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*Net fare not including fees, taxes and surcharges.

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*Flights to/from Australia are operated in conjunction with partner airlines.

Travel Daily AU

First with the news

Wed 20 Oct 10

Page 1

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

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Silversea bonus

SILVERSEA Cruises has extended its US\$500 shipboard credit offer to 26 additional 2011 voyages.

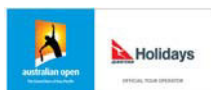
The deal is available on new bookings made before 31 Mar, and includes a number of sectors on the Australasian itinerary of *Silver Shadow* which commences AKL-SYD on 04 Jan.

For all the latest cruise news subscribe to cruiseweekly.com.au.

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Trip**



Holidays

qantasholidays.com.au/agents

The end of the coach tour

TRAFALGAR Tours last night officially launched a new concept in touring - along with new terminology which aims to change the perception of its offerings.

Henceforth Trafalgar Tours will be referred to as 'Guided Holidays' rather than coach tours, with md Paul McGrath saying the move reflects significant changes in the sector in recent years.

Trafalgar's new 'At Leisure' program, exclusively revealed in *TD* yesterday, offers a more leisurely style of travel, with 2-3 night stays, complimentary hop-on, hop-off sightseeing and lots of free time.

McGrath said Trafalgar had surveyed past passengers and also

Wendy Wu famil

TODAY'S *TD* includes a full page featuring details of the final stage of the Wendy Wu Tours China Mega Famil which wrapped up last week - see page eleven.

hosted focus groups for cruise and FIT passengers to come up with the new concept.

Trafalgar will also continue with its familiar programs, with the 2011 Europe and Britain brochure heading to travel agent shelves this week.

McGrath said forward bookings were soaring, up 70% compared to this time last year, with hopes for the strong season to continue.

The new Trafalgar brochure also comes with a companion DVD to give agents a better experience of what a Trafalgar tour is like - online at www.traveldaily.com.au.

Today's issue of TD

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

- AA Appointments jobs
- Inplace Recruitment jobs
- Wendy Wu Tours famil

I SWAPPED THE RAT RACE FOR THE EGG & SPOON RACE

Click here to read more

travel counsellors

Aerolineas SkyTeam

ARGENTINIAN flag carrier Aerolineas Argentinas is set to join the SkyTeam airline alliance.

The move would see Aerolineas as the first South American SkyTeam member, with the carrier expected to complete the integration process in 2012.

SkyTeam said it's actively looking for new members from Asia, India and Latin America.

lufthansaexperts.com

Early Bird Special to Europe

Europe

from

1379\$*

*Net fare not including fees, taxes and surcharges.

52 Destinations
in Europe

From Australia*
via 6 gateways

For Sale:
01Oct10 - 30Nov10

For Travel:
01Apr11 - 31Aug11



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Page 2

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10 GOOD REASONS TO VISIT NEW CALEDONIA

A Gourmet Paradise

"One of the best French gourmet experiences outside of France"
Gabriel Gaté

Aircalin
International Airline of New Caledonia
[CLICK HERE FOR THE OTHER 9 REASONS](#)

TRIP OF A LIFETIME

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QF through check change

QANTAS has announced that it will no longer provide through check or baggage interlining for passengers through to their final destination, if the segments are booked on separate PNRs.

The move is effective 03 Nov, and follows the European volcanic ash disruptions earlier this year which QF said had led it to identify "opportunities to further improve and streamline the Qantas customer experience".

The change applies to both domestic and regional itineraries, and agents are being advised to ensure affected customers are told they need extra time to clear customs and immigration, clear baggage at interim ports, transfer between terminals and re-check for onward flights, as well as any transit visa requirements.

Brisbane-Hobart

QANTAS today announced the introduction of seasonal non-stop services between Brisbane and Hobart over the upcoming Christmas peak period.

The 737 flights will operate each Tue and Sun from 12 Dec-25 Jan 2011, with QF regional gm Tasmania, Peter Collyns, saying the move follows the recent completion of a new commercial agreement with Hobart airport.

exemptions to the new policy, including where the two separate PNRs are Qantas marketed or operated; travel is with oneworld airlines and affiliates; Groups and Qantas Industry Centre bookings; and Air Pass products "where appropriately cross referenced with a long-haul sector".

And the new policy doesn't change existing arrangements for connections between Qantas and Jetstar flights, where baggage is not interlined onto JQ domestic services, but in which through check and interlining is provided from QF to Jetstar international.

SYD traffic soars

MACQUARIE Airports this morning released its Sep traffic figures, with Sydney airport showing a 7.8% increase on the previous corresponding period and recording its strongest ever Sep for international, domestic and total traffic.

Domestic numbers were up 7.2% to 2.05m, while international rose 8.9% to 945,000 pax for the month.

Average daily passengers at Sydney exceeded 100,000 for the first time, with MAP ceo Kerrie Mather saying that international traffic continued to benefit from high levels of outbound travel as well as inbound growth from Korea, China and New Zealand.

Window Seat

TRAVELSCENE American Express owners and managers had better make sure they pack their dancing shoes for the group's annual conference.

Most attendees are heading to Buenos Aires today for the much-anticipated event - which will be MC'd by a very appropriate special guest.

