-storey pool deck area and enjoy the summery breeze of Kuta Beach while tipping on some tropical house cocktails concocted by the in-house bartender. Those looking for the Legian chilled-out atmosphere will find it at the Lobby Bar & Lounge which presents a live band and a selection of beverages and finger food to complement a night of pure lounging. **ha**

The 101 Legian is one of the newest chic and trendy lifestyle three-star hotels to hit the shores of Bali, offering modern accommodation with a price tag that will not hurt your pocket. Situated in the heart of Legian, Bali, the hotel is ideal for both business and leisure travellers who wish to have access to the most legendary urban area of Bali. Behind the facade of this modern minimalist building are 197 rooms with a range of categories including the superior room, the 101 deluxe balcony, 101 deluxe pool access, 101 deluxe family and the 101 suite. For maximum comfort and convenience, each room at 101 Legian comes with modern amenities like LCD screen television, smart bathroom, plush beds and wi-fi connection.

Besides accommodation, The 101 Legian also houses several fashion boutiques, a spacious indoor parking area, a franchise coffee shop and its very own ritzy rooftop lounge & restaurant which has been named one of the top

**Holiday Inn Singapore
Orchard City Centre**

For more information, contact:
Holiday Inn Singapore Orchard City Centre
11 Cavenagh Road
229616 Singapore
Tel: +65 6733 8333

*Bottom right: The rooftop pool
Below (from the top): The luxurious hotel
lobby; The Executive Club Lounge and the
modern deluxe suite*

The Stay Real Experience

Holiday Inn Singapore Orchard City Centre, formerly known as Holiday Inn Park View Singapore, is one of the first Holiday Inns in Southeast Asia to undergo the global re-launch programme involving a total overhaul of the guest rooms, banquet facilities, restaurants, bars and public areas.

Located just minutes away from the Central Business District and the shopping haven of Orchard Road, the hotel's novelty stems from its very own brand fragrance that greets each guest upon arrival and a unique sound in the background that altogether delivers the 'Stay Real' service promise.

After a S\$25 million makeover, the eight-storey hotel now offers accommodation characterized by comfort, warmth and up-to-date facilities. Interior designer, Manny Samson and Associates, matches the use of natural tones with soft lighting to bring out a warmer appeal. Each of the 319 guest rooms is designed for maximum comfort, beginning with its pillow selection, plush beds, fog-free bathroom mirrors and an array of in-room technology like the iPod docking station with AM/FM radio, a 37-inch LCD television broadcasting over 30 channels, a DVD player, an EPIC organizer which allows easy connections from your laptop to the television, and of course high speed wired and wireless internet access. Apart from condensation-free mirrors in the bathroom, guests will get to experience a spa-like session under the therapeutic three-function shower head and be assured that a magnificent sleeping experience awaits them in bed with newly fitted crisp white linens and a selection of individually marked pillows, collectively carrying forward the unique Holiday Inn touch.

In the quiet exclusivity of the third floor lies the Executive Club Lounge which also provides its guests seeking a private enclave, with more personalized service. Encompassing the luxuries of a casual dining space and a contemporary office, the Executive Club offers guests high-speed wireless connections, a flight departure monitor, a 37-inch LCD television and a tempting F&B menu, making it an ideal spot for networking sessions or just to unwind over evening cocktails after a long day.

With its refreshed product and team of genuine people delivering real service, Holiday Inn Singapore Orchard City Centre is poised to deliver an experience boasting a combination of Asian hospitality and world-class accommodation. **h**



Enrich Experience Musical Indulgence

LIVE IN CONCERT

HITMAN
DAVID FOSTER
& FRIENDS

22 October 2011 (Saturday)
Putra Indoor Stadium
Bukit Jalil
Pre-concert carnival: 4 pm
Showtime: 8 pm

Enrich members will receive a
10% discount on all ticket prices.



