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Travel Daily AU

First with the news

Thu 04 Nov 10

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EDITORS: Bruce Piper and Guy Dundas
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Hay on the Chat

GREECE, Turkey and Egypt specialist Chat Tours Greece has appointed former DriveAway Holidays chief Michael Hay and Tony Brazenell to run its operations in Australia and New Zealand effective 01 Jan 2011, through the offices of Transglobal Aviation in Sydney.

Chat Tours md George Dingli, who set up the Australian office more than 30 years ago, is returning to Chat Tours in Athens.

Hay said it would be business as usual, with existing staff retained and contact details unchanged.

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CTM set to raise \$21.7m

CORPORATE Travel Management has released the prospectus for its \$21.7m float, with a forecast total market capitalisation of \$70m once it lists on the ASX next month (*TD* breaking news).

The move was rumoured last week (*TD* 27 Oct) but at the time only confirmed as one of a number of possibilities being considered by the company.

After the float md Jamie Pherous will still be the major shareholder, with 37.8% of the company, valued at \$26.6m based on the \$1 per share offer price.

Claire Gray will also be on the CTM board, with a 7.7% stake worth \$5.4m, while other major shareholders after the float will include senior CTM staffers Craig Smith with a \$5.1m stake, Matt Dalling with \$4.6m, Matt Cantelo at \$4.6m, Andre Moten with a \$963,000 stake and Lyndall McCabe at \$668,000.

Staff are also being offered shares at 90c each, with a large proportion of the firm's over 300 employees expected to take up an allocation in the float.

The money is being used to fund the acquisition of Travelcorp (*TD* 20 Oct), as well as repay debt, while Craig Smith, Matt Dalling, Matt Cantelo, Andre Moten and Lyndall McCabe will also cash in a

total of \$1.7m worth of their existing shares as part of the float.

The prospectus confirms that Travelcorp founder Helen Logas will receive an initial payment of \$11.125m, plus a cash earn-out worth up to \$3.875m, and is restrained from competing with CTM for three years.

Pherous told *TD* the float would also enable CTM to expand its market share - currently estimated at 6% - and see it expand further into other areas such as MICE and leisure.

CTM is forecasting TTV of \$492m for the year to 30 Jun 2011, with revenue of \$43m and net profit after tax of \$7m, meaning it will float at a price-to-earnings ratio of 10, with an expected 5% yield.

QH Bali & Lombok

QANTAS Holidays has released its 2011-2012 Bali and Lombok brochure product - see last page.

So much news!

Travel Daily today has seven pages of news and photos, a first full page on the Qantas Oprah incentive, plus full pages:

- TMS Asia Pacific
- AA Appointments
- Consolidated Travel
- Qantas Holidays



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Virgin recruiting

VIRGIN Blue Group is on a major recruitment drive, with the airline recently advertising a number of jobs across the country.

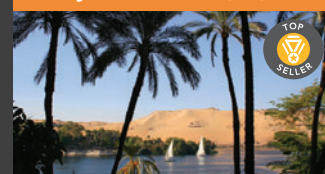
Positions up for grabs include a Perth-based Regional Industry Sales Manager for WA/SA and a WA Corporate Account Manager, several Government Account Managers in Brisbane, Perth and Canberra as well as various business development positions.

Other recent roles advertised also include an e-commerce specialist targeting ancillary revenue.

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Thu 04 Nov 10

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Tams to Amadeus

OLIVER Tams has today been announced as the new Head of Corporate Solutions for gds firm Amadeus in Australia and NZ.

Tams moves from his previous role as head of the Jetset Travelworld 'Business Select' corporate grouping.

In his new role he will be responsible for the Amadeus Corporate Solutions team in Australia and NZ, "further developing strategic relationships with corporations and the TMC reseller channel".

More industry appointments on page 5 of today's *TD*.

New Accor chief

THE global ceo of hotel giant Accor, Gilles Pelisson, has resigned after a reported dispute with the company's board.

He will leave the company effective 01 Dec, and be replaced by Denis Hennequin who is currently the European head of fast food giant McDonald's.

It's believed that the appointment signals a further acceleration of Accor's expansion into the franchised hotel market.

Choice departures

THE Magellan Travel Group yesterday provided further details of its expansion (*TD* Tue), with new members including three former top-performing Travellers Choice agencies - Canberra-based Active Travel, as well as Au Revoir Travel and Directions Travel from Western Australia.

Trafalgar fires across bow

"IT is my firm belief that cruising is a very poor way to see a destination".

That was the assertion yesterday of global ceo of Trafalgar Tours, Gavin Tollman, who is currently in Australia to help launch the tour operator's 2011 programs.

Tollman told *TD* that Trafalgar is working hard to reshape its product as it pushes back against the strong growth in cruising - but said the operator was embracing the cruise sector too, with the Trafalgar brochure highlighting tours which combine easily with cruise offerings.

He said that Trafalgar's new 'At Leisure' programs (*TD* 19, 20 Oct) were really resonating with travel agents, who have provided very positive feedback.

Tiger Tasman push

TIGER Airways has reiterated its desire to operate trans-Tasman flights, with ceo Tony Davis saying that denying the airline the right to fly between Australia and NZ was "absolutely nonsensical".

Speaking in Singapore yesterday as the carrier announced a profit of \$16m for the three months to 30 Sep, Davis also flagged further Australian east coast crew bases which could be announced in the coming year.

The carrier didn't break out the figures for its Australian operation but said overall passenger numbers in Singapore and Australia were up 25%.

"This will be a game changer," he said, with the 'guided holidays' providing more of what clients are asking for such as extended free time, 'insider' experiences and more flexibility.

