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#### Ferguson remains

NEWLY appointed Australian PM Julia Gillard has retained Martin Ferguson as Federal Minister for Tourism, as part of a limited cabinet reshuffle named on Mon.

#### AFTA ceo column

TODAY'S issue of *TD* features our regular exclusive industry columm from AFTA's ceo Jayson Westbury - see page five.



## July 1st is Canada's Birthday!

At **143** years old, she's still looking good, eh?

To help us celebrate, become a Canada Explorer by the 1st of July and you could...

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



QANTAS has today applied to the Internatioal Air Services Commission seeking to extend its code share agreement with South African Airways between Sydney and Johannesburg for a further two years, effective 01 Jan 2011.

Group executive, David Epstein said the QF/SAA codeshare pact was "working to our satifaction and considerable commercial importance" (for QF), and that discontinuing the pact would

#### **Corporate demand**

AA APPOINTMENTS says its received an "unprecedented" number of requests for corporate travel jobs this month, with levels nearly on par with those during the "2007/08 boom period".

"It finally appears that corporate travel is on the road to a full recovery, with TMCs reporting a drastic improvement in business volumes," says AA's managing director Adriana D'Angelis.

D'Angelis says now is the ideal time for any skilled retail consultant to make the switch, with a number of TMC's offering full conversion training - see pg 8.

## KEITH PROWSE

Emirates Melbourne Cup Tuesday 2 November 2010



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result in higher costs for both airlines and erode public benefits. Epstein said the current code

share deal has lead to a range of benefits incl enhanced frequency and schedule choices and the promotion of SYD and PER by SAA.

In its review of the current tieup with SAA, Qantas flagged its disappointment in the number of bookings taken during the FIFA 2010 World Cup.

"Qantas had hoped the South Africa Route would gain a one-off short term demand injection... during June to provide a boost in an otherwise flat period.

"However, the level of bookings received over this period has been disappointing," said Epstein.

He also revealed that Qantas' market share to Johannesburg slipped to 39.1% in Apr, after rival carrier V Australia claimed 14.8% in its first full month of operation.

"As VA continues to expand and consolidate its presence on the route, Qantas expects its own market share on the Australia-South Africa route to fall further.. as it adds capacity to the market," Epstein said.

He also indicated that QF would be removing its First Class cabin on 747s flying to South Africa from late next year "due to low demand", in its place offering a three-class service with more seats on each flight than what the four-class services have.

#### Today's *Travel Daily*

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

- TMS Asia Pacific
  AA Appointments
- Hayman Island
- Hayman Islanu



#### Visa cash giveaway

ONE lucky *Travel Daily* reader has a chance to win a \$100 Visa Prepaid Card, in today's issue by simply suggesting what their Top 5 questions would be on a Travel Agent Check List, to ensure clients feel prepared and in control of their holiday finances. For more details on the Visa competition and how to enter,

turn to page four. You could be flying to Buenos Aires, London or New York Prizes So,000 and Prizes So,000 and Prizes

www.qantas.com.au/agents



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Success Click here for more details ETIHAD

#### **Borghetti nabs QF execs** SQ college upgrade

www.inplacerecruitment.com.au

SINGAPORE Airlines has taken delivery of a new training aircraft and two new flight simulators for its Flying College at the Sunshine Coast Airport base.

inPlace

Up to 140 cadet pilots have been trained at SQ's Maroochydore -based school since it opened its doors in 2002



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Borghetti has signed up Qantas' general manager of government and international relations, Jane McKeon, who according to The Sydney Morning Herald.

McKeon will take on a key role with DJ's push into the corporate market with a mission to grab its slice of business travellers.

The DJ boss has also nabbed QF's head of pricing, Will Owens,

#### RCI extends in DXB

**ROYAL** Caribbean International is planning to extend its cruise season and offer more voyages from the Middle East, with Brilliance of the Seas to sail out of Dubai for the Northern Winter 2011/2012.

The move will see Brilliance return to Dubai two months earlier than this coming season, offering seven-, 12- and 18-night sailings, including departures to India with calls in Cochin, Goa and Mumbai.

An expansion of Middle East cruises was flagged in *Travel* Daily's sister publication Cruise Weekly last month (CW 20 May).

