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# Travel Daily AU

First with the news

Wed 29 Dec 10

Page 1

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

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## 55% off Olsen cruise

FRED Olsen Cruises has cabins on *Balmoral's* 24-night sailing from Sydney to Singapore departing 24 Feb, at 55% off their regular price.

The voyage is now reduced to just \$2,495ppts, which is just over \$100 per day - for bookings call Cruise Abroad on 1300 669 369.

## QH Trip last chance

QANTAS Holidays is reminding agents that its 500 bonus Trip points can be earned by referring a friend to the Trip website, before 31 Dec - [accumulate.com.au/trip](http://accumulate.com.au/trip).



## CONGRATULATIONS

**Debbie Oakley**  
**Flight Centre**  
**Toowoomba**  
**Winner of the**  
**Australian Open**  
**Incentive**

# BA '11 ticketing changes

QANTAS says it's working with GDS' to rectify auto-quotes which include British Airways' flights on non-e-ticket eligible itineraries, as BA prepares to eliminate the use of paper tickets from 01 Jan 2011.

The change in ticketing policy has seen BA's oneworld airline partner, Qantas, contact local agents and passengers to ensure those on QF paper ticket stock (081) are switched over to an e-ticket before the New Year.

Qantas says it has undertaken work to identify all its customers holding paper tickets, and has re-issued them as e-tickets, while BA

has identified other bookings issued on paper and advised agents to reissue.

The revised BA ticket issuance policy also applies to Qantas codeshare services, when the flight is operated by BA.

QF is advising agents that they will need to manually check all bookings to ensure BA paper tickets are not issued in a flight itinerary as GDS' (at this stage), cannot inhibit paper tickets.

In the event that an e-ticket can not be provided to travellers in time, QF says it may provide a Multi Purpose Document (MPD) or Miscellaneous Charges Order (MCO) as payment for an eligible itinerary, or it will amend a pax itinerary to utilise an alternative carrier to British Airways.

"In the unlikely event that a passenger has not had their booking amended to an e-ticket, Qantas Telesales will be prepared to assist over the phone to facilitate a reissue," QF said in a memo to travel agents.

Passengers holding paper tickets on British Airways services for travel up to and including this Fri will still be accepted.

The only paper tickets that will be accepted for commercial fare tickets from the New Year are those validated to BA 125.

## Kumuka extends

KUMUKA has extended its earlybird deals of 15% off Europe, North America, Asia, Africa and Middle East itineraries, and 10% off Family Adventures and Africa Lodge Safaris, to 04 Jan 2011.

See [kumuka.com/agents](http://kumuka.com/agents).

## Today's Travel Daily

Travel Daily today has four pages of news and photos.

## US blizzard chaos

QANTAS has been forced to revise its flight schedule for services to and from New York's JFK Airport as a result of severe blizzard conditions that struck the US North East in recent days.

About 7,000 flights were axed in the United States on Sun and Mon by airlines, most of which were from New York's three main hubs - JFK, LaGuardia and Newark - as a result of a blizzard which dumped over 50cm of snow in some parts of the city.

Since yesterday, carriers have been scrambling to work through a backlog of passengers.

QF pax which were scheduled to fly from LAX to JFK on Boxing Day have been re-scheduled to flights on 28 Dec at 11:30am (local time), arriving at New York at 7:40pm.

Pax which were on QF's Boxing Day flight from JFK are now flying on 28 Dec at 9:30pm (local time), and expected to arrive into Los Angeles at 12:35am 29 Dec.

## Thai decree down

THE Royal Thai Government has ended its emergency decree that has been in place for Bangkok and surrounding provinces since the May 2010 political protests.

According to the Tourism Authority of Thailand, the gov't ended the decree as the political situation is now stable & normal.

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**Sandra's Christmas Interview Tip**



Don't speak negatively about your previous employer at an interview.



**inPlace**  
RECRUITMENT

**Travel Daily AU**  
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## LHR snow chaos to cost BAA £40M

THE operator of London's Heathrow Airport is expected to lose around £40 million (AU\$61m) in trading due to heavy snowfall which brought air travel to a standstill last week.

BAA is yet to officially estimate the financial impact of the snow storm, but some sources suggest it will be on par with that of the Icelandic volcanic ash cloud which grounded flights around Europe earlier this year.

MEANWHILE, the British gov't is looking at adopting new laws to fine airports which disrupt the travel plans of pax as a result of poor planning when situations like last week's snowstorm strike.

Last Thu, BAA announced it was launching an enquiry into the planning, execution and recovery of Heathrow's operation during the recent snowstorm (TD Fri).