In fact they are likely to all come back dancing the tango, with the conference to be headlined by *Dancing with the Stars* host Sonia Kruger, who was spotted by *TD* at Sydney Airport this morning before boarding the Buenos Aires flight.

A BRITISH jewellery designer has been commissioned to create the world's most expensive mobile phones - a matched pair of diamond-encrusted Apple iPhones reportedly ordered by an "anonymous Australian businessman".

The iPhone 4s are reportedly worth £5m each, with the handsets featuring more than 500 individual diamonds.

And although the iPhones are the ultimate travel accessory, for these ones you'll need to pay excess baggage, because each one comes in a special box made from a 7kg block of pink granite.

CAPPUCINO, flat white, a schooner or a middy?

Iconic coffee shop Starbucks is set to spread its wings into other beverages, with the service of beer and wine at one of its landmark Seattle stores.

The outlet was recently refurbished with a new layout, and is the first Starbucks in the world to offer alcohol.

Officials at the ubiquitous coffee chain declined to comment on how soon the booze might roll out across the globe.

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2011/12 brochures & launch boxes currently being distributed by Tifs

Wendy Wu Tours Brochure LaUNCH Extravaganza!

You can win fantastic prizes!

Simply book your customers on a 2011 group tour or FIT valued at over \$2000 pp between 15 Oct 2010 and 21 Jan 2011.

*Conditions apply. Refer to the Gold letter in your LaUNCH box for full details & conditions.

Conditions: Full terms and conditions of prizes are outlined in the prize letter contained in the official Wendy Wu Tours LaUNCH box. Closing date of promotion: 21 January 2011. Random prize draw will take place on 28 January 2011, 10:00EST at Level 9, 275 George Street Sydney NSW 2000. Prize winners names will be published in Travel Daily on 01 Feb 11 and Travelbulletin on 25 Mar 11. Authorised by permit numbers: NSW-LTPS/10/08813; VIC-10/3319; SA-T10/2252; ACT-TP10/041042. Wendy Wu Tours Lic Number: 2TA4792 7201K



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CTM Travelcorp acquisition

THE TMC landscape in Australia shifted yesterday with the announcement of the acquisition of Travelcorp by fast-growing Corporate Travel Management (CTM breaking news).

CTM, which recently spread its wings across the Tasman with the purchase of Auckland-based Cavalier Travel Services (TD 17 Jun) said the Travelcorp purchase was an "excellent cultural fit."

"We both have a reputation for employing great people and delivering a highly personalised service to our clients," said CTM ceo Jamie Pherous.

"This further strengthens our market position in creating a truly alternative travel services provider," he added.

Travelcorp owner Helen Logas said both businesses use the same software, customer facing technology and systems, meaning

the deal will result in minimal changes for clients and staff.

CTM's Travelcorp acquisition will be effective 03 Jan 2011, with Pherous saying the firm was expecting to achieve "strong commercial synergies through the successful integration of these groups".

"During the past decade CTM has grown both organically and through acquisition, allowing us to expand our client offering and increase our market share, delivering value back to our clients in Australia and New Zealand," Pherous added.

Previous CTM purchases include Sydney-based Travellogic in 2008, Debrett's in Perth in 2006 and Melbourne-based Rhodes Corporate Travel in 2001.



corporate travel management

10Rooms at the Grace



THE Grace Hotel in Sydney last night launched a "new must-see concept in hotel comfort".

The hotel has extensively refurbished ten of its rooms, each with a unique style and a "cool contemporary ambience".

The concept is appropriately dubbed '10Rooms' and is also available at two Kuala Lumpur properties also managed by the Grace's owner, Federal Hotels International.

Grace's 10Rooms occupy the 9th, 10th and 11th floors of the 1930s Art Deco Sydney property.

Guests staying in 10Rooms are able to select their favoured decor, furnishing arrangements and other amenities, with the concept aiming to break away

from "repetitive interiors and generic hotel room layouts".

10Rooms rates also include complimentary high speed internet, an in-room espresso machine and the choice of buffet or in-room service breakfast.

No two rooms are alike, with the 10Rooms concept "based on the understanding that there is a class of discerning travellers who desire a more unique experience when they stay in a hotel room," according to gm Philip Pratley.

Pictured above in one of the 10Rooms from left are Joseph Selvan, The Grace Hotel bdm; Ooi Lee Ping, director of marketing for Federal Hotels International; and Niche Group's Lisa-Shae Butler.

See www.10rooms.com.au.



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Racing in Rotorua!



ABOVE: Air New Zealand and Destination Rotorua recently hosted a wholesaler fam in the NZ North Island playground of Rotorua - which is seeing a rebound in international visitors.

Destination Rotorua Tourism Marketing released figures on Fri showing a 6.9% increase in Aug visitor nights compared to the previous year, with marketing in Australia around the themes of 'Thrill me; pamper me; free me'.

The group experienced Air New Zealand's direct flight to Rotorua from Sydney, and enjoyed a range of activities including Raceline Karting - the newest attraction from Off Road New Zealand.

Pictured above feeling the need for speed are, from left: Belinda Piper, Viva! Holidays; Melanie Rosson, Anzcro; Natalie Masi, Creative Holidays; Carley Smith, Viva Holidays; Zac Eagles, Anzcro; Robert Hunt, Anzcro; Georgina Battaglia, Kirra Holidays; Ammi King, Goway Travel; and Lisa Christmas, Kirra Holidays.

