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Travel Daily AU

First with the news

Wed 16 Dec 09

Page 1

EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au Ph: 1300 799 220

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Aviation blueprint launch

INFRASTRUCTURE minister Anthony Albanese today released the government's Aviation White Paper, which for the first time brings together "all aspects of aviation policy into a single, forward-looking statement".

Topics covered include international aviation bilaterals, domestic and regional aviation, consumer protection, industry skills and productivity, safety and security, airport infrastructure and the environment.

It also looks at reform to CASA regulations and innovations in air traffic management, as well as continuing to liberalise bilaterals.

Key measures include removing some of the foreign ownership restrictions on Qantas, as well as

"considering more flexible arrangements for ownership of Australian international airlines other than Qantas".

From 01 Jul the government is mandating passenger and checked baggage screening for all aircraft weighing over 30 tonnes operating RPT services, extending this to 20 tonne aircraft from 01 Jul 2014.

And the paper says the govt will work with NSW authorities to "develop an aviation strategic plan for the Sydney region".

Qantas welcomed the paper, with ceo Alan Joyce saying it "provides certainty for the Australian aviation industry."

DJ hit by cable fault

AROUND 50 Virgin Blue flights were cancelled last night after a damaged Telstra cable caused havoc with the carrier's boarding processes in Melbourne.

The chaos saw some affected passengers given overnight accom, although the problem was fixed around 10:30pm, some delays are still being experienced today.

Today's Travel Daily

TD today has five pages of news, plus full pages from:

- AA Appointments
- Disney Destinations
- American Express



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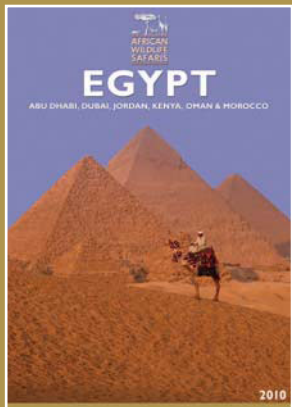
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SQ to Munich

SINGAPORE Airlines will launch a new five times weekly flight from Singapore to Manchester via Munich, effective 28 Mar 2010.

The service replaces SQ's existing three times weekly non stop service to Manchester.



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Flight Centre keeps share

FLIGHT Centre has maintained its status as the most popular travel agency for Australians, with 10% of trips booked via FC outlets in the year to 30 Sep - the same proportion as in 2008.

The figures are revealed in the latest Roy Morgan Travel Agent Report, which surveyed travellers about which travel agent or tour operator they'd used for a holiday or leisure trip in the last 12 mths.

Flight Centre topped the results, but the rise of the internet saw Wotif.com in second place with a 7.1% share.

That was more than twice the 3.2% result for Webjet, which was in turn just ahead of Qantas

Uniworld Nile drama

UNIWORLD River Cruises has confirmed it will take its brand new *River Tosca* out of service for seven weeks to correct some of the workmanship on the vessel.

The 82-passenger ship, which sailed its maiden voyage in Oct, will be put in dry dock on 01 Feb, with the company saying it's not happy with the current quality of finishes in several areas.

During the outage it will be replaced by the 12 year-old *Miriam* - with *Tosca* onboard amenities - and Uniworld gm John Molinaro confirmed with *TD* that affected pax would be offered a "compensation package".

The *Tosca* is Uniworld's first company-owned ship outside of Europe, and is also used on a number of Insight Egypt tours.

More details in tomorrow's *Cruise Weekly*.

Holidays at 3.1% - a figure which Roy Morgan director Jane Ianniello told *TD* could include both direct bookings at qantas.com and QH packages booked via agents.

Harvey World Travel was the only other "bricks and mortar" agency in the top 7 with a 3% market share, followed closely by Virgin's Blue Holidays, operated by Zuji at 2.8%.

Lastminute.com.au came in seventh place at 2.7%.

"Flight Centre dominates the market and is one of the few 'bricks and mortar' travel agents to maintain its customer base over the past four years against the rapid growth of online-only travel agents," Ianniello said.

She said the report also revealed that although 50% of Australians book at least part of their overseas holidays in person, (compared to 13% for domestic trips) "49% now book some portion via internet websites, and this percentage is increasing."

No more Voyages

THE Voyages resort group is no more, with GPT yesterday accepting a \$5.9m offer from a private investor for Brampton Island Resort, which was the final Voyages property in its portfolio.

