



Tue 16 Feb 10

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



Vale Pamela Scott

THE travel industry today is mourning the untimely death of Pamela Scott who died on the weekend after a short illness.

Scott has worked with Mandarin Oriental Hotels here for over 30 years, initially as an employee and for the last 11 years as GSA.

Pamela will be remembered for her professional dedication as well as her vivacity, warmth and enthusiasm, as well as for mentoring many during her career.

Her husband Frank Zwarteveen, who's been involved with Pamela Scott Associates since its inception, will take over as md.

A memorial service for Pamela will be held this Fri 19 Feb at 11am at St John's Uniting Church, Coonanbarra Rd Wahroonga, NSW.





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Business events crisis

VISITOR arrivals for business events in Australia plummeted 23% last year, with peak body the **Business Events Council of** Australia (BECA) calling for urgent action to arrest the decline.

BECA Chairman Geoff Donaghy said an immediate injection of \$20m in Federal funding was required, as well as a 120% "R&Dtype" tax incentive to encourage Australian firms to hold events at home rather than overseas.

The \$20m funding request is part of a pre-budget submission by BECA, seeking a \$10m Business Events Bid Fund to help organisations bidding to host international events here, a \$5m International Delegate Boosting Fund to help increase attendance at business events already scheduled, and \$5m in funding to assist Tourism Australia "to launch a strong overseas campaign to restore Australia' profile as one of the world's top ten business events destinations."

Six pages of news

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- Consolidated Travel
- · Thailand calling roadshow

Donaghy said that Australia had been losing market share in the lucrative business events sector at an alarming rate.

"Our Asian competitors in particular..are outpowering us in marketing dollars," he said, citing the example of Singapore which has announced a \$90m fund aimed at boosting business events.

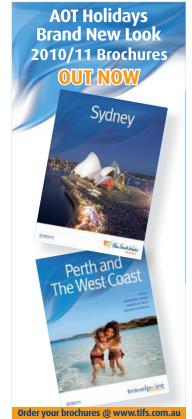
QF brings back 1st

IN what could be seen as a sign of returning premium business, Qantas has restored its First Class product in travel agent GDS's on routes which were cut back last year (TD 25 May).

From 07 Jun, QF has made First Class available once again on the Sydney-Buenos Aires and Sydney-San Francisco routes, while sales in First are loaded from 08 Jun on the Melbourne-Hong Kong-London Heathrow route.

It's been close to a year since Qantas removed its First Class inventory from sale on the routes (which was initially proposed for 3 months) due to the financial crisis and downturn in premium travel.

Since 06 Jul 2009 QF has been operating a three-class cabin (Business, Premium Economy and Economy) and offered the First Class cabin to Business Class pax with J Class food and service.



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JTG turnover slides 21%

JETSET Travelworld's results for the six months to 31 Dec (*TD* breaking news) show the company has clearly suffered from the global economic crisis.

The group's total transaction value was down 21% (more than \$280 million) to \$1.05 billion, with pre-tax profit diving from the previous corresponding period's \$23m to just \$7.3m.

And the \$5m after tax profit for the period was just a third of the figure for the previous corresponding period.

The report breaks out divisional figures, showing that much of the hit to turnover related to Qantas Business Travel, which was down almost \$200m in TTV to \$372m and which contributed a \$1.5m loss to the overall result.

Qantas Holidays TTV was down by about a third to \$220m, but its profit contribution was still \$6m, while turnover in the JTG retail division was almost the same as for the previous year at \$457m, with a half year profit of \$4.7m.

CEO Peter Collins said that there were emerging signs of recovery in the corporate market, but with a heavy focus on lower fares and shorter stays.

He confirmed that QBT had submitted a bid in the federal Finance Department whole-ofgovernment travel procurement process (*TD* 15 May 09) which is expected to be announced soon.

The group's wholesale brands including Qantas Holidays, Viva! Holidays and Orient Pacific were seeing increased support from agents, he said, with more than 5800 consultants registered as part of the *trip* loyalty scheme and growth in outbound forward passenger numbers.

And on the retail side, Collins said that churn in outlets had improved the "profile and quality of network members".