"The response has been beyond our wildest expectations - it's resonating with every element of the market," Tollman added.

He urged retail partners to get on board, with something for every client in the new programs.

"We want to create a unique positioning for touring as an aspirational product," he said.

The other big mover for Trafalgar has been its family programs, which were fully booked this year and have been significantly expanded for 2011, including an inaugural South Africa itinerary (*TD* 21 Oct).

Tollman also said Trafalgar would welcome being part of an organisation which promotes touring across the board - similar to such cruise groups as the International Cruise Council.

"We would be interested," he said, citing the "very successful ability to collaborate" which has been shown by cruise lines as they train agents in selling cruise.

NZ Mardi Gras flight

AIR New Zealand will operate its annual 'Pink Flight' for next year's Mardi Gras oneway from Auckland to Sydney on Fri 04 Mar.

The Mardi Gras-themed NZ1105 flight departs AKL at 4pm.



Window Seat

EVERYONE wants to get on board with talk show queen Oprah.

Just as excitement is building to a frenzy about the imminent visit of Oprah and her audience to Australia next month, United Airlines - which coincidentally competes with major sponsor Qantas on the Pacific route - has announced special 'Oprah' livery for one of its 757 aircraft.

The newly painted plane, to commemorate Oprah's Farewell Season in 2011, will be launched at a major ceremony at LAX tonight.

RAIL services in New Zealand's capital were severely disrupted last week due to a stowaway cat.

The frisky feline was discovered by a train driver after he pulled his train into Wellington station - and scratched him so badly as he tried to capture the animal that he needed medical attention.

A replacement driver had to be urgently called in, resulting in delays to a number of services.

A spokesperson for train operator KiwiRail said the incident was very unusual.

"I spoke to the train manager after his hand had been bandaged up, and he said he had been working in trains for four decades and it was the first time he had been attacked by a cat," the spokesman said.

business development manager-various locations.

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EDITORS: Bruce Piper and Guy Dundas
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Emirates asked for Tasman input

THE competition watchdog is continuing its probe into the proposed Tasman tie-up between Virgin Blue and Air New Zealand, this time calling on Emirates to provide details of its trans-Tasman load factors.

In particular the ACCC is asking EK for details of what proportion of its carriage to NZ comprises inbound international passengers (compared to Aussies and Kiwis) as well as plans cited in the DJ/NZ application for expanded EK capacity to New Zealand due to aircraft changes.

The ACCC has also posed a long list of follow-up questions to Virgin Blue and Air NZ, asking

them to provide evidence in support of claims in their application such as the price elasticity of trans-Tasman demand, various survey results, and substantiation of how competition has intensified on domestic NZ routes despite the withdrawal of Pacific Blue.

Air NZ and Virgin Blue are also being asked to provide a general explanation of how they intend in practice to implement a promise not to unilaterally raise fares on several specified routes over the next five years.

The ACCC consideration of the DJ/NZ pact is scheduled to continue until 20 Dec.

DL adding Y+ seats

DELTA Air Lines is preparing to progressively introduce a Premium Economy cabin to its international fleet of Boeing 757A/757Es, 767s, 777s, 747s and Airbus A300s, according to its internal company website.

Initial plans indicate the Premium Economy fit out may have already begun and will be completed by the end of 2011.

At the moment, Delta operates its flagship B777-200LRs on the Sydney-Los Angeles route, with a two class BusinessElite and Economy offering.

The addition of a Premium Econ. product to DL's 777s would marry nicely with the US carrier's proposed joint venture with V Australia, which offers a three-class cabin (including Premium Economy) and would enable the sale of 'like-for-like' product on the transPacific route, should their tie-up be approved by the US Department of Transportation.

QF charges up 20%

QANTAS has boosted its credit card service fees for non-Tasman international tickets, with a \$5 increase to \$30 per passenger per booking.

The 20% additional impost for credit card payments will apply for bookings from 01 Dec.

The existing \$7.70 fee for domestic and Tasman bookings will not change, and the carrier said that "no other changes in the collection procedures or processing of the fee are being made at this time".

Qantas also said it would continue to offer payment options that do not attract a card payment fee, including cash and EFTPOS for bookings made through travel agents and Qantas Travel Centres.

BPay is fee-free for bookings made via Qantas Telephone Sales, and BPay and debit MasterCard can be used to pay for flights at qantas.com without a fee.

Corporate Fillies at Randwick



ABOVE: Radisson Edwardian Hotels London entertained some of its key corporate clients at Royal Randwick in Sydney for the Melbourne Cup on Tues.

The ladies had a fabulous day, and were treated to a sumptuous champagne lunch in the Oak's Lawn Marquee, courtesy of

Radisson Edwardian.

Pictured here *from left* are Vanessa Thomas, 60 Minutes; Lisa Russell, Qantas Frequent Flyer; Alice Dixon, Radisson Edwardian Hotels, London & Manchester; Genevieve Milesi, Citi; Andrea Jeremy, Qantas Holidays and Kerry Livermore, Rolls-Royce.

ATEC slams banks

THE Australian Tourism Export Council has joined the rest of the community in condemning banks which raise interest rates more than the 0.25% announced by the Reserve Bank (*TD* yesterday), with md Matt Hingerty saying that "the combination of a high dollar and high interest rates is one of the industry's greatest fears".

Tiger Airways welcomed the interest rate rise, saying it would make people "more incentivised to look for the cheapest deal".

Kiosk lawsuit

THE US-based National Federation of the Blind is suing United Airlines over claims that the carrier's touch screen check-in kiosks cannot be used by people with visual impairments.

