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**Travel Daily AU**  
First with the news

Wed 25 Aug 10 Page 1

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

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## Vale Jeff Watson

THE industry is this week mourning the death of long-time Singapore Airlines station manager for Adelaide, Jeff Watson, who died last Fri aged 69.

Watson fought serious illness for many years until retiring from his role at ADL last Sep after 31 years of service, having commenced his SQ career in 1978 and before that having been with Ansett.

His life will be celebrated this Fri 27 Aug at 9.30am in the Heyden Chapel at Centennial Park Memorial Ceremony, 760 Goodwood Rd Pasadena SA.

## Rex celebrates top result

REGIONAL Express says its \$24.7m after tax profit (*TD* breaking news) is very satisfying, particularly when compared to the \$60m underlying profit for QF's international, domestic and regional operations.

The result came despite passenger revenue declining by 5%, with fuel costs also down significantly, along with a big drop in Rex's tax liabilities.

Pre-tax profit actually fell 14%

to \$26.2m, but last year Rex paid \$7.8m in tax in 2008/09 compared to this year's \$1.6m figure.

Executive Chairman Lim Kim Hai said the industry in Australia was still being battered by the aftermath of the financial collapse, but efficiency gains and careful attention to costs had achieved the "very satisfactory outcome" for the carrier.

## QF capacity boost

QANTAS today announced plans to increase Jetstar and Qantas domestic capacity by 9.6%, amounting to more than 66,000 seats per week.

"We are seeing improved demand domestically," said ceo Alan Joyce, with an A330-300 to be added from Jan along with a further five 737-800s to be progressively introduced from Mar.

Joyce said the aircraft would be used on a variety of growth markets including the east coast, east-west and intra-WA routes.

Jetstar's 30% expansion of domestic Cairns flights (*TD* breaking news) is also part of the expansion, with the increase lifting flights to three daily from Sydney and Melbourne and four daily from Brisbane, as well as expanding Cairns-Gold Coast frequencies to daily.

## VA 777 damaged

FURTHER details have emerged of the reason for disruptions across the V Australia network, which included the replacement of a VA 777 with a Strategic Airlines A330 on the Brisbane-Phuket flight last weekend (*TD* yesterday).

A number of *TD* readers have advised that the problems are due to a V Australia aircraft which was damaged on pushback in Los Angeles on Sat evening.

## Today's Travel Daily

*Travel Daily* today has seven pages of news and photos, a hotel report from Lillianfels in the NSW Blue Mountains plus a full page of jobs from AA Appointments.

## GRAND PRIX SEASON

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## IATA chief in town

THE Director General and ceo of the International Air Transport Association, Giovanni Bisignani, is in Sydney today and will deliver a lunchtime address to the National Aviation Press Club on the topic of 'Global Opportunities for Australian Aviation'.

Bisignani is expected to discuss IATA's 'Vision 2050 - Shaping Aviation's Future' which was launched at the recent IATA agm to lay the foundation for a sustainable and profitable industry into the future - for a full report see *TD* tomorrow.

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## TT cancels routes

TIGER Airways yesterday confirmed the cancellation of its flights from Adelaide to Queensland, with ADL-OOL and ADL-BNE suspended from 10 Nov.

MD Crawford Rix said the move was in response to weak demand. "It's a commercial reality that Tiger Airways will operate on routes that are most profitable," he said.

TT currently operates daily services between Adelaide and the Gold Coast, and said it would help pax with forward bookings to make alternative arrangements.



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## Vanuatu planning for 747s

THE Vanuatu govt has today announced plans to develop an airport on Espiritu Santo capable of handling Boeing 747 aircraft, with carriers from China to be targeted to operate services to the South Pacific destination.

Speaking at the 2010 Tok Tok tradeshow in Espiritu Santo this morning, Justice Minister Bakoa Kaltonga's announcement was met with enthusiasm by buyers and sellers attending the event.

Although still in a "conceptual stage", Kaltonga, speaking on behalf of Tourism Minister Sato Kilman, said the project has the backing from private and government investors, in Vanuatu and overseas, including Australia.

The plan was to either upgrade the existing Pekoa Int'l airstrip and terminal, or construct a brand new facility elsewhere on the island, within the next 5-7 years.

Vanuatu's capital and primary hub, Port Vila, has also been earmarked for an extension of its runway - as previously flagged by Travel Daily (TD 27 Aug 09), - to have it ready to take on larger planes, including 777s and the long-awaited 787 Dreamliner.

However, due to its location Port Vila will never be capable of handling jumbo-sized aircraft.

The nation's flag carrier Air

Vanuatu has a sole Boeing 737-800 in its fleet, which suggests foreign carriers would be expected to support the new \$100 million hub.

