# You need to be well connected to do business in Eastern Europe. Austrian Airlines offers 500 flights per week to over 45 destinations in Central & Eastern Europe.

Austrian \_



Fri 30 Jul 10

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



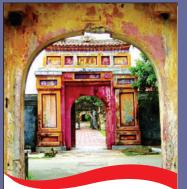
### Viva Madrid!

TODAY the front page of Travel Daily is a special purple in honour of the launch of Emirates' new flights to Madrid.

EK's daily A330 services between Dubai and the Spanish capital will debut on Sun 01 Aug, with easy connections to the carrier's Australian services.

To celebrate the launch of the route EK is offering First Class and Business Class passengers a complimentary stay at Dubai when flying to, or from, Madrid.

The deal is valid for bookings 01 Aug to 30 Sep - ekagents.com/au.



# Adventures on Sale!

21% Off Intrepid Tours\*

Valid for Sale until 31 August 2010 Valid for Travel prior to 30 September 2010





\*Conditions Apply

qantasholidays.com.au/agents

# no objection' to deal

FLIGHT Centre says it doesn't have any objection to the proposed merger between Stella and Jetset Travelworld (TD yesterday), but is scratching its head at some of the figures and commentary in the Explanatory Memorandum covering the deal.

FC spokesman Haydn Long told TD last night that in particular a prediction of a 39% increase in its net profit after tax this year, which is contained in the fine detail of the Independent Expert's Report, is likely to be inaccurate.

Last year's NPAT for Flight

Centre was \$38m, while the company has already revealed that it expects its pre-tax result to be in the order of \$190-\$200m.

"If we are only up 39% after tax we must have one hell of a tax liability!," he said.

Long also said that the memorandum seems to suggest that Infinity is Flight Centre's

# QF First delayed

QANTAS has once again extended the suspension of its First Class offering on a number of routes, indicating the ongoing weakness in premium demand to some destinations,

Agent GDS displays for QF flights from Sydney to Buenos Aires and San Francisco show that First Class is now further postponed until 19 Jan 2011.

# JTG shares slip

**SHARES** in Jetset Travelworld dropped back slightly after the announcement of the details of the proposed merger with Stella Travel, as exclusively covered in the special supplementary edition of TD - see traveldaily.com.au.

The share price closed at 80c, down about 5%

The explanatory memorandum also contained information about the Stella executives who will receive JTG shares if the deal proceeds - details on page 2

exclusive wholesaler, with the Expert's Report stating that 'Flight Centre retailers are required to purchase from Infinity, its wholesale division'

In contrast to this, he asserted: "We have dozens of external preferred wholesalers".

### Alliance Shanghai'd

**SHANGHAI** Airlines has announced it will withdraw from the Star Alliance in three months, with the move widely expected after its merger last year with China Eastern Airlines

Shanghai Airlines joined the Star Alliance at the same time as Air China in 2007, with the move heralded by the alliance as a major inroad into the massive Chinese aviation market.

China Eastern has opted to join the rival SkyTeam alliance, with the carriers saying that the Shanghai pullout is "in order to maintain the consistency of the new China Eastern Airlines

The Star Alliance has confirmed that Shanghai Airlines will "terminate its membership" by 31 Oct this year.

### Get those entries in

IT'S the end of July which means that once again one of our fabulous monthly competitions is wrapping up.

This month TD readers are able to win a fantastic trip to Vanuatu courtesy of Air Vanuatu, Mangoes Resort, The Havannah and White Grass Ocean Resort.

We already have more than 1,600 entries for this month's competition, so don't forget to answer the final question on page six of today's issue.

MEANWHILE it's also the last day to enter our Anantara competition which has attracted more than 700 entries over the last two weeks.

See page four for details.

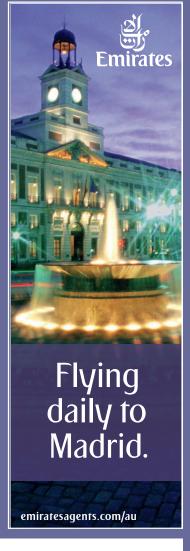
### Today's *Travel Daily*

TD today has six pages of news and photos, plus a full page of photos from AA Appointments recent annual conference.

### MAS boosts Sydney

MALAYSIA Airlines today said it will add two new direct flights between Sydney and Kuala Lumpur (on Tue and Thu) from 31 Oct, lifting capacity to 14/week.

