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# Travel Daily AU

First with the news

Tue 28 Sep 10

Page 1

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

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## Virgin Blue crash

VIRGIN Blue has confirmed that the massive outage of its reservations and check-in systems which reportedly disrupted more than 100,000 passengers (*TD* yesterday) was due to the failure of its "solid state disk server infrastructure" at about 8.00am on Sun morning.

Accenture offshoot Navitaire is the outsourced provider of the New Skies system used by Virgin, with the company advising DJ that "while they were able to isolate the point of failure to the device in question relatively quickly, an initial decision to seek to repair the device proved less than fruitful and also contributed to the delay in initiating a cutover to a contingency hardware platform.

"The service agreement Virgin Blue has with Navitaire requires any mission critical system outages to be remedied within a short period of time. This did not happen in this instance," a statement from DJ said.

In fact it took almost 24 hours for the system to become operational, with check-in and online booking not available until just after 5am yesterday.

The collapse is likely to have a significant monetary impact on DJ, which is paying hotel bills for many affected passengers, not to mention the inability for pax to make new bookings for 21 hours.

And Navitaire has undertaken to provide a full report into the failure as soon as possible.

Passengers travelling with Virgin Blue today are being advised to check in online to help control queuing at the airport, while the carrier warned that it is still experiencing long wait times in its Guest Contact Centre.

## "Where Australia shines"

THE Queensland government has today launched Tourism Queensland's new \$4.16m tourism brand on the Gold Coast, "Queensland, Where Australia Shines" (*TD* breaking news).

The rebrand, flagged earlier this year (*TD* 16 Apr), has been two years in the pipeline, and replaces the 'where else but Queensland' tagline which has been used for the past 12 years.

Growth of the internet, online media and social networking over the last decade were cited as reasons for Qld to move with the times and refresh its brand.

Premier Anna Bligh said: "How we take holidays, where we book them and where we go and what we're looking for" has changed dramatically since 1998, as has competition for the tourist dollar.

The new brand, to be rolled out globally for the first time, is said to "capture the essence" of Qld and create an emotional response in holiday seekers to the state.

"The new brand captures what we want to say to the world and the rest of Australia," Bligh said.

"It says to other states that we are the best," she added.

## Uluru attractions

VOYAGES is today promoting packages at its Ayers Rock Resort along with a range of optional add-ons within Uluru-Kata Tjuta National Park - see page ten.

## Today's issue of TD

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

- TMS Asia Pacific jobs
- AA Appointments jobs
- Voyages Hotels & Resorts

Tourism Queensland chairman Don Morris added that the new brand "sticks it to the other states," setting the bar for rivals to try and match.

TQ ceo ceo Anthony Hayes said the organisation's consumer research of 6000 people identified that they "felt different" after visiting the state, adding: "it is that emotional connection the brand is seeking".

"Queensland, Where Australia Shines resonates domestically and internationally," said Qld tourism minister Peter Lalor.

The two-year investment includes a global social media campaign, a photo and film shoot of over 70 Qld destinations, new online and social media tools and the development of regional marketing brands for Brisbane, Gold Coast, the Sunshine Coast, the Whitsundays and Tropical North Queensland.

## The new brand



ABOVE: Queensland's new 'truly global tourism brand' is pictured above, and there's also a range of collateral including a new TV commercial which can be viewed at [youtube.com/traveldaily](http://youtube.com/traveldaily).

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# Travel Daily AU

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## TT boarding charge

TIGER Airways Australia says its new 'boardmefirst' priority boarding service will generate a new ancillary revenue stream.

The option launched yesterday on Australian domestic services, and allows passengers to board first by paying \$6 each extra during the booking process.

"We're all about providing our customers with the absolute lowest fare for their seat, then we allow our customers the ability to choose which, if any, optional extras they wish to pay for," said TT spokesperson Vanessa Regan.

She said other innovations introduced by Tiger include web check-in, luggage upsize and SeatSelector.

## Flight Centre retail push

FLIGHT Centre has confirmed its determination to defend its model and "growing market share in and against other internet products."

The company's annual report, released yesterday, reaffirms the ongoing commitment to retail, with growth in shop numbers set to see capital expenditure of up to \$55 million this year.

The report reiterates the company's previously announced target of 10-20% profit growth in 2010/11 to \$220-\$240m, with FC also aiming for strong growth in

### Free live2air on DJ

VIRGIN Blue yesterday offered all passengers on Boeing flights around the nation complimentary "live2air" inflight entertainment, in a move to apologise to those guests who were left stranded following Sun's system crash.

