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Travel Daily AU

First with the news

Mon 24 May 10

Page 1

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

WHO WILL BE
TMS TEMP OF THE MONTH for
may madness

The winner will be featured in Travel Daily 27 May 2010

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An attractive and competitive package, commensurate with your experience; travel opportunities; comprehensive training and development; and opportunities for career growth. To apply, please send your full Curriculum Vitae and cover letter to Jackie Firmstone: jobs@travelindochina.com.au by 31 May 2010

Breakaway goes hunting

THE Breakaway Travel Franchise group today launched a charm offensive, inviting agents to join Australia's "only truly independent" travel network.

The move follows the ground-breaking pact between Jetset Travelworld and Stella announced

BA strike still on

DESPITE last ditch attempts to negotiate with unions, the British Airways cabin crew strike is going ahead, with 15 days of industrial action planned over the next few weeks.

The first wave will see BA London Heathrow crew off the job this week 24-29 May, but the carrier said it plans to operate about 60% of its long-haul services from LHR, along with all flights to and from London City and London Gatwick airports.

Flight BA9/10 from London to Sydney via Bangkok will operate this week, with a slightly modified in-flight service.

Further industrial action is planned for next week 30 May-03 Jun and 05-09 Jun, with Qantas advising that this is likely to impact on QF codeshare services operated by BA.

QF has issued a fare waiver allowing fee-free changes for its passengers ticketed on 081 paper for travel 24 May-11 Jun and travelling on British Airways operated services.

Amex travel jobs

AMERICAN Express is today advertising for a Client Manager - Large Market and a Supplier Relations Manager, with both roles based at its Sydney office.

More information on page 11.

earlier this month (TD 12 May), which will see the consolidation of the Harvey World Travel, Jetset, Travelscene and Travelworld groups under a single umbrella.

Today, Breakaway sent an email blast across the industry inviting "select agents" to join its group as either an affiliate or franchise partner in Brisbane, Melbourne, Adelaide and Darwin, saying the move would allow them to retain their independence, "whilst taking advantage of better yield."

In its email, Breakway said: "With the ever changing world of partnerships and amalgamations of companies these days, the one question we ask ourselves from a business point of view is 'How will this benefit my business?'"

"Is this a question you have been asking yourself recently?," the memo questions.

"If so, then perhaps the time has come for a change in which travel group you belong to," The Breakaway Travel Network says.

The group says partners will "instantly enjoy exceptional sales growth and bigger profits", due to Breakaway's "unique business model and range of benefits."

China Hols online

CHINA Holidays is using Antonia Kidman to help promote its online service at bookchinaonline.com - see page ten for more info.

Bumper issue today

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

- AA Appointments
- China Holidays
- American Express job ad

BKK embassy open

THE Department of Foreign Affairs and Trade has reopened its embassy in Bangkok, after its closure last week due to the ongoing unrest in the Thai capital.

The latest DFAT Smartraveller advice continues to warn Australians not to travel to Bangkok (excluding Suvarnabhumi International Airport) due to the "ongoing risk of sporadic violence" and are told to avoid the Rachaprasong area in the centre of the city.

Although the situation is coming under control the Thai government has extended its curfews in 24 provinces, including Bangkok, to cover last night and tonight from 11pm to 4am.

AA Sex tickets

AA APPOINTMENTS has today launched a new competition in conjunction with the launch of the *Sex and the City 2* movie.

All new candidates who register with AA before 30 Jun will go into the draw to win either a \$500 shopping voucher, or five runner-up double movie passes to a movie of their choice - see pg 9.

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earn points Trip

FINAL DAYS!

WOW Sale!

Book a new Royal Caribbean cruise on Mon 24 or Tue 25 May and receive up to US\$200* FREE onboard credit and 50% reduced deposit!*

click here for details!



Royal Caribbean INTERNATIONAL

*Applies to cruises departing 1 Sep 2010 onwards. Onboard credit is per cabin, by cruise length (3-5 nights-US\$50; 6-9 nights-US\$100; 10+ nights-US\$200). Conditions apply. ABN 33 133 829 302. RCIS265

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Travel Daily_{AU}
First with the news

Mon 24 May 10 Page 2

EDITORS: Bruce Piper and Guy Dundas
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10 GOOD REASONS TO VISIT NEW CALEDONIA

1 Just next door

Less than 3 hours from Sydney and only 2 hours from Brisbane.