GPT is still trying to sell off its remaining tourism asset, Ayers Rock Resort, which it's valued at around \$300 million.

Brampton Island was offered for sale with vacant possession of management.



Window Seat

NOW this is an adventure holiday.

A group of people on a hiking trip in southern Germany have been rescued from a dumpster after they were surprised by a group of wild boars.

Police in Darmstadt said they received an emergency call at around 3am from a man who said he and three friends had fled into the waste container after coming across the animals during a nighttime stroll in the woods.

Officers said a patrol had found the four shivering inside the dumpster and escorted them to safety, with no sign of the marauding beasts which had already fled the scene.

AN AIRCRAFT under maintenance in Brazil has gone off-roading, after jumping out of its chocks during an engine test.

The Canadian Air Transat A310 was undergoing the test after completing a C check, when it travelled across a road and into some trees near the airport in Rio de Janeiro, eventually stopping with its nose gear embedded into soft ground.



Who left the handbrake off?

Account Manager

Leading tourism marketing group, AVIAREPS is committed to exceeding the high expectations of our destination clients in Australia and New Zealand including: Alaska, Los Angeles, New York City, British Columbia, Alberta and Indonesia.

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Alison Roberts-Brown, Director, AVIAREPS Pty Ltd

Email Address: arobertsbrown@aviareps.com

Closing date: 23rd December 2009



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First with the news

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Germany geniuses



LAST week travel agents enjoyed a Christmas function hosted by the German National Tourist Office in Sydney.

The event included a German Genius quiz, with the winners taking home iPod shuffles, Rail Europe Germany rail passes, accommodation in Dresden, an Albatross Travel bag and scarf and

even a Lufthansa model plane.

Virginia Haddon from the GNTTO (left) and Kai Peters from Lufthansa (right) are pictured with the winners, *from left*: Vanessa Tihic and Lois Job, Travelscene on Clarence; Margaret Hudspeth, Axis Events; Lisa Chew and Elspeth Strain from Goway; and Claire Collins, Goway.

IATA forecasts \$6.2b aviation loss

THE International Air Transport Association has issued a revised forecast for the global aviation industry, predicting a US\$5.6b (A\$6.2b) global net loss for 2010.

That's about half the \$11b figure predicted for this year, with IATA ceo Giovanni Bisignani saying "we are ending an Annus Horribilis that brings to a close the 10 challenging years of an aviation Decennis Horribilis."

"The worst is likely behind us," he said, with IATA predicting that demand will continue to improve and airlines are expected to drive down non-fuel costs by 1.3%.

Overall revenues are expected to rise by 4.9% to US\$478b next year - still 11% below the 2008 peak, and US\$30b less than 2007 when traffic was at similar levels to what's expected next year.

IATA is forecasting that overall passenger traffic will grow by 4.5%, but yields are not expected to improve from the current "extraordinary low level" due to excess capacity and reduced corporate travel budgets.

QF BA strike action

QANTAS says the planned 12 day horror Christmas strike by British Airways cabin crew (TD yesterday) won't have any impact on QF operations between Australia and the UK.

"We have determined we have sufficient capacity across the 12 days to accommodate Qantas ticketed passengers booked on BA codeshare flights between Australia and the UK on existing Qantas services," said QF Group Executive Government and Corporate Affairs, David Epstein.

He said QF would provide "alternative options, where possible" for onwards travel on BA, including allowing changes to bookings without penalty.

He said "some flexibility may be needed regarding changes to travel dates and times".

MEANWHILE Virgin Atlantic is also making the most of BA's travails, with advertisements in mainstream press today saying it still has Christmas seats available and saying that "there is at least one reliable British airline passengers can count on to get them home for Christmas."

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Event - 5.30pm till 8.30pm.

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MELBOURNE
Tuesday 9 February

SYDNEY
Wednesday 10 February

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Thursday 11 February

Hot laps with Virgin

SIR Richard Branson has launched the Virgin Racing Formula 1 team overnight, announcing Virgin will be the primary sponsor of the Manor Motorsport team in 2010.

Virgin has accounted a £40m (AU\$72m) annual budget for the upstart and has lured another nine new sponsors to the sport.

Timo Glock and Lucas di Grassi have been named as team drivers.

This past F1 season the Virgin brand has been associated with the Brawn GP team.

Insight networking

INSIGHT Vacations is making the most of the social networking phenomenon, with the tour operator's Bulletin Board now boasting 9000 users globally.