#### FJ returns to Xmas

AIR Pacific has resumed a once weekly services between Nadi and Christmas Island, with onwards connections to Honolulu.

FJ says the northbound schedule provides connections from Sydney, Brisbane, Auckland, Tarawa, Tonga and Suva.



a 3 night cruise!

who has been appointed as head of yield management with Virgin.

Last week, Creative Holidays MD Justin Montgomery resigned from his post after close to a decade with the Aussie wholesaler to take on a the head of sales position with Virgin Blue (TD Thu).

Montgomery previously worked at Qantas under Borghetti.

Borghetti is tipped to announce the shake-up of his management team this week, while an overhaul of Virgin's operations is believed to be a few months off.

#### Webiet hackers

WEBJET says it has instructed solicitors to initiate proceedings in the pursuit of damages after it uncovered further instances of its trade mark and derivatives had been hijacked by competitors within Google adwords.

"Our trade mark is one of our principle assets and regardless of cost, it will be defended where considered appropriate," said managing director David Clarke.

"We give clear notice that any further breaches of our trade mark will result in action without notice," Clarke said.

#### Footy tip winners

CONGRATS to Casey Hall from Captain Cook Cruises who was the highest scorer in Round 13 of TD's AFL footy tipping competition.

Casey has won a great Sunbeam Mooooon Skaker, courtesy of Travelodge Hotels.

Congratulations also goes to Brendan Wall of Contiki Holidays who was the leading point scorer for Round 16 in TD's NRL football tipping comp, winning 2 bottles of wine courtesy of Compass Cars.



VANITY now comes in a mascot package with a new game on Facebook, launched by the makers of the US theme park chain, Six Flags.

Mascot Park is an interactive performance game featuring customised mascots that have only one goal, to become the star of the show.

The object is to put on shows and entertain friends, the better the performance the more fans and coins that can be collected.

Players can buy new costumes, unlock new mascots and add stage props with the coins collected, and are in control of the level of interaction that fans can have with the mascot.

If players choose, they can have fans throw an axe at a friend's entrant or put on a show with pyrotechnics - for details see facebook.com/mascotpark.

THIS large beast looks quite terrified next to Camila Parker Bowles, the Dutchess of Cornwall (below), in London recently.

The life size brightly painted elephant is one of 250 being displayed in the city centre at the moment to help to raise awareness and money to save the endangered Asian Elephants.





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#### Win NRL box seats

**BEACHCOMBER** Tours and Air Austral is offering travel agents a chance to win one of five box seats to the NRL match between the Dragons vs Rabbitohs at ANZ Stadium on Fri 16 Jul.

For a chance to win, agents need to complete the quiz at beachcomber.com.au/nrl\_box\_quiz



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

#### Sky High meetings SHANGRI-LA Hotel, Sydney has

launched 'Sky High Meetings' for corporate guests to enjoy the VIP benefits of the Horizon Club, and a complimentary room hire, when booking up to 20 rooms.

Other privileges include free WiFi, all day refreshments, suit pressing on arrival and in room DVD entertainment system.

For more info on inclusions and prices see shangri-la.com/sydney.

#### Travel2 winners

TRAVEL2 has announced the Week 2 winners in its 'Sensational Stopovers' incentive as Michelle from HWT Northlakes and Lisa from Wow! Travel.

Michelle has won a fabulous Hawaii stopover, while Lisa has won a sensational Singapore stopover.

Two stopover prizes are to be won each week for the next three weeks, with every T2 booking earning an entry in the draw. Phone Travel2 on 1300 361 221.

#### Smith French book

BOUTIQUE hotel specialist Mr & Mrs Smith has released its first ever stand-alone book dedicated to one destination.

Mr & Mrs Smith Hotel Collection: France features a range of 33 intimate city hotels and questhouses, chateaux, coastal spas and castles in 12 French locations.

MD Asia Pacific, Simon Westcott said the book has "something for everyone, whether you are looking for a special-occasion fairytale weekend away or a quick luxe-for-less romantic getaway."

The \$45 book will be available from independent book stores around the country from Aug.