MH senior gm of commercial strategy Dr Amin Khan said the routes to both Sydney and Brisbane were up 4% on last year, with an average load factor of 73%.



Give it to me one more time...



Click here and vote for Travelport as **Best GDS Asia Pacific** 





Page 2

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





HERE are the latest snow falls, depths and ski lifts in operation across the region:

- Falls Creek 29cm / 10 lifts
- Perisher 35.9cm / 28 lifts
- Thredbo 35.9m / 12 lifts
- Selwyn 40cm / 6 lifts
- Mt Buller 22cm / 11 lifts
- Mt Hotham 27cm / 7 liftsCoronet Peak 95cm / 6 lifts
- The Remarkables- 90cm/3 lifts
- Mt Hutt 155cm / 4 lifts

# In-flight mobiles

THE Australian Communications and Media Authority has today given the formal go-ahead for inflight use of mobile phones.

ACMA chairman Chris Chapman said new licensing arrangements will allow airlines to implement on-board systems to deploy mobile communications services.



# Stella execs share details

PETER Lacaze will hold more than 11.6 million shares in Jetset Travelworld after it merges with Stella Travel, according to the very last section of the 204-page Explanatory Memorandum released yesterday.

The document also provides details of the 39 other Stella executives who will be issued JTG shares when the deal completes - including TSAX ceo Mike Thompson with 476,000 shares, and HWT md David Rivers, Travel Indochina chief Paul Hole, Stella Wholesale head Rohan Moss, Stella

### **CWT up 43.5%**

CARLSON Wagonlit Travel today announced that its Asia Pacific volume was up 43.5% for the first six months of 2010, with the region recovering much faster than other parts the globe.

CWT handled nearly 30 million transactions to 30 Jun, up 13.2% with a total volume of US\$12.3 billion, an increase of 16.6%.

North America grew at 18.2% while the Europe, Middle East and Africa region grew at 7.7%.

CWT managing director for Australia, David Greenland, said that meetings and events were also showing signs of recovery.

"Australian companies are now more likely to hold conferences at home rather than overseas," he said, adding that they are also "paying much closer attention to return on investment".

# **Century** circumnav

CELEBRITY Cruises will offer a 36-night circumnavigation voyage around Australia & NZ on *Celebrity Century*, ex Auckland on 30 Jan 2012, priced from \$6,228ppts.

NZ executive Lindy Christian and Air Tickets head Russell Carstensen with 381,199 shares each.

Also sharing in the employee share scheme are Melissa Watt of Stella's wholesale division, Col Hughes from World Aviation, Best Flights' Gary Elliott and Denis Pierce of ATS Pacific, also with 381,199 shares each.

Travelscene Amex gm Jacqui Tlmmins will be issued 190,600 JTG shares - the same number as Kerri Owers-Brown of HWT, David Padman from T'cene Corporate, Jason Williams of Stella Wholesale, Alastair Scott of Stella and Andrew Denman of World Aviation.

HWT marketing manager James Brodie will be issued with 95,300 shares, along with Gareth Turner, Fiona van Wyk and Terence Davies.

JTG shares will also go to Nicola Bennetts, Andrew Dale, Adrian Turner, Graeme Horner, Rajiv Chinnah, Kathryn Kennedy, Jane Henderson, Chris Thistlethwaite, Jerome Sattrukalsinghe, Michael Londregan, Phill Turner, Daryl Jackson, Katherine Porter, Inga Afheldt, Greig Leighton and Peter Eggleston.

Stella chairman Andrew Cummins and cfo Elizabeth Gaines will each end up with about a million shares.

### Air India schedules

AIR India has loaded details of its Northern Winter 2010 schedules into travel agent GDS, and at this stage the promised Melbourne services aren't there.

A media release from Air India a month ago (*TD* 28 Jun) asserts that daily Melbourne 777 flights will begin by "late October/early November this year" with no further details at this stage.

# \*\*\*

# Window Seat

GATWICK Airport in the UK is offering travellers the chance to get a real head start on their holiday, with an offer of a free fake tan before take-off.

Two temporary spray tan booths have been set up this weekend, promising to give passengers a "Gatwick Glow".

The move follows research by the airport which found that travellers didn't like baring their lily-white English skin when they got to their sunny destination.