Aircalin International Airline of New Caledonia

CLICK HERE FOR THE OTHER 9 REASONS

BA bloodbath

BRITISH Airways on Fri reported a record £531m (A\$933m) pre-tax full year loss for the year to 31 Mar, with overall revenue falling £1 billion to £7994 million.

CEO Willie Walsh made the best of it, saying that the carrier's "determined efforts on cost control" meant that costs had reduced in accordance with the downturn in revenue.

"Our operating loss is virtually the same as in the previous year," he said, with big reductions in non-fuel costs achieved by "the introduction of permanent structural change in the way that we work, allied with capacity reductions and cuts in external spend".

However the carrier certainly isn't out of the woods yet, with Walsh adding: "The current financial year could hardly have had a worse start with the unprecedented closures of UK airspace following the eruption of the volcano in Iceland" - not to mention the ongoing battle with cabin crew (see p1).

In his wrap-up of the results Walsh also flagged that the carrier may consider renegotiating the as-yet unpaid massive £121.5 million fine levied by the UK Office of Fair Trading over alleged collusion with Virgin Atlantic, after the trial of four BA staff over the matter collapsed earlier this month (TD 11 May).

BA won't be paying a dividend but said the outlook was "becoming slightly more positive."

Timeshare scam arrests

POLICE have arrested two men in Victoria, in relation to alleged frauds related to timeshare holiday properties.

The move follows an alert over the men's activities some time ago from the Australian Timeshare and Holiday Ownership Council (ATHOC) which comprises groups such as Accor Vacation Club, Wyndham Vacation Resorts Asia Pacific and Classic Holidays.

It's alleged that the men were trading under a number of business names such as Movacation, Aussie Timeshare and Minivacation, with Victorian Police saying they were "posing as

agents trading in time share holidays, predominately targeting elderly people."

It's claimed that the pair telephoned time share holders and offered them nonexistent special discounts and upgrades, with 30 victims duped out of thousands of dollars over the last 18 months or so.

"Detectives believe these offences are not restricted to Victoria and people in other states may also have been targeted," an official statement said, urging anyone affected to contact the Crime Stoppers hotline on 1800 333 000.

ATHOC general manager Laura Younger advised consumers to be "extremely careful when purchasing timeshare in the unregulated secondary market, or from someone who does not hold a Security Dealers License".

More price rises

THE sudden drop in the Australian dollar last week has resulted in further price increases from Qantas Holidays (TD Fri), with the wholesaler advising that it's also increasing prices for bookings to Canada, Hong Kong, Singapore and Thailand.

Effective immediately Canada prices are up 7.5%, with Hong Kong rising 6.06% and Singapore up 6.29%, while Thailand prices are increasing by 8.43%.

Existing bookings can be protected with current pricing if they're paid in full by 8pm this Fri 28 May, and anything not fully paid by this time will be automatically adjusted to incur the new price levels.

The changes also apply to Viva! Holidays packages.

Don't forget SOO

ENTRIES are already flooding in for our exclusive Rugby League State of Origin competition (TD Fri) in which the reader with the closest answers to a series of questions over the three games in the series will win two night's accommodation at a VIBE hotel.

The questions for Game 1 on Wednesday are:

1. Which team do you tip to win the 2010 State of Origin series?
2. What do you predict the score will be for Game 1?
3. In what minute of Game 1 do you predict the first try will be scored?

Answers must be sent in by 5.30pm Wed 26 May to soocomp@traveldaily.com.au.

Window Seat

THERE are a few less artistic masterpieces for visitors to Paris to view this week, after a thief stole \$150m worth of paintings from the French capital's Museum of Modern Art.

The city's mayor, Bertrand Delanoe, announced the thefts and shamefacedly admitted that the museum's alarm system had been broken for two months and was still awaiting new parts.

The masked intruder simply broke a window in the small hours of the morning before taking just 15 minutes to slice a Picasso, a Matisse and three other extremely valuable paintings out of their frames.

A TAXI driver in Poland has reportedly thrown away his GPS navigator, after discovering that his pet dog is better at getting him and his passengers from A to B around the city of Lodz.

65-year-old Andrzej Szymcakowi, calls his canine navigation system a 'Yap-Nav', after his two-year-old terrier Bobo, who's been travelling in the cab since he was a puppy, started telling him where to go.