The California class action alleges that UA is violating civil rights over the kiosks, suggesting that the airline "could easily add an audio interface, a tactile keyboard, or interactive screen reader technology...as other companies have done".

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Aussie Adinas in Germany



AUSTRALIA'S Toga Hospitality Group continues to punch above its weight in Europe, with the imminent opening of two more Adina Apartment Hotels in Germany.

The Adina Hamburg Michel opens on 09 Dec, while the Adina Berlin Hackescher Markt will launch next Feb - taking the brand's portfolio to eight properties in total - three in Berlin plus one in each of Hamburg, Frankfurt, Copenhagen, Budapest and of course Sydney.

"The Adina brand continues to thrive with its emphasis on stand-out locations and savvy interiors infused with an Australian flavour," said ceo Rachel Argaman - who will make her much-anticipated TV debut later this month as the star of channel 10's 'Undercover Boss' (TD 08 Oct).

The new Hamburg property has 128 fully equipped one and two bedroom apartments and studios, a gym, pool, 24 hour reception and boutique conference spaces.

And Berlin's Hackescher Markt Adina will have 145 apartments and studios - and even a grocery delivery service to make stays more convenient.

Both properties also have an

Alto Restaurant and Bar - complete with an Australian wine list to make them a true home away from home.

Pictured above in Sydney at yesterday's launch of the new properties are Toga md Allan Vidor and Rachel Argaman, pointing out some of the fabulous features of the new properties.

Heathrow HSR push

UK AIRPORT operator BAA is supporting plans for high speed rail (HSR) links from catchment areas to Heathrow Airport, which ceo Colin Matthews says would complement, rather than compete, as a mode of transport to the gateway.

Matthews believes the HSR would provide more people with greater access to Heathrow and lead to fuller long-haul flights, and make the London hub more competitive against Frankfurt, Amsterdam and Paris which have modern rail links.

HSR would also lead to reduced emissions and make better use of limited runway capacity.

"High speed rail is a win for everyone, provided it offers frequent connections and great passenger experience," he said.

Eco Lodges of Aus.

A CONSTORTIUM of eco tourism properties have joined forces to launch a new marketing group, dubbed Eco Lodges of Australia.

The group comprises of 14 independent lodges and camps, with founding member O'Reilly's Rainforest Retreat, Mountain Villas and Lost World Spa, in the Gold Coast hinterland.

Ecotourism Australia ceo Kym Cheatham said there was a need to create the entity, to properly educate travellers and to avoid confusion by other properties "making various 'green claims' in the marketplace".

Eco Lodges of Australia says it offers "the eco conscious traveller responsible, ethical and sustainable eco experiences in Australia's most inspiring and extraordinary locations."

O'Reilly's managing director Shane O'Reilly said the group is committed to "raise awareness of the environmentally responsible and properly credential accommodation operators."

Other members are Amarant Yarra Valley, Great Ocean Ec lodge and Venus Bay Eco Retreat in Vic, Corinna Wilderness Experience & Freycinet Eco Retreat in Tasmania, Jabiru Safari Lodge, Lady Elliot Island Eco Resort, Silky Oaks Lodge and Thala Beach Lodge in Queensland, Lane Cover River Tourist Park and Paperbark Camp in NSW, Karijini Eco Retreat in WA and Rawnsley Park Eco-Villas in SA.

50 degrees incentive

NEW Melbourne-based wholesaler 50 Degrees North is offering the first 50 agents to deposit bookings to go into a draw to win a 10-day expedition voyage to the Arctic.

The winner will cruise with Oceanwide Expeditions onboard either *mv Plancius* or *mv Antarctic*, plus a three night stay at Basecamp Trapper's Hotel in Longyearbyen.

Agencies who book four full paying clients on the Antarctic voyage onboard *MV Plancius* in 2010/11 will be offered a berth on a similar itinerary - for details see www.fiftydegreesnorth.com.

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WIN TICKETS TO SEE 'THE AMERICAN'



To celebrate the release of George Clooney's new thriller 'The American', the Italian Government Tourist Office and

Universal Pictures are giving **Travel Daily** readers the chance to win 1 of 10 double passes to see the movie.

Shot in The Abruzzo Region of Italy, 'The American' is about an assassin, who is currently working on a commission to supply a beautiful and mysterious client with a custom-made weapon.

For your chance to win a double pass to see 'The American', simply email the correct answer to the question below to: theamerican@traveldaily.com.au

Which mountainous region of Italy was the main filming location for 'The American'?

The first two correct entries received each day win!

Congratulations to yesterday's lucky winners: **Maria Novellini** from **FC Global Product** and **Louise Murphy** from **TTW**.



corporate account manager-perth.

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Your new role as the Corporate Account Manager within our expanding sales team will see you manage and grow market share of an existing client base with a key focus on revenue generation, building strategic client relationships, and delivering creative solutions to our client's air travel programs.

You will demonstrate a history of outstanding client management and relationship building skills whilst working with key trade partners. Your exceptional sales and business development skills, and your ability to think creatively outside the square will ensure your success in this role.

To ensure that you are the front runner for this role you will have proven airline or corporate travel agency experience along with highly developed written and oral communication skills.

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Industry Appointments

WELCOME to *Industry Appointments*, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Pan Pacific Hotels Group has named **David Donald** as the general manager of **Parkroyal Parramatta** (rebranded from the Crowne Plaza Parramatta). He has 15 years in hotel management experience including a similar role at Crowne Plaza Parramatta.