Northern exposure

A NEW wholesaler specialising in the Nordic, Polar and Russian regions was launched in Melbourne last week.

50 Degrees North held a launch event at Denmark House, with Tom Paulsen, Consul General for Norway, cutting the official ribbon to reveal the company's new 36 page brochure.

The wholesaler has been founded by Tietse Stelma and Jayde Kincaid, who say 50 Degrees North brings "new insight and expertise to the Australian wholesale market...to this exciting 'last frontier'".

Product includes Hurtigruten cruises as well as treks and tours in Iceland, Greenland and the islands of the North Atlantic.

There are also expedition voyages in the Arctic and Antarctic, plus a wide range of Russian product and tours in Mongolia and Japan.

See www.fiftydegreesnorth.com.

New TCF members

THE Travel Compensation Fund has approved ten new head office and five travel agency branch locations in the last two weeks.

There are four new Victorian members, three in NSW, one in Qld and two in Western Australia - including a business called African Sky Safaris in Dalyellup.

All five of the new branches are part of Flight Centre, including two new Cruiseabout agencies in Griffith, ACT and Mandurah, WA; two Escape Travel outlets in Geraldton and East Perth WA, and a Flight Centre branch in Maylands WA.

P&O Commodores

P&O CRUISES has today launched new 'Commodore' modules in its P&O Academy travel agent training program.

More than 380 Australian agents have already achieved Captain ranking and are eligible to move to the next stage.

The Commodore modules cover new eTicketing processes, the recently launched Ceremonies at Sea program, shore tours and onboard customer service.

For more details see *Cruise Weekly* tomorrow - subscribe free at www.cruiseweekly.com.au.

Driveaway Oct time

DRIVEAWAY Holidays is offering savings on exclusive car and motorhome hire during its October Sale Time campaign.

Special rates are on offer for bookings made by 31 Oct and for pick ups before 31 Mar 2011 - see driveawayholidays.com.au and quote promo code 'October sale'.

AA Westjet deal

AMERICAN Airlines has announced a new interline agreement with Canadian carrier WestJet, with the move giving AA passengers "seamless connecting service" to 25 new destinations in Canada not currently served by AA or its affiliates.

The connections will be available initially via Toronto, Montreal, Calgary, Vancouver, Halifax and Ottawa, with a further phase from Dec set to introduce "additional connecting opportunities".

The interline connecting itineraries will be available for booking via GDS from 09 Nov, with the carriers saying they are also "exploring other ways to enhance customer benefits through other commercial cooperation agreements".

Choice's Clarion

CHOICE Hotels has launched its 16th Clarion hotel in Australia - the Clarion Hotel on the Park at Parramatta in NSW.

Formerly the Courtyard by Marriott Parramatta, the 181-room property is set to undergo a total refurbishment over the next 12 months.

Louise Byrom moves from the Courtyard by Marriott North Ryde to manage the Clarion Parramatta.



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Brisbane Booms

Korean Air now flies from Brisbane 6 times per week*, providing the best connections to the UK, Europe, Asia and North America.

* New services commence 31 October 2010

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Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.

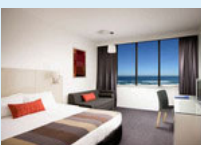
The Best Western Riverside Apartments in Melbourne has introduced meeting and conference facilities through the Polygon Functions and Meeting Centre. The facilities include 12 meeting and function spaces next to the city and Yarra River. The Lotus Cafe holds up to 150 guests - more details at riversideapartments.bestwestern.com.au.



Amaroo Resort at Trinity Beach in Cairns has completed a six month \$500,000 refurbishment of its property. Improvements include a complete repaint inside as well as an exterior makeover, new furnishings, plus additional outdoor decorations and poolside furniture. Future projects include resurfacing of the tennis court, a new jacuzzi and re-landscaping of the pool.



Mirvac Hotels and Resorts has announced the opening of its 24th Sebel brand hotel in Newcastle on 01 Nov. The Sebel Newcastle Beach will have 88 guest rooms with many offering ocean and harbour vistas, a gym, spa, steam room, and three meeting rooms.



Sonaisali Island Resort in Fiji has introduced The Poolside Grill, a new dining outlet next to the Pool Bar. This alternative dining option has been soft launched over the last few months offering lunch and dinner three times a week. Effective immediately the new eatery will be open daily.



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- Excellent customer service and phone skills

Outstanding written and verbal communication skills are essential, together with flexibility, attention to detail and an ability to handle pressure.

This is a hands-on role and you will be required to answer phones and manage groups including contracting and making bookings. This role will also include following up deposit and final payments.

Candidates with solid, continuous working history will have an advantage.

Please apply to mbernstein@orioncruises.com.au

EK ezRez deal

EMIRATES today announced a new multi-year partnership with IT firm ezRez, which will see ezRez be the exclusive provider of technology for hotel rooms, car rentals and destination activities bookable at www.emirates.com.

The move means travellers will be able to book land content on the EK website, with all itinerary details available via the 'Manage a Booking' tab on the site.

EzRez gives Emirates centralised control over its global system deployed in 14 languages and supporting payment in 42 currencies.