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# **Staying Connected in Qatar**

Airline of the Year 2009

TTG Travel Awards 2009



ABOVE: This group of Top Performers were recently invited to participate in the Travelscene American Express Stay Connected educational to Qatar and Italy.

Flying Qatar Airways and in conjunction with Travel the World (Windstar Cruises) the group stayed at the Four Seasons in Doha and enjoyed a seven-day Windstar Cruise from Rome and visited Uschia, Capri, Amalfi, Sorrento, Corsica and Livorno.

Pictured above on the Inland Sea Safari in the Doha desert,

back row from left are: Therese Madden, Status Travel; Elaine Gibbons, Travel.com.au; Sue Basedow, MTA Travel; Lesa Rowlands, Summerland Travel Merimbula; Jason Smith, Qatar Airways; Dave Oaks, Travel Masters; Natalie Campbell, Travelscene Mornington; and Victor Bestawros, Worldstar Travel.

Front: Helen Eves, Travel the World; John Wells, Phil Hoffmann Travel Glenelg; and Veronica Rainbird, Travelscene American Express.



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Send your CV and position of interest to jeanette.whitmore@harveyworld.com.au Applications close 16 July 2010.





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#### ANA mens only w/c

ALL Nippon Airways has become the world's first airline to offer a "men only" washroom onboard a brand new Boeing 777-300ER jet, flying from Frankfurt to New York. The same jet also features one

"woman only" washroom.



ABOVE: Natural Focus Safaris and LAN Airlines took a group of top agents on an educational to Brazil recently.

Highlights of the famil included a visit to Rio de Janeiro, Pariti and the seasonal wetlands of the southern Pantanal, where some great wildlife was spotted.

Pictured above onboard the cruise in Pariti, where the group swam and did some island hopping, *from right* are: Taleen Gaidzkar, Natural Focus Safaris; Marianne Acreman, Peregrine Travel QLD; Melissa Byrnes, Escape Travel, Erina; Praful Albuquerque, NFS;

Emirates

Karen Mudge, Jetset Hutt Street; Shalina Sabar, LAN; Gilbert Whitling, Travelworld Laurieton; Ingrid Hay, Harvey World Travel New Farm; Josephine Tavernese, Travelworld Carlingford; and Andrew Tomkins, Wilson & Turner Travel Associates, Hobart.

#### Savoy set to open

THE Savoy Hong Kong is planning to reopen on 10 Oct, close to three years after it closed for a full renovation in Dec 2007.

The hotel features remodeled Royale Suites, River Suites and an upgrade to the River Restaurant. Money Talk

#### Brought to you by Visa

Last week we showed you the importance of developing a Travel Agent Check List to ensure your customers feel prepared and in control of their holiday finances.

#### Some suggestions include:

- What kind of financial needs does my customer have while travelling?
- Have I told my customer about the different payment options available?
- Does my customer know how to find ATMs overseas?
- Have I provided my customer with important pre-departure tips?

#### To win a \$100 Visa Prepaid card email us at

visa@porternovelli.com.au and tell us 'what are the top five questions on your check list and why?

For more tips go to visa.com.au/gotravel

more people go overseas with Visa.



#### Splendia SiteMinder

AUSTRALIA'S SiteMinder has connected to the Splendia online booking service, offering hotels in Australia and the UK under the channel's management, greater exposure to the inbound market.

SiteMinder MD Mike Ford said signing up Splendia would bring in more "big dollar bookings for our hotel customers," at the same time raising the number of listed properties.

The online distributor has deals with Expedia, Wotif and others.

#### **DJ start BNE/ZQN**

PACIFIC Blue has commenced seasonal nonstop flights between Brisbane-Queenstown, NZ.

#### Insight's Insight

INSIGHT Vacations has reported a shift in demographics on their tours over the winter period with 29% of travellers choosing to travel with a relative, double the number over the summer time. The highest percentage still

remains with passengers choosing to travel with their spouses.

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Friday 16 July 2010: 11am & 2.30pm

Once again the **Macau Government Tourist Office** in partnership with **Travel Daily** is giving subscribers the chance to join in on the experience of World Class Entertainment at Sydney's Acer Arena.

On Friday 16<sup>th</sup> July 2010, Disney On Ice returns to the stage and the Macau Government Tourist Office are giving fourteen (14) lucky readers and their child or a friend to join them in their very own Private Suite.