He also confirmed that the relaunched ReadyRooms.com, which offers domestic flights and accom 365 days in advance, would soon be extended with car hire, insurance and international air and land product.

Collins said he expected that JTG's second half profit would be higher than for the first 6 months.

US inbound soars

QANTAS inbound enquiries from the United States have jumped by close to 30% following the G'Day USA festivals (*TD* 11 Jan) hosted across America last month.

Executive vice president for The Americas, Wally Mariani referred to the growth in interest from the US market as "beyond my wildest dreams", which has led to a surge in QF airfare sales in Jan.

Bookings for Qantas' premium product was well up too.

"Business class intake showed double digit growth, which was very good in a recessed economy.

"Our premium economy, which is a fairly new product, had a staggering 300 per cent growth year on year," Mariani said.

The G'Day USA events were held in Los Angeles, San Francisco, New York, San Diego and Palm Springs.

During Jan, the Queensland and Northern Territory governments ran promotions with Qantas and Tourism Australia to entice US travellers to head 'down under'.



Window Seat

ARMCHAIR travellers can now experience the full length of Russia's Trans-Siberian railway in an online real-time journey courtesy of Google.

The Virtual Train combines Google Earth with video footage from YouTube to follow the full 9000km, 150 hour rail trip from Moscow to Vladivostok.

As well as seeing the view from the train window, it's also possible to listen to various background noises such as the rumble of wheels, traditional Russian music, local radio stations and even a narration of Tolstoy's *War and Peace*.

Less intrepid online tourists can skip forward to particular parts of the trip to catch the highlights, and there are also a number of "multimedia stopoffs" including experiences of Yekaterinburg, Tyumen, Ulan-Ude and Russkiy Island.

Click here for the Virtual Train

HARVEY World Travel md David Rivers may have a backup career as a cruise ship performer.

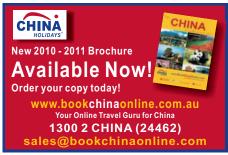
At the group's Business Symposium last week (see p4) on board *Pacific Dawn*, Rivers appeared to be very much enjoying himself (below) when he opened the event with some of the P&O entertainment team.



HWT can can do it!









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Cabin crew cuts

THE Civil Aviation Safety Authority has announced plans to reduce the ratio of flight attendants to passengers on Australian aircraft which can seat between 36 and 216.

Currently the ratio is one to 36, with the proposal being that this change to one to 50 - which would allow one less crew member on certain aircraft types.

CASA is also moving to increase the minimum requirement for the carriage of cabin crew to planes which seat more than 19, rather than the current 15 seat limit.

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Cheap rail tickets

STELLA Travel's Rail Tickets is offering massive discounts on European rail travel for bookings made up until 31 Mar, for travel on some services to Sep 2010.

Rail Tickets GM Rohan Moss said European sales and enquiries in recent weeks have been up 30-50% compared to the same time last year, due to consumer confidence and the AUD\$ value against the Euro and Pound.

Deals include savings of up to 75% off Eurostar services to/from Europe; 50% off Thalys services; up to 60% off TGV France services and 60% off TGV Lyria services from Paris to Switzerland.

There are also discounts of 25% on France Rail Passes and free upgrades to First Class from 2nd Class on the Swiss Rail Pass.

See www.railtickets.com.au.

Hilton's Shangri-La

WENDY Wu Tours has packaged an itinerary to the Shangri-La region of China's southwest, made famous by the book 'Lost Horizon' written by novelist James Hilton.

The one-off 27-day 'Dreams of Shangri-La' departs from Kunming on 22 Sep, and passes through the Yunnan Province visiting Dali, Batang, Kangding, Zhoungdian and Chengdu.

The fully inclusive package from Australia is priced at \$6,760ppts.

UAE-Fiji air service

A VISIT to Fiji by the UAE Foreign Minister last week has raised flags that a Gulf carrier may commence services to the South Pacific destination.

The ongoing talks will be progressed further at the Int'l Civil Aviation Organisation's conference in Jamaica in Jun.

Fiji's Civil Aviation director Akuila Waradi said "expatriate Fijians working and residing in the UAE, in particular in Dubai, will also greatly benefit from a direct Fiji/UAE air service."