Pale skin was considered to be less attractive than cellulite and even bulging bellies, with one *TD* reader reminding us that "Brown fat looks better than white fat"

HERE'S one in the eye for the republican movement - VisitBritain has estimated that the Royal Family is worth about £500m a year to the UK tourism industry.

One in eight of Britain's cultural and heritage attractions are associated with the monarchy, with the most popular being the Tower of London with 2.4 million visitors last year.

**NOT** such a good image for the cruise industry.

Princess Cruises says it's cooperating fully with an investigation by authorities in Alaska about an alleged collision between the *Sapphire Princess* and a small whale.

As the ship cruised into Juneau on Wed this week the crew of another passing vessel reported spotting the dead whale (pictured below) impaled on the *Sapphire*'s bulbous bow.

According to a number of reports a tug boat with divers was summoned to remove the creature from the bow before it docked at about 4pm.



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Page 3

EDITORS: Bruce Piper and Guy Dundas E-mail: info@traveldaily.com.au Ph: 1300 799 220 Fly via Doha, to over 90 destinations.



### **Accor registrations**

ACCOR is reminding travel industry delegates they have until 03 Aug to register for the World of Accor event, which is being held at the Sofitel Wentworth Sydney on Thu 05 Aug, from 3-7pm.

Attendees who register their details (at www.worldofaccor.com) will go into the draw to win some amazing prizes, incl a brand new Peugeot 207 XR, valued at \$25K.

Hotel brands being showcased include Sofitel, Pullman, MGallery, Novotel, Mercure and All Seasons.

# Travel Special of the Week



8 nights from \$3249
(normally over \$12000) on industry rate specials with SeaDream Yacht Club.
Sensational price, sensational product! valid for travel agents, retired airline staff or airline staff plus partner
CLICK HERE FOR MORE!

### **Expedia Q2 results**

ONLINE travel giant Expedia today reported a US\$129.3m net income for the three months to 30 Jun, with a 19% increase in gross bookings driven by a 10% growth in transactions and a 17% rise in average airfares.

Total revenue was up 8%, but this was mostly driven by an increase in advertising and media revenues, which were up 39% including a 55% increase in third party business for TripAdvisor.

The company didn't break out the results for its Australian operation, but worldwide air revenue was up 13% and there was a 12% increase in room nights.

### **BA adds LCY/CPN**

BRITISH Airways is expanding its route network from London City Airport (LCY), announcing the launch of a new double daily weekday service to Copenhagen.

The route is due to start up on 12 Sep and will be operated by BA CityFlyer using an Embraer 190.

BA will also operate a once daily Sat service from CPN and a Sun service from LCY.

# Qantas trials 'next-gen' check-in

QANTAS chief executive officer Alan Joyce yesterday launched what he says is a "truly groundbreaking Qantas innovation" at Perth's domestic terminal, rolling out the carrier's New Generation Check-in system (TD 12 Nov 09).

The trial of the product, which aims to cut down on check-in times through the use of an 'intelligent Q' Qantas Frequent Flyer Card, has been offered to about 100,000 members who regularly travel through Perth.

Joyce said: "With one touch of their Frequent Flyer Card on our new Q Card Readers (*pictured right*), passengers will be checked in within seconds.

"The new card will also act as a permanent boarding pass."

Qantas will provide priority security lanes and new walk-through equipment to speed up processing, while all pax will benefit from new self check-in kiosks and bag drop facilities.

Joyce also said the new function would allow QF Customer Service Agents to come out from behind their desks to assist customers.

The Next Generation facility will steadily be introduced across the country, with Sydney next in line to receive the technology later this year, followed by MEL, BNE, ADL and CBR in 2011.



# **QH Poppins bonus**

QANTAS Holidays is offering pax paying in full for any Mary Poppins stage show packages from now until 30 Sep a free 'Music From The Stage Musical' CD sampler.

Qantas Frequent Flyers booking the deals will also receive a bonus 'The Making of the Muscial' DVD.





EDITORS: Bruce Piper and Guy Dundas

**ADVENTURE** World is offering agents a chance to win a trip for two to Malaysia, by booking MH int'l flights with the wholesaler, between 01 Aug and 30 Sep - see adventureworld.com.au/malaysia.

# Virgin no show for Rock launch

VIRGIN Blue held an expensive bash at Sydney's trendy Ivy Bar last night to promote their new Sydney to Uluru flights, but no one from the airline turned up to trumpet the service.