The airline's reputation has suffered massively from the glitch with many pax saying they will never book with Virgin Blue again for air travel.

However the live2air offer was also possibly mistimed, as *TD* observed the Sky News channel featured the DJ chaos as its lead story every 15 minutes during a flight last night, highlighting the rage of several disgruntled pax.

cruise sales through its "rapidly expanding Cruiseabout business".

Details of acquisitions are also in the report, including the revelation that FC paid \$2.7m for UK-based tour operator Back Roads Touring, as well as \$13m for the remaining 44% interest in FCm Travel Solutions in India.

The report also confirmed that ceo Graham Turner took home a cash salary of just over \$1.1m - in addition to the dividends on his Flight Centre shareholding which amounted to about \$11m last year.

FC pointed out that a shareholder who invested \$10,000 when the company listed in 1995 would now have a \$165,000 holding and would have also earned over \$67,000 in dividends - a total return of 23 times the initial investment.

### TCF termination

THE Travel Compensation Fund has terminated the participation of Express Touring Pty Ltd in Pymont NSW due to it lacking sufficient financial resources.

Express Touring was involved in the fulfilment of retail offers in which flights were provided along with the purchase of items such as televisions or health insurance.

The sole director and secretary of the company is Brian Smillie, who founded the Leapfrog Group.

## Window Seat

QUEENSLAND premier Anna Bligh is neither for or against the new Gold Coast Bikini Race, which was announced this week by the Gold Coast Turf Club.

The race, described by some as bringing the destination to "a tacky new low," will see up to 150 women 'gallop' down the strait wearing just a bikini (and running shoes) as a novelty event at the first race meeting of the summer season.

This morning at the launch of Qld's new brand platform (see p1) Bligh gave only one certainty about the event.

"I'm prepared to guarantee to the Australian people that I won't be going in it," she quipped.

US OFFICIALS have abjectly apologised for flying the flag of the Philippines upside down at an event in New York last week.

The flag was hung with red on top instead of blue when President Obama met his Philippine counterpart Benigno Aquino during an ASEAN meeting.

Unfortunately the inverted flag signifies that the nation is in a state of war, with a State Dept spokesperson saying the gaffe was "an honest mistake".



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EDITORS: Bruce Piper and Guy Dundas  
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## Travelport adds Sponsored Flights

GOOGLE can do it, so why can't a GDS provider?

Travelport has introduced new 'Sponsored Flights' in some of its agent GDS availability displays, as a way for carriers to "build bookings and sales".

"Travelport Sponsored Flights is an innovative, industry-first point-of-sale advertising opportunity," the company's website says, with the option placing an airline's flights at the top of the travel agent's availability results screen "for optimum visibility".

Up to three flights can be promoted matching the travel agent's search criteria, with the system enabling carriers to have inventory appear twice - once in the sponsored section and again in the neutral availability display.

Sponsored Flights are booked and sold in the same way as segments in the normal neutral display of flight results.

Ad placements in the new offering will be sold by Travelport as 'city pair targets', while the neutral display remains separate and lists the same number of flights as it did previously.

The move is "consistent with Travelport's strategy to move from primarily a distribution vehicle to a strategic sales and

marketing platform," said a company spokesperson, according to several US industry reports.

Travelport wasn't able to confirm if the option would be available in Australia before *TD*'s deadline today.

## AMEX gets virtual

AMERICAN Express Business Travel (AEBT) has unveiled a "unique telepresence offering" to act as a central hub and aggregator of virtual meetings offerings.

Dubbed 'Virtual Meetings eXpert,' the offering will integrate public telepresence offerings from Cisco, Tata Communications and Regus with private company networks to offer clients the broadest pool of virtual meetings inventory.

"The current operating environment and new level of sophistication presented by suppliers with telepresence technology has paved the way for heightened interest in virtual meetings, as our clients look for alternatives to manage travel costs," said AEBT Director of Meetings, Danielle Puceta.

"Ultimately we believe that both virtual meetings and face-to-face meetings should be components of a best-in-class corporate travel and expense program," she said.

The Virtual Meetings eXpert system is integrated at the point of sale with travel consultant assisted reservations, Amex said, with plans to add "sophisticated online functionality" to help travellers make informed decisions about whether to meet in person or via telepresence.