The Fiji govt approached Emirates in 2007 in the hope of luring the Dubai-based carrier to Nadi, under the Look North policy, and again last year (*TD* 26 May).

Facebook users book online

A SURVEY of 1,000 UK users of social networking site Facebook has found that 81% of those polled book their holidays online.

Price comparison website hotels-fairy.com conducted the research, finding that just 11% of the internet users used a travel agent and 8% booked via phone.

When asked who offered the best deals, 42% suggested online agents such as Expedia and Lastminute.com, while 25% preferred booking direct with airlines or hotels.

HINN for Vanuatu

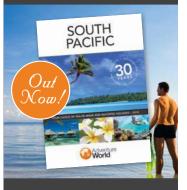
INTERCONTINENTAL Hotels Group has been appointed to manage the Le Meridien Port Vila property in Vanuatu, for a term of 15 years, effective 01 Mar 2010.

When IHG takes over the hotel it will undergo a major refurb, at which time it will be known as Palms Resort & Casino Vanuatu.

Once the refurbishment is completed the property will be rebranded as the Holiday Inn Resort Vanuatu - Australasia's first Holiday Inn (HINN) resort.

When the resort opened in 1975 it was an InterContinental hotel.





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Tourish diseased with the destination amounts





Gong for HWT Belmont



ABOVE: Harvey World Travel held its annual Symposium on board *Dawn Princess* late last week, with delegates including 368 of the group's management team, franchisees and managers.

Appropriately for the first ever agency conference held on a cruise ship, the event's theme was "Full Steam Ahead".

MD David Rivers said the symposium focused on best business practice for the year ahead, saying the group was "seeking every opportunity with the improving economy to capture sales and expand our network."

Keynote speaker was Phil Ruthven from IBISWorld, who expressed his confidence that the travel and tourism industry was on the upswing, predicting that travel is set to be Australia's biggest export by 20210.

There was also a gala awards night for top performers, with the picture above showing the team from Harvey World Travel Belmont in Western Australia which took out the Agency of the Year Award WA.

The branch's Annette Porter is pictured centre accepting the award, surrounded by, from left: Anton Loeb, Cover-More Travel Insurance; Julie Wheelhouse, HWT; Melissa Watt, Travel 2; and Damian Borg, Stella.

Travelex also said 2009 was a record year for its partnership with HWT, with the branch in Karratha awarded for having the highest retail sales of the Travelex Cash Passport.

US fare extension

TRAFALGAR Tours and Air New Zealand have extended the sale period for the 'Australia to USA Smart Saver Special' airfare until 28 Feb, for travel 18 Apr-26 Nov.

Fare levels lead in at \$1,240 ex MEL, \$1,259 from SYD, \$1,263 from BNE, \$1,421 from PER and \$1,439 from ADL, when booked in conjunction with any First Class Trafalgar tour from its 2010 Canada & America brochure.

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Qld's Ben in Japan

FORMER Best Job in the World Island Caretaker Ben Southall is in Tokyo, Osaka and Shizuoka this week drumming up business for QLD and the return of Jetstar's daily Osaka-Cairns flights.

Southall, who is now a Tourism Ambassador for Queensland, will make presentations and is speaking with the local travel industry during his visit, and he'll also promote Tourism Qld's new iPhone app at the Apple Store in Toyko.

QLD Tourism Minister Peter Lawlor said the Japanese market was "vital" for the Sunshine state's tourism industry.

"Japan is Queensland's third largest international market with 220,000 visitors spending \$436 million on trips to the state in the year to September 2009.

"We are committed to working with the Japanese travel industry and airlines to ensure Queensland remains one of the major destinations of choice for Japanese travellers," Lawlor said.

Mamukala closure

ACCESS to the Mamukala Bird Hide in Kakadu National Park has been closed temporarily due to rising water levels.

The Kakadu NP office said it was necessary to restrict entry as crocodiles posed a risk to visitors in the flooded wetland areas near the walking track.

Windsor 2 for 1

MELBOURNE'S Hotel Windsor is offering guests two nights for the price of one for stays between 02 Apr-05 Apr for Easter.

The two-night \$350 deal is based on a traditional queen room and can be extended for an extra \$175 per night.

There's also an option to upgrade to a superior room for \$35 per night - call 03 9633 6002.