Industry guests in their hundreds attended only to be told that all of the Brisbane-based executives including Virgin Blue chief John Borghetti and his new PR team were grounded due to fog that closed Brisbane and Sydney

### WIN A 5-NIGHT STAY IN PHUKET



Travel Daily has teamed up with Anantara Phuket and over the next two weeks is giving one lucky reader a chance to win a 5-night stay in one of their luxurious pool villas. The prize includes daily breakfast for two and return airport transfers via Mercedes E220.

Located on the remote and pristine Mai Khao Beach, Anantara Phuket is the only luxury resort in Phuket with private pool villas located on the beach and is only 15 minutes north of the airport.

All you need to do to be in the running to win this stunning prize and be the envy of your office colleagues is to answer all 10 questions featured in Travel Daily for the next two weeks, the final question being on Friday 30th July.



Q.10: In 25 words or less, tell us why do you deserve to be sitting here on Anantara Phuket's Mai Khao Beach as the winner of 5 nights in your own luxurious Anantara pool villa?

Send your answers each day to: anantaracomp@traveldaily.com.au

Hint! Visit

www.phuket.anantara.com

**CLICK HERE FOR TERMS & CONDITIONS** 





airports yesterday and that all Duty Travel had been suspended.

There were rumours that Sir Richard Branson had planned to stop by, but apparently he left Sydney yesterday to return to London, so it was left to Voyages Hotels & Resorts to host the evenina.

Voyages ceo Chris Tallent praised DJ for adding Uluru to its airline network, saying the new daily flights ex-Sydney, which begin next Tuesday, are most welcome because up until now the route has been served by only one carrier, Qantas.

"We're looking forward to seeing the big red bird in Uluru because competition will help to lower fares that will ultimately see an increase in tourist numbers to what is undoubtedly the most important tourist destination in Australia," said Tallent.

All of the Voyages Sales team have been re-invigorated by the Virgin Blue launch and we intend to step up our campaign to attract business to iconic Uluru, he added.

# Virgin NBN deal

VIRGIN Blue has been awarded the contract to provide air travel for NBN Co., the firm set up by the government to design, build and operate the national broadband network.

# Israel no's up 45%

THE number of Aussie travellers heading to Israel has spiked to 15,811 from Jan to Jun, according to stats released by the Israel Ministry of Tourism.

The result was up 45% on the same time last year.

Overall tourism growth for the country during the period was up 39% to 1.6 million people.

**Travel Agent in** Mt Eliza looking for consultant with some experience. **Full time position** available. Tel. (03) 9787 9477 Or just email your resume to

# Adventure Malaysia | PPHG re-launch Down Under



FOLLOWING the recent announcement of Pan Pacific Hotels Group re-entry into the Australian market (TD 07 Jul). last night some of the hotelier's international staff joined industry colleagues in Sydney for the 2nd annual roadshow event.

The group's global portfolio currently features over 10,000 rooms across Asia and North America, and will continue to "look at growth opportunities throughout Australia and NZ", according to PPHG vice president area operations, Nigel Roberts.

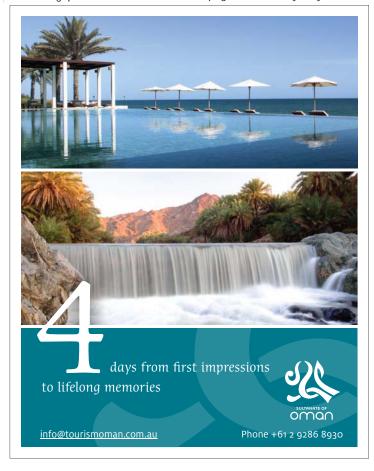
"We're about growth and creating memorable hotel experiences", said PPHG director, global sales, Australia/ New Zealand, Louise Barker.

The Singapore-based hotel

group will launch the Parkroyal Darling Harbour and Parramatta properties in Nov this year, followed by the refurbished Pan Pacific Perth in Jan 2011.

"The Parkroyal is refreshed, new and much more relevant", said PPHG president and ceo Patrick Imbardelli.