"He yaps and raises his right paw to show we should turn right, his left paw for left, and barks and wags his tail for straight on," Andrzej said.



Looks like Bobo wants to drive, too

pricing and distribution coordinator.

As a Pricing and Distribution Coordinator in the Virgin Blue Sales department you will assist the team to sell airline seats whilst being responsible for the customer experience right up until they board.

As the successful candidate your experience in pricing/tariff/ticketing will assist you in the creation and maintenance of accurate tariff sheets for international agents, to support a number of new destinations for the Virgin Blue Group and to support agents selling our products. You will also manage and develop key travel industry relationships and contacts.

To ensure you are a front runner you will have significant GDS experience and be fully conversant with airfare construction. Tertiary qualifications in a related field or revenue management experience will be highly regarded.

Visit our website virginblue.com.au/careers to find out more or click 'Apply Now'.

Applications close 26 May 2010.



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Mon 24 May 10

Page 3

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**Best Business Class
White Wine**

Business Traveller Cellars
in the Sky Awards

QATAR 
AIRWAYS القطرية

SkyTrax results

KOREA'S Asiana Airlines has been named the best airline for 2010 in the annual SkyTrax survey, just pipping Singapore Airlines which came in second.

SkyTrax says almost 18 million passengers from more than 100 countries across the globe participated in the survey conducted between Jul 09 and Apr 2010.

Third place overall was taken by Qatar Airways, followed by Cathay Pacific in fourth and Air New Zealand in fifth place.

Etihad was sixth, followed by Qantas and then Emirates, while THAI Airways came in ninth position and Malaysia Airlines rounded out the top ten.

There are many other categories in the awards, with Qantas taking out top place for best premium economy and Emirates taking the gong for best in-flight entertainment.

Etihad was named as having the best first class cabin, while Qatar Airways won for its business class cabin and Malaysia Airlines took out the Best economy class category in the awards.

SQ profit soars

SINGAPORE Airlines has announced a S\$278m fourth quarter profit - seven times the \$42m result a year ago - with the strong result seeing the airline report an overall net profit of S\$216m, down 80% on 2008/09.

The carrier said that advance bookings are encouraging, and also confirmed that the ash-related disruption in Europe last month cost it about S\$50 million.

"Yields for both passenger and cargo should keep pace with the growth in demand," the carrier said, but added that the sustainability of the improvement "depends on developments in the world economy".

Fiji dive market up

TOURISM Fiji has reported a rapid rise in the popularity of the destination's dive market, fueled by Chinese travellers taking advantage of Air Pacific's direct Hong Kong-Nadi service.

CEO Josefa Tuamotu told *TD* at the Bula Fiji Tourism Exchange that dive sites at Savusavu, Kadavu and Beqa Lagoon were being "flooded" by Chinese tourists.

VTO/Cahill rub shoulders



ABOVE: Vanuatu Tourism Office (VTO) along with The Havannah Resort, Port Vila recently spent the night at the Tim Cahill Gala Dinner which raised funds for the Cancer Council.

The VTO, Air Vanuatu and The Havannah Resort donated 5 nights in a Beachfront Villa and economy airfares for two from Sydney to Port Vila at the live auction, raising more than \$4000.

During the evening the crowd was entertained with performances by Robbie Kmetoni from Channel 10's 'So You Think You Can Dance' Australia 2010, and singers Angel Tupai and Mahalia Barnes.

Pictured *from left* are: Georgia Ditton, Australian representative for Vanuatu Tourism Office, Soccerroo Tim Cahill and Liz Pechan, The Havannah Resort.

SUITE VIEWS

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RCCL's Mexican Mariners



ABOVE: A group of agents were hosted by Royal Caribbean, JTG and Air New Zealand recently on a 7 night Mexican Riviera voyage aboard *Mariner of the Seas*.

The group was given first hand experience of a Voyager Class ship complete with it's specialty restaurants, ice-skating rink, 9 hole mini golf, basketball courts, rock climbing wall and Royal Promenade.

On board the ship bottom row **from left** are: Say See Stokes, Jetset Singleton and Julie Goodsell, Travelworld Nowra.

Middle: Jenny Davis, Anywhere Travel; Kasey Buckland, Travelworld on King; Sarah Young, Travelworld Bonnyrigg; and Bill Callaghan, Travelworld Orange.