Music has always been a therapeutic channel of expression, tracing back to ancient times. Listening to soothing music helps reduce your heart rate, blood pressure and stress. Music is also known to evoke a more positive state of mind, increasing self-esteem and self-confidence. Thus offering endless possibilities and inspiring individuals to open their minds with ideas. Enrich, Malaysia Airlines' loyalty programme, in collaboration with JAG, offers you the chance to enjoy music through the Enrich Music Indulgence and strives to give members extraordinary experiences. Previously, crowds were enthralled with the likes of Michael Bublé and Motown legend Diana Ross, who brought the house down with their grand hits.

Having set the bar for future performances, now David Foster & Friends will grace our shores, courtesy of Enrich Music Indulgence. In between writing and producing hits, Foster brings together an amazing line-up for his legendary Foster & Friends franchise and performed "an unforgettable night of magic" at a sold-out show at The Mandalay Bay Hotel in Las Vegas with the likes of Seal, Donna Summer, Earth Wind & Fire, Michael Bolton, Chaka Khan and more.

With that premise, music lovers will definitely boogie the night away to this stellar line-up of David Foster himself, Michael Bolton, Grammy Award winner Ashanti, Charice, Russell Watson, Ashanti and Philip Bailey performing a medley of Foster's hit songs like, "Earth Song", "Boogie Wonderland", "When A Man Loves A Woman" and "You Raise Me Up" live at Putra Indoor Stadium, Bukit Jalil on 22 October 2011.



Enrich



Meeting the Maestro

Known as the ultimate Hit Man, David Foster is an award-winning songwriter and producer responsible for many hits of the world's biggest stars like Madonna, Michael Jackson, Josh Groban, Celine Dion and Michael Bublé, to name a few. He was also the man behind unforgettable hits like Michael Jackson's "Earth Song", Whitney Houston's "I Will Always Love You" and "I Have Nothing" from the 1992 film The Body Guard.

Born in November 1949, David Foster rose from humble musical beginnings as a keyboardist for pop group Skylark in 1973 to becoming the senior vice-president for Warner Brothers in 1997. With accolades of 15 Grammy awards, 5 JUNOs, 1 Golden Globe, an Emmy award, and 3 Oscar nominations – David Foster returns with full-force as maestro of ceremonies for his legendary Foster & Friends franchise.

Enrich Indulgence Series

The Music Indulgence is part of the Enrich Indulgence series, which is made up of carefully selected events in Music, Travel, Art, Gourmet, Golf and Fashion, and are aimed at enhancing our members' lifestyle.

Discover the enjoyment of an Enrich membership in its simplicity towards its entire programme. The various privileges that you will enjoy as an Enrich member includes the opportunity to pamper yourself with a multitude of partners that include hotels, banks, shopping, airlines and more in over 4,000 locations worldwide, a 15% discount whenever you make an online redemption of a Malaysia Airlines flight ticket, Elite Tier bonus whenever you travel on Business Class or First Class with Malaysia Airlines, plus a variety of other privileges both while you're in the air and on the ground.

You can also experience easy access and management of your account with Enrich Online, plus enjoy a multitude of ways for you to spend your earned Enrich Miles.

Take pleasure in a world of rewards and once-in-a-lifetime experiences now by signing up for a free Enrich membership at malaysiaairlines.com



From the top left: A special guest appearance by Michael Bolton. Featuring Ashanti, Philip Bailey, Russel Watson and Charice

Enrich



Above (from the top): Chef Carlo Crisci's signature tiramisu; Chef Carlo Crisci; Gourmet Indulgence
Top right (from the left): Travel and Art Indulgence

The Enrich Indulgence series includes the following:

Art Indulgence

Lose yourself in the aesthetic expressions and inspirations of the arts. Enrich Art Indulgence will enthral you with some of the most exalted works by some of the world's leading artists.

Fashion Indulgence

Enrich Fashion Indulgence lets you add a little more glamour to your wardrobe. Delight in a plethora of designer goods, and pamper yourself with a fine selection of dresses, accessories and more.