Pictured above at Sydney hotspot, The Establishment, last night from left are Kashfia Ashraf, PPHG Sydney: Grace Agatep, Parkroyal Saigon; Alex Chin, Pan Pacific KL; Kinnix Chan, Parkroyal KL; Louise Barker, PPHG Sydney; Ernest Loi, Parkroyal Penang; Nigel Roberts, PPHG Sydney; Ling Tjugiarto and Jenny Lim, PPHG Singapore; Thomas Mayrhofer, Pan Pacific Bangkok and Sarah Capogreco, PPHG Sydney.





EDITORS: Bruce Piper & Guy Dundas

THE CVFR Travel Grp has signed an agreement with Moneydirect to act as its preferred payment solution, allowing more that 100 agents across India, Sri-Lanka, Bangladesh, Nepal and Pakistan access to its payment system.

### Keep that Hahndorf me!



**ABOVE**: This group of Victorian and Tasmanian Travelscene agents were hosted to the Barossa Valley and Adelaide, by Travelscene American Express, AOT Holidays and Great Southern Rail recently.

Thetrip included a journey on board the Indian Pacific from Adelaide to Sydney, including side trips to outback sites.

While in Sydney, Cover More insurance gave the participants a behind the scenes look at its emergency assistance program.

Pictued at the German Arms Hotel in Hahndorf from left are: Roslyn Milgate, Wodonga Travel Centre; Brock McKenzie, Trans Otway Travel Corio; Samara Frizzell, Travelcentre Bendigo;

### Alaska to Los Cabos

**ALASKA** Airlines has announced thrice weekly services from San Jose, California to Los Cabos, Mexico, effective 20 Nov.

AS plans to operate a two-class Boeing 737-700 on the route, subject to government approval.

Alex Smith, Travelscene Echuca: Charmaine James, Travelscene American Express BDM; Andrew Iredale, Travelscene Westernport: Hannah Tabak, AOT Holidays BDM; Kari Boys, Travelscene Bairnsdale @ Kenair Travel; Amy Donald, Lifestyle Travel Ballarat; Meg O'Callaghan, Travelscene @ Frank Ford Ballarat; Rosalie Martin, Travelscene at Martins Albury; Andrew Willis, Travelscene Kings Meadows.

### Rex reduces PLO

**REGIONAL** Express s is blaming competition from QantasLink for its decision to wind back capacity between Adelaide and Port Lincoln from 23 Aug.

General manager Network Strategy and Sales Warwick Lodge said the result was "disappointing" given "we've worked extremely hard over the last seven years to gradually build up the air service."

38,000 seats, or 18% of capacity, annually will be taken off the route by Rex.

### **Permanent Part-Time Operations Co-ordinator**



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- A keen eye for detail
- Excellent communication skills
- Ability to work closely within a team environment.

Please email your resume to info@aircruising.com.au

# Moneydirect 4 CVFR | Contiki Rock trip

CONTIKI has announced it will offer its popular Rock Around the World travel agent incentive again in 2011, with the top 20 selling agents of tours up until 30 Jun 2011 earning themselves a spot on the 'once in a lifetime' trip.

The prize includes flights, an exclusive Contiki tour and tickets to a rock concert.

Last years winners will depart next month on a trip to Canada to see the Black Eyed Peas perform in the Rockies.

The destination and artist for 2011 will be kept under wraps until next year.

See www.contiki.com/agents.

### EK 'NZ Super' fare

EMIRATES has released a one way airfare from Melbourne to Auckland priced at \$140 excluding taxes, on sale til 03 Aug and valid for travel from 03 Aug to 09 Sep.

### easyJet pre check-in

NO FRILLS UK-based carrier easyJet has launched a new night check-in service for pax flying on early morning services out of London Gatwick.

The service means easyJet pax flying out of Gatwick on flights before 8:30am can have their luggage checked-in after 8pm the night prior, at which time they'll be issued their boarding pass.

The move follows feedback which showed 31% of pax have missed early morning flights.

MEANWHILE, easyJet says that the Apr volcanic ash cloud crisis has cost the carrier £28 million (AU\$48m) in compensation paid out to pax inconvenienced.

# CX iPad application

**CATHAY** Pacific is the latest airline to launch an iPad app. that allows users to book flights, check in, look up the status of flights and manage bookings.

## **VS livery changes**

VIRGIN Atlantic has unveiled new aircraft livery which will be applied across the carrier's fleet of 34 aircraft.

The VS branding will now spread across the length of its aircraft (as pictured below) instead of just on the front end.



