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Virgin delivers Christmas

# Today's *Travel Daily*

*TD* today has three pages of news in today's Christmas Eve issue, plus there are two full pages of industry jobs from:

- TMS Asia Pacific
- AA Appointments

The next issue of *Travel Daily* will be published on Tue 29 Dec following the Christmas Day and Boxing Day holidays.

*TD* would like to wish all our loyal readers a Happy Christmas and hope Santa treats you well!

# **TCF reinstatement**

THE Travel Compensation Fund has reinstated the participation of *World Travel Pty Ltd* of Liverpool, NSW.

The agency was one of nine

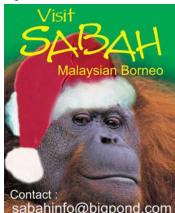
terminated just last week due to failure to lodge annual financial returns (*TD* Mon).

# **Eurostar update**

CROSS channel rail operator Eurostar is continuing to limit its operations to daylight hours as it works to clear a massive backlog of passengers due to last weekend's major disruptions.

# Lufthansa shuffle

LUFTHANSA is set to make major changes to its flight numbering system next year, with GDS displays showing altered flight numbers from 31 Oct 2010.



sabahinfo@bigpond.com www.sabahtourism.com VIRGIN Blue has been awarded the government contract to operate regular flights between Perth and the Indian Ocean territories of Christmas Island and Cocos Keeling Islands.

Minister for Home Affairs, Brendan O'Connor said the new services would commence from Thu 01 Apr 2010, with twice weekly flights to Cocos (Keeling) Islands and Christmas Island, and an additional third weekly flight to Christmas Island only which will be reassessed after six months, subject to demand.

DJ will operate an Embraer 190 aircraft on the route, with O'Connor saying the contract will result in "better passenger fares and direct and faster flights.

"I am pleased that Australia's second largest airline will provide air services to these remote communities, and excited by the potential tourism benefits that this contract could bring to the Islands' economy," he said.

"The Australian Government will continue to underwrite these services to ensure that it meets its community service obligations

# UA, CO and ANA apply for immunity

STAR Alliance members United Airlines, Continental and All Nippon Airways have applied to the US Department of Transportation for antitrust immunity to allow them to "create a more efficient and comprehensive trans-Pacific network".

The carriers said their proposed joint venture "would enable United, ANA and Continental to compete more effectively with other global alliances, each of which has a significant presence in Tokyo".

The move follows the recently announced open skies agreement between Japan and the US. by maintaining a link between the mainland and the Islands."

Virgin Blue replaces the existing provider Cobham Aviation, which has served the territories for the last ten years.

The government has for some time been attempting to renegotiate services operating to the Indian Ocean islands, and awarded the contract to SkyAirWorld earlier this year (*TD* 06 Mar) - just before the carrier's collapse.

MEANWHILE the cruise industry is leading the way in boosting tourism to Christmas Island, with P&O making its first cruise ship call there yesterday, bringing 1700 passengers and a welcome cash injection into the local economy.

P&O will make another Christmas Island call next month, and also plans further visits during 2011.

# Asia-Pac recovery

THERE was a a 4.5% year-onyear increase in international passenger numbers carried by members of the Association of Asia-Pacific airlines, "providing further evidence of a modest recovery in air traffic demand".

AAPA director-general, Andrew Herdman, said the November traffic figures "are mildly encouraging, in line with the broader economic recovery underway being led by the Asia Pacific region."

He warned that demand is still "well below pre-recession levels".

# LAN orders 30 jets

LATIN America carrier LAN has placed an order for 30 new Airbus A320s which will be used to boost regional and domestic operations.

Worth an estimated \$US1.9b at list prices, the jets will be delivered between 2011 and 2016.

In addition, LAN's fleet renewal plan includes the sale of five Airbus A318s during 2011.

# Emirates to Prague

Wishing you a Joyous Holiday Season and a New Year of Happiness

All of us at TMS join in saying
Thank You

Wishing you a happy holiday & a prosperous new year.