MD Lorraine Sharp said members are using the facility to gain and exchange information as well as interact with each other.

In fact it's been so successful that Insight has just confirmed a 2010 Bulletin Board Members Tour which is tailor-made to meet the specific needs of a group who had met on the site.

Sharp said the Board community is a great information tool for both agents and clients, giving guidance on frequently asked questions such as what to wear, how much spending money might be needed and excursions - insightvacations.com/bulletinboard.

AFTA UPDATE

the latest insights from AFTA's Chief Executive, Jayson Westbury



It is amazing how the year is drawing to a close, yet things seem to be as busy as ever.

In these final weeks of 2009 I am pleased to report that we are working ever more closely with important aspects of the industry and how they will integrate into the AFTA road map on consumer protection in advance of AFTA completing its formal submission to the review.

Recently, AFTA has held several discussion groups with wholesalers, the Cruise industry, airlines and other suppliers to talk about how the AFTA proposal as presented in our discussion paper might work for the future in regulating consumer protection in the travel industry. AFTA also took part in an important Inbound Forum at the ATEC Meeting Place conference to ensure that the inbound sector has been appropriately considered within the plans.

The AFTA board has also been working on developing the finer detail as it prepares to respond to the formal review on consumer protection which will kick off in the New Year.

The AFTA board also reaffirmed the business plan for New Year (2010) for AFTA in that our primary focus is the consumer protection review along with better communications with our membership. That is why the recent announcements about the changes to how AFTA will communicate with its members and the broader industry will come into effect in 2010.

AFTA will embark on releasing the afta@mail email news letter in replacement for the long running AFTA Traveller magazine.

I am also really pleased to report that plans for the 2010 AFTA National Travel Industry Awards (NTIA) are well underway. Qantas has again confirmed its Major sponsorship for the 2010 NTIA and we have a number of other exciting announcements about sponsors, new categories and some really big news in the New Year.

2010 will be a big year for the travel industry with hope that business as usual (whatever that is) will return. I am sure that the NTIA process will be a fantastic and complimentary way to encourage everyone to be in a positive frame of mind as we take the journey to success in 2010.



Staying Connected in Spain



ABOVE: Travelscene Holidays and Thai Airways International recently hosted an 8-night "Stay Connected" Travelscene American Express educational to Spain.

A lucky group of consultants from Sydney and Melbourne took in the sights, sounds and smells of Madrid, Seville and Barcelona.

Pictured above indulging in tapas and sangria, *from left* are: Jessica Tymensen, Travelscene Pakenham; Liora Sarif, Sabra Travel; Lesa Rowlands, Summerland Travel Merimbula; Loren Cranney, travel.com.au; Catherine Sullivan,

Travelscene on Eastern Hill; Anton Nicholson, Luxe Travel; and Adam Purdy, VIC state mgr Travelscene Amex, with Darren Evans (standing) Travelscene Holidays sales manager NSW/ACT.

THAI Brissie boost

THAI Airways International will increase service frequencies between Brisbane-Bangkok to 12 flights per week from 16 Jan.

TG plan to operate five times weekly direct day services using a Boeing 777-200ER aircraft and daily evening services operating via Sydney using an Airbus 340-600.

Explore Disney

EXPLORE Holidays has begun selling Adventures by Disney guided trips as part of its Germany and Ireland program (TD 07 Dec).

The wholesaler says the Disney tours offer guests the chance to go "behind the tourist facade with backstage access, be treated with special thrills for the kids, indulge in the VIP treatments and enjoy other exclusive experiences."

Tour options include a 7-night Emerald Isle Tour of Ireland priced from \$4,775ppts and an 8-night Once Upon a Fairytale tour of Germany, priced from \$5,039.

For more info call 1300 731 000.



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SYD Xmas advice

SYDNEY Airport has issued its annual Christmas message, telling air passengers to allow extra time to travel to the airport over the Christmas holiday period.

The busiest days are expected to fall on Fri 18 and Sat 19 Dec, and on Sat 02 and Sun 03 Jan.

Elite Resorts portal

ELITE Resorts of Asia Pacific has gone live with its new website (TD Mon) featuring 18 resorts from 9 countries in the region, including Hayman Island.

From early next year there will be an extra 8 properties across 11 countries - view the site at www.eliteresortsofasiapacific.com.

Burj Dubai launch

THE worlds tallest building, The Burj Dubai, standing at over 160 storeys will open on 04 Jan, according to the *Gulf News*.