Singapore Airlines has appointed **Bryony Duncan-Smith** as Public Relations Manager, South West Pacific, based in Sydney. She replaces Susan Bredow who was in the position for 16 months on a maternity leave contract. The airline has also welcomed **Jacki d'Antonio** as its Sales Manager, based in SQ's WA office in Perth.

The Melbourne Convention and Exhibition Centre has welcomed **Leighton Wood** as its new Deputy Chief Executive, effective 08 Nov. Wood will be responsible for implementing the expansion of the MCEC's facilities and high level strategic support to the chief executive.

Spicer Balfour Hotel in Brisbane has announced **Matthew Simpson** as its new General Manager. Previously he held the Retreat Manager role at Spicer Peak Lodge in the Scenic Rim.

SIT (Southern Italian Tours) has appointed **SMB Communications** as its media liaison and public relations representative.

The Australian Hotels Association (AHA) has announced **Peter Crinis** as the Chairman of its Victoria Accommodation Division. Crinis is the Executive GM for Crown Hotels & Retail.

Malaysia Airlines has appointed **Raja Zamalia Raja Dota Seri Mansur** as Executive Vice President of Communications, effective immediately.

Cali instead of Mex

CRYSTAL Cruises has dropped two of its Mexican seven-night voyages planned for late 2011 in preference of two new Pacific Coast sailings (*TD Tue*).

Crystal says "very strong" demand for Pacific Coast sailings early next year has led to the *Crystal Symphony* adjustment.

Starwood sale

STARWOOD Hotels & Resorts Worldwide has kicked off a new two-week sale, offering discounts of up to 30% on best available rates for stays from now until 17 Jan, at 750 properties globally.

The limited offer is valid at select hotels on weekends and weekdays - starwoodhotels.com.

Trip mate extended

QANTAS Holidays and Viva! Holidays have extended the refer a mate to its *Trip* loyalty program until 31 Dec.

Agents who refer a new member to the program will earn 500 bonus points - for details go to accumulate.com.au/trip.

MEA to SkyTeam?

AIR France ceo Pierre-Henry Gourgeon has announced it will sponsor Middle East Airlines (MEA) Air Liban's endeavour to become a full member of the SkyTeam global airline alliance.

AF and MEA have had a bilateral agreement for the past 12 years.

Getaway tonight

TONIGHT'S episode of Channel Nine's dedicated travel program *Getaway* at 7:30pm features stories on:

- Canada's Icefields Parkway
- Mornington Peninsula, SA
- US Road Trip, Part 3
- A Girl's Guide to Hawaii
- Golfing on Hamilton Island

Creatures adorn Q400



ABOVE: QantasLink celebrated the delivery of new special aircraft livery earlier this week in Sydney (*TD Mon*), which features animal imagery from Taronga Western Plains Zoo in Dubbo, NSW.

"We are excited to see one of our premium 74-seat Q400 aircraft ready to fly in this special safari livery, and even more excited to have the opportunity to take it around Australia to promote the Zoo as one of our great regional destinations.

Taronga's director Cameron Kerr said: "By using an aircraft as a flying canvas, a simple yet intriguing message will travel to communities around Australia."

Pictured here are QantasLink

flight and cabin crew posing with Taronga zoo handlers and wildlife in front of the Bombardier Q400.



GENERAL MANAGER

DOWNUNDER by Goway
Toronto - New Position

As **North America's #1 wholesaler**, tour operator and consolidator for the South Pacific we are looking to create a new position of General Manager, Downunder, to report to Goway's President and Management Board.

In October Goway was voted **Best Tour Operator - South Pacific** by the readers of USA's Recommend Magazine. Established for 40 years we have built a unique infrastructure, have next generation technology and are poised for serious growth. We are looking for a General Manager to be based in Toronto who has:

- ✓ **A track record of leadership, bottom line business management and sales development**
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Marketing Officer - SYDNEY

Malaysia Airlines Regional Marketing Division requires the services of an experienced Marketing Officer. Primary responsibilities include: providing support to the Marketing Manager, implementation of national advertising campaigns, assist to develop promotional materials, handling of agents educational program and sponsorship contracts. Some knowledge in social media marketing would be preferred. Attributes required: highly organised, strong analytical skills, proficient in social media websites and Microsoft Office applications. Travel Industry experience will be highly regarded.

Please forward your application to: the HR/Administration Manager
anz@malaysiaairlines.com - applications close 11 Nov 2010.

OS hosts VIPs at Doltone



ABOVE: Austrian Airlines' Kai Peters and Stella Vlahos hosted industry partners to a glamorous Melbourne Cup luncheon at Doltone House in Sydney on Tue.

Pictured here back row from left are: Olga Nemirovska, Travelworld; Steve Labroski, itravel; Theresa Szozda, Magna Carta Travel; Kai Peters, Barbara Koryzna-Kijowski, All Tours and Travel; Dimce Dzajko, Macedon Travel; and Melita Zaknic, Corporate Travel.

In front: Ana Marjanovic, SETravel; Blazanka Cvorak, Adriatic Tours, Renzo Favaloro, Freedom Travel and Stella Vlahos.

Trip comp winners

QANTAS Holidays and Viva! Holidays have announced Pat Vanwyngaarden of Harvey World Travel Erina as the winner of its recent *Trip* New Caledonia incentive competition.

And, Melissa Ferguson of HWT Great Southern was named as the winner of the *Trip* U2 360° Australian Concert Tour comp, winning two tickets to the show and two nights at the Novotel Rockford Darling Harbour.

All Seasons addition

ACCOR has added the 4.5-star All Seasons River Lodge Harrington to its fast-growing franchise network, located on the Mid-North Coast of NSW.

