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Mon 30 Aug 10

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



#### **KE to boost BNE**

KOREAN Air will add an extra weekly service between Brisbane and Seoul from 31 Oct-25 Feb 11 according to agent GDS displays.

KE will fly six times per week on the route, meaning the nonstop services will operate every day except Mon.



# **Exclusively** presents

The Goring Hotel, London







Australian Open Melbourne Park, Melbourne 17-30 January 2011 travel@keithprowse.com.au 1800 008 567

# **RACT Travel restructures**

THE NSW-based Hunter Travel Group (HTG) has emerged as a major shareholder in Tasmania's RACT Travelworld, after a restructure of the travel operations of The Royal Automobile Club of Tasmania.

This morning an update from the Travel Compensation Fund revealed the ownership change, which applies to RACT Travelworld's head office in Hobart as well as five branches across the island state.

ASIC records reveal that a new company called RACT Travel Pty Ltd was formed last month, with \$1.8 million in share capital held 70% by RAC Holdings Pty Ltd, a subsidiary of the club, and 30% by the Hunter Travel Group Pty Ltd.

The board is split 50/50 between the club and the Hunter Travel Group, with directors of the new company including Brett Dann, Shaun Houston and Michael Barnett of HTG as well as Tony Stacey, Roger Lock and Harvey Lennon of RACT.

#### JB buys Virgin

VIRGIN Blue ceo John Borghetti has put his money where his mouth is, purchasing 125,000 shares in the carrier last week.

He now holds 869,107 shares in Virgin Blue, valued at about \$280,000 at the company's current 32c share price.

Borghetti also has 658,544 Virgin Blue "performance rights" as part of his salary package. The Hunter Travel Group is the largest locally and managed travel company in NSW's Hunter region, with 12 Travelworld stores in the Hunter Region, Central Coast and Port Macquarie.

RACT chief operating officer Harvey Lennon told *TD* this morning the deal aimed to "leverage the strength of the respective businesses," with the additional scale also giving leverage in supplier negotiations.

"We're in travel for the long haul, and this will enable us to deliver improved products at competitive prices to our members," he said.

Lennon said that HTG has an option to increase its stake in the joint venture to 50%.

#### **EK name changes**

EMIRATES has implemented a new policy under which name changes and corrections are not permitted after ticket issuance.

The move takes effect immediately, and agents are strongly advised to view passports and double check passenger names before issuing tickets.

If a name change is needed the original ticket with incorrect name must be refunded and a new ticket issued with the correct name under a new booking.

Applicable cancellation fees must be levied when calculating the refunded ticket.

#### Today's *Travel Daily*

*Travel Daily* today has five pages of news and photos, plus full pages from:

- AA Appointments
- Consolidated Travel

#### Special ski issue

THIS morning *TD* subscribers were emailed a copy of our latest supplement, this time giving an overview of the upcoming northern winter ski season.

The supplement features ski options in Canada, Europe, Japan and the USA, and is also available at www.traveldaily.com.au.



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#### **EK/DJ** interlining

VIRGIN Blue will suspend its trans-Tasman codeshare agreement with Emirates due to the schedule change on V Australia's Sydney-Los Angeles flights - but will continue its overall interline agreement with the Dubai-based carrier (TD breaking news Fri).



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CLICK HERE FOR DETAILS

# DJ passenger numbers up

VIRGIN Blue released its passenger statistics for both Jun and Jul on Fri afternoon, confirming the ongoing recovery in the domestic aviation market.

Domestic numbers were up 6% in Jun, while Jul showed a 4.7% year on year increase, but the carrier's on time performance dropped significantly, with a Jun figure of 78.4% and Jul sliding 8.6 points to 76.7%.

The carrier's international operations recorded strong year

#### Palau exit tax

**DFAT** has reissued its travel advice for Palau in Micronesia, advising of a US\$35 departure tax payable in cash on departure.

#### Boost for agents

WE had a huge response to the Frequent Flyer Health Boost competition in Fri's TD, with about 100 agencies registering for the free samples of the product.

Supplier Care Pharmaceuticals has generously added to the offer, so everyone who registered will

receive five 24-pack cartons of the orangeflavoured

effervescent

tablet specially formulated with vitamin C, herbs and minerals to help maintain immune function.

AND there are now a further 100 boxes on offer, each containing 500 individual sample packs for agents to give their

Send an email (please include your mailing address details) to boost@traveldaily.com.au.

on year growth in passenger numbers, which were up 16.6% in Jun to 232,530 and increased 21.8% in Jul to 283,500.