EK said it would also segment inventory by geographic region and traveller type "to optimise hotel offers for the individual preferences of each market".

Online hotel and car hire functionality will launch early next year, with further phases of the partnership set to see EK incorporate the ezRez agent booking tool into its systems.

The ezRez loyalty platform is also expected to be deployed to provide additional functionality to EK's Skywards rewards scheme.

Amazing promotion

CHRISTCHURCH & Canterbury Tourism has launched a new advertising campaign featuring the region's ambassador, global reality TV star Phil Keoghan.

The *Amazing Race* presenter has filmed a series of TV commercials and short website videos, with a six week NZ\$925,000 'Phil's Best Kept Secrets' campaign appearing on Australian television from 24 Oct.

Travel Daily TV today features one of the webisodes - check it out at youtube.com/traveldaily.

QF files for Kenya

QANTAS has requested for its new codeshare alliance with Kenya Airways (*TD Mon*) to be for a period of five years.

In its application to the International Air Services Commission, QF says it is seeking daily 747-sized capacity to be used for third country codeshare services on the Thailand route, with the allocation to be fully used by the end of the year.

The deal will see QF codeshare on Kenya Airways metal from Bangkok to Nairobi, with the carriers saying it will give access to 41 new African destinations.

WIN METALLICA TICKETS



Travel Daily has teamed up with Macau Government Tourist Office again and is giving subscribers the chance to join in the experience of World Class Entertainment at Sydney's Acer Arena.

On Wednesday 10th November, Metallica will be performing and the Macau Government Tourist Office is giving seven lucky winners and their friends a chance to join them in their very own Private Suite.

All you need to do is answer all 5 questions featured in *Travel Daily* this week for your chance to WIN...

Q.3: What is the name of the Cirque Du Soleil show housed at the Venetian Hotel and Resort Macao

Email your answers each day to: metallicacomp@traveldaily.com.au

Click here for terms & conditions



UJA to Sri Lanka

UKRAINE International Airlines will launch a new seasonal service to Colombo in Sri Lanka from Dec.

The twice weekly 737-800 flight will operate as an extension of the carrier's existing Kiev-Abu Dhabi route.

Scenic fly free deal

SCENIC Tours has announced a fly free to New Zealand and exclusive FreeChoice inclusions at no extra cost when purchased with a tour booked by 31 Oct - scenictours.com.au.



MACAU GOVERNMENT TOURIST OFFICE



Macau Government Tourist Office

California girls (and boys!)



CALIFORNIA Tourism continued its Australian roadshows last night, with a gala event in Sydney attended by hundreds of travel agents.

The events being held this week in Melbourne, Sydney and Brisbane showcase exhibitors from San Francisco, California Wine Country, Lake Tahoe, Yosemite National Park, Anaheim/ Orange County, San Diego & more.

Some of the attendees also made the most of the special Tequila and Taco Bar - pictured above from left are: Brian Said, San Diego Convention and Visitors Bureau; Tricia Keim, Flight Centre North Sydney; Tara McFarlane, FC Berry St; Eve Millar and Chenoa Everett, Creative Holidays; Maria Augustis, FC North Sydney; and Amanda Leung, California Tourism.

And California Tourism's Tristan Freedman and Alison Scott are in the inset, inviting guests to find themselves in California.

Deleyse Langdale from California Academy of Sciences (CAoS) told *TD* that the centre was reopened two years ago featuring an aquarium, natural museum, planetarium, rainforest and living roof, making it "the number one ticket in San Francisco".

The CAoS has "welcomed more visitors than Alcatraz" since reopening its doors in 2009 - a total of 4.4 million guests, with 35% of them from overseas.



San Francisco's Red and White Fleet cruises sales manager Taylor Appell said that just last week the firm expanded services to a year-round operation, offering sunset, bay and city light cruises.

Also at the event Air NZ showed off the new economy class Skycouch (being given a thorough workout by Sharon Brown and Mitchell Walker of Air NZ, below), set to be fitted out on the airline's new 777-300 aircraft by the end of the year.

The new design is targeted to couples and families, able to comfortably accommodate two



Get a room, please!

adults or one adult and two children, with the first flight departing Auckland for Los Angeles in Dec and an AKL to London via LAX service due in Mar.

California Tourism has also launched a new online training program for Aussie agents at www.californiaexpert.travel.

Pictured at left are some of last night's guests enjoying some Cali cuisine: Nichole Madin, iTravel; Susie Taouk, The Ultimate Traveller; and Gennie Wells and Philip Worrall, Advance Australia Travel.

Lourey says sorry

CARNIVAL Australia senior vice president Jenny Lourey has filmed a personal apology to the passengers affected by the sudden cancellation of *Pacific Jewel's* 11-day Pacific departure this week (*TD* Tue).

"I can assure you we wouldn't cancel a cruise lightly or without reason," she says, with the move allowing engineers to rectify problems with the ship's propulsion units.

See the video at Travel Daily TV - www.youtube.com/traveldaily.

Connected in Bali

O-CE-N Bali by Outrigger has introduced Wi-Fi connectivity in all guest rooms and public areas of the hotel, free of charge.