**Recruitment and HR Soluti** 

DUBAI-based Emirates has said it will launch direct services to the capital of the Czech republic from 01 Jul, the airline's 24th European destination.

The announcement is sure to delight the operators of European river cruises with a high volume of cruise-tour packages embarking or disembarking from Prague.

EK will operate a dual class 278seat Airbus A330 on the route.

# AA crash in Jamaica

A BOEING 737 operated by American Airlines has overshot the runway on landing in Kingston, the capital of Jamaica, with more than 40 people injured.

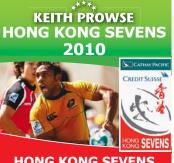
AA331 which also operated as a British Airways codeshare was arriving from Washinton DC via Miami, carrying 154 passengers.

The incident happened in heavy rain, with the *BBC* reporting that the plane came to a halt just 3m from the ocean.

The plane looks to be a total loss with the fuselage cracked and the right engine broken off.

MEANWHILE a Ryanair 737 also left the runway at Prestwick Airport in the west of Scotland when it slid on ice while taxing towards the airport building.

Nobody was injured and passengers were transferred to the terminal by bus.



HONG KONG SEVENS Hong Kong Stadium 26-28 March 2010 travel@keithprowse.com.au 1800 008 567





# New Argentina fee

**AUTHORITIES** in Argentina have announced a new "reciprocity fee" which will apply to all arrivals from Australia, Canada and the USA effective 28 Dec.

The fee of US\$100 for a single entry by Australian citizens will be collected by government authorities at the airport upon arrival into Buenos Aires.

Some exceptions apply, including for Argentine citizens also holding citizenship in the US, Canada or Australia; US, Canadian and Australian citizens with regular residence in Argentina, those holding a valid Argentina visa, people with diplomatic passports and working crew on flights into Argentina.

The fee is US\$70 for Canadian citizens (single entry) and US\$131 for US citizens (multiple entries for ten years).



# Industry Appointments

WELCOME to Industry Appointments, Travel Daily's Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

HRG Australia has named Julie Reid as its new General Manager of Corporate Sales and Client Management. She'll report to HRG Australia ceo Greg Treasure on a local level, as well as HRG Executive Vice President Asia Pacific, James Stevenson on a regional level. The appointment, effective immediately, expands her current role as General Manager of Client Management to also include national Sales in Australia.

Diane Wixon and Marie Arrand have been named as new marketing managers for the Pinpoint Travel Group, handling products including Rosie's Holidays, Singapore Airlines Holidays, United Vacations and a range of other brands. Marie was formerly with American Express in Marketing and Partnerships, while Diane has been consulting and lecturing in tourism.

Tony Everitt has been appointed as the new head of NZ regional tourism organisation Destination Queenstown. He's currently the ceo of Fiji-based south-pacific.travel which is a non-profit group which markets and develops tourism in the South Pacific. He's also previously held a number of executive roles with Tourism NZ, and will move to Queenstown to take up his new role from 01 Feb.

Swiss International Air Lines has appointed Rainer Hiltebrand as its new Chief Operating Officer. He's currently the Operations Director at Zurich Airport and will succeed Gaudenz Ambuhl as SWISS coo from May 2010.

InterContinental Hotels Group has announced the appointment of Graham Allen as a non-executive director effective 01 Jan. Graham is the president of Yum! Restaurants International which operates more than 13,000 KFC, Pizza Hut and Taco Bell restaurants in 100 countries, excluding the US and China.



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# QF retimes HKG services

QANTAS has announced new operating times for its services to Hong Kong from both Brisbane and Perth, saying the move aims to provide "greater convenience and better connections for customers"

The changes will apply from late Mar and will see the Perth QF67 flights change from a morning departure to late in the evening, arriving in Hong Kong at 6.05 am the following day.

"Our customer research tells us that this change has significant appeal to both business and leisure travellers, " said Qantas regional gm WA, Ian Gay.