Top: Nicola Nanninga, Jetset Travelworld Group NSW; and Tony Soden, Royal Caribbean Int'l.

Australia Unlimited

THE new Brand Australia has been launched by Trade Minister Simon Crean at Shanghai World Expo, a concept which will be the "global face selling Australia to the world in the 21st century."

Australia Unlimited seeks to drive global businesses, investors and students to Australia.

"There is more to be done to communicate a more contemporary image of Australia to China and the rest of the world. Brand Australia will help to ensure others appreciate the full versatility and diversity this nation has to offer," said Crean.

The Australia Unlimited brand will be further marketed at the FIFA World Cup in South Africa in Jun and at the 2010 Delhi Commonwealth Games in Oct.

Zimbabwe all good

ADVENTURE World is reporting that Zimbabwe's tourism is "alive and well and has a lot to offer visitors."

Africa product manager Alisa Feillafe has recently returned from a fact-finding trip to the country, visiting Bumi Hills in Lake Kariba, the Hide in Hwange NP, Muchenje in Choebe NP and the Victoria Falls Safari Lodge.

Feillafe said that the Zimbabwe hotels and lodges that Adventure World use are of a very high standard, with some having been recently renovated.

"The game parks are teaming with wildlife and the expert rangers are ready and waiting to show them off," she said, adding, "all in all I have no hesitation in recommending Zimbabwe as a fantastic adrenalin packed safari destination."

CX Business upgr.

CATHAY Pacific is understood to be looking at replacing its narrow, long haul Business Class seats with the Sicma Aero 'Cirrus' seat, used by US Airways.

The new seats are expected to be phased in from Dec this year.

TN boost AKL/PPT

AIR Tahiti Nui is adding a third weekly seasonal service between Auckland and Papeete effective 17 Nov - 23 Dec, according to travel agent GDSs and the carrier's website.

The new services operated from Auckland on Tuesdays and from Papeete on Mondays.

Fraser conferences

KINGFISHER Bay Resort on Qld's Fraser Island has released a winter conference package that includes a night's accommodation, a full day delegate package, brekkie, transfers and a whale watching cruise.

The promo is available for new bookings made between 01 Aug-30 Oct and is priced from \$249 per person with extra nights from \$130 - room only.

Byron appointment

THE Byron by Byron Resort & Spa has named Scott O'Neile as its new executive assistant manager.

O'Neile was previously regional sales & marketing manager at Mantra Group's Salt properties in NSW, and worked in sales & marketing managerial roles with both Voyages Hotels & Resorts and the NT Tourism Commission.

Amadeus hotel link

AMADEUS has announced a new LinkHotel distribution and marketing service aimed at independent hotels and groups.

As well as reservation tools and marketing services, Amadeus LinkHotel will offer centralised rate and inventory management and "is one of the only services of its kind to offer automated commission handling, to ensure intermediaries receive payment accurately and on time from member hotels".

The distribution technology is also "fully online travel agent compliant" meaning hoteliers will be able to distribute product online, and the system also enables corporate serviced apartment operators to distribute inventory via GDS.

FJ defers CXI route

AIR Pacific has withdrawn the re-commencement of services between Nadi and Christmas Island (TD 04 May) due to a delay in completing the upgrade of the island's runway.

The seasonal service, which connected to Honolulu, was supposed to launch tomorrow and run through until 16 Jun.

Agents with clients on affected services are advised to contact Air Pacific for more information.

NSW Business Development Manager

Australian Pacific Touring is Australia's premier touring company with offices and operations in all states of Australia, and overseas in Europe, UK and US. We have a wide product range in both domestic and international markets including luxury and experiential tours and a diversity of brands focussed in providing exceptional customer service.

The role of Business Development Manager involves working within the designated area of Sydney in partnership with our customers, mainly travel agents, to increase our business by providing superior service and advice to your accounts. You will be responsible for developing business growth strategies and creatively working to implement these within your territory.

The successful candidate will possess:

- A good knowledge of the travel industry
- At least 3 years sales experience
- Proven ability to develop business growth strategies
- Excellent customer relationship skills
- Well developed communication and negotiation skills
- Strong computer literacy
- A commitment to the company team and a desire to help others be successful

In return we offer:

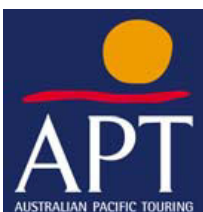
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Radisson Blu Cebu

CARLSON Hotels will open its first Radisson Blu property in Asia Pacific, with the Radisson Blu Hotel Cebu to debut from Sep.