Strategic jet in WA

STRATEGIC Airlines is preparing to introduce its two-class Airbus A320-200 aircraft to the Western Australia market shortly where it will operate regular services on the Perth-Derby (Curtin) route.

New Cirque in LAS

VISITORS to Las Vegas will have another Cirque du Soleil show to select from Fri when the entertainment group unveils its latest production, Viva ELVIS.

The energetic show will be held at the brand new ARIA Resort & Casino at CityCenter, and features dance, acrobatics and live music as a tribute to The King.

For schedules and ticket prices see cirquedusoleil.com/vivaelvis.



HRG Australia - A leading global travel management company currently has several opportunities for the following roles:

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We are looking for experienced, driven and focused Business Development Managers based in Melbourne and Sydney. The successful applicants will have existing travel management experience with a thorough knowledge of sales principles, a proven track record and have a high drive to succeed.

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This role will be suited to a person with extensive industry expertise, strong people management, analytical and communication skills. You will have demonstrated leadership experience, the ability to build strong commercial relationships and a proven track record in the development and execution of business plans.

If you believe you're suitable for either of these roles and would like to join our dynamic sales team or manage our Supplier Partnerships please send through your CV to: recruitment.au@hrgworldwide.com

Applications close Friday 18th December 2009

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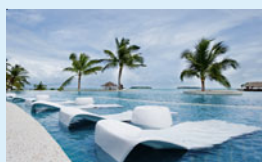


Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.



MANTRA GROUP has announced it's added a new property to its portfolio in Queenstown, New Zealand next year. The Mantra Marina Resort is positioned on the waters edge of Lake Wakitipu and offers 52 hotel rooms, one-, two- and three-bedroom apartments. The acquisition of the one year old property is also the first foray for the Mantra Hotels, Resorts and Apartments brand into the New Zealand market. The hotel opens on 01 Feb.



INTERCONTINENTAL HOTELS GROUP is opening its first Holiday Inn property in the Maldives today. The Holiday Inn Kandooma Maldives is positioned on the South Male atoll, which is about a 40min speedboat ride from Male Int'l Airport.

The 160-room resort has eight room categories (from garden views to overwater bungalows), some of which feature outdoor showers.



STARWOOD HOTELS & RESORTS has unveiled the latest addition to The Luxury Collection Hotels & Resorts - The Andaman Langkawi. Featuring 186 rooms and suites, the Malaysian resort is located between the Mat Cincang mountain range and the Andaman Sea, offering stunning views of the surrounding 50-million year old rainforests. It has three restaurants, two lounge bars, a nearby 18-hole golf course and a spa for guests.

Send in your Christmas photos and win!

Entries are beginning to flow in from your Christmas celebrations as part of our popular annual Christmas photo competition - this year in conjunction with Fraser Suites Sydney.

Today's entry has been sent into us from the team at APT who celebrated the festive season at the APT sales force conference at Sofitel Werribee last week.



At the end of the month, the judges will select their favourite photo and the person who submitted this will win one night's Fraser Suites Sydney accom in a one bedroom deluxe suite, sparkling wine & a fruit bowl upon arrival and complimentary car parking - all valued at \$600.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to xmasphotos@traveldaily.com.au.





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**HOMEWARD BOUND
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Are you a talented inbound consultant looking for a new challenge? Isn't it time you get paid what you're worth? Well, this Christmas, your wish has come true! Working in this award winning inbound agency, you will enjoy organising both FIT and Group itineraries for international clientele. This fantastic team environment means that you will actually enjoy coming to work every day. Minimum 12 months Tourplan experience is essential.

**WANT YOUR WEEKENDS OFF?
DOMESTIC CONSULTANT
SYDNEY – SALARY PKG TO \$40K+**

Are you tired of retail travel and are looking for a change? Fancy having every weekend off to do what you please? Tired of working on a low base and having to meet targets? Well 2010 is the year to make the switch into corporate travel. Starting in this domestic role, working on a high profile account, you will soon be up skilled into international, where the really BIG BUCKS can be earned. Minimum 12 months retail travel experience essential.

**2010 IS THE DECADE OF CHANGE!
CORPORATE TRAVEL CONSULTANT
PERTH (SOUTH) – SALARY PKG TO \$60K +**

Move across to boutique corporate travel and soon realise why this environment is what all experienced corporate consultants are yearning for. No call centre feel, just personalised customer service. All applicants must have a minimum 2 years international corporate travel experience and present with a professional approach. Monday to Friday hours only and a great salary package on offer.