"The new times will give customers access to a wider range of connections from Hong Kong on to London and North East Asia, including Beijing and Shanghai". QF67 will continue to operate

three times a week, and will now connect with QF29 between Hong Kong and London.

The Brisbane services will also change from an 11.15am departure to leave at 11.05pm, also arriving early in the morning the following day.

QF regional manager Qld, Andrew Hogg, also confirmed that the carrier would operate extra services from Queensland to Hong Kong in Feb to accommodate increased demand over the Lunar New Year period, including six extra Hong Kong-Cairns flights, three additional Hong Kong-Brisbane services and one extra Brisbane-Hong Kong flight.

### DJ 'lost' passenger

VIRGIN Blue has been accused of losing a 38-year-old deaf and mute woman at Brisbane airport as she attempted to transfer to a flight to Fiji on Mon.

The mix-up apparently left the woman unattended for five hours in the terminal.

The Human Rights Commission has responded to the incident by callling on the government to give it the power to initiate court action against airlines.

# Gay cruise growth

US gay travel specialist Atlantis Events has chartered the newly renamed Azamara Club Cruises' Azamara Quest for what's being promoted as the first gay cruise to China, South Korea and Japan.

The 20-30 Mar 2010 sailing will visit Busan, Hiroshima, Osaka, Taipei and Hong Kong; while a subsequent gay cruise will depart Hong Kong 30 Mar and visit Vietnam and Thailand.

More cruising news in today's Cruise Weekly - subscribe free at www.cruiseweekly.com.au.

# New Finnair spa

FINNAIR has opened a new 'Via Spa' in its lounge at Helsinki-Vantaa Airport, with the lounge and spa offering "unique wellness and comfort services, particularly for transfer passengers travelling between Europe and Asia."

The Via Lounge is open to Finnair Plus and oneworld top tier members and business class passengers at no charge, and to all other customers for a fee.



SHE wasn't going to let him get away, that's for sure.

An airport terminal in Texas, USA became an impromptu wedding chapel when a woman in a wedding gown accompanied by a Justice of the

Peace - surprised her fiance as he arrived on an incoming flight. Robyn Moore exchanged vows

with William Acosta at Corpus Christi International Airport after her new husband got off a plane arriving from Ohio.

Acosta said he was "speechless and thrilled" at the airport wedding, which was very appropriate given that his new wife said they had "spent half our relationship in airports".

The official wedding photos were taken in front of a Christmas tree at a nearby security checkpoint.

AUTHORITIES in Kazakhstan have come up with a new tourism drawcard - extreme cold.

The country's president, Nursultan Nazarbayev, spoke about the climate in a speech

earlier this week. "Today it's only -30°C. It only strengthens our spirit," he said, urging people to visit the nation's capital Astana.

"This city is so sterile. Even germs can't survive in this weather, so we can enjoy living long lives here," he added.

DESPITE a tough year in travel, the industry is certainly kicking up its heels for Christmas.

And Sabre Pacific's heels probably had spurs on them, with the technology firm treating its staff to a Westernthemed celebration last week see the pics on page three.

We were intrigued by one of the Sabre snaps (below) which offered a reward for crimes

against fashion committed by Dermot Ruane "for excessive use of the colour pink".



# THAI's *Early Bird* Europe **ON SALE NOW Choose from 12 major cities PLUS** Thailand side-trip

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# Fly one of the world's youngest fleets.



# 2009 in Review Nov/Dec

Travel Daily concludes its review of the big news and events of the past 12 months which have affected the travel industry - today we look back at the months of Nov and Dec-to-date.

