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**Travel Daily AU**  
First with the news

**Tue 29 Dec 09 Page 1**

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## TA/Sunlover promo

TOURISM Australia and Sunlover Holidays have teamed up in a new campaign offering more than 175 Australia-wide travel deals.

The 'Win the Work/Life Battle with Australia on Sale' promotion includes bonus free nights, such as 'stay 7, pay 5' or 'stay 3, pay 2' offers, valid for hotel stays until 30 Jan, for travel until 30 Jun - see [sunloverholidays.com.au/agents](http://sunloverholidays.com.au/agents)

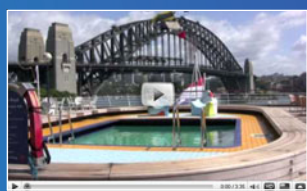
## Rex exits MKY/TSV

REGIONAL Express (Rex) has responded to "predatory pricing" by QantasLink on services between Mackay-Townsville by dropping its own flights on the route from 01 Jan (*TD* breaking news).

GM Network Strategy & Sales Warrick Lodge advised the local community to be "vigilant" so that QantasLink's frequencies, capacity and prices aren't reversed the moment Rex departs the route.



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# Watchdog revs up Avis

THE Australian Competition & Consumer Commission has notified Avis Australia to change its website pricing structure to bring it into line with updated legislation which was introduced to travel businesses on 25 May.

The competition watchdog says Avis' pricing between 25 May and 29 Oct 2009 was "likely to have contravened" the recently revised Trade Practices Act (*TD* 07 May).

Altered ACCC guidelines have made it necessary for travel companies to provide consumers with a single total price for goods and services, including all taxes, duties, levies, fees and charges. "The reservations pages on the Avis website did not show or include mandatory fees and charges relating to the optional extras that would be added to the customer's bill when picking up the vehicle," the ACCC says.

Extras not listed at time of quoting included an administration fee and good and services taxes.

Avis has provided the ACCC with a court enforceable undertakings

saying it will address the concerns raised by altering its website pricing and listing all fees when quoting.

The car rental giant also says it will place a corrective notice on its website for four weeks, ensure its senior executives receive trade practices law training and refund all customers the additional fees and taxes of vehicles that were rented during the period, that were not disclosed at the time of reservation.

Chairman Graeme Samuel said, "Accurate price representations are not just good advertising practice, they are required by law."

"The car rental industry attract a large number of complaints and this case should serve as a warning to the rest of the industry that the ACCC expects compliance with the law," he said.

The ACCC says "dealing fairly and honestly with consumers helps ensure you have satisfied customers who will return to your business and happy to recommend it to others."

It's not the first time the ACCC has instigated action on travel providers for not adopting the modified legislation.

On 29 Sep, the watchdog issued court enforceable undertakings against backpacker travel specialists, Wicked Travel, Travel Bugs and Peterpans Adventure Travel (*TD* 30 Sep).

## Christmas party pics

EVEN though Christmas 2009 is now behind us there is still time to get your firm's Christmas Party pics in *TD*'s photo competition.

See page three for details.

## Latin codeshares

TAM and LAN Argentina have expanded their flight codeshare agreement to the benefit of pax travelling between Brazil and Argentina, effective 04 Jan.

The enhanced partnership allows TAM to use its code on LAN Argentina operated services to Bariloche, Comodoro Rivadavia, Cordoba, Mendoza, Rio Gallegos, Salta and Ushuaia.

LAN Argentina will be able to sell TAM flights departing from Sao Paulo and Rio de Janeiro to other Brazilian destinations.



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## Today's Travel Daily

*TD* today has three pages of news, plus a full page of travel jobs from TMS Asia Pacific.

## Qatar to CPH, BCN

DOHA-based Qatar Airways has announced it will add Copenhagen and Barcelona to its expanding European network.

QR will launch a 4 times weekly service to the Danish capital, it's second Scandinavian city behind Stockholm, and daily services to its second Spanish city in Mar.

Only last week Qatar Airways revealed it was adding the cities of Bangalore, Ankara and Tokyo to its destinations (*TD* 21 Dec).

Services to Sydney are expected to be announced by QR soon.

## 20% off Gecko's

GECKO'S Adventures is taking 20% off the price of all its 20 days and over trips anywhere in the world which are booked for travel before 31 Aug, between 05-29 Jan.

There's also a 10% discount offered on adventures over 10 days in duration.

For bookings phone 1300 854 500.

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## Govt support for small business

THE Australian Government has released an informative fact sheet for small tourism businesses aimed at assisting with running a travel company successfully.

Launched by the Minister for Tourism last week, the source covers topics including business planning and marketing, taxation advice and environmental sustainability in the industry.

Martin Ferguson said the fact sheet acts as a one-stop source which increases knowledge and improves business efficiency.

"I would like to encourage small tourism business operators to take advantage of the Government's Small Business Tax Break, which expires at the end of the month.

"If your business has an annual turnover of less than \$2 million, you are able to claim a 50 percent bonus tax deduction for eligible assets costing \$1,000 or more, provided they are purchased before Jan 1 2010 and installed before the end of 2010," he said.