## Southwest confirms AirTran buy

CONSOLIDATION of the US domestic aviation market is continuing with the announcement that low cost pioneer Southwest Airlines will purchase its smaller rival AirTran for about US\$1.4 billion.

The deal will give Southwest a new presence at Atlanta, as well as allowing it to expand its presence in key markets such as New York, Boston and Washington.

It will also see Southwest for the first time in its 40-year history operate international flights as it takes over AirTran's routes to the Caribbean and Mexico.

## QF companion sale

QANTAS has launched a 2-for-1 companion fare sale on premium economy flights to Australia from Los Angeles and San Francisco.

The special deal is on sale until 06 Oct and travel 01 Nov-08 Dec, with prices per person leading in at US\$1889 plus government taxes and fees of up to US\$200 depending on routing.

## EK Earlybirds

EMIRATES this morning launched its 2011 Europe earlybird fares, with extended booking and travel availability (*TD* breaking news).

The carrier is allowing booking of the special deals through to 30 Nov, and they're available for travel 01 Feb-31 Oct 2011.

Earlybird deals are available to all of EK's 25 European destinations including new ports Madrid (\$1710), Amsterdam (\$1738) and Prague (\$1727).

Fares are also available to Paris (\$1761), Nice (\$1742), Frankfurt (\$1745), Athens (\$1756), Istanbul (\$1714) and Vienna (\$1732).

Emirates is offering a 30kg baggage allowance in economy class as well as a free stopover in Dubai in each direction.

UK fares lead in at \$1857, with six ports across the UK served by Emirates including London Heathrow, Gatwick, Birmingham, Manchester, Newcastle and Glasgow.

The carrier is promoting the deals with a major agent incentive for booking EK Europe flights - [emiratestoeurope.com.au](http://emiratestoeurope.com.au).

## Italian Discovery

TEMPO Holidays will discount its Italian Discovery package by 15%, for bookings made by 15 Dec 2010 and travel 19 Mar-05 Nov 11.

The 7 night package leads in at \$1637ppts with 7 nights acom, breakfasts, four dinners, sightseeing and entrance fees - more info 1300 362 844.



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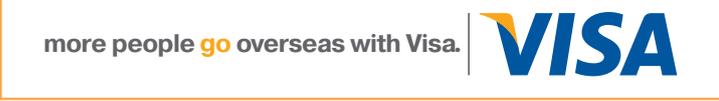
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To win a \$100 Visa Prepaid card, email us at [visa@porternovelli.com.au](mailto:visa@porternovelli.com.au) and tell us “what have you most enjoyed about the Money Talk column?”



**VS boosts Ghana**

VIRGIN Atlantic has announced a seasonal increase of its flights between London and Accra, with four flights per week to operate between 11 Dec and 09 Jan 2011.

The carrier said the route, which commenced operation in May this year, had been one of its most successful launches with very high load factors “breaking all our expectations”.

The carrier said it hopes to make the frequency increase permanent “as soon as we can”.

**Beyond groups**

BEYOND Travel has set up a dedicated groups operation to be headed up by Yula Geredov.

Marketing mgr Bryce Crampton said the new department was a response to increasing demand for custom groups from agents.

Geredov has extensive experience of the product, having previously worked with English-speaking groups on the Trans-Siberian and Trans-Mongolian railways and Silk Road journeys. See [www.beyondtravel.com.au](http://www.beyondtravel.com.au).

**UK collapses amount to \$68m**

A SERIES of travel industry failures in the UK this year looks set to cost the government-backed Air Travel Trust a whopping £41m (A\$68m).

An update from the UK Civil Aviation Authority has estimated the cost of three significant collapses over the summer, with about 112,000 passengers due refunds after the failure of Goldtrail Travel.

A further 64,000 passengers were affected by the collapse of Kiss Flights, while another 4200 are due refunds after the failure of Sun4U Limited.

The CAA said the trust “has resources available to meet these claims”.

All three companies were part of the Air Travel Organiser’ Licensing (ATOL) scheme which protects holidaymakers from being stranded abroad or losing money when purchasing flight-inclusive travel from operators.

The collapses have highlighted the confusing nature of consumer protection in the UK, with other travellers not protected if they didn’t purchase flights as part of their holiday packages.

The ATOL program requires bonding from operators - but in the case of Goldtrail “no bond was provided as the company had traded for many years”.