The international revenue load factor also soared to a healthy 86% in Jul, up more than 10 percentage points Jul 09.

#### CSA drops UK

SKYTEAM member CSA Czech Airlines has announced significant reductions to its network including the cessation of services to the UK after 72 years.

Cancelled routes include Prague to LHR and MAN, with further capacity cuts across the network.

#### Garuda ups Jakarta

GARUDA Indonesia is set to increase its flights between Sydney and Jakarta, with GDS displays indicating the route will jump from three times per week to become daily effective 20 Jan.

The daily flight is now planned for operation right through the northern winter season, while GA will also operate a larger A330-300 on the Melbourne-Jakarta route from 02 Jan.

STAR Alliance has released a new Brazil Airpass fare product, allowing travel across the TAM network of over 45 destinations.

by non-Brazilian residents in conjunction with an international ticket on any Star Alliance member carrier to Brazil, or in addition to a Star RTW ticket with a routing via Brazil.

is the alliance's 14th fare product.

# Window

IT'S lucky that TD readers have good geography knowledge, after we blundered on Fri and said that the Eumundi Markets, where the Queensland Tree Climbing Championships were held on the weekend, are outside of Cairns.

Of course Eumundi is on Queensland's Sunshine Coast, and Brian Hennessy of Tourism Tropical North Queensland was one of the hundreds of readers who pointed out our error.

He was quick to advise that the Cairns area does have lots of festivals and events, and said he's particularly looking forward to the region's upcoming "Festival of the Knob".

THERE was significant straining at Brisbane Airport on Fri, with Nova FM radio announcer Wippa attempting to pull a Strategic Airlines A320 (pictured below).

A tarmac tug would have been a lot easier, but Wippa, wearing a special harness, succeeded on his fourth attempt to move the 70 tonne aircraft, pulling it along almost five metres.

Strategic spokesperson Jess Hannan said that the crowd went wild and the flight deck went beserk at the successful attempt, "however we do admit that he may have had the advantage of a strong tail wind"





The airpass can be purchased

The Star Alliance Brazil Airpass













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#### **UA/CO** merger **OK**

THE US Justice Department has given its go-ahead for the proposed merger between United Airlines and Continental.

The approval followed the carriers agreeing to lease a number of slots at Newark Airport in New York to Southwest Airlines, which the department said had alleviated its main concern.

The DoJ said that the carriers' "largely complementary networks" would result in only an overlap on a limited number of routes.

Shareholders in the carriers are set to vote on the deal on 17 Sep.

#### **MX** stops flying

BELEAGUERED oneworld member Mexicana has cancelled all flights after a last ditch rescue bid failed to raise finance to keep it operating.

The last MX service departed at midnight on Fri, with the airline saying that "due to the impossibility of reaching agreements to ensure the future viability of the company's operations, we have been forced to temporarily and indefinitely suspend operations".

#### ATE 2011 regos

TOURISM Australia will tomorrow open up applications for next year's Australian Tourism Exchange, which will be held at the Sydney Convention and Exhibition Centre 02-08 Apr 2011.

TA is also encouraging suppliers to book accommodation in Sydney during ATE now because of high occupancy in CBD hotels.

Seller applications close 28 Sep - see tradeevents.australia.com.

#### **QFLink changes**

QANTASLINK has announced further changes to its schedules due to the temporarily removal of a number of Q400 aircraft from service for urgent rectification of landing gear problems (*TD*23 Aug).

These latest disruptions are on QFLink flights between Brisbane and Rockhampton, which will now be operated by Alliance Airways on behalf of Sunstate Airlines.

Affected agents have been advised, and existing flight designators remain unchanged.

The announcement follows previously announced changes to schedules for QFLink flights to Mackay and Canberra.

#### **Virtuoso honours Mary Rossi**



ABOVE: Sydney's Mary Rossi Travel was recognised as being the top producer in Australia/NZ for the Virtuoso luxury travel network at the annual Virtuoso Travel Mart which was held earlier this month at the Bellagio Hotel and Resort in Las Vegas.

It was a double celebration for the agency, with Claudia Rossi Hudson also named VIrtuoso's Most Admired Advisor in the Australia/NZ division.

Participants from 84 countries attended the event, which has 3300 participants and included the largest ever contingent of international members.

MD of Virtuoso Australia, Patrice Willoughby, said numbers from Australia/NZ were up 28%.

Claudia Rossi Hudson is pictured above second from left receiving her award from Virtuoso ceo Matthew Upchurch (in his Virgin Galactic regalia); Patrice Willoughby; and Virtuoso president Kristi Jones.