Responding to a question from TD, Kaltonga said the government would target Chinese airlines to operate services to Santo due to existing "strong relationship ties with the Republic of China."

China would be a new key tourist source market for Vanuatu, with the Asian region not rating in its top five inbound markets at the moment.

## Quantas was right!

THE apparent misspelling of Australia's national carrier on the Qantas website (TD 20 Aug) was actually due to the way searches are conducted on the site.

A QF spokesperson told TD that the search functionality is powered by a company called S.L.I. which "learns" the activity of past visitor behaviour - including the propensity of customers to often search for the incorrectly spelled "Quantas".

However due to the recent focus on the issue QF has now had this functionality changed so that Quantas is omitted regardless of whether or not a customer enters the name wrongly - even though this is not technically incorrect.

## Vanuatu tourism campaign delayed

THE long-awaited new Vanuatu tourism campaign (TD yesterday) has hit another snag with those funding the project, and will now be officially launched in Jan.

It's hoped the campaign, which will be broadcast in Australia in print and on TV, will be soft launched before Jan to capture bookings for the Vanuatu Oct low season.

## Window Seat

A LAST minute hiccup at today's official welcoming ceremony for Vanuatu's Tok Tok tourism trade show saw the country's Minister for Justice, Bakoa Kaltonga, step in to replace Tourism Minister Sato Kilman as one of the officiating dignitaries.

Kaltonga said he had agreed to take the place of the Tourism Minister on one condition, saying: "The beauty of me filling in for him is that anything I say, you can blame him".

WHEN you gotta go, you gotta go.

That was the unfortunate truth faced by the crew of a Delta Air Lines A330 flight from Japan to the US last weekend, who had to divert the plane not once, but twice because the on-board toilets stopped working.

DL182 from Kansai to Seattle was diverted to Narita after takeoff due to a failure of the vacuum system used to make the toilets flush.

Five hours later after a repair job the plane left Tokyo - but about an hour later the system once again stopped working, causing a major bathroom crisis.

This time the plane returned to Kansai and the service was cancelled so the plumbers could get in and really fix the pipes.

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**Travel Daily AU**  
 First with the news  
 on location in  
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Today's issue of *Travel Daily* is coming from Espiritu Santo, Vanuatu, courtesy of the Vanuatu Tourism Office.

THIS year is the 9th time the Tok Tok tourism show has been held.

Traditionally held in Port Vila, a decision was made last year to host the 2010 event in Espiritu Santo to give suppliers from the region a chance to promote their products in their own backyard.

Australian tourists account for 65% of arrivals into Espiritu Santo (New Zealanders represent about 6-7% of visitors), with 80-85% of those Aussies lured here to scuba dive.

There are 24 sellers represented at the Espiritu Santo leg of the show, and several have never participated at a Tok Tok before.

44 buyers from Australasia have made their way to Santo to experience the products and see the destination first-hand.

Buyers and sellers will hold one-on-one appointments today at The Beachfront Resort to negotiate new contracts for the year ahead and to learn about new products on offer.

This afternoon buyers will leave Santo and fly to Port Vila for the second leg of Tok Tok, being held at Le Lagon Resort & Spa.

## Talking Travel live

A NUMBER of Australian travel professionals are set to enjoy a higher profile as part of a new promotional concept called 'Talking Travel' which launched on Mon this week.

Talking Travel is a "fresh and new type of TV and on-line information program" which aims to fill the gap between standard TV ads and general destination publicity activities, connecting consumers with travel providers' strongest selling points and offers.

The format revolves around a 'Customer Advocate' asking experts from the industry about products on offer, with its independence meaning customers can trust the format to offer expert guidance, like a "virtual travel consultant".

Tempo Holidays is one of the launch partners, using the format for its new Egypt brochure.

Cox & Kings gm marketing Ashley Jurberg said Talking Travel gave the product the "high visibility of TV with the time to get across the detail and value."

"The TT format allows us metropolitan free to air TV in a very affordable package".

The campaign will run on TV for the next three weeks and is also online, so agents should get ready to handle Tempo Egypt enquiries - [talkingtravel.com.au](http://talkingtravel.com.au).

## Malaysia targets Australia



THE vivacious Tourism Minister of Malaysia, The Hon Dato' Sri Dr Ng Yen Yen, hosted a Sydney event last night at which she outlined Malaysia's firm aspirations for the Australian market (*TD* 17 Aug).

It was her first visit to Australia as the country's tourism minister, and she confirmed that the Malaysian govt is planning for significant growth in tourism.

Apart from close Asian neighbours, Australia is Malaysia's third largest market after China and India, with 251,000 visitors in the first six months of 2010 - an increase of 13.7%, following a 25% annual increase in 2009.