The other two collapsed companies had provided a total £1.4m bond.

**Back Roads 2011**

FLIGHT Centre-owned Back Roads Touring Co has announced new optional extras for its 2011 product including cooking classes in Greve, Tuscany and Marbella, Spain and flamenco dancing classes in Seville.

MD James Nathan said the firm wants to “offer a real alternative for people who don’t want to join a coach tour of 40 people but don’t want the challenge of a self drive holiday either”.

Tours start from \$3195ppts for the eight day Splendours of Sicily itinerary and \$4195 for the 11 day Spanish Inspiration tour, and for bookings made by 18 Dec 2010 for travel 01 Apr to 30 Nov 2011 a discount of 7% is being offered - [backroadstouring.com.au](http://backroadstouring.com.au).

**China Airlines fined**

TAIWAN-based China Airlines has pleaded guilty in the long-running US Department of Justice probe into price-fixing in the air cargo industry, which has embroiled many other carriers including Qantas.

China Airlines has agreed to pay a US\$40 million fine, bringing the total US fines in the case to more than US\$1.6 billion.

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## World rewards offer

THE Travel Corporation's World Rewards agent loyalty scheme has expanded its range of redeemable items, inc Herringbone \$50, \$100 and \$200 vouchers, Hoyts double passes, magazine subscriptions and RedBalloon Day experiences.

## US agents all aboard



ABOVE: DescaradA Luxury Charters hosted a cocktail evening at Hamilton Island for US wholesaler Swain Tours recently, to celebrate the achievements of a number of top performing US travel agents.

The event was held in conjunction with Tourism Australia's Corroboree showcase, and pictured above on the luxury vessel are, from left: Swain Tours owner Ian Swain; Garry Plant, Senior Sales Consultant Swain Tours; Fiona Altmann, gm Altmann & Cherny Opals; Mr and Mrs Debbie Trevino, Hobson Travel USA; Barbara Rake, National Sales Manager SwainTours; and Richard McKisack, Marketing Manager DescaradA Luxury Charters.

## Skimax Sun Peaks

SKIMAX is offering deals at Sun Peaks in British Columbia, with a range of accommodation on a stay 7/pay 5 deal including a six day lift pass, priced from \$785ppts.

## Frequent flyer fuel

QANTAS has launched a new opportunity for members of its frequent flyer program to earn points, as an expansion of its existing deal with Woolworths.

Members of the program can now earn two points per litre on fuel purchased at participating Caltex Woolworths co-branded fuel outlets, by electing to earn points instead of fuel discounts.

Consumers accrue a four cents per litre saving on fuel when they spend \$30 or more in a single Woolworths or Safeway supermarket transaction - but the new offer allows this benefit to be taken in QF points.

Users must choose their desired preference online via the Everyday Rewards website before filling up, after which each time they refuel the voucher will be redeemed for either points or the fuel discount.

Preferences can only be updated once a month.

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## AFTA UPDATE

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



*As the Prime Minister moves into the lodge and we prepare for the first sitting day of the 43rd Parliament, I am sure we are in for a ride over the coming week.*

*At the time of doing this column the issue over the deputy Speaker of the House of Representatives was still to be resolved and for those "New" political watchers today, Tuesday 28th September 2010 could mark a new time in our national history.*

*We shall see how it all unfolds, but no matter how the Speaker issue is resolved it is going to make the situation in Canberra very interesting. The Opposition is holding their ground over how the pairing will work within the house and of course this has the ability to dramatically impact on what legislation gets passed and who is and is not sitting in the House of Representatives when parliament is sitting.*

*All this is not the normal thing that anyone worries about, but we are in a new political times and this week as the first sitting week since the election will set the tone for the way things may work as we go forward.*

*AFTA has already commenced the process to connect with all of the new faces in Canberra that will have an impact on the travel industry and we have some busy weeks ahead as we move to get our issues on the agenda.*

*Meanwhile, AFTA welcomed a new staff member into the ranks this week with the appointment of Katie Lee as our new Marketing Coordinator. Katie has come to us with a background in the travel industry and will take on the AFTA webMAIL system as well as a range of other responsibilities including assisting with the organising of next year's NTIA, AFTA Online website and a range of other AFTA marketing activities planned by AFTA.*

*If you are a travel agent user of AFTA webMAIL or a supplier who loads issues each day, Katie is your new go-to person and I am sure you will all find her a great, happy and fun person to deal with in the future.*