EK Wolgan stay

EMIRATES is offering First and Business class passengers the opportunity to stay two nights for the price of one at Wolgan Valley Resort and Spa, near the NSW Blue Mountains.

Passengers on all flights to Australia or New Zealand can stay for two nights in a Heritage suite priced from \$1950 incl brekkie, lunch, dinner, and beverages - reservations@wolganvalley.com.



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Due to expansion and an internal promotion this boutique Cruise Marketing agency representing a number of international cruise lines in Sydney has the following three opportunities:

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Experience necessary as a Reservations Team leader or Senior Reservations Consultant in either a retail or wholesale cruise environment.

Wholesale Reservations Consultant

- Maintain all wholesale bookings in the in-house reservation system.
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Experience necessary as either a Reservations Consultant or Travel Consultant in a retail or wholesale environment.

If you're looking to make the change from retail to wholesale this role would be perfect for you.

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- Provide general administrative support across the business
- Provide Email support to the Managing Director

Minimum 1 years experience in reception, excellent written and spoken English, attention to detail and excellent communication skills necessary.

Call (02) 9261 1926 or email

philippa@alexander-associates.com.au for more details.

AAT WA released

AAT Kings has launched its 2011/12 Western Australian brochure, including an extension of its exclusive 'You are Invited' experiences in local family homes plus more 'hidden gems' and special departures.

Clowning around in Fiji



INTERCONTINENTAL Hotels Group's Luxury Advisory Board visited the InterContinental Fiji Golf Resort to put the property through its paces last month.

The Independent Board assessed the resort against global benchmarks and provided advice on current and emerging luxury market trends and traits.

The visit was not all work, with

the IHG staff given time to go to Malomalo Primary School where they entertained the kids with face painting, storytelling and games while the resort sponsored doctor performed health checks.

As an active supporter of the School, InterContinental Fiji Golf Resort and Spa (IFGRS) also donates one dollar from every room night sold.

Pictured above showing off their best assets are: Leanne Harwood, IHG Asia Australia's director of sales and Heather Cornish, IFGRS executive assistant manager, with some of the school children.

Hertz speeds along

HERTZ Europe has plans to roll out Self Service Express touch screen kiosks at selected locations to speed up the prepaid process of picking up a car.

The systems allow customers to select and purchase upgrades, insurance and waiver products, fuel options, and child seats before completing the pick up process, with the move following the recent release of the Hertz Europe iPhone App in 18 languages.

Excite adds air

ONLINE agent-only wholesaler Excite Holidays has released a new wholesale airfares module.

MD George Papaioannou said the system now offers year-round wholesale fares as well as earlybirds, which are available "provided a minimal land component is booked and paid on the ExciteHolidays.com website".

The new system offers a range of carriers including SQ, VS and EK, expanding the current offering of more than 70,000 hotels worldwide.

JALways to fly Tokyo-Sydney

JAPAN Airlines will continue to operate daily services between Tokyo and Sydney, but will utilise its lower cost JALways subsidiary on the route, according to a Qantas application to the IASC for a re-authorisation of the Jetstar/JAL codeshare arrangements.

The application reveals that conditions have continued to deteriorate on Japan routes, with the weakness of the market "of considerable concern" to QF.

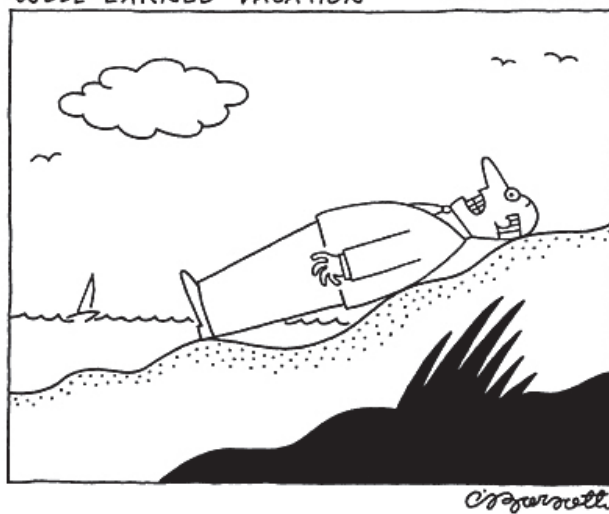
Qantas is also asking the IASC to

remove the ability for JAL to codeshare on Sydney-Gold Coast services, but to continue the existing pact on OOL-Osaka, Cairns-Osaka and OOL-Tokyo.

QF says the move "will enable Jetstar to continue to access JAL's powerful distribution capability" in the Japanese market, with the codeshare an important factor in enabling the Qantas Group to maintain a "reasonable level of capacity" on the Australia-Japan route.

The lighter side of travel...

WELL-EARNED VACATION



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New base for FR

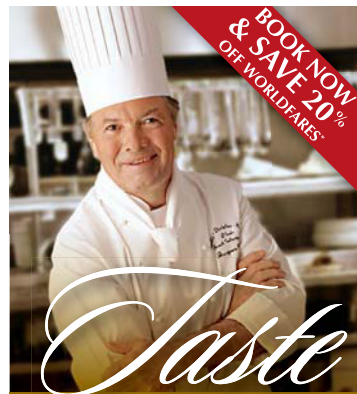
IRISH low-cost pioneer Ryanair is adding yet another European base, with expansion into Estonia at an airport located out of Tallinn.