Dr Ng Yen Yen said that AirAsia X's flights from Australia to Kuala Lumpur had played a key part in the growth, and when asked about the mooted AirAsia X flights from Sydney confirmed that she was "still working at it".

She said that by 2020 Malaysia is targeting total visitation of 36 million tourists, with a master plan focusing on several sectors including the family market, the 'Golden Third Age' (retiree/baby boomer) market, Generation X and Y, Garden and Park Tourism, food tourism, the business events market, and sports tourism.

Dr Ng Yen Yen enthusiastically touted Malaysia's many tourism assets, including the world's oldest rainforest, islands and beaches, wildlife experiences,

shopping, golf and festivals.

She also outlined hopes that Malaysia could capitalise on the potential stopover market for travellers between Australia and the UK, with prices in Malaysia making holidays very affordable.

"Going forward we will continue to develop unique events, eco and nature based tourism and authentic cultural experiences, all of which will appeal to Australian travellers," she said.

Pictured above from left are: Malaysian High Commissioner Dato' Salman Ahmad; Datin Normasila Musa, Tourism Malaysia Director International Marketing Americas/Europe/Oceania; Malaysian Tourism Minister Dato' Sri Dr Ng Yen Yen; and a delighted Shahrin Mokhtar, Tourism Malaysia Director Sydney.

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## CTM steaks its QH claim



ABOVE: Qantas Holidays recently hosted the team from Corporate Travel Management in Queensland to a "decadent fine dining steak dinner" at the exclusive Moo Moo Restaurant and Bar in Stamford Plaza, Brisbane.

The event was to celebrate CTM's surpassing expected sales levels, with QH contributing \$2000 to the dinner at the trendy restaurant which opened in Jun boasting the "finest beef available in the country".

Pictured above from left: Fran and David Sorpassa, Qantas Hols, with some of the CTM team: Sue Harrison, Vicki Sullivan, Anna Frost and Chris Cipriani.

## EK boosts Madinah

EMIRATES will increase its flights between Dubai and Madinah in Saudi Arabia to a daily operation from Oct, according to travel agent GDS displays.

Currently the A330-200 service operates four times per week.

## QF Premium growth

QANTAS will add a third Premium Economy class to six of its current two-class 747 aircraft, in order to offer Premium Economy on flights to Tokyo and Frankfurt (*TD* breaking news).

QF ceo Alan Joyce said that 40 Premium Economy seats would be available on each plane, with Narita flights to offer the option from Oct, while the Frankfurt route will have Premium Economy from Feb next year.

Joyce said the move followed positive feedback from customers since Premium Economy was introduced in 2008.

The new seats will replace economy seating, with the aircraft retaining the existing 56 business class seat layout.

Capacity on each plane will be reduced by 41 passengers, with the new configuration having 275 economy seats plus the 40 new Premium Economy seats - in comparison to the current 356 economy seat arrangement.

## Pandaw confusion

INDOCHINA cruise operator Pandaw has alerted the industry that it is in no way connected with a company calling itself 'Pandaw India' offering Ganges cruises from Sep this year.

The ship on offer, named the *Bengal Pandaw*, is not owned or managed by Pandaw Cruises, with the company currently taking legal action against the Indian impostor - for the full story see tomorrow's *Cruise Weekly*.

## Air Van MEL return

THE return of Air Pacific's direct Port Vila-Melbourne service has been well received since its relaunch just a few months ago, according to the carrier's manager Australia, Malcolm Pryor.

The Melbourne-Port Vila service originally operated via Sydney, but landing fees at SYD were costing the carrier heavily when it announced it was withdrawing the route (*TD* 08 Jan). MEANWHILE, a backlash from tourism suppliers in Espiritu Santo and the Vanuatu Gov't were strong influences in Air Vanuatu's decision to re-introduce direct Brisbane- Espiritu Santo service this year (*TD* 19 Feb).

One source told *TD* at Tok Tok the non-stop service was a vital element in luring tourists to Vanuatu's largest island.

## Vanuatu tagline

VANUATU Tourism Office has today showed off its new tourism slogan at the Tok Tok tradeshow in Espiritu Santo for the first time.

The 'Discover what Matters' tagline will be launched later this week, along with soft adventure images to promote the South Pacific nation, aimed at setting it apart from its rivals.

The still images capture some of the popular activities and sights on offer in Vanuatu, and include images of local children on boats in the blue pools on Espiritu Santo, and tourists sand boarding on Mt Yasur volcano on Tanna.

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## WIN A COPY OF "THE DELTA" BOOK

Congratulations to **Gloria Degregorio** from **Consolidated Travel**, who was yesterday's lucky winner of "The Delta" book. The correct answer was: swamps.

Each day this week, the **Africa Safari Co**, **Tony Park** and **TD** are giving readers the chance to win a copy of Tony's book "The Delta".