*With 5 days to go to the opening ceremony of the Commonwealth Games in Delhi, it's a good time to reintroduce your clients who might be going to the [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) website. DFAT has done a number of briefings around arrangements for Australians going to the games and it is highly recommended that people who are attending register their details on the website.*

*There is also a terrific Hints and Tips brochure that has been loaded onto the website to give travellers attending the games a quick reference guide for contact numbers and other information while at the games. If you have clients going, I would download the PDF and email it to them. GO THE AUSSIES.*



## Blue Hols expands

VIRGIN Blue's Blue Holidays has added five new destinations as it sets out on a growth curve.

New destinations include Hong Kong, Thailand, Indonesia, South Africa and the US, complementing the company's existing range of products in Australia, NZ and the South Pacific, according to the Sep issue of DJ's *Voyeur* inflight magazine.

But it's likely that the list may be scaled down following the withdrawal of V Australia services from Johannesburg.

## Silversea redesigns

SILVERSEA Cruises has unveiled a redesigned [silversea.com](http://silversea.com) website featuring colourful animated photography, and "more intuitive and user friendly options".

There's also an updated Silversea Expeditions microsite at [www.silversea.com/expeditions](http://www.silversea.com/expeditions).

## Accor goes digital

ACCOR has launched new digital signage throughout its properties in Australia, in a bid to "target valuable guest downtime in high dwell areas".

The signage will be installed in hotel lift foyers, reception areas, bars and conference areas, with Accor saying it's an "excellent vehicle" for advertisers wanting to target travellers.

## New Whitsunday gig for caretaker Ben

LAST year's winner of Tourism Queensland's Best Job in the World Island Caretaker competition, Ben Southall, will again promote the Whitsundays in a new soon-to-be-announced campaign, *TD* can reveal.

Southall told *TD* last night that the three month campaign will be launched by Qld premier Anna Bligh in a few week's time.

## WIN A MAGAZINE SUBSCRIPTION FOR 12 MONTHS



Are you familiar with the amazing products that Hahn Air Ticketing offer? This week, **Hahn Air** is giving five lucky **Travel Daily** readers the chance to win a yearly magazine subscription from a choice of 10 titles (pictured to the sides).

To enter this great competition, simply be the first subscriber to correctly

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[hahnaircomp@traveldaily.com.au](mailto:hahnaircomp@traveldaily.com.au)

**What is Hahn Air's two letter plating code?**

### Clue! Try your GDS

Congratulations to yesterday's lucky winner: **Gloria Degregorio** from **Consolidated Travel**.



EDITORS: Bruce Piper and Guy Dundas  
E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

## Coral Seas romance

CORAL Seas has launched a new dedicated Weddings, Honeymoons and Romance brochure, with 30 packages put together by its dedicated weddings and group travel department.

Newly appointed marketing manager Diane Moynihan said Coral Seas can also arrange wedding and honeymoon gift registries, along with custom designed wedding flyers for the bride and groom to send to guests to assist with travel arrangements.

More info 1300 374 248 or see [www.coralseas.com.au/brochures](http://www.coralseas.com.au/brochures).

## Orion's incentive

ORION Expedition Cruises is offering agents the chance to earn a \$1000 bonus cash incentive by making Orion Kimberley 2011 twin share bookings by 30 Nov.

Clients can save up to 15% off the cruise as well as enjoying a free bonus helicopter flight.

## Bentours bargain

BENTOURS is offering an earlybird deal on five Hurtigruten cruises to Antarctica, with 20% off sailings booked before 31 Mar for departures between Nov 2011 and Mar 2012 - info 1800 221 712.

## UU should see Mauritius!



ABOVE: Beachcomber and Air Austral (UU) recently hosted these lucky agents on an eight day educational tour of Reunion and Mauritius in the Indian Ocean.

The group enjoyed a trip to the volcano in Reunion, walked with lions in Mauritius and relaxed with a fabulous massage at the Clarins Spa in the Dinarobin Hotel.

They also experienced the fully inclusive range of food and beverages at the Shandrani Resort and Spa, and had a sneak preview of the new Trou aux Biches Resort and Spa which is due to open on 05 Nov this year.