The 400-room hotel will be located in Cebu's information technology precinct, designed to appeal to business and leisure travellers.

Thanda special

BENCH International is offering a discount of \$244 per person on its 3-day Thanda Private Game Reserve tented camp in South Africa, now priced from \$686 per person, when booked by 08 Jun.

Omniche expansion

OMNICHE Holidays has added 2 new staff to its Brisbane team, with the addition of Renae Loro as the group's operations manager and Melissa Longcake appointed as team manager of Groups & Special Interest Travel.

Russian cruise deal

BENTOURS is offering \$1,000 off its Waterways of the Czars Russian cruise itineraries, for voyages to 31 Dec, when booked by 31 Jul.

Prices now start at \$3,220ppts - for info phone 1800 221 712.

Name a slide comp

TODAY is the last chance for people to enter Queensland's Wet 'N' Wild Water World's competition to name one of its four new waterslides.

The person with the best entry will be able to invite 19 of his/her best friends to the park to trial the transparent slide which features a vertical drop and loop.

To enter, go to myfun.com.au and follow the prompts on the Wet 'N' Wild web-page.

Samoa slow to grow

THE return of tourists to Samoa is taking longer than originally anticipated, according to Samoa Tourism Authority's manager mktg & promotions, Dwayne Bentley.

"Wholesalers are reporting that the recovery from September's tsunami is taking longer than expected," he told *TD* at Bula Fiji Tourism Exchange last week.

Two of the resorts hardest hit by the 29 Sep tsunami, Sinalei Reef Resort and Coconuts Beach Club Resort & Spa, have now both reopened and it's hoped that this will fuel a growth in tourist numbers to Samoa.

The Tanoa Hotel group will also open the 4.5 star 96-room Tanoa Tusitala Hotel in Jul, boosting room inventory by more than 10% for the South Pacific nation.

Samoa is also looking to appeal to the MICE industry, with a new convention centre currently under construction and expected to open sometime early next year.

Student Flights Rage in CNS



PICTURED above are 100 Student Flight team and state leaders, who attended a three day conference recently in Cairns.

The conference, hosted by Raging Thunder and Infinity Holidays, offered a platform to discuss the changing travel needs of Generation Y, as well as build upon leadership skills and career development.

Highlights of the weekend included Raging Thunder experiences, such as skydiving,

bungee jumping, walking through the Daintree National Rainforest and laying around on Fitzroy Island, before table dancing at 'The Woolshed'.

The conference helped to map out shopfront strategies for the student and youth market, and plans for future shops.

QH appointment

QANTAS and Viva! Holidays has appointed Mr Linh Le as its new trade marketing manager, replacing Kate Brown.

Le can be contacted by email at linhle@qantas.com.au.

Ohana offload Hana

HAWAII'S Ohana Hotel Co. has finalised the sale of the 70-room Hotel Hana Maui resort to US group Amstar subsidiary, Green Tea, who will manage the hotel.

*It.
You can't bottle it.
You can't put your finger on it.
But weirdly, you can fly it.*

*What exactly is it about flying Upper Class? Is it the complimentary limo service that takes you from door to door? Is it the business class seat that transforms itself into one of the longest fully flat beds in the sky to give you a proper night's sleep? Maybe it's being able to mingle and unwind at our onboard bar. Or is it simply that you get all of this for a business class fare? It may be impossible to pin 'it' down, but we certainly think you'll know it when you see it. Discover more at virginatlantic.com/experience
Your airline's either got it or it hasn't.*



UPPER CLASS

Virgin atlantic

VA seat changes

V AUSTRALIA has confirmed it will be modifying its economy class seat to a Recaro designed model on the next three Boeing 777s to be delivered, due to the current seat supplier being unable to deliver in time for the next jet.



Indaba crew all smiles

PICTURED above are some of the buyers enjoying the recent South African Tourism Indaba 2010 Travel Mart.

From left are: Rob Gurr, South African Tourism Trade Relations manager; Dennis Basham, Blue Holidays; Neil Robertson, Virgin Blue Group; Andrew Hutchinson, Qantas Holidays; Lauren Hattie, New Horizons Holidays; and Chris le Roux, On The Go Tours.