Travel Indulgence

Discover new destinations and exciting adventures, and immerse yourself in exotic and unusual cultures. Enrich Travel Indulgence is the doorway to becoming a citizen of the world.

Shopping Indulgence

Indulge in a spot of retail therapy, the most uplifting therapy known to many. With a plethora of brands on offer, you'll find any excuse to splurge, pamper, renew and recharge.

Look out for the next Enrich Shopping Indulgence that will be held on 2-3 December 2011 at the Grand Ballroom, Grand Millennium Hotel from 10am - 9pm.

Golf Indulgence

It's just you and the course, as they say. With Enrich Golf Indulgence, you'll have the chance to take a swing at some of the most challenging and breathtakingly beautiful golf courses.

Gourmet Indulgence

The Enrich Gourmet Indulgence is a treat for your palette, and a chance for you to delight your taste buds, as you feast on meals specially prepared by some of the world's top chefs.

For the latest updates on Enrich Indulgence series, check out www.enrich-indulgence.com

Mastering Travel Smooth As Silk



Despite the ever constricting security issues faced by airline passengers, air travel is possibly still the most affordable way of travelling luxuriously. This becomes even more of a truism when the airline is Thai Airways International. Thai Airways International Public Company Limited (Thai Airways) is the national carrier of the Kingdom of Thailand. It operates domestic, regional and intercontinental flights radiating from its home base in Bangkok to key destinations around the world and within Thailand. In its operations, Thai Airways has achieved profitability every year for the last 40 consecutive years.

As the national airline, the company represents the Kingdom of Thailand in protecting and augmenting the country's aviation rights and participates in promoting and developing the tourism industry as means of generating additional income both in Thai baht and foreign currencies. The company also encourages its human resources to acquire new skills and attain international standards of professionalism. Thai Airways contributes to the advancement of all types of technology related to the world's commercial aviation industry. Finally, the company aims to play a part in spreading awareness around the world of the uniqueness of Thai culture, its customs, and traditions.

A flight experience on Thai Airways is, as its tagline says, smooth as silk. The total image of Thai Airways goes beyond the functional aspects of destinations, safety and scheduling, to fulfilling travellers' highest expectations in terms of comfort, service and well-being.

As informal ambassadors of Thailand, all service crew on Thai Airways embody the gentle, courteous, graceful efficiency of the nation, offering service with a smile every time, ensuring every journey is a blissful retreat into caring, competent hands.

Now MasterCard is giving its card members a chance to experience the stellar service of Thai Airways with a special airfare promotion. Beginning 1 September 2011 to 29 February 2012 Premium MasterCard cardholders which include World, Platinum, Black, Diamond, Corporate and Premier MasterCard, will be able to purchase specially discounted Thai Airways flight tickets which will be valid for travel from 1 September 2011 to 31 March 2012.





The promotion offers travellers flying on First class from Kuala Lumpur or Penang to Hong Kong, Japan, Australasia, Paris, Zurich, Frankfurt, Munich, Madrid, Rome, Milan or London 22 percent off their tickets when purchased at selected travel agents with a MasterCard credit card.

Travellers flying Business class on the Kuala Lumpur or Penang route to Thailand, China, Japan, and the regional & Indian sub continents will also enjoy a 20 percent discount at participating travel agents.

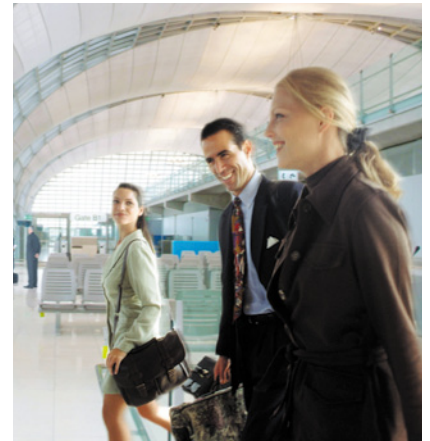
Business class passengers on the Kuala Lumpur/Penang to the Middle East, Australasia, Europe, and United States of America will be able to enjoy a 23 percent discount off their flight tickets.