Pictured above with some very tropical cocktails in the gardens of Le Canonier Hotel are, from left: Daina Speedy, Flight Centre Mercury; Amy Jackson, Travel Associates Low & James; Shane

Nelson, Defence Escapes Travel; Darren Partridge, Beachcomber; Nadene Heaphy, Flight Centre North Rocks; Jessica Rae, Air Austral; Mike Williams, Flight Centre Cronulla; Ann Bridgewater, Harvey World Travel Ballarat Sturt; Kerrie Brown, Flight Centre Darlinghurst; Lorraine Drakeford, Beachcomber; Amanda Pelagalli, HWT Mt Pleasant; and Adam Grollino, Flight Centre Coogee.

## Indochina Dec deal

TRAVEL Indochina is offering a buy one, get one half price on all Small group journeys travelling throughout December in Vietnam, Cambodia and Laos.

That means the 14 day Vietnam Discovery is priced from \$1955 for the first person and \$977.50 for the second - [ticconnect.com.au](http://ticconnect.com.au).

## Regional Manager - Based in Bangkok Global Customer Support (GCS)

# amADEUS

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Amadeus is the world's largest supplier of travel distribution services and one of the largest suppliers of IT solutions to the Asia Pacific travel and tourism industry. Amadeus is the chosen technology partner for providers, sellers, and buyers of travel. We have won awards around the globe in recognition of our innovative and progressive IT solutions.

The role of Regional Manager GCS is to manage the Global Customer Service functions that exist within Amadeus Asia. The functions include the delivery of support functions through the Service Management Centre; delivery of training through Global Learning Services and implementation and maintenance of Amadeus system and customer security

with the Order Management and Security team.

This high profile position has significant exposure to Amadeus senior management, company commercial activities and access to Amadeus customers; travel suppliers such as airlines, travel buyers including online travel agencies, corporations and Amadeus Commercial Organisations

- To ensure the overall performance of the relevant functions this position will develop objectives, strategies and tactics with input into the global direction of Amadeus support services.
- The Regional Manager GCS is responsible for delivery of service within agreed service level targets.

The successful candidate for this position

will have at least five years travel industry experience in an operational environment with preference given to those candidates who have direct GDS experience and have demonstrated a familiarity with multi-market and multicultural business issues.

Strong written and oral communication skills and management experience are a prerequisite along with the ability to manage large teams across diverse roles and responsibilities.

If you want to be part of a global dynamic company please apply by logging onto [www.amadeus.com](http://www.amadeus.com) OR e-mail the Human Resource department at [asia.recruitment@amadeus.com](mailto:asia.recruitment@amadeus.com)

## Creative US deal

CREATIVE Holidays has released a business class high season deal with Air NZ to LAX or SFO leading in at \$4195 return (in conjunction with Creative land arrangements), valid for travel 02 Dec-31 Jan - details on 13 12 22.

## Bungle Bungle agent famil



ABOVE: Australia's North West Tourism and Skywest Airlines recently hosted a group of WA travel agents to Kununurra - the eastern gateway to the Kimberley region.

The agents stayed at several properties including The Kimberley Grande, Home Valley

Station and the Kununurra Country Club Resort.

Highlights of the famil included an Ord River Cruise, scenic flight and group tour of Lake Argyle and the Bungle Bungle Range.

Pictured above at the Bungle Bungles back row from left are: Marisah Tahir, Carlson Wagonlit Travel; Stacey Pitman, Skywest Airlines; Claire Rymer, Jetset Esperance; Sharon Wilton, Flight Centre Geraldton; Robyn Maher, Australia's North West Tourism; Linda Wells, Globetrotter Corporate Travel; Kathy Stevenson, Travelworld Albany; Marietta Mandl, TravelManagers; Sharon Silverstone, Ellandale Travel; and Nick Roberts, Latitude Holidays Armadale.

Front row - Diana Stanes, Broome & Kimberley Holidays; and Alana Marshall, HRG Australia.

## BA/IB directors

THE board of directors of the International Consolidated Airlines Group (IAG) which will be formed by the merger of British Airways and Iberia was announced overnight in the UK.

The board members include Antonia Vazquez Romero (group chairman), Martin Broughton (deputy group chairman), Cesar Alierta Izuel, Patrick Cescau, Jose Manuel Fernandez Norniella, Baroness Denise Kingsmill, James Lawrence, Jose Pedro Perez Llorca, Kieran Poynter, rodrigo de Rato y Figaredo and John Snow.