Extra Regal comm.

REGAL Hotels International is offering agents a chance to earn an extra 3% commission when booking at select hotels in Hong Kong, Shanghai and Chengdu.

The bonus commission is valid for bookings through to 31 Mar.

Guests booking 4 consectutive nights will also receive free daily brekkie, complimentary airport transfers in Hong Kong and inroom internet access.

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MK ups UK flights

AIR Mauritius is adding an extra weekly flight between Mauritius and London from Apr-Nov, to 4 weekly, and then another weekly service between Nov-Mar 2011.

MK will also offer a 6th service at specific times of the year.

Jazz orders Q400s

JAZZ Air, a Canadian regional carrier that operates services for Air Canada, has signed a letter of intent with Bombardier to buy 15 Q400 NextGen aircraft, with options for an extra 15.

Pending terms of the agreement Jazz will take delivery of its first 74-seat plane from May 2011.

HOT JOBS!

Key Account Mgr- Sydney Build & maintain relationships with Key Accounts for travel distribution services company. Previous exp with Amadeus adv. \$80 - \$100K Call Ben or click here

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WELCOME to Money Talk, TD's weekly feature on what the Australian dollar is doing.

100 = US88.7c

THE Australian dollar has remained fairly steady over the last week, with very quiet trading due to many markets being closed for Chinese New Year or other holidays.

The Aussie is still strong against the Euro, which is floundering due to the financial crisis in Greece - in fact a recent survey has suggested that Greece should be removed from the Euro Zone if issues continue.

Last week's Reserve Bank decision to leave interest rates unchanged has also reduced support for the A\$, with most analysts expecting the policy of no rate hikes to continue at the bank's next meeting on 02 Mar.

Wholesale rates this morning:

US \$0.887 IJK £0.565 ΝZ \$1.268 Furo €0.651 ¥79.48 Japan Thailand ß29.556 China ¥5.920 South Africa R6.756 \$0.924 Canada Crude oil US\$73.96

SAA ramps up for **World Cup**

SOUTH African Airways has bolstered capacity on domestic routes in time for the 2010 FIFA World Cup in Jun and Jul to deal with increased demand.

SAA says it has leased additional aircraft "in order to operate a round-the-clock domestic schedule" during the tournament.

The World Cup will be played in nine South African cities, and new return services have been added from Johannesburg to Cape Town, Bloemfontein, Port Elizabeth and Durban, between Cape Town and Durban and Port Elizabeth, and from Durban to Port Elizabeth.

The extra services are timed to coincide with World Cup matches being played in each destination.

Central Euro pass

RAIL Plus has added the new Central Europe Triangle Pass for clients travelling around Vienna, Salzburg, Prague and Budapest available on two routes.

Value in Rotorua

VALUE Tours has released a four night package to Rotorua which takes advantage of Air New Zealand's direct SYD/ROT flights.

The tour is priced at \$1,499ppts and includes airfares, accom and visits to Te Pui, Buried Village, Skyline Gondola, Waitomo Caves, Tamaki Maori Village and more.

There are only four departures on the itinerary offered, on 13 & 20 Apr and 04 & 11 May.

DJ VIP lounge entry

GOLD members of Virgin's Velocity loyalty program and Pacific Blue Corporate Plus Guests will from today have free access to the recently launched 'Wild at Heart Lounge' at Wellington Airport (TD 11 Dec).



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LAST night Melbourne travel agents packed the Plaza Ballroom at the Regent Theatre in Collins St for the first of this year's Visit USA

Seminars, featuring over 30 US suppliers, 9 tourism bureaux as well as local representatives from wholesalers, airlines and other suppliers.

Jane Tanti of Oceania Cruises is pictured above ready for an expedition above centre with Daniel Oppenheim and Sandy LaBelle from San Francisco-based The Urban Safari, while at right is Ramada West Hollywood ceo Alan Johnson with United Airlines gm Australia/NZ Alison Espley.

Visit USA is in Brisbane tonight and Sydney tomorrow night.



