

Arnie Weissmann

Royal's Richard Fain recently recounted a fascinating history of ship-naming traditions. 10



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Charlie Funk

This thing we have chosen to do can be rewarding or maddening, sometimes both. 33

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Green travel has long been an aspiration of suppliers and consumers alike. Now, a growing number of companies are figuring out how to make it a real business.

BY ABE PECK PAGE 14



Sustainable sustainability

[EXPERTS WARN OF GROWING SYSTEM COMPLEXITIES]

Delta's computer outage suggests need for testing

By Robert Silk

Enhanced testing regimes could have helped prevent the types of system outages that caused both Delta and Southwest to cancel thousands of flights during separate incidents in recent weeks, experts say.

But the same experts also warn that the growing complexity and size of the computer networks that airlines must now maintain make it likely that large system meltdowns will continue to happen.

"Just the law of large numbers

tells you that you are going to have more unfortunate outcomes, even if the rate of bad outcomes is vanishingly low," said aviation analyst Robert Mann of RW Mann and Co.

The failure of a power control module at Delta's Technology Command Center in Atlanta during the wee hours of Monday, Aug. 8, triggered a six-hour, systemwide computer outage that forced the carrier to halt departures worldwide.

Though Delta had its computer system mostly repaired by the end of that day, it took the carrier three days to get displaced flight crews situated so that operations were

See **OUTAGES** on Page 32

Racial bias by Airbnb's hosts sparks minority alternatives

By Danny King

Responding to a growing number of claims that many Airbnb hosts are refusing to rent their homes or rooms to African-American travelers, black entrepreneur Rohan Gilkes is launching Innclusive.com, an alternative peer-to-peer accommodations website.

Meanwhile, travel agent Donna Brooks Lucas said last week that she doesn't book her primarily African-American clientele at Airbnb units, largely because they don't trust the hosts or the product.

As millions of U.S. consumers

gravitate toward peer-to-peer accommodations services such as Airbnb and HomeAway for their lodging needs, black travelers are using such services at a substantially lower frequency than their white counterparts.

Many home-based hosts appear to be less willing to accept reservation requests from African-Americans than from other prospective guests. And the wariness appears to be mutual, as fewer upscale, black travelers are willing to take a leap of faith and stay anywhere but at a traditional hotel or resort.

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IN THE HOT SEAT

Innclusive.com founder Rohan Gilkes on his Airbnb alternative for minorities. 4

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MARK PESTRONK

With few exceptions, trust and escrow accounts aren't necessary for group sales. 7

ASIA/SOUTH PACIFIC

Italian-style opulence in Vietnam



A Grand Deluxe King bedroom at the Reverie Saigon in Ho Chi Minh City.

By Kristy Alpert

Towering above the bustling crowds of marketgoers and rising high above the hypnotic scents from the food stalls below, the Reverie Saigon's arrival in the heart of Ho Chi Minh City in late 2015 marked a welcome and extravagant departure from the city's norm.

The scene outside the hotel is pure Vietnam, sandwiched between Dong Khoi Street and Nguyen Hue Boulevard, but inside the hotel is a dreamlike escape into a world of Italian opulence.

According to Kai Speth, general manager of the Reverie Saigon, "What we endeavored to present all along is a design experience like nowhere else in the world so the unprecedented bringing together of what are some of Italy's most recognized design brands under one roof culminates in an experience that's very deliberately intended to captivate at every turn."

The hotel's design goes far be-

yond its vivid color schemes and eccentric art collection and drips daringly into the territory of textures and technologies.

The spaces throughout the property are all at once bold in their extravagance and sophisticated in their approach. Each of the 286 guestrooms and suites features an exquisite appreciation for Italian craftsmanship, where modern technologies and amenities are artfully cloaked in contemporary, classical or hand-crafted pieces from renowned Italian brands such as Medea, Grifoni and Le Porcellane.

"We wanted to introduce the new and unseen vs. the disappointingly familiar and predict-

able," Speth said. "Ho Chi Minh City captivates at every turn, and it seemed only fitting to do the same from a hotel perspective, especially since we had our eye on raising the bar on hospitality industry standards here all along."

Despite the hotel's non-native palazzo ambience and appearance, it has been eagerly em-

braced into its Vietnamese community.

While locals and visitors alike flock to the hotel's five trendy eateries and bars for everything from happy hours to corporate events, the location of the Reverie makes it easy for anyone craving a bit of local life to get a taste without going far.

The hotel is within walking distance to many restaurants serving traditional Vietnamese dishes, such as SH Garden, where an ancient wooden elevator transports diners to the rooftop restaurant to indulge in delicacies such as *bun tom chanh day* (prawn and passion fruit noodle soup) while overlooking the city streets below. Venturing a few blocks farther from the main tourist streets will have visitors dining with expats and fashionable locals at Propaganda Vietnamese Bistro. The restaurant serves arguably the best spring rolls in the city and is one of the only places around

town that pairs dishes made with local ingredients and wines from around the world.

There's no shortage of entertainment on property at the Reverie — with its 12,900-square-foot spa and fitness center, outdoor swimming pool and 16 elegant event spaces — but getting off-property is a snap with the hotel's preferred tour operator, Trails of Indochina. A friendly, English-speaking tour operator (ask for Le Kha) picks up guests from the hotel and offers a day of adventure exploring Ho Chi Minh City and beyond, from the tunnels in Cu Chi to the coconut groves along the Mekong River delta.

"We consider it integral to engage with the local community," Speth said. "And I'm quite confident that a visit to the Reverie Saigon will certainly be remembered in more ways than one."

Room rates start at \$350. See www.thereveriesaiгон.com.



Left, the reception area for the Reverie Saigon's 12,900-square-foot spa; other facilities include an outdoor pool and 16 event spaces. Above, the hotel's lobby.