Mauritius golf deal

BEACHCOMBER Holidays is promoting packages for the upcoming Mauritius Golf Tournament which will take place 09-22 Nov.

Participants play 7 games of golf and stay in two Beachcomber five star resorts, with a range of prizes for each day of play - more info 1800 264 268.

Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.

Grand Pacific Tours - New Zealand 18 Day Lawn Bowls Tour 2011

This four page special interest brochure covers an Apr 2011 departure including four lawn bowls games, airfares, taxes, meals, sightseeing and attractions. The tour also takes in Olveston House, Haggis Ceremony and Gift, Larnach Castle, TranzAlpine Rail Journey, thermal mud pools and geysers and much more - www.grandpacifictours.com.



Orion Expeditions Voyages 2011

The 94 page brochure cover 49 voyages to 17 countries and more than 170 remote destinations stretching from Antarctica to the Russian Far East on *Orion* and the debut season of *Orion II*. The brochure also contains a DVD with some of the destinations visited, and a pricing supplement with early booking incentives - www.orionexpeditions.com



Compass Car Rental 2010/11

This is the first brochure from the rebranded 1car1 operation and highlights key selling points for agents including the expanded range of destinations on offer. The operator says the brochure also has no contact details whatsoever to link the customer to Compass Car Rentals, meaning agents can feel confident in passing it onto clients - compasscarrental.com.



VIVA! Holidays - Las Vegas Flyer May-Jun 10

This flyer offers specials on Las Vegas hotels, sightseeing and car hire. The four star Mirage is priced from \$72ppts, Area Resort and Casino is a five star property with prices starting at \$107ppts, and the famous Bellagio is from \$111ppts. All properties are located on "the strip". For more info call 13 27 87.



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closing date: 28th May 2010

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QLD Airport no's up

GOLD Coast Airport has seen a 27% leap in int'l arrivals year-on-year for the month of Apr, as well as a 10% rise in domestic numbers for the same period.

Queensland Airports Limited, which owns and operates airports at the Gold Coast, Townsville and Mount Isa reported a collective total for Apr of almost 600,000 pax movements, up 10% on Apr 2009.

AA set for strike

FLIGHT attendants at American Airlines have voted to authorise a strike if current negotiations between the carrier and unions don't result in a new contract.

The carrier said the vote was "not unexpected and a common part of the bargaining process".

Any walkout would also have to be authorised by the US National Mediation Board.

sydney festival

Travel and Artist Co-ordinator

Sydney Festival, one of Australia's leading contemporary Arts Festivals, is seeking a full-time Travel and Artist Co-ordinator to oversee all travel, accommodation, visa's and logistical requirements and obligations relating to International & Australian artists participating in the Festival. Min. 3 yrs experience essential.

For further details, contact

Bill Harris, Head of Programming –
bill.harris@sydneyfestival.org.au

AC int'l expansion

AIR Canada has announced it will add four new international destinations from its Toronto hub this Northern Summer, with services to begin to Athens, Barcelona and Copenhagen.

Another online accom collapse

LIQUIDATORS have been appointed to a company called Accommodation1 Pty Ltd, which operated Gold Coast holiday accommodation website www.ourholiday.com.au.

The company, which is a division of Flatworld Trading Pty Ltd, rented apartments in a number of buildings operated by Mantra Group, including Q1, Circle on Cavill, as well as the Accor-managed Chevron Towers Resort and other properties.

The liquidator, Jason Bettles of Worrall's Solvency and Forensic Accountants, told *TD* this morning that hundreds of bookings are affected, and clients are being contacted to advise that they need to make alternative arrangements.

The voluntary liquidation followed recognition by the company's directors that it wasn't able to meet its obligations including paying wages and trade creditors, Bettles said, with the downturn in travel due to the GFC being blamed for the failure.

Mantra said the collapse is another reason that consumers shouldn't book through unlicensed operators, with holidaymakers

booked through ourholiday.com.au for travel from 19 May left "high and dry" by the company's failure.

"Consumers using faceless website operators have no way of knowing the financial circumstances or capabilities of the company and are putting their hard-earned money and holiday experiences at risk by using them," said Mantra gm of distribution, Luke Jamieson.