Viking discounts

VIKING River Cruises has extended its 2011 early booking discounts for itineraries in Russia, Europe, China, Ukraine, Egypt and Mekong until 23 Dec.

Guests paying in full by Dec on a range of itineraries can save up to \$2,500 per person - for details go to www.vikingrivercruises.com.au.

King's Kimberley

AAT Kings has today launched its 2011/12 Kimberley brochure, with early bird discounts of up to \$540/couple, for bookings made by 28 Feb 2011.

Premium Kimberley tours offer an enhanced 'You are invited' feature, which visits the Hoochery Distillery in Ord River Valley.

Kruger safari deal

BENCH International is offering a \$220 per couple discount on its three-day Buffalo Rock tented safari experience in Kruger NP South Africa, now priced at \$785pp, for travel to Oct 2011.

The package includes accom, all meals, bush walks, game viewing and more - phone 1800 221 451.

Huahine stay pay

TAHITI Travel Connection is offering a seven-night package to Huahine priced from \$2,535ppts, ex SYD, staying five nights at Te Tiare Beach Resort and two nights at Manava Suite Resort on Tahiti.

The deal, which is valid for stays from now until 20 Dec and 20 Jan to 31 Mar, includes a stay pay offer in Huahine, and is based on garden bungalows - for more info phone 1300 858 305.

Delta slugged \$100K for wrong bag info

DELTA Air Lines has received a \$100,000 fine from the US Dept of Transportation for improperly informing pax of the carrier's liability for delayed, damaged or lost domestic baggage.

US law states that airlines are liable for up to US\$3,300pp, but earlier this year Delta distributed pamphlets to consumers at select airports indicating it was limiting liability for lost luggage to just "USD 25 per day for necessities after the first 24 hours up to a maximum of USD 125 per ticketed customer" while away from home.

The US Enforcement Office said the pamphlet was likely to have dissuaded passengers from seeking reimbursement for what they were entitled to, or in some cases, Delta applied the lesser amounts payable.

The SkyTeam alliance carrier said it had no intentions to mislead passengers, and has since updated its pamphlets and destroyed the outdated versions.

Delta claims the vast majority of passengers received the correct information regarding its baggage-claim policy, and that when it became aware of its error, the airline provided the appropriate reimbursement amounts.

JQ goes EcoPower

JETSTAR has signed a long-term deal with John Holland Aviation Services for Pratt & Whitney's EcoPower engine wash service for its V2500 engines on A320 and A321 aircraft in Australia.

The Qantas offshoot says the eco-friendly wash will improve operational efficiency and decrease emissions.



Product Manager, Sydney Based

Analytical. Personable. Presentable. Influential

Only the best need apply for a truly premium travel role

Travelscene American Express is seeking a truly exceptional and analytical **Product Manager**. Reporting to the Head of Marketing, the role will be responsible of taking charge (in conjunction with our internal contracting team) of the relationships in place with our preferred suppliers & partners and the direct impact on the organisation's profitability.

To be successful in this role you will need extensive experience in the following areas:

- Relationship Management
- Business Reporting & Analytics
- Performance and Market Data Interpretation
- Conflict Resolution
- Forecast Modelling and Trend Analysis
- Internal / External Stakeholder Management

The individual we are seeking must be a pro-active self starter with the ability to communicate, present and engage with partners, whether they be other product managers or right through to CEO's of supplier organisations. Your analytical skills and forecasting acumen must be amongst the best in the industry. As such the preferred person for this role should have extensive travel industry experience over the last 5 - 10 years in a similar role and possess a good network of contacts. References and credentials will be thoroughly checked.

If you would like to apply for this position please send you CV to careers@stellatravel.com.au by 8 November 2010.



SALES ACCOUNT MANAGER VIC/TAS

World Aviation Systems is seeking an enthusiastic and positive team member with a 'can do' attitude to join our Melbourne based sales team.

This is a challenging role in a highly competitive market and a minimum of two years sales experience in the travel industry is essential. You will need to be highly motivated and have the ability to work under pressure to meet and exceed targets coupled with drive and determination to succeed.

You will be required to proactively seek new business opportunities as well as drive existing business with key travel industry partners and continue to build and maintain relationships, achieve revenue targets and provide regular product updates.

If you possess a high level of customer service, excellent communication and presentation skills, Fares and Ticketing I and II, good knowledge of Microsoft Office and have a positive attitude, we want to hear from you.

Please email your resume to Ms Jo Spoljar jo.spoljar@worldaviation.com.au by close of business on Friday, 12th November 2010.

Only successful applicants will be contacted.

GROW A MO AND WIN A CRUISE



P&O Cruises World Cruising in conjunction with **Travel Daily** is supporting *Movember* this month and is urging the industry to take part in the charity event with great prizes to be won.

The competition coincides with a reunion of some of Australia's greatest cricketing legends, including Neil Harvey and Alan Davidson at *Movember* charity lunches onboard P&O Cruises UK's superliner Oriana in Sydney on November 4 and Brisbane on November 6.

The 69,000-tonne Oriana will be supporting *Movember* at the events by wearing her own spectacular 20-metre moustache below her bridge.

Guys can take part as a Mo' Bro by grabbing some friends and girls can help out as a Mo' Sis (see the website for more details).