#### NOVEMBER

- 02 ACCC issues draft approval for V Australia/Delta Air Lines JV • V Australia loads Sydney-Nadi services to commence 18 Dec
- 03 QF and BQ seek reauthorisation of Joint Services Agreement
- 05 SAA rejoins the QF Frequent Flyer program, revealed by TD
- · China's Shanghai Disney given the green light
- 06 V Australia granted approval to operate to Nadi from 18 Dec
- Tiger announces Melbourne-Brisbane route
- 09 Flight Centre sells Venture Holidays trademark to Venture Holidays SA/NT to create one single owner
- 10 Mexicana, MexicanaClick and MexicanaLink join oneworld Tiger announces Adelaide-Brisbane route
- 12 Gap launch 'You Only Live Once' 18-30 age group program, revealed exclusively by TD
  - QF plan 'Airport of the Future' technology for 2010
  - Tiger announces Brisbane-Rockhampton route
- 13 British Airways and Iberia to merge, revealed by TD
- 16 Boeing reiterates the 787 Dreamliner will fly by year's end
- 17 TD exclusively reviews Richard Branson's Necker Belle
- 18 TD flags QF domestic Boeing 737/Airbus A330 cabin overhaul
- 24 Cover-More Travel Insurance releases new pricing structure 25 • TD exclusively reports live from RCL's Oasis of the Seas ahead of the world's largest ship's official launch on 05 Dec
- · Malaysia Airlines to operate Kuala Lumpur-Brisbane flights
- 26 Orion Expedition Cruises to add new vessel, Orion II, in 2011
- 27 JTG to launch National Cruise Centre
- 30 The 'Official' opening of Emirates' Wolgan Valley Resort & Spa in the Blue Mountains postponed until early 2010

### DECEMBER

- 01 Jetstar to launch 4 weekly Cairns-Osaka service from 01 Apr
- 02 Qantas launches seat back IFE on some domestic routes, flagged by Travel Daily (TD 18 Nov)
- 07 Cox & Kings launches in the Australia/NZ market
- Qatar Airways launches Doha-Melbourne route
- 08 Aerius Travel launches a new Palau-based PacificFlier airline, revealed exclusively by TD
- 09 Orient-Express Hotels to offload Lilianfels Blue Mountains 10 • Jetstar to boost capacity by 700,000 new seats in 2010 and confirms start up of Sydney-Nadi service from 29 Mar
- ACCC approves Virgin, Delta Air Lines trans-Pacific JV 11
- Qantas to raise intl fares by up to 5%, revealed by TD
- 14 Jetstar to launch Melbourne Tullamarine-Brisbane route
- Travel Daily TV launches first videos on Oasis of the Seas 15 • V Australia and Delta Air Lines announce new codeshare (flagged in TD 24 Mar) frequent flyer & lounge agreements
  - Virgin Blue appoints Liz Savage as chief commercial officer National Long-Term Tourism Strategy released by government
- 16 Government issues Aviation White Paper
- · Boeing's long awaited 787 Dreamliner flies for the first time
- 17 Garuda Indonesia to cut agent commission from 7% to 5% Inaugural Travel Industry Talent ExtravaganZa held in Sydney
- 18 V Australia commences Sydney-Nadi daily services
  - English court prevents a planned 12 day British Airways stike • Air New Zealand to launch direct Sydney-Rarotonga route
- 21 NSW Govt announces permanent relocation of Sydney's Cruise Passenger Terminal to White Bay
  - TD reveals specific Australian routes of the proposed Air New Zealand/Continental Airlines codeshare arrangement
  - Qantas to boost domestic capacity by 340,000 seats
  - QF to operate regular A380 services between MEL/LHR, via SIN

# **More Christmas Party pics!**

HERE'S some more of the travel industry Christmas Party photos that have been sent into us for this month's photo competition.

At the end of the month, the judges will select their favourite photo and the person who submitted the image will win the accommodation package at Fraser Suites Sydney, which includes 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.



**RIGHT:** It's Brett-a-Claus! Pictured here at the Breaky Creek Hotel in Brisbane after the 'Virgin Village' Christmas BBQ held last week, from left are: Jeff Garton, Nick Allison, Bree-Anna Grindlay, Brett Godfrey, Cyrus Sarkari, Chris Corteling, Morgan Enright and Nick Taylor.