#### Star quiz for tickets

STAR Alliance has lauched a new 'See Your Lucky Stars' quiz for agents to brush up on its fare products, with a chance to win one of 185 double movie passes.

The questions are available on the special new Star Alliance online training site at starallianceagentsquiz.com.au, with the competition running until 30 Sep and tickets available at Event, Greater Union, Birch Carroll and Coyle and Village.

#### Orion single waiver

ORION Expedition Cruises is waiving its single supplement surcharge on all sailings from 16 Sep to 21 Dec 2010.

The offer is available on a maximum of five cabins per cruise and is valid for any new bookings on itineraries including the Kimberley, Forgotten Islands, Papua New Guinea, Great Barrier Reef and the Australian east coast - see www.orionexpeditions.com

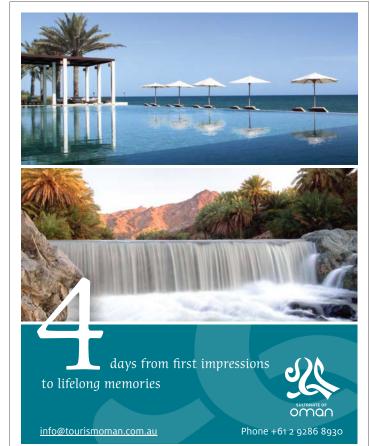
#### Skywest expansion

WA-BASED carrier Skywest has announced a net profit after tax of \$7.46m for the year to 30 Jun (*TD* breaking news Fri) as well as confirming moves to expand its AOC to include A320 aircraft.

The AOC was also recently amended to include Bali as a passenger and cargo destination port for Regular Public Transport operations, and the carrier said it's also planning to apply to include the Broome-Singapore route to its AOC.

Other domestic routes are also under consideration including from the Pilbara to the east coast of Australia, while Skywest also confirmed that it had delivered a detailed expression of interest to continue its operations on the regulated coastal network of WA.

"There is a sense that the resources sector has resumed growth, after the issues around the Resources Super Profits Tax issue have apparently been mitigated," the carrier said.





#### Brochures of the Week

WELCOME to *Brochures of the Week, Travel Daily's* Mon 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.

Newmans Holidays - New Zealand 2010/11
This new 102 page brochure features 222 betale

This new 102 page brochure features 222 hotels and 265 sightseeing options within 43 of the most popular regions and towns. Also included are nine car rental and motorhome options and five fully escorted coach tours. Brochures are being distributed through TIFS and more information is available by calling 1300 130 525, via email to res@newmanshols.com.au or at calypsonet.com.au.



#### Travelmarvel - Canada and Alaska

The new 2011 brochure offers new itineraries and more nights in Whistler, as well as earlybird discounts. Eight packages are available for the Apr to Sep season including the 18 day Rockies Marvel and Alaska Cruise, 20 day Grand Rockies and Alaska Cruise, and 13 day Christmas in the Rockies. Earlybird deals include Companion Fly Free and guaranteed cruise upgrades. See aptgroup.travel.



#### Tempo Holidays - India and Sri Lanka

This new 2011 brochure offers 10 Indian tours and two Sri Lankan tours. Highlights in India include the Golden Triangle featuring Old and New Delhi, the Taj Mahal and Rajasthan in Jaipur. Sri Lanka tours reveal the country's rich history, exotic wildlife and diverse scenery. A range of tours are available for both countries - more info available online at tempoholidays.com.au.



#### APT - Russian River Cruising 2011

This year the *ms Amakatarina* has made its way into the Russian River Cruising brochure. The ship has capacity for 212 passengers, with four decks, two restaurants and outside balconies in 70% of the staterooms. The *ms Amakatarina* will have 13 sailings between St Petersburg and Moscow over the 2011 season. Earlybird deals include free flights to Russia and SuperDeals up to \$2800 a couple on bookings made by 30 Nov 2010. See aptgroup travel.



#### Star Clippers - Tall Ship Cruises That Dreams Are Made Of

This 76 page brochure offers a large range of new and popular itineraries in the Mediterranean, The Caribbean, Central America, Panama Canal and ocean crossings. The brochure has an additional four page flyer that is dedicated to the company's Mediterranean program specialising in the Greek Islands, Turkey, Croatia, the French Riviera, Italy, Spain & Morocco. Available via TIFs.



#### **Ben to Bangalow**

BEN Alcock is swapping city life for the north coast of New South Wales, today announcing he will be leaving his role at Infinity Holidays/Explore Hols.

Alcock is also well known to the industry through his previous roles at Abu Dhabi Tourism and Virgin Atlantic, and his last day with Flight Centre will be this Fri 03 Sep although he will continue with some Infinity Hols project work until sometime in Oct.