## Dreamliner up again

BOEING continues to ramp up the number of test flights for its 787 *Dreamliner* with the first jet, ZA001, taking to the skies over Seattle two times in the past day.

Boeing's second *Dreamliner* test aircraft, complete with ANA livery, flew for the first time on 22 Dec.

## US flight security upgrade

THE US Transportation Security Administration has implemented additional security measures for passengers travelling by air into the United States, following the failed attempt of a Nigerian man to blow up a Northwest Airlines flight on Christmas Day.

Since 25 Dec, passengers on US-bound int'l flights from Australia have been required to go through additional screening, including pat downs and bag searches.

A ban on the movement of passengers in an aircraft cabin to go to the bathroom, or to access overhead lockers, up until an hour before a flight's arrival in the USA has been eased overnight.

However, airlines have been informed by the US Department of Homeland Security that they must disable aircraft-integrated pax communication systems and services (phone, internet access, live television programing and GPS) prior to boarding and during all phases of flight.

In addition, while over US airspace, flight crew are no longer able to announce flight paths or positions over cities or landmarks.

## MU orders 16 A330s

CHINA Eastern Airlines (MU) has placed a US\$2.6 billion order with Airbus for 16 A330 aircraft, to be delivered between 2011 and 2014.

Blankets, pillows and personal belongings on laps has also been banned in the final hour of flight.

Federal Transport Minister Anthony Albanese said the Aust. government continues to work with US officials, and that if they receive new advice to tighten measures here, they will respond.

Albanese said, "We remain ready to make changes to whatever security agencies deemed necessary in order to ensure the security and the safety of the travelling public."

## LH/LX on Amadeus

LUFTHANSA and Swiss Intl Air Lines have signed a long-term full content agreement with Amadeus which will see agents around the globe have access to both airlines fares, schedules and inventory.

The deal is effective 01 Mar and will run through until the end of 2014.

## Carbon tax for pax

THE price of domestic airfares in Australia will rise if the govt's emissions trading scheme is passed by Parliament next year, *The Age* reports.

Qantas' head of corporate relations David Epstein suggested that by 2012, Qantas and Jetstar could be looking at a levie of around \$50-60 million.

Epstein said, "Either the ticket prices go up or the margins go down, reducing the viability of the routes.

"Whichever way the impact falls, it imposes pressures on the Australian domestic aviation and tourism sectors which are not faced by its immediate competitors in the region," he said.

## EU extending ties

THE European Union has signed air liberalisation pacts with two Nordic and some African states, in addition to new ties established with Canada (*TD* 18 Dec).

Under the arrangement, all airlines from the EU can operate without restriction between any airport in the EU, as well as Norway and Iceland, and the US.

A bilateral air services deal was also struck between the EU and Burkina Faso, Guinea-Bissau, Ivory Coast, Mali, Niger, Senegal & Togo.

## Window Seat

GET me otter here!

That's what must have been going through the minds of the two marine mammals as they escaped from their cages in the cargo hold of a Continental Airlines flight about to depart from Houston's Bush Intl Airport.

The sea otters were seen by passengers scurrying across the tarmac making a break for freedom, delaying the Columbus-bound flight by over an hour.

Passenger Harvey Bullock said, "We watched them (ground crew) take them off the plane in a box, and the next thing we know one of the otters got loose and took off.

"They were chasing it, so we had to wait 45 minutes for them to finally catch them," he said.

IVANA Trump, ... you're fired.

The former wife of Donald Trump has been ejected from a Delta Air Lines flight about to fly between West Palm Beach and New York following an outburst at some children on her flight.

Trump, who was seated in First Class, caused the Delta aircraft to return to its gate following a foul-mouthed outburst at a few kids who were "running and screaming" in the jets aisles before it began taxiing.

An agitated Trump fired off at the children, referring to them as "little fu...." and telling other pax around her "f&\*@ you!"

Trump was escorted from the aircraft and caused a two hour delay for her fellow travellers.

AIRTRAN Airways issued its second Satellite-based Aviation Navigational Tracking Appartus (SANTA) report on Christmas Eve.

The update was released to track Santa Claus' international flight ahead of his delivery run to millions of children worldwide.

SANTA reported that St Nic. was seen visiting the Tooth Fairy for a quick bite in Germany, a short time later he was spotted at the Louvre in Paris (fanny pack attached and camera in hand), before satellite patterns indicated Santa's reindeers had performed "perfect figure eights" around Big Ben in London.

## Air Tickets strategise in Fiji



ABOVE: The Concorde Agency Network's Air Tickets team recently travelled to Fiji to set out their strategy for 2010.

They are pictured here at the Outrigger on the Lagoon, Fiji.



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## QF/Fiji seeking help

QANTAS and the Fiji Govt are looking to shore up expert advice from airlines in Singapore, Japan or Malaysia to assess the value of QF's 46% stake in Air Pacific.

The Fiji Govt is the major share holder in FJ, with a 51% stake.

Fiji's director of civil aviation Akuila Waradi said suggestions made by the committee would then be forwarded to both parties, and if agreed, the discussion will move to the next level.