VALUE ONE PROMO



ROUTING	CLASS	MASTERCARD Value One Promotion Fare	TRAVEL AGENTS
KUL/PEN – to HKG/BJS/Japan/Australasia/ Paris/Zurich/Franfurt/Munich/ Madrid/Rome/Milan & London	First Class	20% Per Ticket	KUL 1) Holiday Tours Sdn Bhd 2) Corporate Information Travel Sdn Bhd 3) PST Travel Services Sdn Bhd 4) Mayflower American Express Travel Services Sdn Bhd 5) Mayflower ACME Tours Sdn Bhd PEN 1) Holiday Tours Sdn Bhd 2) Golden First Travel & Tours (M) Sdn Bhd 3) ACE Tours & Travel (PG) Sdn Bhd
KUL/PEN – to Thailand/China/Japan/Regional & Indian Sub Continent	Business Class	20% Per Ticket	
KUL/PEN – to Middle East/ Australasia/ Europe/JNB/MOW & USA	Business Class	23% Per Ticket	






BUY 1 FREE 1 PROMO 1 (Nett Fares)

DESTINATION	OFFER	BUSINESS CLASS	ECONOMY CLASS
KUL-BANGKOK-KUL	BUY 1 FREE 1	RM2200	RM378

In addition to the discount on selected flight routes MasterCard is also giving members a chance to immerse themselves in the rich culture of Thailand via Thai Airways, on either Business or Economy class.

Thailand, birthplace and home port of Thai Airways is exotic, alluring, and exciting; rife with experiences waiting to be discovered. A country filled with a million things to see, do, taste and feel; it is a nation bursting with exuberance, spirituality and welcoming charm. There is nowhere in Asia quite like it, and no time like now to experience it, since the MasterCard promotion is offering a buy one free one offer for round trips from Kuala Lumpur to Bangkok and back. The buy one free one offer sees Business class tickets priced at RM2200 nett. Economy class fare is RM378 nett. Bookings can only be made via Corporate Information Travel Sdn Bhd for this offer.

Tickets can be purchased immediately. The Business class offer is opened only to World, Platinum, Titanium, Premier and Commercial MasterCard holders. Economy seats are opened to all MasterCard cardholders. The offer for Economy and Business Class seats ends on 31 December 2011. The travel period for Business class tickets is until 31 December 2011, while Economy tickets are valid until 31 October 2011. 



SPA Cenvaree launches its new Anti-Cellulite Programme

New Anti-Cellulite Treatment

SPA Cenvaree launches its new Anti-Cellulite Programme, a 105-minute treatment designed to improve lymph flow and reduce cellulite.

The Anti Cellulite programmes comprise of four everyday personal care sessions using a unique cocktail of seaweed mud wrap infused with green tea and cucumber. Rich in anti-oxidants and sea minerals, this body mask helps to repair skin cells while stimulates the lymphatic system.

Treatment is also effective in the removal of toxins which is the common cause of cellulite.

The programme finishes with an application of Spa Cenvaree's specialized anti cellulite massage targeting at cellulite prone areas and to even skin tones.

Priced at Baht 2,800 plus service charge and government tax, the programme is available at all 16 branches of SPA Cenvaree located at Centara hotels and resorts throughout Thailand, together with Centara properties in Vietnam, Indian Himalayas and the Maldives. **h3**



Treatment room at The Spa, Nam Hai

Health Trumps Wealth

The organic movement that swept the food industry is manoeuvring into GHM's spas, property by property, banishing chemically enhanced formulations for the purest, greenest product lines available. Beginning August 2011 in Chiang Mai, Thailand, GHM embarks on a spa-by-spa makeover, embracing new organic lines from Voya, Ila and SpaRitual and a green philosophy that deepens the hotel management group's holistic bona fides. "We've always had a holistic spa concept, but until now the choice of suitable product lines has been limited," says Brenda Ramen, GHM's spa director. "Savvy spa goers are demanding alternatives to chemically based formulations. If I wouldn't put it in my body, why would I put it on my hair or skin?"