Here's what you need to do:

1. Register your details at <http://au.movember.com/>
2. Email your team name to pomocomp@traveldaily.com.au
3. Grow some impressive facial hair
4. Send in photos to feature on the **Travel Daily** website
5. Vote for your favourite mo
6. Win a fantastic 7 night Cruise on board P&O Cruises World Cruising's Arcadia ex Sydney to Fremantle; Cricketing memorabilia; cricket sets and gift packs

To kick-start this fabulous competition, the staff at Complete Cruise Solution have sent in their own fun mo photo (above) - however we are after the real thing - so get growing!

DID YOU KNOW?

P&O cruises World Cruising pioneered the concept of Cruising Holidays in the 1880's, they have been perfecting, redefining and developing them ever since.

[Click here for competition full terms and conditions](#)



BA Asia-Pac up 0.2%

BRITISH Airways passenger numbers on Asia-Pacific routes were up just 0.2% during Oct - a much slower rate of recovery than shown in UK/Europe, where BA pax numbers were up 9.3%.

Overall BA traffic during the month rose 3.9%, but capacity was up 5.2% leading to a load factor drop of one point to 79.8% compared to Oct 2009.

The Asia-Pacific region was the slowest growing for BA, with Americas routes up 4% and Africa and Middle East passenger numbers up 1.9%.

TAM gets online

BRAZILIAN carrier TAM Airlines has launched inflight mobile communication facilities on a number of routes in Brazil, in partnership with OnAir.

JQ joins Facebook

JETSTAR has today launched its 'official' Facebook page, featuring a collection of video stories, and details on Hot Fares of the Week, Price Beat Guarantee and JetMail.

The new JQ social networking page is also offering fans the chance to win a trip for two for the best travel story.

ZQN Ziptrek opens

QUEENSTOWN's Ziptrek Ecotours will open what it is saying is the world's steepest tree-to-tree flying fox adventure.

The six line high velocity tour reaches speeds of up to 70km/h and will open 14 Nov - ziptrek.com.



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

This week's EK winners



ABOVE: Emirates WA sales manager Darren Tyrrell is pictured handing a giant novelty ticket voucher to Amanda Valerio from Corporate Traveller in Perth.

Amanda was one of the weekly winners in the ongoing Emirates Europe incentive, with the feature destination in the postcard above being Greece to commemorate Athens being one of EK's 25 European destinations.

Other winners this week included Meaghan Wolf of Flight Centre Wantirna South in Vic; Anthony from Travelmakers in Canberra; and Maureen of Harvey World Travel in Robina, Qld.

Port Stephens chair

MICHAEL Aylmer has been named as the new Chairman of the Port Stephens Tourism Board on the NSW coast north of Newcastle.

Aylmer owns the Port Stephens Accommodation booking service, while the new board also includes David Nye of Newcastle Airport and Andrew MacDonald of Nelson Lodge.

VN Earlybird fares

VIETNAM Airlines has released Earlybird fares ex Syd and Mel to Frankfurt, Paris and Moscow from \$1000 plus taxes, on sale from 05 Nov to 31 Jan 2011.

See www.vietnamair.com.vn.

\$120k taxi fare

MELBOURNE-based Black & White Cabs has been ordered by the Federal Court to pay \$120,000 in penalties and costs for unlawful conduct.

According to papers served by the ACCC, the company required some taxi operators under a sub-lease agreement to "exclusively use the Cabcharge Payment System when processing electronic payments".

This is so-called 'third line forcing,' and is a breach of the Trade Practices Act.

ACCC chairman Graeme Samuel said the decision would send a clear signal to taxi networks that they needed to offer alternatives to Cabcharge for non-cash fares.

TRIP OF A LIFETIME

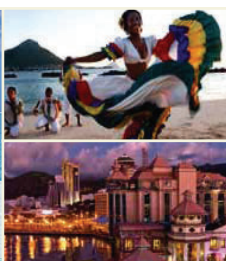
WIN Chauffeur Driven Limousine Transfers*



[CLICK HERE FOR DETAILS](#)



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CONTACT: WWW.AFRICASAFARICO.COM.AU
& WWW.AIRMAURITIUS.COM



Join a Winning Team!

Career Opportunities for Talented Executives

Hot Jobs (Australia) - October 2010

Sydney – 02 9231 6444 – nswjobs@tmsap.com
Melbourne – 03 9602 1809 – vicjobs@tmsap.com
Brisbane – 07 3221 9916 – qldjobs@tmsap.com

Adelaide & Perth
– 02 9231 6444 – sajobs@tmsap.com, wajobs@tmsap.com
Executive Positions – 02 9231 6444 – sally@tmsap.com

Temp or Contract Executive – [Alex and Sharon](mailto:AlexandSharon@tmsap.com)
– [Sally Frape](mailto:SallyFrape@tmsap.com)

JOB OF THE WEEK!

International Retail Travel Consultant - Perth

- No more face to face consulting
- Solid base + commission + super

This successful and well established online travel company is looking for experienced International travel consultants who can contribute to their growth. To be considered for the role you must have experience in retail travel, knowledge of a GDS system, ability to work towards sales targets in a busy team environment and extraordinary customer service skills. This role in a fast paced call centre environment will earn you a solid retainer with unlimited earning potential.

Contact **Anna Wachowiak** at TMS annaw@tmsap.com
T: **02 9231 6444** or **apply online now!**

BNE • MEL • PER • SYD • BKK • HKG • SHA • SIN

Domestic Corporate Travel Consultant

- *Excellent company benefits*
- *Salary up to \$45k – depending on experience*
- *Immediate start*

Want to work in Corporate Travel? This renowned travel company requires a new Domestic Corporate Consultant. Ideally you will have previous retail or corporate travel experience, but they are willing to train a recent graduate of travel. You will have great customer service skills, an excellent phone manner and email communication skills, a professional presentation and an ability to work well both individually and in a team environment. The work is of a high volume so candidates must have excellent time management and attention to detail.