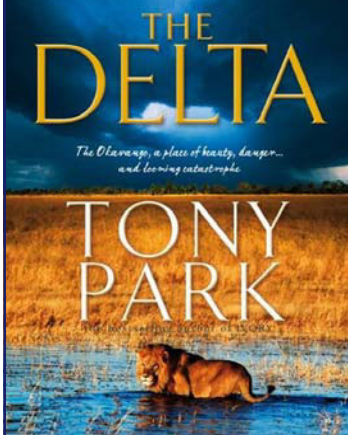
Tony Park travelled with his wife to Africa, where he found time, place and inspiration for his books. His latest title - "The Delta" pictures ex-soldier turned mercenary Sonja Kurtz, who after a failed assassination attempt on the president of Zimbabwe, is on the run and heads for her only place of refuge, the Okavango Delta in the heart of Botswana.

To win this great book, simply be the first reader to email the correct answer to the question below to:

[delatabook@traveldaily.com.au](mailto:delatabook@traveldaily.com.au)

**What is the currency of Botswana?**

Hint! Visit  
[www.africasafarico.com.au](http://www.africasafarico.com.au)



## Expedia bonus

TRAVEL agents can also benefit from the five week 'Expedia Sweet Sweep' promotion (TD Mon), with participants in the Travel Agent Affiliate Program able to offer their clients the chance to win the cost of their holiday.

Five itineraries booked each day will be refunded to customers - including those booked via the TAAP - with program manager Stuart Udy telling **TD** that 88 different destinations were booked by Australian agents via Expedia TAAP in the last week.

For more information see [www.expediaaccess.com/au](http://www.expediaaccess.com/au).

## More QantasLink cancellations

QANTAS has announced further disruptions across its QantasLink Q400 network due to the withdrawal from service of a number of the Bombardier Dash-8 aircraft for urgent landing gear repairs (TD Mon).

Although the carrier initially said it was only adjusting capacity on the Sydney-Canberra route, yesterday QF issued a commercial waiver confirming that between 24 Aug and 12 Sep a number of QantasLink services between Brisbane and Mackay will be temporarily suspended.

Customers holding valid tickets for travel on the affected flights will be automatically rebooked to Qantas codeshare services operated by Jetstar or an alternate QantasLink service.

Passengers may rebook to either the day prior or day following their scheduled departure date without a fee, or receive a refund, and all changes to travel dates must be made before midnight on 12 Sep.

Agents can reissue tickets in-house, with all details of original tickets remaining the same and no change fee should be charged.

In the case of refunds, applications can be made via BSPLink with authority OA9QFK.

## TravelManagers achieve for QHols

TWO home-based members of the TravelManagers network are among the 150 consultants Australia-wide who have qualified for this year's much sought-after Qantas Holidays Achievers Program.

Debbie Bean from Tarneit in Vic and Chris Dobson from Geraldton in WA have been named in the scheme for the first time - the only home-based consultants to make it this year.

TravelManagers gm Mandy Scotney said that overall the group's total sales of Qantas Holidays and Viva! Holidays product had increased by 94% year on year in 2009/10.

## New Noosa branding

NOOSA Heads on the Qld Sunshine Coast has launched a major new campaign to boost arrivals under the overarching brand "By Noosa".

Domestic and international visitation to the region has fallen by more than 12% in the year to Mar - much more than the rest of Queensland which dropped about 3% overall.

The 550 members of Tourism Noosa are participating in the \$1 million promotion.

## Sailing into a Santo sunset



ABOVE: Last night attendees of the Espiritu Santo leg of the 2010 Vanuatu tradeshow, Tok Tok, took to the waters aboard *Island Passage* for a sunset cocktail cruise.

New Zealand-based Island Escape Cruises offers a collection of seasonal cruises and fishing charters in Vanuatu waters between May and Oct on its 10-cabin vessel.

Pictured above are some of the Australian contingent represented at Tok Tok, from left: Sarah

Beeken, Vanuatu Escapes; Nina Henderson, Specialist Holidays; Dave Cross, Beachfront Resort and ESTA chairman; Elina Bishop, Qantas Holidays, Abigail Steen, All Ways Dive Expeditions; Robyn Mahoney, Essence Tours; Carissa Stagg, Flight Centre; Meagan Loane, Infinity Holidays, Drew Bowering, Expedia; Malcolm Pryor, Air Vanuatu and Jackie Lau, Vanuatu Tourist Office, with Greg 'Cletus' Maloney, representing Aore Island Resort, kneeling.



**Air Niugini**

## RETAIL SALES CASHIER/CONSULTANT

Air Niugini, the national airline of Papua New Guinea is looking for an experienced person for the abovementioned vacancy in our Brisbane office. This is a full time position involving primarily cashier and administration functions along with retail sales. The position is available for an immediate start.