WIN A SPOT FOR YOU & YOUR CHILD ON THE ULTIMATE HONG KONG FAMILY FAMILIARISATION

To celebrate the Year of the Tiger, the teams at Virgin Atlantic, the Hong Kong Tourism Board and Hong Kong Disneyland have joined forces with Travel Dally to offer travel consultants the chance to win a spot on a truly unique Hong Kong familiarisation trip taking place between 06-10 April 2010.

Six travel agents and their child (aged 5-12 yrs) will join the magical adventure in a city that offers endless activities and amusements for children and parents.

With flights courtesy of kid-friendly airline, Virgin Atlantic Airways, and ground arrangements generously supplied by Hong Kong Disneyland and the Hong Kong Tourism Board, the winners will stay a total of 2 nights in sparkling downtown Hong Kong and 2 nights at Hong Kong Disneyland, and will experience Hong Kong's famous shopping, dining and culture, as well as the magic of Hong Kong Disneyland and much more!

How to Enter:

For a Chance to win one of 6 spots for you and your child on this Hong Kong Family Famil trip all you have to do is send in your most Creative photograph featuring yourself and your child including aspects of Hong Kong, Virgin Atlantic Airways and Hong Kong Disneyland!!

Email your photos to hkgcomp@traveldaily.com.au by 5.30pm Sunday 28 February 2010.

The Prize - It's a Goodie:

- Economy Class flights on Virgin Atlantic from Sydney to Hong Kong for you and your child aged 5-12 years. (Please note: Flights are all ex Sydney. For interstate winners: Domestic flights will be at your own arrangement and expense).
- 2 nights accommodation in downtown Hong Kong
- · 2 nights accommodation at Hong Kong Disneyland
- Hong Kong Disneyland Park entry
- Most hosted meals
- Transfers, most local transport and tours
- · I oads of fun stuff

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This competition is based on creativity and lots of fun!! Winners will be announced Friday of March 2010.















WIN A TRIP TO EUROPE

To celebrate the start of the New Year, Rail Plus is giving *Travel Daily* agent readers the opportunity to win some sensational prizes during the months of January and February.

To enter this fabulous competition, subscribers will simply have to correctly identify what country the train featured below is from and come up with a creative caption to accompany this image. There will be a major prize awarded at the end of the competi-

tion period of a place on the 2010 Rail Plus European familiarisation being held from 28 Apr to 08 May 2010, visiting Northern Italy, Switzerland, France and the UK* - for the best caption overall!

A weekly prize of a Eurail Select Pass for 5 days in 3 countries will also be up for grabs for the cleverest caption received each week, as decided by the Rail Plus judging panel.

So put on those thinking caps and email your caption and contact details to railpluscomp@traveldaily.com.au.

Full terms and conditions available at www.traveldaily.com.au.



*Itinerary subject to change.



BA to use garbage for aircraft fuel

BRITISH Airways has announced plans to establish "Europe's first sustainable jet-fuel plant," in a new partnership with US-based biofuel company Solena Group.

The fuel will be "derived from waste biomass" and manufactured in a new facility to be located in east London.

A variety of waste materials which are currently destined for landfill, will be used in the plant which is designed to convert 500,000 tonnes of garbage each year into 16 million gallons of "green jet fuel".

BA has signed a letter of intent to purchase all of the fuel produced by the plant, which will create up to 1200 jobs as well as significantly reducing landfill.

The carrier's ceo, Willie Walsh, said the move will pave the way for BA's goal of halving its net carbon emissions by 2050.

"We are absolutely determined to reduce our impact on climate change and are proud to lead the way on aviation's environmental initiatives," he said.

FC legal stoush

THE software company which is being sued by Flight Centre (*TD* 04 Nov) has hit back with a counter-claim.

Irish IT firm Datalex PLC is the subject of legal action in which Flight Centre is attempting to recover about \$16.1m in damages over an IT project which was written off in 2008/09.

Yesterday FC confirmed that three months after instituting the proceedings it's received formal notice of a counter-claim from the Dublin-baed company, seeking between US\$5.36m and US\$9.23m.

Flight Centre said it would "vigorously defend the counter claim".

TUI loss improves

EUROPEAN travel giant TUI has reported an overall €165m first quarter loss, which it said was an improvement from the €187m loss for the same period last year.

The company said turnover in its travel division was down 15% to €2.8 billion but bookings in key source markets including the UK and Nordics had "improved notably" in recent weeks.