**BELOW:** Sabre Pacific held their staff Christmas Party in Sydney, with a fancy dress theme of "Tex Mex Fiesta" certainly drawing many interesting interpretations of the theme.

Pictured here from left are: Tanya 'cowgirl' Matthews, Phil 'cowboy' Buck, Gill 'Seniorita' Dear and Elizabeth 'Pocahontas' Waygood.







**LEFT:** Giselle Pereira and Dayl Worklan sampling the themed beverages - Corona and Sangria of course!



Fiona McLeod, Karen McLeod and Shayne 'Amigo' Williamson.

LEFT: YeeeHaaawww Cowboy! Cameron Kay and Glenn Cusack with Georgina 'Can Can' Williams.



# **High Achievers Wanted!**

Career Opportunities for Top Talent

# **Executive Jobs - December 2009**

### **Executive Travel Consultant - Sydney**

#### Award winning TMC

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#### Salary up to 80K (NEG) + outstanding benefits

Our client is looking for the finest in their field. A rare travel executive who has over 10 years travel industry experience specialising in private and/or leisure. You will need to have experience selling high end travel, with a vast knowledge of 5 Star Hotels/Resorts, Cruising, Business and First Class travel. You will exceed customer expectation by providing exceptional customer service and creating 'the trip of a lifetime' for your exclusive client base. If you feel you are one of these extraordinary consultants, then this opportunity is not to be missed. You will be rewarded with one of the highest industry packages around.

# Contact Sally Frape on 02 9231 6444 E: sally@tmsap.com or apply online nov

#### Assistant Accountant - Sydney

- Leading International Airline
- Lucrative travel benefits
- Salary 50K base + super + airline benefits

In this role you will assist the Finance Manager with the efficient, daily running of the finance and accounting functions. You must have a hands on approach and the ability to consistently meet operational deadlines. You will need to be experienced in payroll, reconciliations, BAS, GST & FBT returns, budgeting, forecasting and reporting. Only candidates that fit the above criteria will be considered. FAB Benefits including FREE flights. Drive to work every day and enjoy the fun and vibrant team environment!

### Contact Alessandra deMatteis on 02 9231 6444

#### Account Manager - Brisbane

- Leading Travel Supplier
- **Build business relationships**
- Salary 70K (NEG) + super

Our client is providing a service to the travel industry. They are currently looking for an Account Manager who will be responsible for managing the business relationships with existing clients. You will manage all aspects of the client relationship, with a particular focus on building a sound business relationship with key decision makers. You will be responsible for retention, growth, client satisfaction and debtor management to your assigned portfolio. To be successful in this role you will need previous account management experience, have pride in your customer service, be dynamic, assertive along with excellent relationship building skills.

### Contact Sally Frape on 02 9231 6444

#### <u>Regional Operations Director – Sydney</u>

- Successful Global Organisation
- Team Management and Operations based position
- **Executive salary negotiable**

MEL

This global organisation is seeking a Regional Operations Director to manage a team of Area Operations Managers throughout the Asia Pacific region who have direct responsibility for a group of businesses. This role is accountable for the customer service, client retention, financial performance and operational standards of the business. You will be involved in staff performance management, selling strategy and investigates new business projects.

### Contact Alessandra deMatteis on 02 9231 644

PFR

SYD

# Event Manager – Sydney

- Agency specialising in Group Travel
- Meetings, conferences and logistics
- Salary up to 75K + super

Our client a leader in Event Management is currently seeking a Manager to oversee organisational preparation and operational conduct of conferences/events. You will have full management of the clients, logistics, marketing and budgets etc. This is a varied role where no day is the same, and clients offer you the ability to use your imagination to present to them the ultimate group travel experience. You must have experience with EventsPro, minimum 3 years previous group travel/management, current CRS (Galileo)

#### Contact Karen McGrath on 02 9231 6444 om or apply online

#### Business Development Executive – Melbourne

- **Global travel supplier**
- On the road visiting travel agents
- Salary up to 70K + super + bonus

You will be responsible for capturing new business and assisting in identifying new revenue opportunities. This position plays a key role in achieving annual revenue targets by generating sales leads, presenting to prospects, developing proposals and closing deals. This is a fantastic role for an experienced sales executive who is looking at joining a reputable Global Travel company. Excellent career opportunities along with a great remuneration package.