Also on the board are IAG ceo-elect Willie Walsh; Rafael Sanchez-Lozano Turmo, ceo-elect of Iberia; and Keith Williams, ceo-elect of British Airways.

## WIN A HOLIDAY FOR TWO TO HAWAII



During September, *Travel Daily* is giving readers the chance to win an incredible seven-day holiday to Hawaii, courtesy of Hawaii Tourism, Hawaiian Airlines and Aqua Hotels and Resorts.

This fantastic prize includes return economy airfares from Sydney to Honolulu with Hawaiian Airlines, six nights accommodation at your choice of an Aqua property in Waikiki and return transfers with a lei greeting.

Each day *Travel Daily* will ask a Hawaii-related question – just read the issue and email us your answer. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Hawaii holiday.



**Q.20: What are the airports/city codes Hawaiian Airlines flies to on Hawaii's neighbouring islands in addition to HNL?**

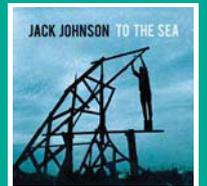
Email your answer to: [hawaii@traveldaily.com.au](mailto:hawaii@traveldaily.com.au)

Hint! Visit [www.hawaii.com.au](http://www.hawaii.com.au)

Plus, a daily prize of the new Jack Johnson CD - To The Sea (pictured to the right) will be awarded for the first correct entry received, thanks to **Universal Music Australia**.

Congratulations to yesterday's lucky winner: **Dimity Course** from HWT Doncaster.

Click here for competition terms & conditions



## US security App

CAN Lady Gaga take handcuffs on board a flight? There's an app for that.

The US Transportation Security Administration has launched a new MyTSA App for the ubiquitous Apple iPhone which features a special 'Can I Bring My...' tool.

Travellers can enter the name of the item they want to bring on their next trip and the app will tell them if it's permitted on board a plane or not.

Other features include real-time status of US airports, information on ID requirements, carriage of liquids, and a facility allowing the checking of "approximate wait times at TSA security checkpoints at the airport of your choice".

And according to a funky blog maintained by the TSA (see [blog.tsa.gov](http://blog.tsa.gov)), "unfortunately the tool doesn't give answers for mother-in-law, screaming, child, wife or ex-husband".

## Hot Cable special

CABLE Beach Club Resort and Spa is offering a Summer package offer in a Garden View Studio room, brekkie and free Broome airport transfers priced from \$249/room per night.

Valid for sale and travel until 31 Mar 2011, with no min night stay - visit [cablebeachclub.com](http://cablebeachclub.com).

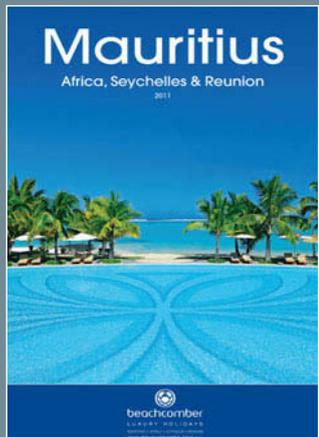
## P&O drops tips

P&O Cruises Australia will no longer add a daily gratuity to passenger accounts from this Fri, with the move announced in Dec applying to all cruises from 01 Oct.

"Guests will still have the option to reward P&O Cruises' crew for exceptional service at their own discretion," said Carnival Australia senior vice president Jenny Lourey.

She said the change signified P&O striving to lead the way in customer satisfaction, as well as its "focus on catering for Australian tastes".

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## Hot Jobs (Australia) - September 2010

Sydney – 02 9231 6444 – [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne – 03 9602 1809 – [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane – 07 3221 9916 – [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth  
– 02 9231 6444 – [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions – 0411 421 465 – [wendy@tmsap.com](mailto:wendy@tmsap.com)

Temp or Contract Executive – **Alex and Sharon**  
– **Wendy and Sally**

### Domestic Corporate Consultant - Sydney

JOB OF THE WEEK!

- Modern offices in CBD
- Up to \$45K + super

Due to continued growth, this successful company is currently looking for an experienced Domestic Corporate Travel Consultant. You will be working in a team booking air travel, accommodation, car hire and other services required. In return, you can expect support from the management, growth opportunities and above average remuneration. The ideal candidate will have previous experience in a Retail or Corporate consulting role and knowledge of Sabre.