## More TCF sign-ups

THE Travel Compensation Fund admitted eight new head offices and four branch locations between 16-24 Dec.

New head offices include Regal Holidays and Australian International Travel, both located in Haymarket, NSW; and Hayes Travel Enterprises of Beecroft, NSW.

Phil Hoffmann Travel has registered a new branch location in Semaphore, SA while Flight Centre is opening a new store at 108 King William Street, Adelaide.



## Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* regular weekly feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



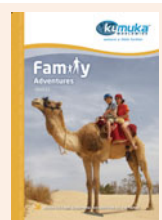
### Greece and Mediterranean Travel Centre - 2010 Island Hopping Greece

This program features the Greek Island Hopping Flexi Pass which ties-up accom and brekkie, ferry fares from Athens to and between 10 Greek islands, transfers, port taxes, local taxes and services fees. Passes can be tailored with guests able to select either Budget, Moderate, Classic or Premier accom options. Go to [www.greecemedtravel.com](http://www.greecemedtravel.com).



### GSR - Australia's Great Train Holidays

This Great Southern Railway brochure offers a range of holiday options aboard the Indian Pacific and The Ghan, for travel 01 Apr 2010 - 31 Mar 2011. The program includes all new tours in Coober Pedy, including a half day 'underground' tour, a full day 'Outback Mail Run' trip and a 4-day tour of the region. There's also three new tours in Broken Hill - a half day tour of the city, a half-day tour of the Silverton Ghost Town or a 3-day tour of the area - [www.gsr.com.au](http://www.gsr.com.au).



### Kumuka Worldwide - Family Adventures

There are 57 Family Adventures covered in the 2010/11 program. Destinations covered in this program include Asia, Africa, the Middle East, Europe, The Americas, Australia, New Zealand, and new for this year - Fiji, Canada, Oman and Jordan. Adult and lower child costs are provided for each trip, such as the eight-day Limpopo Wildlife & Villages tour that's priced at \$2,390 per adult and \$1,935 for kids. Brochures are available through TIFS or at [www.kumuka.com](http://www.kumuka.com).



### Academy Traveller - November newsletter

This brochure features five new tours to Europe, the Gulf States and Indochina for 2010. Packages include the 17-day Istanbul to Moscow tour priced at \$7,950ppts, or the 19-day Grand Tour of France, priced at \$7,200ppts. Included are airfares, accom, brekkie daily, meals, transport, entrance fees, tips and more. For info see [academytravel.com.au](http://academytravel.com.au).

## Still time to send us your pics

**THERE'S** just three days left to enter your Christmas Party photos into *Travel Daily's* photo competition in which one person will win a night's accommodation at the Fraser Suites Sydneys.

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

Email your festive photos (including names of the people pictured) to [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au).

Today's entry has been sent into us from the team at SmartFares and SmartTickets at the Stella Christmas Party.

Pictured from left, back row are: Amanda Millar, Sunny Huang and Michelle Calvo.

Front row:

Helena Sdrolas, Bronwyn Camps, John Yip, Suzie Stojanovic, Maria Zahra, Anunta Pobsap and Koula Pantazis.



## EK A380 to Jeddah

EMIRATES will launch a four times weekly service to Jeddah in the Kingdom of Saudi Arabia from 01 Feb, using one of its increasing number of A380 superjumbos.

## FR ditching Italy?

NO FRILLS Irish airline Ryanair is considering dropping its flight operations within Italy due to new rules that are being rolled out by the country's authorities over the type of ID pax require to fly.

FR plans to suspend its Italian domestic services from 23 Jan due to a move by the civil aviation authority that orders carrier's to accept driving licences, govt badges and fishing and hunting licences as forms of identification.

Ryanair ceo Micheal OLeary described the rule as "completely inappropriate", questioning why Italy believes it should have a different policy to the rest of the European Union which permits less secure documents that could threaten flight security.

## US/EVA extend deal

US AIRWAYS and EVA Air have requested an extension of their codeshare agreement with the US Dept of Transportation, to come online as early as 02 Jan 2010.

EVA Air wants to place its 'BR' airline code on US Airways metal from Seattle, Los Angeles and San Francisco to Charlotte, Las Vegas, Philadelphia and Phoenix.

US Airways is wanting to place its code on BR services between Taipei and Los Angeles, San Francisco and Seattle.

## DCA underwater

FLIGHTS into Ronald Reagan Airport, Washington DC were thrown into chaos on Sat when a broken pipe caused the flooding of the airport's Terminal C baggage claim area.

Dozens of departure gates in the terminal were shut down resulting in US Airways cancelling a number of services.

The airport returned to normal operations by mid-morning Sun.

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### Event Manager – Sydney

- Agency specialising in Group Travel
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- 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  
E: [karen.mcgrath@tmsap.com](mailto:karen.mcgrath@tmsap.com) or apply online now!

### Assistant Accountant - Sydney

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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!

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### Business Development Executive – Melbourne

- Global travel supplier
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### Account Manager - Brisbane

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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.

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### Regional Operations Director – Sydney

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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.

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