The successful applicant must have extensive airline experience in data reconciliation and use of EXCEL along with excellent reservations and ticketing skills. Well organised, adaptable and an ability to work under pressure along with a sound knowledge of PNG will be considered a distinct advantage. This role also requires some Saturday morning work on a rotational basis.

### KEY REQUIREMENTS

- Sound knowledge of cashiering duties and use of EXCEL spreadsheets. Excellent attention to detail
- Previous CRS experience, preferably with an airline or travel agency and be familiar with airline reservations, fares and ticketing procedures
- Must be able to work alternate Saturday mornings (0830-1200) on a rotational basis or as required
- Possess a high degree of customer service and be willing to multi skill in other functions.
- Professional disposition and be able to work effectively under pressure

If you fit these requirements we would very much like to meet you. Please forward your application with detailed resume to: [mgrpxbne@bigpond.com](mailto:mgrpxbne@bigpond.com)

ATT: Charles Morley, Regional Manager Australia - Air Niugini no later than Wednesday 01 September 2010. Only short listed applicants will be contacted.

# IATA recovery "slower phase"

IATA says international scheduled traffic statistics for Jul show that the recovery in demand has entered a "second slower phase," with year-on-year increases of 11.6% for passenger and 26.6% for cargo carriage.

During the second half of 2009 demand was rebounding at an annualised rate of about 12%, but in the year to Jul this has fallen to 8% for passenger traffic.

IATA ceo Giovanni Bisignani said consumer confidence was still fragile in North America and Europe, which was affecting leisure markets and cargo traffic.

"Further growth will be largely determined by consumer spending which remains weak," he said.

The good news for Australia is

that Asia-Pacific carriers outperformed the industry average, with a 10.9% Jul growth and improved load factors.

IATA is predicting that Asia-Pacific carriers will lead the global aviation recovery by reporting a total profit of \$2.2 billion this year.

Middle Eastern carriers continue to be the fastest growing airlines, adding 12.8% in capacity during Jul.

## Amadeus DB deal

AMADEUS and Deutsche Bahn have extended their international rail distribution partnership, which includes the opening of DB's first agency in China.

Bizhub International Travel is based in Beijing and will offer the same ticket and service options for customers as any Deutsche Bahn travel centre in Germany, using Amadeus technology to sell tickets for both DB and other European railway providers.

The expansion follows a recent decision by the China National Tourism Association to open up the outbound tourism market in China to foreign operators.

## LH to Luxembourg

LUFTHANSA will add a new service between Munich and Luxembourg from 31 Oct.

Flights will operate up to twice per day using a CRJ-700 aircraft.

## Buenos Aires closure

THE Jorge Newbery Domestic Airport in Buenos Aires will close for upgrade works from Oct-Dec this year, with Buenos Aires domestic flights to be relocated to Ezeiza International Airport during the renovation period.



First with the news

Wed 25 Aug 10 Page 6

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## AFTA UPDATE

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



*"Too close to call!" Who would have ever thought we would get this outcome from the Federal Election 2010.*

*This year has clearly been a year of "firsts". First time a first term Prime Minister (Rudd) got ousted within a first term, first time we have had a female Prime Minister (Gillard) and first time in the modern era that we have had a hung parliament at a Federal level to the degree we have this time round. (It was 1931 the last time - most of us working in travel were not alive).*

*At the time of doing this column the official National Tally web site [www.aec.gov.au](http://www.aec.gov.au) for the Federal election, which updates the results as they go, had Labor with 71 seats won, the Coalition 70 seats won, the Greens with one seat, four Independents and four seats still in doubt.*

*The seats in doubt are the ones that are not only changing every time you click; they also appear to be different if you look at different websites.*

*All of the media and news services have their own take and view on what might, could and in some cases predict will happen in order to get a result to this very important federal election.*

*Meanwhile a recount of the primary vote has been called and started for the seat of Denison in Tasmania.*

*And back in Canberra, the leaders et al... are in talks, heavy talks to see who might be able to put a government together.*

*Sorry to say this, but it might be a while before we know who we are dealing with in Government and on what terms. No real winner in any of this and least of all the travel industry.*

*We will again have to wait and see before we can then work out our strategy as to how we progress our main issue this year, the consumer protection review.*

*Unfortunately folks, we will be reading, watching, living, eating and breathing this federal election for some time and it is anyone's guess this week who will be our Prime Minister.*

*It might even be next week before we know the outcome.*



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The successful candidate will possess:

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- Relationships within the travel industry at a senior level
- Proven ability to formulate and execute successful business strategies
- A strong track record of success in a sales environment, including the setting and exceeding of sales targets
- Strong communication and negotiation skills
- A positive, fun attitude and the ability to inspire this in others