Aqua agent rates

HAWAII'S Aqua Hotels & Resorts is offering travel agents a chance to experience the group's hotels firsthand by releasing some exclusive industry rates.

Aqua has 17 properties spread across the Hawaiian islands of Oahu, Maui, Kauai and Molokai, and agent rates are priced from just US\$69 per night.

Conditions apply, to book visit www.aquaresorts.com/travelagent.

MEANWHILE, Aqua's new GDS hotel chain code is now YX.

QR adds to Dhaka

QATAR Airways is boosting capacity between its Doha hub and Dhaka, Bangladesh effective 28 Mar 2010.

QR will introduce four new weekly services, increasing flights between the cities to 11 flights.

Mirvac takes a hit

THE Mirvac Group's Hotels and Resorts division has posted a first half dip in net profit of \$2.6m, down to \$5.9m, compared to the \$8.5m profit over the same period the year prior.

Sports icon dinner

THERE are still tickets available for the Sporting Legends Dinner to be hosted at Mercure Centro Port Macquarie on Sat 06 Mar.

Sporting stars include Olympic swimmer Susie O'Neil, rubgy league legends Mal Meninga and Gary Belcher, and World Champion triathlete Craig Alexander.

The dinner is priced at \$100 which includes a 3-course meal and other entertainment.

Proceeds from the event will go to the KIDS Foundation.

To book tickets, phone Brad Foster on 0409 820 684.

New ceo at BRU

MACQUARIE Airports (MAp) has today announced the promotion of Brussels Airport's chief financial officer, Arnaud Feist, to the role of chief executive officer.



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Coronet upgrade

CORONET Peak ski resort near Queenstown, NZ has upgraded its 'Big Easy' beginner area and also installed a new quad chairlift in the lead-up to this year's season.

The new detachable quad lift replaces the Meadows double chairlift, boosting capacity from 1,200 to 2,000 passengers an hour.

Haiti aprt reopens

HAITI'S International Airport will reopen to commercial flights on Fri following last month's devastating earthquake.

American Airlines, Air Canada and Air France are all expected to recommence flights to Port-Au-Prince in coming days.

Safe Air job cuts

AIR New Zealand engineering subsidiary Safe Air in Blenheim is planning to axe nearly one-third of its workforce due to delays in the delivery of aircraft for upgrade work.

Safe Air employees 351 staff and aims to reduce staffing levels by around 100 jobs.



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Contact Sharon Moss T: 02 9231 6444 E: sharon@tmsap.com or apply onlin

International Corporate Travel Consultants - Sydney CBD

- Up to 55k plus super
- Stunning offices in CBD

Due to growing business, this upbeat and vibrant corporate travel company are looking for 2 new consultants to join their team. You must have at least 2 yrs corporate consulting experience.

Contact Sharon Moss T: 02 9231 6444 E: sharon@tmsap.com or apply online r

Gold Coast Temporary Travel Consultants

- Weekly pay
- Flexibility

If you're looking to start work immediately or if you'd like to try before you buy, this opportunity would be perfect for any Gold Coast based consultants.

Northside Travel Consultants

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Contact Alex Sleba T: 07 3221 9916 E: alex@tmsap.com or apply online

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But it doesn't end there... You can also earn yourself some shopping vouchers...

\$50 voucher awarded per ticket in Business/First Class* \$40 voucher awarded per ticket in Premium Economy Class* \$25 voucher awarded per ticket in Economy Class*

Conditions:

- Valid for tickets issued by Consolidated Travel or via Quikticket on the Consolidated Travel IATA between 1 - 28 Feb 10 on QF International itineraries ex Australia plated to QF (081) ticket stock.
- This promotion is valid to all full time consultants in Australia.
- Infant, Child, Group Sales, Cancelled or Refunded tickets are not eligible.
- Consolidated Travel and Qantas reserve the right to alter or withdraw the promotion at any time.
- Winners will be advised and prizes will be distributed after completion of the promotion.
- Prize winning tickets include taxes.

<		* Vouchers are capped.
To receive your voi	uchers,	please complete the below & fax OR email to the Consolidated Travel Sales Team no later than Friday 5 Mar 10
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