Contact **Anna Wachowiak** at TMS  
E: [annaw@tmsap.com](mailto:annaw@tmsap.com)  
T: **02 9231 6444**  
or **apply online now!**

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### TEMP OF THE MONTH (AUGUST)



From left to right:

Sue White, Sharon Moss, Jill Christian (temp of the month) and Marleen Harb

### Online National Sales Executive - Sydney

- **Global leader in online technology**
- **Rewarding job environment**
- **Competitive salary + generous commission**

Global renowned leader in online technology is currently seeking a results-driven travel industry sales professional to join their team and grow business within the travel advertising market. You'll be committed to the digital media revolution with commercial advertising, technical and travel knowledge with strong presentation and communication skills. You will be responsible for visiting the travel network across Australia, promoting and selling this suite of technology products. You will educate the travel industry on advertising solutions, develop solid strategic sales plans, prepare and conduct strategic and consultative sales presentations of the highest quality. You must be degree qualified with an excellent academic record, have at least 6 yrs industry sales experience, an extended and proven experience in a selling role with a strong network of industry contacts.

Contact Sally Frape T: **02 9231 6444** E: [sally@tmsap.com](mailto:sally@tmsap.com)

### Fares and Ticketing Specialist

- **Well known popular travel company**
- **Fantastic team environment**

You will be responsible for developing and maintaining technical expertise on air product and provide support and information to both internal and external customers. This is a great opportunity for someone who is in the travel industry and would like to combine their fares and ticketing knowledge with their excellent customer service skills.

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### Nationwide Temp Roles Available Now

- **You must be able to use Galileo, Sabre or Amadeus.**
- **Hourly rates from \$20 - \$25 plus super.**

If you have been a travel consultant for a minimum of 2 years, and are available to temp - register now for upcoming work.... We are always looking for strong consultants with a minimum of 2 yrs consulting experience in retail, wholesale and corporate.

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

### Corporate Travel Consultant - Melbourne

- **Up to \$55k plus super**
- **Modern offices in the CBD**

Due to growing accounts this fantastic corporate travel company in the city are looking for experienced international corporate consultants to come on board. The ideal candidates will have experience in corporate travel consulting, have excellent customer service, good product knowledge and a great work ethic. You must have minimum 2 years corporate consulting experience and knowledge of a CRS

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### Domestic Travel Co-ordinator – Sydney CBD Fringe

- **Small & friendly environment**
- **Up to \$45k plus super**

Excellent opportunity for an experienced travel consultant who would love to book staff travel. Maybe you are a retail travel consultant who is tired of face to face and walk-in consulting? Or maybe you are a corporate consultant who would love to work within a small team of consultants? You will be booking the staff travel for a VERY large organisation - so it's a busy, yet rewarding role. Must have used Sabre CRS

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

### Fantastic Implant Role

- **No more peak hour commute**
- **Work close to home**

In the role of Travel Coordinator you will be responsible for coordinating and organising all travel and travel related booking for this company and its employees. Working in a small team, you will take be able to work independently and will be able to build great relationships with your client directly handling enquiries through to VIP level. To be successful you will have exceptional time management, attention of detail and a high level of communication and organisational skills as well as a knowledge of a CRS.

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### Senior Corporate Consultant, Sydney

- **Global Company**
- **Consulting with a taste of Account Management**

Our client is looking for a Senior Corporate Consultant to work on one of their most prestigious accounts. In this role not only will you be booking domestic & international travel but you will also be out visiting your client and being the face of the company. Previous Corporate Consulting experience is a MUST and Galileo is preferred but most importantly you will have a bubbly, can do attitude with immaculate presentation.

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

### Cruise Consultant, Sydney

- **CBD location**
- **5 star product**

An amazing opportunity exists for consultants with a passion for cruising to join this elite cruise company. Booking a number of 5\* cruises no day will be the same as you assist agents & direct passengers with their bookings in addition to the many tasks involved in the day to day running of a busy office. If you have a polished phone manner, a passion for cruising and love working in a fun team environment hop aboard with this amazing company.

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

### Retail Consultant – Upper North Shore

- **Loyal repeat clientele**
- **Great team environment**

Join this amazing team located on the Upper North Shore and enjoy not only working close to home but feeling like a valued member of the team. Selling a number of amazing destinations and located in beautiful offices this is one opportunity you will not want to miss. Sabre/Tramada preferred through not essential and great destination knowledge and the ability to build rapport quickly with existing clients will win you this role.

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



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