In the Winter 2010 scheduling period Ryanair will add 118 new routes across Europe and North Africa, making a staggering total of more than 1100 routes.

Dawn service disc

FRENCH Travel Connection has reduced prices on its Anzac Day battlefield tour ex Paris by 25% departing 24 Apr 2011, due to the rising Australian dollar.

The three day/two night tour is now priced from \$975ppts, incl the official Anzac Day Dawn Service and a guided tour of the Somme - frenchtravel.com.au.



ENJOY A BOUNTY OF INDULGENCES

World renowned Master Chef and Oceania Cruises' Executive Culinary Director, Jacques Pépin, hosts this culinary sojourn, delving into 7 countries in 16 days.

Guests will be treated to specially designed signature menus, engaging lectures, culinary demonstrations and much more.

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16-DAY VOYAGE**

Aug 10 to Aug 26, 2011 onboard *Marina*
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SINGAPORE AIRLINES



Ticket Officer Brisbane City Office

A Ticket Officer is required to fill a full time, day worker position in our Brisbane city office.

Position assists in all aspects of fares, ticketing, refunds, agency quotes and passenger enquiries. Applicants must have a minimum of 2 years experience in fares & ticketing and successful completion of Fares & Ticketing I & II. A pleasant manner, service oriented attitude and ability to work under pressure is also required.

The salary range will be between \$38,842 pa and \$48,695 pa. The successful applicant will also be entitled to travel benefits and subsidised health insurance.

Applications should be addressed to Manager Queensland, Matt Raos, and sent to the following email address by 26 October 2010.
Info_bne@singaporeair.com.sg

Japan wants advice

JAPAN'S National Tourism Organisation has announced plans to recruit foreigners to provide information on how to make the country more friendly for foreigners.

About 100 native Chinese, Korean and English speakers will be paid an allowance to visit a range of key cities, producing a report on how to improve the visitor experience.

A spokesman for the JNTO was quoted by *Reuters* as saying "What we hear is that there really isn't enough information on things like how to buy train tickets, or how to use the baths in traditional Japanese inns."

The information provided by the foreign investigators will form the basis of a major report into the Japanese tourism industry to be produced by Mar 2011.

Next Gen in Nov

QANTAS today announced that its Next Generation check-in system will launch in Sydney on 10 Nov after the completion of a successful trial in Perth.

CEO Alan Joyce said there had been "outstanding customer feedback" to the system and its Q Bag Tag for frequent flyers.

"Next Generation Check-in will dramatically reduce domestic check-in times for customers," he said, with Platinum, Gold and Silver Frequent Flyers and Qantas Club members to begin receiving new chip-enabled cards next week.

Electronic Q Bag Tags will also be provided for luggage, initially at Sydney T3 and Perth domestic, and the move also coincides with QF's new piece-based luggage restrictions (TD 07 Oct).

Joyce said Next Generation Check-in would also launch at Melbourne, Brisbane, Adelaide and Canberra next year, with the rollout scheduled for completion in the second half of 2011.

He said that Qantas was "proud to be the first airline to introduce this world-leading technology to our customers".

HRG

HRG Australia - A leading global travel management company currently has exciting opportunities for an experienced Business Manager and a variety of roles for Travel Consultants to join our dynamic team.

Business Manager - Melbourne

Due to some great new business we now have an exciting opportunity for an experienced, driven and focused Business Manager based in our Melbourne office. This role will be suited to a person with extensive industry expertise and high level analytical and communication skills.

Domestic and Multi-skilled Business Travel Consultants Sydney, Brisbane, Melbourne

We are seeking highly motivated Travel Consultants to join HRG in various locations. This is a great opportunity for professional corporate or retail consultants with exceptional customer service and fare skills who are looking to move into a truly rewarding role within the Corporate sector. Domestic and International roles available

Online support consultant - Burwood, Victoria

If you prefer to work behind the scenes and have knowledge of domestic fares and ticketing - this could be the role for you. We are looking for 2 people to join our ESupport team in Burwood. This team is responsible for assisting clients with on-line booking tool enquiries, managing queues, ticketing, changes and reissues. Variety is guaranteed as is a terrific team and environment.

For more information or to view other available roles please visit the HRG Australia website at www.hrgworldwide.com/au.

Applications with cover letter may be sent to recruitment.au@hrgworldwide.com

www.hrgworldwide.com
HRG Australia. A Hogg Robinson Group company.

Tailor Your Ultimate Tassie Trip



Qantas Holidays, in conjunction with Tourism Tasmania, are giving you the chance to uncover some of Tasmania's best kept secrets with the release of the Qantas Holidays 2011 Tasmania Brochure.

Simply use the brochure to create your ultimate Tassie itinerary to the value of \$5,000. The lucky travel consultant with the most creative response will have their dream converted into reality with Qantas Holidays, up to the value of \$5,000! Include accommodation, transport, tours and total itinerary cost using the prices from the new 2011 brochure! The most creative title for the itinerary entry using 10 words or less each week during the promotion will receive a \$100 Qantas Holidays voucher and a delicious Tasmanian treat!

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

To view the Qantas Holidays 2011 Tasmania Brochure, click here.

Click here to view Terms & Conditions and see some sample itineraries!