#### Contact Sally Frape on 02 9231 6444 sally@tmsap.com or apply online n

#### Business Development Managers

- 2 roles one Sydney and one in Melbourne
- Highly respected TMC
- Salary negotiable based on proven sales + super + bonus

Our client, a leader in corporate travel management is currently seeking 'the chief' of BDMs in the business. In return you will be rewarded with one of the highest sales salaries in the industry. If you have proven sales success within the corporate market, this will be your next career move... Maybe you are currently working as a BDM for another TMC and have glanced this way. Take it a step further and let's have a confidential chat about this role as your sensational sales and relationship building skills will be highly recognized when negotiating your new position with this innovative global company.

#### Contact Sally Matheson on 02 9231 6444 ap.com or a

#### Looking for a High Flyer?

- Tired of searching for those elusive executives?
- Need a top gun to kick the New Year off?
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Finding the right candidate can often be a tiresome and stressful operation. For us, it's what we do best and is what has made us the fastest growing travel and hospitality recruitment company in the Asia Pacific region. Our extensive pool of executives and senior staff available or looking to move includes; CEO's, Marketing Managers, Product Managers, General Managers, Corporate Account Managers and Business Development Managers and more....

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# All of us at TMS join in saying Thank You

and wishing you a happy holiday and a prosperous new year.

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UK

DXB

Part of the team enjoying the AA Christmas Party at Wildfire!



From all the team at AA Appointments, we would like to sincerely thank each of our clients and candidates for their wonderful support in 2009. We look forward to assisting you all in the New Year!



AA wishes you all a wonderful Christmas and a prosperous 2010!

#### TIME TO SWITCH TO CORPORATE DOMESTIC CONSULTANTS X 10

SYDNEY CBD - EXCELLENT SALARY PACKAGE + SUPER Are you an experienced travel consultant in need of a change? Thinking of joining corporate travel? Now you can! Our client is looking for experienced travel consultants to service this new corporate account. You will enjoy working MON – FRI hours, within a fun team, where sales is no longer your focus. A min 3 years travel selling experience (ex AUS), with GDS skills and attention to detail is essential.

### BE REWARDED THIS CHRISTMAS

CORPORATE LEISURE TRAVEL CONSULTANT MELBOURNE (EAST) – SALARY PKG UP TO \$60K Do your career a favour and move to this progressive, boutique corporate/leisure travel agency today! This company is showing fantastic growth and currently has an opportunity for a proactive senior travel consultant to join their friendly team. You will be proficient in all facets of leisure travel and will be comfortable dealing with VIP clients. Your experience will be rewarded with a very generous salary package.

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Do you want 2010 to be the year you obtain a much needed work/life balance? Wish you could work closer to home? You will love working for this agency who put their staff first and reward your efforts. Enjoy fantastic bonuses and working in a fun team where everyday brings a new adventure. You will need to have 2 years retail travel experience, strong Galileo skills and a fun and positive attitude. Full time and Part Time roles available LIKE THE GROUP THING? GROUP TRAVEL ACCOUNT EXEC - MICE INDUSTRY SYDNEY CBD - \$45K - \$55K plus DOE This rare opportunity exists to join a leading international company in their conference & events team as an Account Executive. You will be working as a groups account manager organizing groups, conferences and incentive travel from initial enquiry through to invoicing and agenda. You will also need to be able to conduct sales visits, and presenting to clients where necessary. APPLY with AA today!

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