Contact Lisa Dodd T: **02 9231 6444** E: lisad@tmsap.com or **apply online now!**

Helpdesk Executive

- *Modern offices in the CBD*
- *Salary \$40k + super*

Our client, a travel technology company is seeking a Helpdesk Executive. You will provide daily support and assistance to travel agencies in Australia and New Zealand. This is a great opportunity for somebody wanting to work for a GDS. It would suit a travel consultant who is looking to enter the world of travel technology, or somebody working in a similar role. You must have at least 2 years travel agency experience in using a CRS. The company you will be working for has an excellent management team, who know how to look after their staff.

Contact Stacy Balderston T: **03 9602 1809** E: stacy@tmsap.com or **apply online now!**

Cruise Consultant - Sydney

- *Inner city location*
- *Great benefits*

This leading cruise wholesaler is looking for a superstar to join their team who is passionate about cruising. Based in the inner city you will be assisting agents with their enquiries, offering information on the various cruise lines and making recommendations for pre & post travel. This is a great role for an experienced consultant who would like to move away from face to face selling but loves offering second to none customer service. To be considered you must have CRS knowledge and a passion for cruising!

Contact Karen McGrath T: **02 9231 6444** E: karen@tmsap.com or **apply online now!**

Multi Corporate Travel Consultant – Sydney CBD

- *Modern offices in the CBD, with a warm and friendly environment*
- *Good base salary plus incentives*

Due to growing accounts this fantastic corporate travel company in the city is looking for an experienced international corporate consultant to come on board. The ideal candidate will have experience in corporate travel consulting, but it does not matter what CRS you can use as you will be cross-trained.

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

Corporate Travel Consultant - Melbourne

- *Modern offices in the CBD*
- *Fantastic team environment*

Due to growing accounts this fantastic corporate travel company in the city is looking for international corporate consultants to come on board. Ideally you will have previous retail or corporate travel experience, but they are willing to train a recent graduate of travel. You will have great customer service skills and excellent communication skills.

Contact Stacy Balderston T: **03 9602 1809** E: stacy@tmsap.com or **apply online now!**



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USA



Register with AA for a chance to win 2 VIP Tickets to the U2 360 Tour in Sydney on Mon 13 Dec 10

YOU KNOW WHERE ALL THE BEST PARTIES ARE
BUSINESS DEVELOPMENT MANAGER – EVENTS
SYDNEY & MELBOURNE – SALARY PACKAGES OTE \$100K+

Are you hungry for a high profile sales role where you can make use of your extensive network across the MICE market? Join the country's leading event management company in a BDM role that will elevate your career on to a bigger stage. If you can sell, know the Events market, love achieving targets and being rewarded for your success join a team of like-minded people and re-invigorate your sales career.

EVERYONE WILL WANT TO MEET YOU
INDUSTRY SALES MANAGER
SYDNEY & PERTH – SALARY PACKAGE TO \$80K

With this essential product in your briefcase every Agent will be happy to see you as you traverse your territory. As an experienced BDM on the road and having the proven results in increasing sales from your region, you will be joining a team that is driven to achieve great results and are passionate about their product. Continued growth is expected so now is an exciting time to join this international organization.

REVENUE MANAGEMENT JUST GOT EXCITING!
REVENUE PLANNING MANAGER
SYDNEY – SALARY PACKAGE TO \$100K

Play a critical part in the on going growth & profitability of this successful organization and have an impact on the team. You'll be an experienced Revenue Manager who enjoys analyzing data and making the numbers perform better. Your strength in leadership will inspire your team and encourage an environment of team spirit and great fun. Your product is gorgeous and your benefits include discounted travel.

EUROPEAN TOUR OF DUTY
PRODUCT MANAGER
SYDNEY – SALARY PACKAGE TO \$75K

This highly successful tour company is looking for an energetic and experienced Product Manager to look after a large portfolio of product. You'll have first-hand knowledge of Europe and the Middle East having actual contracting experience with suppliers in this region, brochure production and solid understanding of the contracting cycle. An immediate start is available for the right person.

A FRESH APPROACH TO CLIENT MANAGEMENT
HEAD OF CLIENT MANAGEMENT
MELBOURNE – SALARY PACKAGE \$100K+

If your background in Account Management is filled with success in exceeding clients' expectations, increasing retention of clients and offering creative solutions & improvements to products & services this new role is calling your name. You will have proven leadership skills, gaining respect through knowledge & results and being able to motivate & drive an experienced team to achieve excellence.

THE ONLY WAY IS UP WITH A CAREER IN GDS
BUSINESS DEVELOPMENT & ACCOUNT MANAGEMENT
SYDNEY – SALARY PACKAGES OTE TO \$90K

We know that the technology sector is only heading in one direction – up! Your career can rise with it if you've got strong experience in business development and account management. If you have skills in identifying new leads, leveraging relationships to grow the business and retaining key accounts that increase profitability there is a position here that will match both your skills and your ambitions!

MAKE A REAL IMPACT IN BRAND AWARENESS
MARKETING MANAGER
SYDNEY OR BRISBANE – SALARY PACKAGE \$70K

This newly created role is within an expanding Corporate agency so if you're experienced in working in an autonomous marketing role with a focus on e-Commerce, PR and Branding this role is perfect. You'll enjoy working in a fast paced, dynamic environment that requires your agility in juggling multiple activities and adapting to change quickly. This is a Global organization so this is a great career move.