He's relocating with his family to Bangalow, near Byron Bay.

#### **Wotif TV campaign**

ONLINE accommodation opeator Wotif.com has launched a major new television campaign, promoting savinbgs of "up to 70 per cent off accommodation".

The ads can be viewed online at www.wotif.com.

#### VS Caribbean boost

VIRGIN Atlantic has announced expanded services from the UK to the Caribbean over the 2011/12 season, with new services to Tobago, Grenada and Barbados and an extra weekly Havana flight.

#### **Tony Park winner**

CONGRATULATIONS to Nahdia Radher from Jetset Toowoomba, who was the final winner of a copy of *The Delta*, the new book from Aussie author Tony Park, in *TD*'s exclusive comp last week courtesy of The Africa Safari Co.



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## Intrepid Africa Agents



ABOVE: This lucky group of Aussie travel agents were hosted to a famil to South Africa and Bangkok by Intrepid Travel and Thai Airways recently.

The group experienced Intrepid's Urban Advenures in Bangkok and Soweto including a four day Safari at Kruger National Park.

During the famil the agents spotted the "Big 5", sampled cultural delicacies inc zebra and giraffe and met the locals while out on an Urban Advenure bike ride in Soweto.

Pictured above front row from left are: Kieran Wall, Thai Airways; and Marie Swanson, Intrepid Travel.

Second row: Narelle Hughes,

Jetset Horsham; My Pham, Intrepid Bourke St; Renee Holton, Jetset Leongatha; Marieke Vandepieterman, Flight Centre Flinders Lane; Jessica Kirkpatrick, Intrepid Hawthorn.

Back row: Darren, Intrepid leader; Chelsea Stanley, Beaumaris Travel; and Jerry, Intrepid Kruger Guide.

#### Vision appointment

VISION Hotels and Resorts, which operates the Paradise Palms Resort and Country Club and The Lakes Cairns Resort and Spa, has named Darlene Holdsworth as its Director of Sales and Marketing, moving from her previous role with TTNQ's MICE department.



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www.greecemedtravel.com



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

#### **Keith Prowse update**

THE Australian travel operations of Keith Prowse have not been affected by the travails of the group's UK ticketing business, which has now formally been placed into receivership.

Head of Keith Prowse Australia, John Godwin, told TD that it's business as usual with package sales for the Hong Kong Sevens, Wimbledon, Melbourne Cup and the Australian Open going well.

He said that Keith Prowse's NRL Grand Final packages this year sold out in record time.

#### Venture bonus

**VENTURE** Holidays is offering travellers to Malaysia bonuses on hotel stays including free upgrades and pricing packages.

Langkawi Island is offering free upgrades, meals, non alcoholic drinks and non motorised water sports with a six night package from \$2259ppts ex ADL, \$2138 ex MEL and \$2148 ex SYD.

On sale until 20 Sep and for travel until 20 Dec; more online at www.ventureholidays.com.au.

#### FJ mates rates

AIR PACIFIC has released new 'Mates Rates' from Australia to Fiji, Tonga and Samoa, on sale until 15 Oct for travel through to Apr 2011.

Return fares from Sydney to Nadi lead in at \$626, while from BNE prices are \$562 and from Melbourne \$710, incl taxes.

The fares are applicable for individual travel and children's discounts also apply - more info 1800 230 151.

#### Avalon earlybird

**AVALON** Waterways says that 65% of global bookings for its new Avalon Panorama 'Suite Ship' have originated from Australia, with the river cruise operator overwhelmed with bookings since the 2011 program launched in May.

The company is reminding agents that its 2011 earlybird offer closes tomorrow, with savings of up to \$1000 per couple available until 6pm AEST 31 Aug. More info 1300 130 134.

#### Bench tees up

**BENCH** International has announced the establishment of a specialist desk to handle queries from agents and incentive organisers whose clients want to add golfing to their South African safari holidays.

The new service will be headed up by Julie De Palo.

#### '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



Photo: Lionel Pozzoli

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

Note: Only one entry per agent/consultant.

Click here for competition terms & conditions







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Sales Executive - responsible for maximising and ensuring the commercial success of the airline in the area of responsibility. Generating passenger revenues in the assigned areas and surpassing the allocated targets.

Marketing Officer - 12 month maternity relief - supporting the development, integration, and execution of profitable and effective customer engagement and multi-channel marketing strategies that drive customer acquisition, retention, and cross-sell efforts.

Applicants must have the right to live and work in Australia. Please send your detailed CV to nhyatt@au.qatarairways.com by 13 September 2010. Only those candidates that have made the shortlist will be advised.