He said Mantra would extend a lifeline to affected guests by offering a discount of up to 25% on either the building they booked with through Accommodation 1, or at others in Mantra's Gold Coast portfolio.

Hurtigruten move

DISCOVER the World Marketing has enjoyed a spin-off from its Australasian representation of Hurtigruten Cruises, with the operator selecting DTW to also represent it in Latin America.

Under the deal Discover the World will handle Hurtigruten's sales and marketing in Argentina, Bolivia, Brazil, Costa Rica, El Salvador, Guatemala, Mexico, Panama, Peru and Venezuela.

Snow Travel Expo in SYD

YESTERDAY was the final show of three city 'Snow Travel Expo' in Australia this year, held at the Exhibition Centre in Sydney.

The event featured stalls for both Northern and Southern hemisphere snow wholesalers, hoteliers and equipment retailers, offering brochures, pamphlets and leaflets that include earlybird discounts and general facts about the ski runs, accommodation and other activities available in each location.

Jane Fairley from SunValley.com told *TD* that Sun Valley was the first ever ski resort in North America and it was the first ski resort to feature a chair lift.

Jane is pictured above (right) with daughter, Cate Fairley, an Australian team Ski Racer who will be heading to Mt Buller in Victoria



shortly to spend four months on the slopes, and then off to Sun Valley for another four months.

Also in attendance at the Expo were representatives from Sun Peaks, Ski Max along with wholesalers and suppliers from NSW, VIC, NSW, NZ and Japan.

RIGHT: Value Tours' NSW bdms

Will Dobie and Sonia Lupish showcased the firm's ski product offering.



LEFT: Some of the team at the Travelplan Ski stand during the Sydney leg of the Snow Travel Expo roadshow while in Sydney.

From left are Abigail Elvy, Mari Butti, Miranda Barclay, and Anthea Huxley.



Join us for an evening of intrigue

Experience some of the culture and charm of Abu Dhabi at a "Travellers Welcome" event to be hosted by the Abu Dhabi Tourism Authority.

Savour Middle Eastern treats and find out more about one of the world's most intriguing destinations.

You could even win a luxury trip to Abu Dhabi courtesy of Etihad Airways and our partners.

Event details:

Brisbane	Monday 21st June @ Lightspace
Melbourne	Tuesday 22nd June @ Carousel
Sydney	Wednesday 23rd June @ The Museum of Contemporary Art
Time	5:30PM - 8:00PM

Numbers are limited. If you would like to attend [click here](#) and RSVP. Please highlight which event you will be attending.

Discover the truth behind our promise,
"Travellers Welcome"



THAI Haneda slot

THAI Airways International has flagged its intention to begin a daily service between Bangkok and Tokyo Haneda Airport from 31 Oct this year, on top of its already operational thrice daily Tokyo Narita service.

Hong Kong for wholesalers

THE Hong Kong Tourism Board, Marco Polo Hong Kong Hotel and Cathay Pacific Airways recently hosted five senior managers from key wholesaler partners.

During the group's four days in Hong Kong they enjoyed an itinerary of sightseeing, dining, cultural elements and shopping.

Highlights included a spectacular meal at the Cucina Restaurant at the hotel, an open-top bus ride through Kowloon, a ride on the Ngong Ping 360 crystal cabin to the Big Buddha on Lantau Island and a day at the races in Sha Tin.

Pictured taking in the spectacular views at the Big Buddha are *from left*: Amanda Highfield, Wendy Wu Tours; Neil Rodgers, Tourism & Leisure Holdings; Andrew Yell, Creative



Holidays; Jill Loyd, Cathay Pacific; Lisa Lee, HKTB; Nick Ferguson, Qantas Holidays and Cheryl Pratten, Infinity Holidays.

German cruise fire

MORE than 600 people were evacuated from Peter Dielmann's *MS Deutschland* vessel in Norway on Sun after a fire break out.

THE WALSH GROUP



Sales Manager WA – Part Time

The Walsh Group is seeking an experienced and committed individual to fill this newly created sales position as GSA for the Lufthansa Group (representing Lufthansa, Austrian and Swiss) in WA.

Key responsibilities include;

- Identifying & securing incremental sales revenue through corporate and leisure channels
- Planning & organizing sales activities such as product seminars, launches and presentations
- Maximising opportunities through Star Alliance participation
- Achieving revenue targets and key market objectives.