New look Virgin Atlantic livery



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To be considered email your short (5 page) CV to jobs@tlholdings.com.au. Closing date 6 August 2010.



Page 6

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

### **Ascott Bali addition**

THE Ascott Limited group has announced it will manage is first Bali, Indonesia residence in 2012 the Citadines Bali Kuta.

The residence will feature studio, one- and two-bedroom units located in the heart of Bali.

# **WIN A HOLIDAY TO VANUATU**



During July, *Travel Daily* subscribers can enter to win a fabulous Vanuatu holiday package for two, courtesy of **Air Vanuatu**, **Mangoes Resort**, **The Havannah** and **White Grass Ocean Resort**.

The prize includes Air Vanuatu return economy flights for two from Brisbane, Sydney or Melbourne to Port Vila and Tanna; two nights accommodation at Mangoes Resort, Port Vila; two nights at The Havannah on the island of Efate; two nights at White Grass Ocean Resort Vanuatu on the island of Tanna; daily breakfast and airport transfers.

Each day *Travel Daily* will ask a Vanuatu-related question – just read the issue and email us your answer.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Vanuatu holiday.



Q.22: In 25 words or less describe what makes Vanuatu a unique destination

Email your answer by COB today to: vanuatucomp@traveldaily.com.au

For further information on Vanuatu please see: www.vanuatu.travel

Click here for competition terms & conditions









### Mantra refreshes

MANTRA Hotels will next month unveil refurbishments concluded at two of its Perth properties - Mantra on Murray and the Mantra on Hay - which include in room decor improvements all the way through to a restaurant re-model.

# **Cycling in London**

THE Barclays Cycle Hire scheme will this week launch the program in London, offering locals and tourists around 6,000 bicycles to use as public transport or for a means to tour the city.

The bikes are available around the city and eight boroughs from 400 docking stations, and are priced from £1 per ride, based on the time and location ridden.

### Mt Buller film fest

VICTORIA'S Mt Buller will host its own short film festival on 14 Aug, screening films from the winners of this year's TropFest Short Film Festival.

The event will also be used to announce the finalists of the 'BullFest-Buller on Film' comp. For info see mtbuller.com.au.

### Trek America Live

UK based company Trek America has launched its 'Trek Live' site, where members of its Frequent Trekkers Club can join virtual tour groups online.

The forum allows participants to post reviews, connect with other Trekkers, and add photos, videos and blogs.

# Poppin down to Melbourne



ABOVE: Travelscene American Express members from NSW, VIC, SA and TAS were in Melbourne recently to attend a special performance of the theatre production of Mary Poppins.

The agents were treated to the weekend as part TSAX's 'Stay Connected' program, in conjunction with Qantas Holidays.

Interstate members stayed at the InterContinental Hotel and attended a pre-show cocktail party.

Pictured above at the party from left are: Emily Hamilton,

### Crystal checks in

CRYSTAL Cruises has launched its Priority Check-in & Planning Center (*TD* 23 Jun), enabling guests and agents to complete immigration info, submit transfer details, book shore excursions and plot their day-to-day activities - see checkin.crystalcruises.com.

# **Ice Express to NYC**

ICELAND Express will begin a permanent transatlantic service between London Gatwick and Newark Int'l following the success of the carrier's launch on 01 Jun.

The low cost carrier is offering fares on the route priced from £299 (AU\$520) return, incl taxes.

Deborah and Simon Moffat, from Northshore Travel; and Yvonne Hamilton, St Leonards Travel.

### **Celebrity Aus trips**

CELEBRITY Cruises in the US has announced the launch of a slate of Cruisetours in Australia, with 10 different itineraries including a cruise experience and land tour.

Tour options incl new four and five night cruisetours to either the Great Barrier Reef or Ayers Rock.

### Google hotel prices

GOOGLE Maps is about to unveil a new function in the US which will enable browsers to search for hotels with a pricing feature based on dates of travel.

The user will then be redirected to an online travel booking site such as Expedia or Hotels.com.

There's also an option for users to find out 'more info' about hotels, including links to property reviews, photos and nearby sights and attractions.

The technology is initially planned for US hotels only.

### WN looks overseas

US CARRIER Southwest Airlines' ce Gary Keller has said the airline will this year decide if it will begin operating int'l services.



### TRAVEL CONSULTANT ENTERTAINMENT INDUSTRY BOTANY

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Email your resume to hr@showgroup.com.au