Macau

Office

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All you need to do is answer the following weekly question featured below for your chance to WIN...

#### In 25 words or less tell us how would you encourage your clients to Experience Macau.

Email your answer to: disneycomp@traveldaily.com.au

CLICK HERE FOR TERMS & CONDITIONS

#### **Gypsies in India**

GLOBAL Gypsies/RAC is offering a small group tour to India on a one off 18 day 'Exquisite India' tour departing Perth on 02 Feb.

Accommodation for the trip is based in modern hotels and includes visits to ancient forts and grand palaces, an elephant ride, train and rickshaw rides, most meals and air-conditioned coaches.

It's being lead by Global Gypsies' Jeremy Perks and Jan Barrie - see globalgypsies.com.au for info.

#### **China/Cooks MoU**

CHINA and the Cook Islands have signed a Memorandum of Understanding which signals the start of Chinese tour groups travelling to the Cook Islands.

The MOU will also assist with promoting bilateral exchanges and cooperation in trade, culture, aviation and other areas.

#### **Doha Mandarin**

THE Mandarin Oriental Hotel Group has announced it will open a new luxury property in Doha, Qatar from 2014.

The property features 160 rooms and suites and 95 serviced apartments, and will be located in the Musheireb area.

#### Al to Star by Mar

AIR India is planning to operate under the AI airline code only by Mar next year, following its IT intergration with Indian Airlines.

The move is one of the final steps required for Air India to join the Star Alliance network.

#### **Travelport US listing**

GLOBAL Distribution System Travelport is looking at listing on the US markets, according to *The Financial Times*.

In Feb the firm abandoned plans to list on the London Stock Exch.

# Carnival ramps up in Florida

CARNIVAL Cruise Lines in the US is adding a new eastern Caribbean itinerary out of Jacksonville, Florida to its 2011 season, due to increasing passenger demand.

The seven-day sailing to Grand Turk, Half Moon Cay and Nassau aboard *Carnival Fascination* will complement Carnival's existing four and five-day voyages which cruise the Bahamas and Key West.

Departures are planned for 30 Apr, 07 May, 23 and 30 Jul, and for

17 and 24 Sep 2011. *Carnival Legend*, which already operates week-long sailings to the Western Caribbean, will add five Eastern Caribbean voyages on 01 May, 26 Jun, 24 Jul, 07 Aug and 16 Oct 2011.

# 🔌 ROYAL BRUNEI

Royal Brunei Airlines is looking for dynamic pro-active and selfmotivated individuals to fill in the various positions at our soon-to-be established sales office and airport office in Melbourne.

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  - and services Officer (2 positions)

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## AFTA UPDATE

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

THEY SAY; "A week is a long time in politics"... But what a week we have just had.

I was actually in Canberra for a couple of days last week and the mood and talk around Parliament House was all about how K Rudd could come back. Now I know what they meant. He couldn't.

It is historic for Australia to have our first female Prime Minister. It feels like we have grown up a little. I mean even our friends across the ditch have had a female Prime Minister in the past. So enter Prime Minister Julia Gillard, our 27<sup>th</sup> Prime Minister of Australia.

In advance of the election, which now appears sooner than later depending on the way the popularity contest goes, Prime Minister Gillard has announced the new Ministry. Simon Crean will take over Employment and Workplace Relations; Education and Social Inclusion. Foreign Affairs Minister Stephen Smith will have the Trade portfolio added to his responsibilities.

There were no other changes made to the existing responsibilities. This means Martin Ferguson and Craig Emerson, currently the most important Ministers for the travel industry remain unchanged. We are now clearly in for a ride over the next few months as the policies and strategies for the federal election are rolled out.

It is also the end of June and as you would be aware, the end of the review of consumer protection draws to a close. At this stage AFTA has not been made aware of the recommendations or outcomes that are contained within the report and we can expect that it may be several months before we actually see the report. This will very much depend on process.

The next step is for the report to go to the consumer affairs officials meeting in late July at which time further recommendations will be made.