The successful candidate must possess the following;

- 3-5 years airline experience in a similar position managing a sales territory
- Knowledge of airline terminology, pricing and processes
- Have excellent presentation skills, a passion for sales and a reputation for dependability, integrity and flexibility
- Must have own car

Please forward your resume with a one page covering letter to Sonia Holt, HR Manager; sonia.holt@walshegroup.com by Thursday 03 June 2010.



Lufthansa



STAR ALLIANCE MEMBERS

WIN A TRIP FOR TWO TO SOUTH AFRICA

During May, *Travel Daily* is giving travel consultant readers the chance to win an incredible seven-day holiday to South Africa for two people, courtesy of our friends at **South African Tourism** and **V Australia**.

This sensational prize includes return International Premium Economy airfares to Johannesburg flying V Australia, two night's accommodation in Johannesburg, a four night stay in luxury accommodation at Kruger National Park, a city tour, all transfers and breakfast daily.

Expect to be spoilt in International Premium Economy with V Australia, including priority check-in and boarding, all leather seats with 38" seat pitch and adjustable foot rests, all inclusive food and beverage, mood lighting and much more!

To enter, simply send in a caption that represents the adventure photo featured above. You can enter as many times as you want.



Get creative & email your captions to satcomp@traveldaily.com.au

Plus, a weekly prize of two bottles of South African wine will be up for grabs for the cleverest caption received each week...so keep an eye out in *Travel Daily* each Monday to see if it's you!

Congratulations to Sneha Maharaj from Flight Centre Brisbane, who was the weekly winner for last week's photo caption:

Who said white men can't jump???

[Click here for competition terms & conditions.](#)



Note: Agents must be registered on Fundi to enter the competition:
www.southafrica.net/fundi



JAL fuel surcharge

JAPAN Airlines will retain its current int'l fuel surcharge of US\$32 per sector for travel Japan and Australia between 01 Jul - 30 Sep, the carrier has said.

DFAT on Jamaica

THE Dept of Foreign Affairs and Trade is advising Jamaica-bound travellers of likely "civil unrest in Kingston" after the extradition of an alleged drug ring leader there.



maxim's travel

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This well established successful corporate travel company located in the Sydney CBD is seeking a strong multi skilled corporate consultant that can work well in a team environment.

You will have access to leading edge technology and second to none support. Essentially you must have a minimum of 2 years travel consulting experience with expert International fares knowledge and excellent customer service skills. Galileo and Tramada trained preferred but not essential.

All applicants fitting the above criteria will be considered so please send your resume to jobs@maxims-travel.com



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American Express Global Travel Services is dedicated to helping customers realise the greatest possible value from their investment in travel through increased cost savings, outstanding customer service and greater spend control. We are the world's largest online and offline travel management company, booking more transactions than all other agencies combined and working around the world, to meet each client's unique needs. We are currently looking for two outstanding candidates for the roles of Client Manager and Supplier Relations Manager.



Client Manager – Large Market

Sydney

Responsible for the retention and growth of large market business travel clients, you will be the overall owner of the client relationship and will drive the day-to-day management of the client's travel program including contract management, negotiation, reporting and advisory.

This is a fantastic opportunity if you are commercially astute with strong analytical skills and thrive on building strong relationships based on trust and guidance.

To be considered for this role you must have experience in a client management role within the travel industry, managing a portfolio of large market clients.

To apply please visit www.americanexpress.com.au/careers and enter ref 125839. For further information please contact Melissa Biki on (02) 9271 2313.

Supplier Relations Manager

Sydney

Due to an internal promotion within Business Travel, a unique senior role has become available within the Supplier Relations team.

You will be responsible for developing and maintaining preferred relationships with strategic air, hotel and car suppliers within Australia for American Express Business Travel. You will also be responsible for driving negotiations and relationship strategies for a select number of high profile preferred suppliers.

You will be looking to create and drive strategies to achieve results and develop strong relationships with suppliers to achieve a win/win outcome. You will identify and provide thought leadership on trends and activities in the external market/industry and interpret financial information to identify profitability drivers and other factors impacting business performance.

This role will suit an experienced senior account manager with proven relationship and negotiation skills within a travel environment.

To apply please visit www.americanexpress.com.au/careers and enter ref 124527. For further information please contact Melissa Biki on (02) 9271 2313.