HELP! THIS OPERATIONS TEAM NEEDS YOU
HELP DESK / CUSTOMER SERVICE MANAGER
SYDNEY – SALARY PACKAGE TO \$80K

If you know how to manage a team and know the importance of driving excellence in customer service, this new position will allow you to exercise all of your skills in a fun, dynamic environment. You'll have strong knowledge of travel technology & GDS in general, and be experienced in motivating & mentoring staff. You also understand service level management and understand client needs.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Linda Green
NSW & ACT
Ph: 02 9231 2825

Kate Dalrymple
OLD & NT
Ph: 07 3229 9600

Kathryn Heberton
VIC, SA, WA
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com

"A GREAT WAY TO FLY"
Sell & Reap the Rewards

Simply issue Singapore Airlines tickets with Consolidated Travel between 15 October-15 November 2010 and you could be Reaping the Rewards!

1st Prize: The Top producing Agency will win 2 return Business Class tickets Europe*



2nd Prize: 2 return Economy Class tickets to Europe*

\$30 David Jones voucher awarded for every return Economy class ticket*

\$50 David Jones voucher awarded for every return Business/First class ticket*

***Conditions:** Valid for tickets issued by Consolidated Travel or via Quikticket between 15 October –15 November 2010 on 100% SQ itineraries to Europe, Japan, Western Asia & Africa (including Earlybird fares) plated to SQ (618) ticket stock on the Consolidated Travel IATA only. Voucher eligibility will be restricted to a minimum sell of 4 tickets during the promotion. Child, Infant, Group Sales, Cancelled or Refunded tickets are not eligible. Consolidated Travel and Singapore Airlines reserve the right to alter or withdraw the promotion at any time. Vouchers will be capped & prize winning tickets do not include taxes or surcharges. Vouchers will be distributed upon completion of the promotion & claims will only be accepted by COB 22 November 2010.

To receive your vouchers, please complete the details below & fax OR email to the Consolidated Travel Sales Team by Monday 22 November 2010.

Agency Name: _____

Consultant: _____

Ticket Numbers: _____

Claim Date: _____

Melbourne

Telephone: 03 9251 5044
Facsimile: 03 9663 2095

Sydney

Telephone: 02 9394 1402
Facsimile: 02 9247 7907

Brisbane

Telephone: 07 3334 2000
Facsimile: 07 3221 3771

Adelaide

Telephone: 08 8203 8001
Facsimile: 08 8231 1220

Perth

Telephone: 08 9442 6000
Facsimile: 08 9481 0590

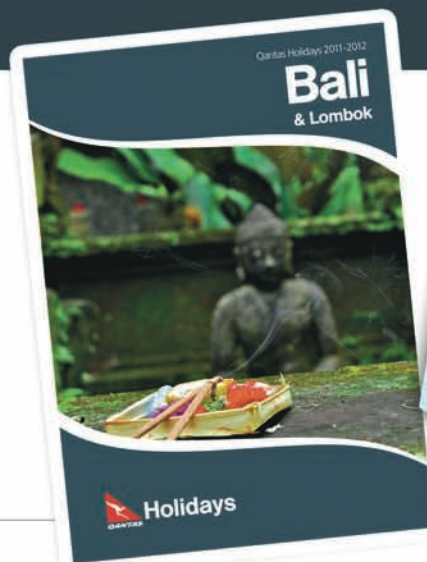
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Bali & Lombok Brochure Product Available Now

The Indonesian island of Bali is a beautiful paradise, offering golden sand beaches, incredible sunsets and friendly people, proud of their ancient culture and traditions.

Our view:

"Imagine beautiful beaches and resorts, combined with friendly locals, great dining and shopping options. Bali is a great holiday destination offering diverse experiences to entice any traveller."

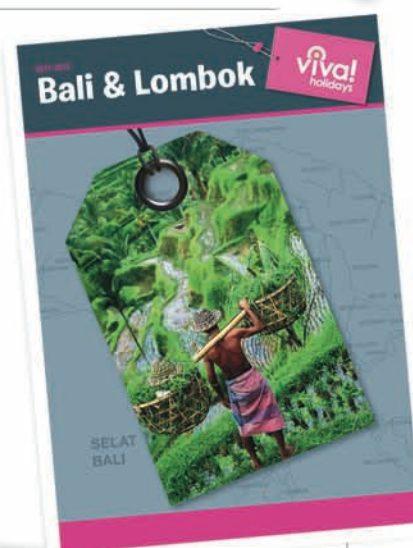


Product Range

Qantas Holidays offers a huge selection of product options including luxury resorts, tours and more. Our range will suit any budget or preference throughout Bali and Lombok.

BALI & LOMBOK PRODUCT INCLUDES:

Benoa	Aston Bali Resort & Spa	▲▲▲▲
Kuta Beach	Bali Dynasty Resort	▲▲▲▲
	Bali Garden Beach Resort	▲▲▲▲
	Hotel Bounty	▲▲▲
	The Jayakarta Bali Beach Resort & Spa	▲▲▲
Nusa Dua	The Laguna, a Luxury Collection Resort and Spa, Nusa Dua	▲▲▲▲
Seminyak	The Seminyak (new)	▲▲▲▲
	W Retreat and Spa Bali (new)	▲▲▲▲
Serangan Island	Daily ferry service from Serangan Island (Bali) to Teluk Nara (Lombok) (new)	
Tanah Lot	Pan Pacific Nirwana Bali Resort	▲▲▲▲
Ubud	Hotel Tjampuhan & Spa	▲▲▲



To find out more Call 13 27 87 or www.qantasholidays.com.au/agents