In order for any action to take place, the report will need to be reviewed by the Consumer Affairs Ministers from around Australia and the next meeting of them, known as the Ministerial Council on Consumer Affairs (MCCA) is not scheduled until November 2010. So while this is an extremely important review for the travel industry, we will have to accept that we may have to wait a while to know the direction the

recommendations suggest.



I remain optimistic of a favourable outcome and recommendation for change and at this point we can do no more than wait.



#### State Manager WA

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Ideally, you will possess excellent ticketing knowledge (including BSP), sound GDS knowledge (Amadeus, Galileo or Sabre) and have well developed communication skills as you will be dealing with clients, staff and management. A minimum of 12 months management or supervision experience is essential.

Salary will be based on experience and qualifications.

Send your resume to: hr@consolidatedtravel.com.au by Monday 05<sup>th</sup> July 2010.

All applications will be treated in strict confidence.

# WIN A TRIP TO THAILAND



To celebrate its 50th birthday, **Thai Airways International** has teamed up with *Travel Daily* this month and is giving travel consultant readers the chance to win a trip to Thailand for two people.

This great prize includes: two return flights with TG to Koh Samui, five nights accommodation at Sareeraya Villas & Suites, daily breakfast and airport transfers.

THAI is "Celebrating 50 years of the world's most famous Smile' and is looking for the 'Best smile on a Dial' in Thailand.

All you need to do to enter the competition is send in a picture of your favourite 'smile' taken in Thailand during a holiday or an agent famil. It can be a picture of anybody you've encountered during your trip and must be captioned where it was taken.

RIGHT: Marc Scott from Flight Centre Kawana pictured at Safari World in Bangkok.



Email your entries to: smilecomp@traveldaily.com.au CLICK HERE FOR TERMS & CONDITIONS



#### **P&O World cruises**

**P&O** Cruises World Voyages has released its 2011-12 program and it boasts being the largest European and Caribbean cruise program ever.

It features 156 cruises over 270 destinations and a range of cruise lengths from two to 36 nights.

The seven day Mediterranean cruise starts from \$1,059ppts.

#### **Singapore May rise**

Travel Daily

SAREERAYA

SINGAPORE has recorded a 30% year-on-year increase in visitor numbers to 946,000 during the month of May, according to the Singapore Tourism Board.

Contributing to the increase is the city's two new casinos and the Buddhist holiday long weekend. The figure was the highest May

result on record.



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#### El moving to T2

AER Lingus has announced it will begin operating both long and short haul services from Terminal 2 at Dublin Airport, effective Nov. The move will make EI the

'anchor tennant' of the terminal.





ABOVE: Broome and Kimberley Holidays hosted a group of Victorian and South Australian agents on an educational to Fremantle, Margaret River and Perth, in conjunction with Tourism Western Australia recently.

During the famil the group explored Rottness Island, got up

#### Scenic earlybirds

SCENIC Tours is offering a range of earlybird deals on its 2010 Canada/Alaska tours, incl the 37day Grand Tour of the Rockies, Alaska & New England trip which is offering a fly free deal to Canada for Apr departures.

The trip is priced from \$16,135 per person twin share, for more info visit scenictours.com.au. close and personal with quokkas and saw fur seals, a pod of dolphins and a migrating whale.

Other highlights included sampling premium wines and eating culinary delights, and experienced Mandurah before returning to Perth.

Pictured above at the Fremantle Prison *from left* are: Amy Hakof, Champion Travel; Melissa Birkett, East Burwood Travel; Anne Clutterbuck, Custodian Travel + Cruise; Rebecca Eckert, Phil Hoffmann Travel Norwood; Liliana Almeida, Alma Travel; Brittany Clayton, Harvey World Travel Horsham; Jessica Ornsby, Travelcall; and Narelle Welsh, Broome & The Kimberley Holidays.

# BCD travel OPERATIONS MANAGER Sydney

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Scandinavian Airline

A STAR ALLIANCE MEMBER



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JOB OF THE WEEK! Due to demand from our clients our team in the Sydney office is expanding. Helping a candidate find their dream role and developing their career is a rewarding role. You will need to be currently working in the travel, tourism or hospitality industry in a sales position as this role requires a driven individual. This role is strongly suited to Travel Consultants/Sales Reps/BDM's who are

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