Promotion commences 1 October 2010 and ends 31 October 2010.

***TERMS & CONDITIONS:** Promotion is only open to Australian residents who are employed as travel consultants by an IATA-approved travel agent that sells products offered by Qantas Holidays Limited, and are not Flight Centre Limited employees. Please refer to the full terms and conditions.

Qantas Holidays Limited ABN 24 003 836 459. Licence No. NSW - 2TA 003 004, VIC - 31288, QLD - TAG 740, SA - TTA 48 116, WA - 9TA 510



Hawaii comes to Newcastle

ABOUT fifty Newcastle travel agents are now the full bottle on Hawaii after attending a recent Aloha Down Under night hosted by Hawaii Tourism, Hawaiian Airlines and Outrigger Hotels and Resorts.

Attendees were taken on a "spectacular visual journey" of Kaua'i, O'ahu, Maui and the Big Island; pictured above at the event are Ashlee Galea and Rebecca Wall from HTO; Maria Alaveras of Outrigger; and Meredith Salotto of HA.



Get on the rails

BEYOND Travel is offering a range of special offers for single travellers on Russian rail travel bookings paid in full by 31 Dec.

Options include a 50% saving on single supplements (a discount of more than \$1900), or the ability to be paired with a suitable passenger to share a cabin.

Beyond is also offering a newly added 'heritage class' cabin priced from \$9710 for the 15-day Trans-Siberian itinerary on selected departures from Vladivostok next year.

More info 1300 363 554.

SAA agent rate

SOUTH African Airways has extended its industry rate for flights ex Perth and Sydney, with availability through to 31 Mar.

Breakaway Travelclub has fares from \$600 plus taxes, with travel to 20 Nov and from 01 Feb to 31 Mar 2011 (blackout dates apply).

Companion rates start from \$800+ - www.travelclub.com.au.



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MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – recruit@aaappointments.com.au

BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

CALLING ALL NIGHT OWLS

**HOME BASED AFTER HOURS TRAVEL CONSULTANT
SYDNEY – SALARY PACKAGE TO \$62K +**

Looking for a challenging new role that will allow you to work outside traditional office hours from the comfort of your own home? This is a rare opportunity to join an award winning company. You will be working on a roster covering a range of shift times working on both corporate and leisure clientele. You will have min. 3 years experience with exceptional airfare and ticketing knowledge. If you are cool under pressure and love solving problems, then this is the role for you – apply today!

STAND UP AND BE NOTICED!

**CORPORATE TRAVEL CONSULTANT
SYDNEY CBD - SALARY PACKAGE TO \$53K +**

Want to work for one of the best agencies in the WORLD? We are searching for strong retail or corporate consultants to work on this high profile account. Not only will you enjoy a top salary, but you will have access to excellent training and global progression opportunities. We are looking for future leaders, so if you have the right stuff including CRS skills, fares and ticketing knowledge and great customer service, you need to call us now. This role starts on Nov 1st!

BRIGHTEN UP YOUR DAY

WHOLESALE TRAVEL CONSULTANTS

PERTH (INNER) – SALARY PACKAGES TO \$43K + Overtime

Our client, one of Australia's leading wholesalers, has a fantastic staff retention rate, which can be attributed to a great staff incentive scheme, monthly massages, educational galore and an abundance of opportunities for career progression. With multiple positions available from November, this is your chance to become a part of their happy team and reap the benefits! A minimum of 6 months experience within the travel industry is required along with strong destination knowledge.

DON'T MISS THE BOAT

CRUISE RESERVATIONS TRAVEL CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$63K OTE

Use your extensive cruise knowledge to increase your salary today! Working within this small reservations team, you will enjoy a high base salary of \$40K plus have the opportunity to earn an extra \$20K in incentives! You will love working within this friendly team and best of all, you will be selling what you know and love – cruising! With a wide range of clientele, the enquiries range from P&O to Crystal and no day will be the same. Monday to Friday hours with Saturday on rotation.

CHANGE YOUR STRIPES

INTERNATIONAL WHOLESALE CONSULTANT

BRISBANE CBD – SALARY PACKAGE \$55K OTE

Finding you are dragging your feet, de-motivated & don't want to be at work? Then maybe it is time you make the change to wholesale. You will sell worldwide destinations and enjoy escaping the hum drum of retail consulting. Working in this fun team, is a new adventure every day, full of plenty of laughs and sales. In addition to fabulous \$, you will enjoy fantastic incentives including free holidays, movie tickets, gift vouchers, tickets to hot industry events and more. Time to live a little!

BREAK FREE FROM CONSULTING!

PRODUCT LOAD CONSULTANT

BRISBANE CBD - SALARY PACKAGE \$46K OTE

Always wanted to escape to the wonderful world of product? Want to say goodbye to public consulting? Look no further! We currently have an opportunity for a focused individual to move into product loading. This is the perfect stepping stone for someone wanting to make a long term product career and learn how the industry ticks. Enjoy top incentives, Friday drinks, fantastic team nights, lots of laughs and more. Start your product career today - call now!

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Liz Vibert

Domestic Corporate Cons

Are you looking for a new work environment? This established market leader is seeking a domestic consultant to join their team. You will be servicing a portfolio of domestic accounts including government business.