World's 5-star airline. qatarairways.com

#### MH crew suspended | Lucky F100 escape

SIX Malaysia Airlines cabin crew have been suspended from duty during an investigation into the body of a dead passenger found in the toilet of their aircraft.

Cleaning crew found the body after passengers and crew had disembarked from a flight arriving into Kuala Lumpur from Ho Chi Minh City last week.

The dead passenger was en route to Australia, and no foul play is suspected after a post mortem which classified the incident a "sudden death," with a syringe also found in the toilet.

It's believed that the crew failed to check the toilets while disembarking and the probe will ask them why they failed to adhere to standard operating procedures and ensure the plane was empty before disembarking.

#### **New Guinea advice**

THE Department of Foreign Affairs and Trade has reissued its travel advice for Papua New Guinea, warning that heavy fighting in Bulolo town in Morobe Province since May has resulted in property destruction & serious injury to many people.

The advice remains at the 'High Degree of Caution' alert level.

PASSENGERS on board a Fokker F100 aircraft operated by Middle Eastern carrier Iran Aseman had a lucky escape after the plane overshot the runway at Tabriz airport in Iran during a thunderstorm.

According to the Aviation Herald the plane came to a stop in a ditch about 500m past the runway end (pictured below), with just two passengers receiving minor injuries.

The runway at Tabriz is at an elevation of 1356 metres, with the carrier confirming the plane had undergone a "runway excursion".



#### **HA** fares extended

**HAWAIIAN** Airlines has extended its 'Sensational Saturday' fares (TD Thu) to Hawaii and the US mainland to include 19 Australian destinations, on sale until 06 Sep.

The deals are to celebrate the new HA Sat departures from SYD details 1300 669 106.

QATAR **AIRWAYS** 





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Here's a new role for an experienced, multi-talented individual with both an HR and payroll background. You'll be joining a dynamic organization which provides a modern work environment, great processes, and a professional management team. You'll be a good HR generalist, have skills in micropay, be proficient in excel, and have great attention to detail.

A multi-faceted role for a career-focused person.

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If you have experience in cold calling, making new friends and building a network, then apply that experience in a Sales role that will see you working with a dynamic travel company and with a highly motivated team of people. Your energy and success will keep this corporate agency growing and if you put in the legwork your rewards will be huge. If you've got the X factor and can make a difference, please apply now.

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# **Consolidated Travel & Malaysia Sales Incentive!**

Simply issue your MH tickets through Consolidated Travel or via Quikticket between 23 August - 13 September 2010;

The first 300 return Economy class tickets will be awarded a \$30 voucher\*
The first 75 return Business/First class tickets will be awarded a \$50 voucher\*

## PLUS!!!

# **BE A TOP ACHIEVER AND REAP THE REWARDS**

First Prize: 2 Business Class tickets to Kuala Lumpur Second Prize: 2 Economy Class tickets to Kuala Lumpur Third Prize: \$500 Shopping Voucher



- → IMPORTANT: This offer is valid for MH ticketed bookings from Australia to all MH destinations. Codeshare bookings not applicable.
- → All tickets must be issued by Consolidated Travel or via Quikticket on Consolidated Travel IATA only.
- → Tickets must be issued between 23 August 13 September 2010 for travel anytime.
- Child, Infant, Group Sales, Reissued and Cancelled or Refunded tickets are not eligible.
- \* 300 vouchers will be allocated to MH return Economy class tickets ex Aust.
- \* 75 vouchers will be allocated to MH return Business/First class tickets ex Aust.
- → Prize winner tickets do not include taxes & subject to terms and conditions.
- Consolidated Travel and Malaysia Airlines reserve the right to alter or cancel the promotion anytime.
- → Vouchers will be distributed at the completion of the promotion on a first come, first serve basis and the prize pool is capped at \$13,250 nation wide.

To receive your vouchers, please complete the details below & fax OR email to the Consolidated Travel Sales Team in your state by Monday 20 September, 2010.

Agency Name:	Consultant:
Ticket Numbers:	
	Date:

Melbourne
Telephone: 03 9251 5044
Facsimile: 03 9663 2095

Telephone: 02 9394 1402 Facsimile: 02 9247 7907

Brisbane Telephone: 07 3334 2000 Facsimile: 07 3221 3771

ABN 60 004 692 791

Adelaide

Telephone: 08 8203 8001 Facsimile: 08 8231 1220

Perth

Telephone: 08 9442 6000 Facsimile: 08 9481 0590 Date of Issue: 16 August 2010