## VH revises HA fares

VIVA! Holidays is advising agents it's revising its Hawaiian Airlines wholesale airfares to be consistent with those of HA's, effective 04 Jan, with commission levels to remain unchanged at 8%.

# Expedia hides AA flights

ONLINE travel firm Expedia.com has thrown its support behind a rival web-based agent, as a result of American Airlines' decision to pull its fares and flight schedules from Orbitz websites (TD Thu).

Expedia's flight search displays on its US portal now list AA competitors, such as Delta, United, Virgin America and US Airways on a landing screen, and hides American's flights.

Browsers need to click a 'show more airlines' tab to compare AA's fares with its rivals.

Expedia said the stand against AA was the result of changes to the way the carrier planned to do business and "a possible disruption in Expedia's ability to sell American Airlines tickets when our contract expires."

"American Airlines has shown it only intends to do business with travel agencies through a new model that is anti-consumer and anti-choice," Expedia said.

AA said Expedia's "discriminatory action is unwarranted" as it continues to operate in good faith with Expedia.

Another online travel agent,

Travelocity, also scrutinised AA's move to push consumers to its DirectConnect model, saying it was "bad for consumers, corporations and agencies... (and) would ultimately lead to less transparency and higher costs."

## New Pandaw trips

PANDAW Cruises has added two segment cruises in Borneo to its product offering, including a five night upstream itinerary from Sibut to Kapit and return, or a three-night downstream option to the Delta - see [www.pandaw.com](http://www.pandaw.com).

## Thai Tourism app.

TOURISM Authority of Thailand has rolled out a new 'Amazing Thailand' mobile app to increase its way of promoting tourism.

The app features things to see and do, a GPS search function and a user experience section.

## QF seeks Fokkers

QANTAS ceo Alan Joyce plans to "massively" expand the carrier's newly acquired fly-in fly-out (FIFO) operation, Network Aviation (TD 13 Dec), with additional Fokker 100 aircraft being eyed.

"We're actively looking at a large number of aircraft," Joyce told *The Australian*, with the F100 the preferred aircraft of choice.

"We didn't buy Network just to keep it the same size; we bought that with the potential to grow massively over the next few years," he said.

## Window Seat

ALL I want for Christmas is... a new sat-nav.

Moroccan-born Mohammed Bellazrak spent three days trying to drive home to Trowbridge from Gatwick Airport after he dropped his wife off for a flight.

The 72-year old grandad had a broken sat-nav, no mobile phone and blamed the snowy conditions for confusing him.

Oxfordshire police used number plate recognition systems to track Bellazrak, and thankfully got him home in time for Christmas.

HOW about this for a cheeky advertising campaign.

Tourism Queensland and Tourism Whitsundays partnered

with the crew of racing yacht *Merit*, which sailed in the Sydney to Hobart Yacht race this long weekend, to tell the world they'd rather be in The Whitsundays.

"We decided the timing was perfect to partner with *Merit* and put some Whitsundays wind into the Sydney to Hobart race's sail (pictured)," said Tourism Queensland's ceo, Anthony Hayes.

The Queensland-style stunt coincided with the recent launch of 'The Whitsundays 74 Island Wonders' new tourism brand.



## JQ fleet continues to grow



ABOVE: Jetstar saw a 35% year on year growth in its fleet during 2010 and last week celebrated the delivery of its 50th narrow body aircraft, an Airbus A320.

The first service on VH-VGD was JQ446 between Melbourne and the Gold Coast, with operating crew (pictured above) Cadet Pilot

James Bourke; First Officer Peter Grigg; Cabin Manager Paul Wensor; Flight Attendants Katie Aquilina, Jun Kim and Jessica Nott; and Captain Joshua Hocking.

Jetstar's aircraft fleet now stands at 44 A320s and six A321s, including the 14 A320s which have been added this year.

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## 787 airbourne again

BOEING has recommenced test flights of its troubled 787 aircraft for the first time in six weeks, but is yet to provide details of its new delivery schedule.

"As we return to flight test and determine the pace of that activity, we remain focused on developing a new program schedule," said the Dreamliner program boss, Scott Fancher.

"We expect to complete our assessment of the program schedule in January," he added.

The 787s initial launch date into commercial service has already been postponed six times.

In Nov, an electrical system fire on one of Boeing's six state-of-the-art, carbon-fibre composite test aircraft (TD 09 Nov) brought test flights to a halt.

## Quake rocks Pacific

A TSUNAMI alert for Vanuatu, Fiji and New Caledonia was issued on Boxing Day, following a major 7.6-magnitude quake that struck under the sea of Vanuatu's island of Tanna.