**COUNTING DOWN THE DAYS
WHOLESALE TRAVEL CONSULTANT
MELBOURNE – SALARY PKG TO \$40K +**

This New Year why don't you take the next step in your career? If you have done your stint in retail travel & are now looking for a role which will take you behind the scenes, wholesale travel is where it's at! This national wholesale travel company is an industry leader & is will be searching for new recruits in 2010. A minimum 12 months international travel consulting experience a must, together with a fun approach.

**EARN SOME CHRISTMAS MONEY!
TICKETING TRAVEL TEMPS
MELBOURNE (INNER) – GREAT HOURLY RATE**

Looking for experienced ticketing consultants with Galileo skills available for immediate work! This online travel company is experiencing significant growth and requires a helping hand! Must possess ticketing skills and have Galileo experience. On a day to day basis you will be processing and issuing tickets – no consulting!! Ongoing temp assignment - Monday to Friday 9am to 5pm. IMMEDIATE START REQUIRED

**THIS NEW YEAR SHORTEN YOUR HOURS
PART TIME TRAVEL ASSISTANT
MELB (BAYSIDE) – SALARY PKGE \$48K PKG (PRO RATA)**

Working too hard and seeking a friendly agency which will give you the hours you require? In this position you will be required to assist with all accounting duties and be a general help to all travel consultants within this friendly and luxurious office. Tramad skills are ESSENTIAL and QuickBooks is highly desirable. Say goodbye to consulting and hello to back office! 3-4 full days per week required.

**SICK OF GETTING COAL IN YOUR STOCKING?
CORPORATE/LEISURE CONSULTANT
BRISBANE CBD - SALARY PKG TO \$65K OTE**

Bored with the same routine day in day out? Looking for a new role that will bring some excitement back into your day? This well established agency is the answer as you will cater to the needs of corporate clients, whilst still arranging leisure plans for up market clients. Enjoy not only variety in your day but the opportunity to make fantastic \$\$\$.

Mon – Fri hours only so weekends are your own, plus enjoy unbeatable benefits. Min 2 yrs consulting experience essential.

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Looking to make some extra cash this festive season but not ready to commit to a long term job? We have a range of fabulous temp assignments waiting for you. Keep your skills up to date in the industry whilst also enjoying the beautiful summer holiday weather. You will need a min 2 years industry experience along with strong CRS skills in either GALILEO, SABRE or AMADEUS. Call us today to register.

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American Express is currently recruiting in both its leisure and corporate travel businesses. We have several exciting roles that have become available that offer unparalleled employee benefits. Some of these include up to eight weeks annual leave, a 37.5 hour working week for your work/life balance and well-structured training and development support. If you are truly seeking a professional career within the travel industry, American Express can help you realise your potential.



A leisure consultant role unlike any other

Sydney

Trust. Integrity. Security. Quality. Customer service. These attributes are the hallmarks of American Express® – the world's most respected service brand. Demand for our exclusive premium travel service is increasing, which means we are looking to add to our team of travel consultants.

You will be responsible for servicing Platinum and Centurion Card Members' leisure travel and lifestyle enquiries.

This is an environment where we service, consult, advise and sell the most luxurious international leisure travel and lifestyle products possible. We take this approach to service because our clients expect and deserve it.

You should be experienced, confident and creative professionals and have worked in the travel industry with international travel consulting experience, ideally within a leisure environment to qualify for these roles.

Emergency Travel Consultant (after hours)

Melbourne

An Emergency Travel Consultant's role is to assist travellers with after hours emergency queries or requests and typically deal with a variety of domestic and international bookings/fares. This can include urgent ticket issues, rerouting itineraries, making or amending accommodation and car bookings or providing general travel advice.

The ETC is a great team environment in which to work. Consultants share their ideas and knowledge on a daily basis and work autonomously. Typically working 4 x 10 hour shifts each week (full-time) and receiving ongoing training and support in their daily roles, this role is suited to people who enjoy working shifts.

You should possess strong attention to detail, superior domestic and international fares knowledge, the ability to make sound judgements and a strong working knowledge of Galileo, Sabre, Abacus and Apollo. Benefits include a generous allowance of between 10% – 26% depending on the shift worked, five weeks annual leave plus all other standard American Express employee benefits.

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For more information, contact Darren Grant – Human Resources (02) 9271 3137.