The new line-up from GHM champions products approved by the Soil Association in the UK and the USDA in the United States. They contain no harsh chemicals, no parabens and no toxins - products that go beyond pure and natural to organic. The commitment to organic products by GHM does not come without cost. The shelf life for its new product lines is far shorter than its former lines. But commercial concerns took a backseat to what Ramen describes as an ethics-based approach. **h3**

The Chensea Herbal Compress Body Massage treatment begins with a classic massage using warm aroma oils to dissolve every ounce of muscular and mental tiredness, followed by heated herbal compresses containing a blend of over 14 aromatic and therapeutic traditional herbs to simultaneously achieve a relaxing and invigorating effect on the mind and body.

This soothing treatment is available in a 60-minute version at US\$48 or a 90-minute version at US\$60 at the SPA Cenvaree in the Chen Sea Resort & Spa Phu Quoc, located at Phu Quoc island in Vietnam and part of the Centara Boutique Collection. This signature treatment purifies, relaxes, warms, relieves aches and pains, and improves the skin condition while stimulating the senses.

Located in a beachside setting on the island of Phu Quoc, Chen Sea Resort & Spa Phu Quoc is built to an intimate scale with only 36 villas. A unique feature of the resort is that the 12 large pool and spa villas were originally traditional timber houses in the Vietnamese port city of Hoi An, shipped to the island of Phu Quoc and rebuilt as luxury holiday accommodation. The resort features a Mediterranean restaurant, a lounge bar, a spa, an ocean-facing swimming pool, and tennis courts. **h3**

Khum Phaya Resort Offers Two-Night Spa Package

Khum Phaya Resort & Spa, located in Chiang Mai, is offering a three-day/two-night spa package that includes villa accommodation and a two-hour De-Stress spa package at the resort's SPA Cenvaree.

The complete spa package is priced at THB 14,500 for two persons staying in a Lanna Villa and THB 41,000 for six persons staying in the Royal Lanna Pool Villa.

Both types of villa have their own private outdoor pavilion with Jacuzzi and steam room where massage and other treatments can be provided. The package also includes a private limousine roundtrip airport transfer and daily buffet breakfast.

The two-hour De-Stress spa package includes herbal steam, body scrub of your choice, and body massage with the option of aromatherapy massage, Swedish massage, deep-tissue massage or Thai massage. **h3**



Khum Phaya Resort & Spa is set in almost three hectares of gardens in Chiang Mai city centre



Pevonia's botanical and marine facials make Spa Uluwatu a luxurious, restorative oasis

The Best For The Best

Spa Uluwatu at InterContinental Bali Resort is now combining the world's leading professional spa skin care brand, Pevonia Botanica, with its renowned Spa treatment programme. The treatments at Spa Uluwatu have an underlying oceanic theme that is perfectly balanced by Pevonia Botanica which utilizes rich, powerful natural, botanical and marine ingredients derived from nature.

The unique spa concept developed by Spa Uluwatu at InterContinental Bali Resort offers several carefully and specifically designed treatments which feature healing and beauty treatments with nurturing properties for the body, mind and spirit. The highest quality therapeutic massage, spa body therapies and Pevonia's botanical and marine facials make Spa Uluwatu a luxurious, restorative oasis not just to pamper but also help to de-stress, and rejuvenate with age-defying science and skin care expertise.

The spa menu includes a selection of specialized treatments that integrate the finest products, carefully chosen to restore and relax. Treatment highlights include Body Wraps using Moor Mud; Green Coffee and Waterlily Hydration Wrap as well as a variety of treatments using 2011 AsiaSpa Award-winning Men's Line products. **h3**



The spa at V Integrated Wellness at The Andaman in Langkawi is perched on a slope in an ancient rainforest, with bird's-eye views of tranquil Datai Bay

The V Experience

V Integrated Wellness at The Andaman is celebrating the opening of its hair salon with a promotion that gives guests a chance to explore the health enterprise's core offerings. Called the 'V Experience', the three-day, two-night package includes a comprehensive, holistic lifestyle assessment, 50-minute massage, 50-minute holistic treatment, 60-minute Functional Training lesson and 60-minute Personal Mind Body Yoga session.