The quake struck at a shallow depth at 12.16am, however as there was no immediate reports of destruction or casualties, the US's Pacific Tsunami Warning Centre cancelled the alert shortly after.

## Hilton Cairns facelift

THE Hilton Cairns will undergo a \$6m refurbishment over the next six months which will see the hotel's 263 rooms refreshed with new decor and bathrooms.

This follows the \$4m investment in 2008 for the revamp of the hotel's lobby and events floor.

## TASC's 10th famil in 2010



ABOVE: The Africa Safari Co celebrated its tenth educational to Africa in 2010, thanks to the support of airline partners, with a group of KJTG agents travelling through Kenya recently.

Over the coming days, The Africa Safari Co will share exclusive images from the famil

## OOL appoints ChiLO

GOLD Coast Airport is looking to boost brand awareness to Chinese visitors, appointing a Chinese Liason Officer (ChiLO) to provide aid to international passengers and assist with new projects.

Lei Yang was appointed in Oct and has been responsible for recording flow patterns and the numbers of Chinese tour groups travelling through Gold Coast Airport, providing guidance to Mandarin speaking visitors, and developing a newsletter for China market agents.

"Thousands of Chinese travellers come through Gold Coast Airport each year, with many arriving on AirAsia X from Chengdu and Hangzhou, as well as arriving as domestic passengers from Sydney or Melbourne," said OOL coo Paul Donovan.

"Understanding Chinese culture is an important part of our business development and marketing," Donovan added.

## Venice tourist ticket

VISITORS to Venice in Italy may soon be hit with a €1 (AU\$1.30) per day 'tourist ticket' to assist with the city's finances, according to Venice mayor Giorgio Orsoni.

with TD readers, briefly profiling highlights of the educational.

The lucky agents are pictured here at Nairobi's giraffe centre, where they had a chance to feed and connect with some of Africa's wildlife as part of the famil.

From left: Cheryl Moore, Jetset Marion; Lisa Cadd, JTG South Australia; Wayne Hamilton, The Africa Safari Co; Tanya Moubey, Travelworld Naracoorte; Helen Goodings, Jetset Marion; and Paula Scott, Travelworld Parkdale.

## Shangri-La Paris

HONG Kong based Shangri-La Hotels & Resorts has debut in Europe, with the opening of one of its smallest properties, the 81-room Shangri-La Paris.

## KE A380 deck plan

KOREAN Air will configure its A380 aircraft with the entire top deck dedicated to Business Class, the carrier has confirmed.

Dubbed 'Prestige Class', KE's Business cabin will feature 94 lie-flat sleepers, offering 74" between each seat and "extra large partitions", which are normally reserved for First Class pax on other airlines.

The lower deck will feature 12 First Class seats and 301 Economy Class seats - a total of 407 seats on the entire double decker jet.

KE will take delivery of its first of 10 superjumbo in May next year and plans to operate them on routes to Japan and East Asia.

The carrier plans to fly A380s on routes to the United States and Europe from Aug 2011.

## WIN A FIJI HOLIDAY FOR TWO



Treasure Island Fiji and Air Pacific are giving **Travel Daily** readers the chance to win the perfect Christmas present.

One lucky reader will this month unwrap an envelope with two return 'Pacific Voyager' (economy) tickets flying **Air Pacific** from either BNE, SYD or MEL to Fiji and a voucher for five nights of relaxation at the beautiful **Treasure Island Resort**.

To be in the running, simply help to compose a Fijian version of the "Twelve Days of Christmas".

Every two days we will be asking you to complete (and email in) one of the 12 lines from the song.

Give us your best creative entry and make sure they encompass the treasures that Fiji has to offer.

Email your full entries by **COB 31 December 2010** to [fijicomp@traveldaily.com.au](mailto:fijicomp@traveldaily.com.au).

Click here for competition terms and conditions.

"On the tenth day of Christmas my true love gave  
to me \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_ and \_\_\_\_\_ in a palm tree."

**TREASURE**  
ISLAND FIJI

**AIR PACIFIC**  
FIJI'S INTERNATIONAL AIRLINE



## AZ adds FCO-GIG

ALITALIA will begin a thrice weekly Rome Fiumicino-Rio de Janeiro service from 01 Jun 2011 using Airbus A330-200s.

AZ will add a fourth weekly service to the route in Jul.

## Hilton Seychelles

HILTON Worldwide has struck a management deal to introduce the Hilton brand in the Seychelles.