To apply for this role, please email your expression of interest, including your CV, to: [Sharon Georgakopoulos](mailto:Sharon.Georgakopoulos@covermore.com.au)  
National Sales Manager  
[sharong@covermore.com.au](mailto:sharong@covermore.com.au)

### business development manager VIC

The successful candidate will possess:

- A proven track record in a sales environment, preferably in the travel industry
- Motivation to achieve both individual and team sales targets and objectives
- Effective negotiation skills
- Strong communication skills
- A passion to build relationships within the industry
- Very importantly - a positive and fun attitude

To apply for this role, please email your expression of interest, including your CV, to: [Sharon Georgakopoulos](mailto:Sharon.Georgakopoulos@covermore.com.au)  
National Sales Manager  
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## Carnival boozier

CARNIVAL Cruise Lines has announced that its next ship, the 3690 passenger *Carnival Magic*, will be equipped with its very own onboard pub.

The RedFrog will serve a variety of regional Caribbean beers, as well as a "private label" brew called ThirstyFrog Red.

## Indonesian experts

GARUDA Orient Holidays has today launched a revamped website which aims to be the "ultimate resource to assist in selling travel to Indonesia".

The portal gives agents and industry partners access to all the latest package special flyers, along with group tour and wedding booking forms and industry updates.

There are dedicated pages for all Bali and beyond Bali destinations, selling tips, hotel information and suggestions.

See [BalionANYbudget.com.au](http://BalionANYbudget.com.au).

## Hawaii bargains

HAWAIIAN Airlines has marked the start of its new Sat flights from Sydney to Honolulu on 16 Oct with the launch of 'Sensational Saturday' return fares from \$1000 including taxes.

Onward fares to Maui, Kauai and the Big Island are \$1105, and passengers can also fly via HNL to ten US mainland destinations from \$1525 return ex SYD.

The deals are valid for sale to 06 Sep - more information on 1300 669 106.

## Borneo for biz

SARAWAK Tourism in conjunction with Sarawak Meetings and Incentives have announced the launch of a new Australian website targeting the business events market.

[www.meetingborneo.com](http://www.meetingborneo.com) highlights the destination's range of upmarket accommodation, amazing wildlife, golf clubs and conference facilities.



## Certified Vanuatu

VANUATU Tourism Office and tourism suppliers are plotting to introduce an accreditation program next year that will give agents confidence in selling the destination, with the scheme stipulating minimum standards for hoteliers and tour operators.



## 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](mailto:accomupdates@traveldaily.com.au).

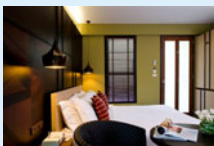
The Australian International Hospitality Group will manage the restaurant operations at **OAKS PACIFIC BLUE RESORT** in Port Stephens NSW. A new look Azure Cucina restaurant will open in late Sep, along with a revitalised conference and function venue.



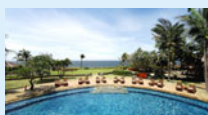
The **COURTYARD BY MARRIOTT** North Ryde has announced technology upgrades that include wireless internet access and LCD TVs in all rooms, Apple iPads at Orchards Restaurant and a touchscreen 'Go-board'! in the lobby. The Go-board will be launched 01 Sep, while the other new features are already in operation.



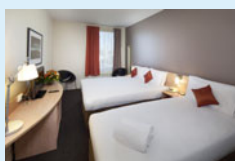
**U HOTELS and RESORTS** has announced that the **U INCHANTREE KANCHANABURI** Resort in Thailand will open on 01 Nov. The resort has 24 superior rooms and two suites located in a two storey building. Features of the hotel include a gym, library and free bikes to cycle to nearby locations, restaurants, and a swimming pool.



**AYANA RESORT AND SPA BALI** has expanded its Rock Bar to include a new ocean front viewing platform, an extra 75 seats, a second service bar and bigger kitchen and bathroom facilities. Currently the inclinator is being upgraded for a shorter trip down the cliff face to the Kisik seafood restaurant.



**IBIS PERTH** has unveiled a \$4 million refurbishment. The makeover of all the rooms include new bathrooms, and the latest in in-room communications. The new refurb goes hand in hand with the restyled restaurant and bar in 2008, officially upgrading the hotel to a 3 star property.



The **NOVOTEL BANGKOK FENIX SILOM** is scheduled to open on 15 Sep after a complete building transformation. This 20 storey hotel features 216 guest rooms including 12 suites and 34 Premier Executive Club rooms. The interior is based on a modern design combining Thai accents with western motifs.



## Rewards incentive

**CREATIVE** Holidays has announced a new World Rewards agent incentive for bookings of Qantas flights before 30 Sep.

The agent who generates the highest revenue from QF flight bookings with Creative Holidays will win two return QF tickets to fly anywhere in the world.