Future potential to be up-skilled to international itineraries.

- ▶ Unlimited career potential with this global TMC
- ▶ Sydney CBD location
- ▶ Salary up to \$50K + super

Click here for more details or call Liz.

Travel Co-ordinator - \$60K + super

Want to work close to home? 12 month contract role available in Sydney's Sutherland Shire. Work Mon - Friday within the travel department of this large national company. This highly sort after position requires excellent attention to detail, strong analytical skills, solid experience of corporate travel expenses & good knowledge of excel spreadsheets.

- ▶ Work Monday to Friday, no weekend work
- ▶ Parking available
- ▶ \$60K + super

Click here for more details or call Liz.



Kristi Gomm

Corporate Travel roles

We currently have both fulltime and temporary roles available within this corporate leader. Domestic, Multi-skilled, International and VIP positions all on offer.

Experience on Sabre, Galileo and Amadeus will all be considered.

- ▶ This company offers excellent employee benefits
- ▶ Long term career prospects
- ▶ Salaries range from \$40 - \$55K + super

Click here for more details or call Kristi.



Ben Carnegie

Operations Manager

Salary \$70K pkg + incentives

This newly opened, state of the art tourist centre located in Sydney, is seeking a highly motivated and hands on manager to oversee operations of this & one other store. You will also be training your team to up sell and seize every opportunity to increase business to the centres.

- ▶ Management experience essential
- ▶ Background in Retail travel an advantage
- ▶ Salary \$70K pkg + inc, Sydney CBD location

Click here for more details or call Ben.

Help Desk Consultant

Are you patient and enjoy solving problems? Our client is seeking a consultant from a retail travel background with strong Galileo & ideally some exposure to Cross-check to assist agents over the phone with system questions and queries.

- ▶ Fantastic modern offices
- ▶ Sydney CBD location
- ▶ Salary to \$40K + super

Don't miss this great opportunity to move away from face to face sales and utilise your CRS experience behind the scenes.

Click here for more details or call Ben.

Save the day as a Travel TEMP

Corporate Consultants x 2 - Sydney CBD, ongoing assignment, Sabre, Mon - Frid with some Saturday work. Start ASAP. Top \$\$.

Ticketing Consultant - Sydney CBD, Must have Amadeus and strong fares & ticketing. ASAP to \$23 p/hr.

Corporate Consultant - Parramatta, Mon - Frid only, Galileo and Tramada, Start ASAP, Salary to \$23 p/hr.

International Corporate Consultant - Sydney CBD
25th Oct - 12th Nov. Sabre Tramada essential. Must have previous corporate consulting experience.
Up to \$23 ph/hr

Call Ben for more Details.



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Nihao from China!

Wendy Wu Tours Mega Famil



The 'Wendy Blue Group' in Tiananmen Square

The final stage of the Wendy Wu Tours and Cathay Pacific Mega-Famil began when the two groups met in Beijing at the famous Temple of Heaven. With 26 million people living in this city, the Temple is a little oasis away from the chaos where people can relax by dancing, singing and playing Chinese chess or card games in the surrounding gardens.

Although Beijing is best known for its historic sights like the Summer Palace, Forbidden City and the Olympic Games site, there is also a famous culinary speciality known as Peking Duck which the group was eagerly looking forward to for dinner. One consultant was even heard saying it was her favourite meal during the entire trip.

The next day meant a dawn awakening but it was well worth it to climb the Great Wall before the tourist buses descended with the masses. Most of the group climbed the 1,500 steps from the bottom to the top of the Juyongguan pass to witness the spectacular view on a brilliantly clear day.

After this invigorating walk, the afternoon was the business end of the trip, the Beijing conference. The group were welcomed by general manager Alan Alcock, who thanked the agents for taking the time out of their hectic work schedule to experience the Wendy Wu Tours China experience.

Nigel Chynoweth, Marketing Manager Australia for Cathay Pacific spoke of the strong relationship between the two companies and how it has developed over the years to help each company grow their business.

He went on to tell agents that Cathay's fares were straightforward fares that they could sell with confidence. He stressed the importance of repeat business in the industry saying that. Cathay's mission was to be the most progressive airline in the world, adding that this could only happen with the support of the great Australian consultants they have supporting the airline.

Lachlan Burnet, WWT NSW Business Development Executive spoke to the agents about the benefits for agents when selling Wendy Wu Tours, including the commission on flights, visas, land, accommodation, entrance fees, taxes and even meals. He also touched on how WWT has a long standing history with China and are specialists in the region being able to offer clients the best in products and services.

The conference was complete with a Tai Chi lesson by a Master, a Chinese speciality in regulating breath and calming the mind while energising the body.

The common thought going through the consultants on the famil, was that they were leaving Beijing thinking that China had far exceeded their expectations and that they could now go back to Australia confident about selling China.

And so the famil had ended with the group boarding their Dragon Air flight, one of 15 scheduled daily between Beijing and Hong Kong, to start the journey back to Australia aboard a Cathay Pacific aircraft.

Thank you to everyone who participated in our China Mega Famil!



Our Tai Chi Master



Alan Alcock, Wendy Wu Tours; Helen Grant, Cathay Pacific; Nigel Chynoweth, Cathay Pacific



On the Great Wall



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