The 111-villa Hilton Seychelles Labriz Resort & Spa will be located on the third largest island in the Seychelles, called Silhouette, about a 30 minute boat ride from the main island and int'l airport.

The new property is slated to launch in Mar 2011.

## InterCon iPad app

INTERCONTINENTAL Hotels & Resorts has launched a new app called Concierge Insider Guides, designed specifically for iPads.

The iPad app provides users with videos, interactive maps that showcase recommended shops, restaurants and local attractions, as well as suggested itineraries, in each city and destination around the world where InterContinental has a property - to download, see [intercontinental.com/insiderguides](http://intercontinental.com/insiderguides).

## DXB pax rise 15.1%

THE number of pax travelling through Dubai Int'l Airport was 4.07 million in Nov, according to the latest traffic data released by Dubai Airports.

The 15.1% year on year growth, was driven by an increase in air travel to the Indian subcontinent, AGCC and Western Europe.

It's the third time passenger traffic at DXB has surpassed the four million mark this year.

## JNTO Nov statistics

THE latest preliminary stats for Australian visitors to Japan shows a 12% drop in numbers during Nov compared to last year, with 15,200 arrivals, Japan National Tourism Organisation figures reveal.

Year to date figures for Aussies travelling to Japan, through to the end of Nov, are 7.2% up on 2009, at 201,000 arrivals.

## MyStay down under

TECHNOLOGY provider MICROS-Fidelio is planning to launch its MyStayManager program in Australia at the 2011 Hotel, Hospitality and Design event.

The program highlights how hotels can offer guests the ability to do remote check-in, order room service or book a massage at "MICROS Spa".

## Rockin' around Christmas

Christmas has now passed, but the travel industry celebratory snaps for Travel Daily's photo competition are still flowing into our inboxes, and today we're sharing with you another selection of these great photos (below).

TD's good friends at Fraser Suites Sydney are giving away an overnight's stay in a luxury Penthouse Apartment, sparkling wine & a fruit bowl upon arrival and complimentary car parking to the best photo received by COB this Friday, with bonus points awarded to entries featuring the TD issue.



LEFT: Yee ha! It's Christmas in the country! Kellie Banditt, Nola Sippel, Kathy Myatt, Kimberley Sheean and Sue Edwards from Nolans Travelworld in Ipswich celebrated Christmas at The Outback Spectacular on the Gold Coast.

BELOW: Bowling with Bentours.

The Bentours Sydney office recently held their Christmas celebrations at Paddo Bowls Club with the "It's just not cricket" team finishing first.

The winning team pictured here is Penny Papas, Stani Porubcanova, Mende Mitrevski, Milla Peltola and Kathryn Zammit.



ABOVE: Go the 'fro! Sam La Rosa and Ximena Lucero funkyed it up at Show Group's funk themed Christmas Party held at Sydney's Intercontinental Hotel on Sat 04 Dec.

To enter TD's Christmas party photo competition, email your festive photos (including names of people pictured) and where your party was held at to: [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au)

## Broome & The Kimberley Holidays



### Business Development Managers NSW / QLD and WA

Broome & The Kimberley Holidays is Australia's leading specialist wholesaler for the Kimberley, Northern Territory & greater Western Australia. Recent exciting changes have provided new opportunities and we are seeking 2 x BDM's, one based in Sydney and the other in Perth, to join our team and share in our growth.

#### Successful applicants will be responsible for:

- Growing awareness of our business and unique product positioning amongst Retail Travel Agents in their respective regions
- Maintaining existing relationships and developing new partnerships with Industry
- Developing sales strategies to grow support from preferred agency groups
- Implementing strategic call plans with minimum call requirements
- Education of unique products amongst Retail Travel Agents
- Representing the company at trade shows and events

#### The people we are seeking will ideally have the following qualities:

1. Passion for sharing knowledge and a desire to see results
2. Great communication skills, maturity and enthusiasm to meet new challenges
3. Previous experience in a BDM role is desirable
4. Knowledge of Australian Retail Travel Groups
5. Proven sales record and a commitment to exceeding targets
6. Knowledge of our product range is desirable
7. Ability to work autonomously but be capable of co-operating within a team
8. Must be flexible to travel as required

As a company we will offer you an attractive salary and the tools to successfully execute your role. You will be guided and assisted by upper management to ensure career satisfaction. We are happy to consider flexible hours for both positions.

Please respond to [bernard@broomekimberley.com](mailto:bernard@broomekimberley.com) with your letter of application and resume.

Any further information please call Bernard on 0418 892 478.

Applications close on 7 January 2011.