As a bonus, for any QF flight bookings with the wholesaler an extra 200 World Rewards points will be added to members' accounts - [worldrewards.com.au](http://worldrewards.com.au).

## SQ business deals

**SINGAPORE** Airlines is offering special Business Class fares for travellers who book and pay 21 days in advance, with a minimum stay of 10 days.

Fares start from \$5172 from Sydney to Japan and \$8450 for Brisbane to London, and also include departures from Sydney, Brisbane, Adelaide, Perth and Melbourne to destinations in South Africa, North Asia, India, Europe and the Middle East.

More at [singaporeair.com](http://singaporeair.com).

## 'YOU DESERVE TAHITI'... TELL US WHY AND WIN



To celebrate 'You Deserve Tahiti' month, throughout August, *Travel Daily* is giving travel consultant readers the chance to win an incredible seven-night holiday to Tahiti for two people, courtesy of Tahiti Travel Connection.

This fantastic prize includes:

- Return economy airfares on Air Tahiti Nui for two
- Two nights twin share accommodation at Manava Suite Resort Tahiti in a Standard Room (one pre and one post Manihi Island)
- Five nights' accommodation at Manihi Pearl Beach Resort in a Beach Bungalow
- Return economy flights for two from Tahiti to Manihi Island
- All land transfers on Tahiti and Manihi

For your chance to win this incredible holiday...

Tell us in 50 words or less why you deserve to win a seven-night sensational escape to one of the most beautiful places on the planet – Tahiti

Feel free to support your case with 1 image only. Entries must be accompanied by the agent's full name, agency name, phone contact and email contact.

Email your entries to: [tahiticomp@traveldaily.com.au](mailto:tahiticomp@traveldaily.com.au)

Note: Only one entry per agent/consultant.

Click here for competition terms & conditions



## Middle east pax up

**TRAVELLERS** to the Middle East increased in Jul with Dubai Int'l Airport recording a 14.3% year on year increase, and Abu Dhabi Airport seeing a 9.2% growth.

Abu Dhabi recorded its highest numbers on record, with over 1 million passengers in a single month and the highest growth coming from North America which had passenger numbers up 76%.

Dubai numbers surpassed 4.3 million, with its largest regional growth from Eastern Europe, up 219% with Asia coming in next with a 34% increase and the highest passenger volumes from the Western European sector.

## QF fuel surcharge

**QANTAS** has made changes to the YQ fuel surcharge on flights to/from Hong Kong, with tickets issued in Australia decreasing from US\$64.80 (A\$73.35) to US\$61.70 (A\$69.85), eff 01 Sep.

## Insight new release

**INSIGHT** Vacations has released 2011 departure dates on tours including the Edinburgh Military Tattoo priced from \$2175ppts, departing 05 and 25 Aug.

An Earlybird deal of 7.5% off is being offered on bookings made 10 months in advance as well as a 5% discount for past passengers.

See [insightvacations.com.au](http://insightvacations.com.au).

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Located only 90 minutes from Sydney, Lilianfels Blue Mountains Resort & Spa is one of Australia's finest boutique hotels. Conveniently located at Echo Point next to the famous Three Sisters it is an ideal place to stay for a weekend getaway, or as a base to explore the beautiful Blue Mountains area. Perched above the Jamison Valley the hotel offers magnificent views and is surrounded by manicured gardens for guests to explore.

### ROOMS

Rooms are individually decorated and well appointed, with decor in the country mansion style. All guest rooms have a separate bath and shower - some with their own spa. The Valley View rooms have a view over the spectacular Blue Mountains wilderness. There are four suites available each with an individual theme. Suites feature separate sitting rooms and bedrooms.

### FACILITIES

Lilianfels offers guests an extensive range of facilities and activities to make their stay unforgettable.

#### The Lounge

A place for guests to relax in comfortable sofas and armchairs. Sit by the fire and read, or enjoy high tea as you gaze at the amazing view.

#### The Gym

With an extensive range of equipment, the gym is open daily, and is complimentary for guests.

#### Swimming Pools

There are two swimming pools for guests to enjoy. The outdoor pool is 13m in length and is seasonally heated, or guests can use the Spa's heated indoor pool all year round.

#### Tennis Court

The tennis court is open from 9am daily until late in the evening. Surrounded by beautiful pines it is a great setting for a match. Complimentary tennis racquets and balls are available.

#### Other Activities

There are a host of other activities available for guests such as golf, bushwalking, Harley Davidson tours and more; all can be organised by the helpful staff. Or explore mountain bike trails with Lilianfels' complimentary bikes.