After the holistic lifestyle assessment is fully examined, a V Integrated Wellness programme advisor will develop a programme tailored specifically to that guest. "No two treatments are alike, and no two people are alike," said Christina Low, Head – Integrated Wellness. "Our wellness programme advisors are taking each individual's wants and needs into consideration, and providing informed suggestions on what to try." V Integrated Wellness debuted at The Andaman in March with a slew of features that capitalize on the Luxury Collection Resort's singular setting. In addition to a hillside spa that blends seamlessly into an ancient rainforest and offers views of tranquil Datai Bay, the centre offers a leading-edge fitness facility with windows onto the jungle, a seaside yoga platform and a collection of treatment cabanas on the beach. **h3**

Escape To Seychelles

Desroches Island, part of the "one island one hotel" exclusive setup and part of the idyllic coral islands of the Seychelles archipelago, has opened a world-class spa complex as the latest addition of the long list of facilities the island is now offering to visitors.

The Desroches Island Spa prides itself on the principle of Sundāri. The Sanskrit word, 'Sundāri,' defines beauty as an experience and an endeavour, not an object to attain.

As such, the Spa offer a new vision of beauty, inspired by the rich history of Ayurveda and the sister philosophies of yoga and holistic health. Their skin care – designed to bring balance to the mind, body, and spirit – honors the goddess within. **h3**

Wealth of Wellness

CHI offers a wealth of wellness therapies, drawing inspiration from the healing and wellness tradition of the Philippines. With spaciousness being one of the defining characteristics of CHI, the spa provides 3,000 sq ms featuring 15 treatment suites, premier rooms, relaxation lounges, a yoga studio and a library. Each treatment suite offers private bath, shower, steam and changing areas, while the couple suites also come with a private terrace garden and a covered Himalayan bath. An extensive treatment menu of over thirty specialized body, massage and facial therapies is offered, as well as an exclusively created product range for complete rejuvenation and restoration.

CHI, The Spa at Edsa Shangri-La
Tel: +(63 2) 633 8888

Place of Peace

Overlooking the blue expanse of the Andaman Sea, Amanpuri is a holistic sanctuary. Amanpuri, meaning 'place of peace' in Sanskrit, reflects its name in more ways than one. For the nurturing of both body and mind, the Aman Spa offers an extensive selection of massage and beauty treatments, including facials, scrubs, body wraps and soaks. The spa provides three double treatment rooms and three single rooms, each with its own bath, shower, private steam room and open air sala. Truly representing the holistic philosophy of spa, the Aman Spa is set in a secluded coconut grove. With the focus on refreshing and revitalizing guests, the spa uses its own exclusively prepared products made from the freshest natural ingredients. Also offered are complimentary yoga and meditation sessions set high on the hillside.

The Aman Spa at Amanpuri, Thailand
Tel: +66 76 324 333 Fax: +66 76 324 100

Sensory Exploration

The Spa Village at Ritz-Carlton offers the Sensory Exploration treatment, one that is unparalleled anywhere else in the region. It is specifically designed to highlight each of the five senses, leaving those who have experienced it fresh, rejuvenated, and balanced. Throughout the massage, the senses of sound and touch are stimulated to ensure the body is kept active, thus heightening all the senses. The sense of taste is explored in four parts, through the use of various foods embodying bitterness, sourness, saltiness, and sweetness. Sight and awareness are explored through the use of flashing coloured lights on the ceiling. Finally, a stress relieving neck and shoulder massage is followed by a soothing foot massage. Gentle and soothing, the Sensory Exploration harmonizes body and mind.

Spa Village Ritz-Carlton, Kuala Lumpur
Tel: +603 2142 8000 Fax: +603 2143 8080