### THE SPA

A stay at Lilianfels would not be complete without a visit to the Spa. Open daily, the Spa offers a range of treatments to restore mind and body. Using their signature natural product range created locally by IKOU as well as French luxury brand Payot, the Spa has a range of facial, body, hand and foot treatments as well as massage. Guests can also choose from one of the specialty packages that have been designed to allow them to experience the best results while achieving the ultimate in relaxation. The team of dedicated and professional staff will ensure your Spa experience is a highlight of your stay.

### DINING

There are several dining options available to guests. Breakfast is served daily in The Orangery, located off the main lobby, serving a wide array of local produce, and is also open at weekends for early dinner. The Lounge offers all day dining in a comfortable setting. For fine dining guests can enjoy Darley's Restaurant. Room service is also available all day and late into the evening.

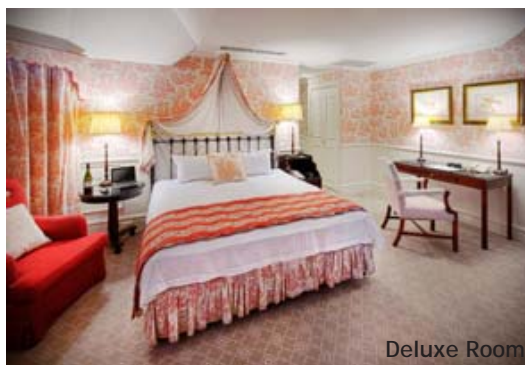
### DARLEY'S RESTAURANT

Awarded 'Best Regional Restaurant' and 'Two Chefs Hats' in the SMH Good Food Guide Awards for 2010, Darley's Restaurant offers delicious modern Australian Cuisine and an extensive wine list from the Mudgee and Orange regions. As well, it has a wide selection of Australian and International wines.

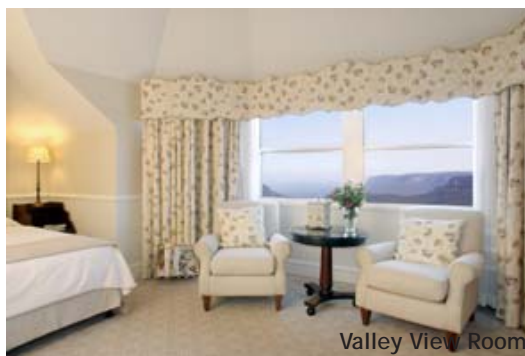
The restaurant is housed in the original homestead on the Lilianfels property, owned by Sir Frederick Darley, the 6th Chief Justice of NSW. The heritage listed building has its original ornate fireplaces, stained glass windows and breathtaking views of the surrounding

gardens and the Jamison Valley. Guests can choose from a set two course or three course menu with delights such as this Vanilla Panna Cotta. Or for foodies try the Degustation Menu with matching wines.

There are two private dining rooms available which are a perfect venue for a special event or celebration.



Deluxe Room



Valley View Room



Darley's and the pool



Billiard Room



The Lounge



**Lilianfels**

**Blue Mountains Resort & Spa**

Lilianfels Ave, Katoomba, NSW

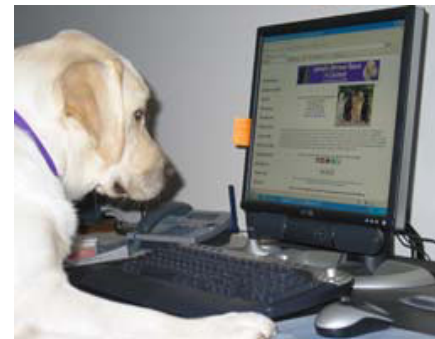
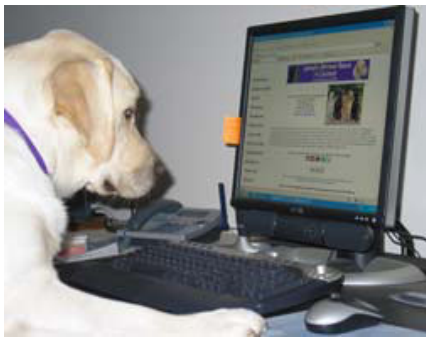
www.lilianfels.com.au

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Add some spice to your working day with this exciting role on offer now! Our exclusive client is situated in the inner suburbs of Melbourne and is looking for a highly skilled domestic consultant to join them. Specialising in entertainment and production, this is your opportunity to break away from the norm and try something different. Working Monday to Friday, you will enjoy a fantastic work environment & top salary!

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Are you sick of working towards unachievable sales targets? Looking to work for a company where you are valued and seen as more than just a number? If you are an experienced retail travel consultant, we currently have multiple roles on offer that fit the bill! With a generous base salary and great commission structure, there is the opportunity to earn a great wage whilst also enjoying work/life balance.

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