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Travel Daily AU

First with the news

Tue 04 Jan 11

Page 1

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

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ROK airport closed

ROCKHAMPTON Airport in QLD is expected to remain closed to all airline operations for up to three weeks following record flood levels in the region, which shut down the airport on 01 Jan.

Flood waters have covered parts of the airport's runway and are expected to pass through the airport's terminal.

Virgin Blue, Tiger Airways and QantasLink are advising pax that they will provide refunds or credit due to the airport's closure.

Win a Vanuatu trip

IT DOESN'T take long into a New Year for the fantastic giveaways to begin for readers of *Travel Daily*.

Today we kick off a brand new competition in which one lucky reader will win a trip for two to Vanuatu, courtesy of Air Vanuatu, Vanuatu Tourism Office and Warwick Le Lagon Resort & Spa.

Over the course of the next five weeks, we'll be asking a weekly question, which readers will need to answer correctly to be in the running to win the five-night trip - see page four for full details.

Ponant strands Aussies

LUXURY travel firm Abercrombie & Kent (A&K) has been forced to cancel its season ending charter of Compagnie du Ponant's flagship vessel to Antarctica, due to sail today, impacting on the holiday plans of around 30 Australians.

A&K managing director Australia and New Zealand, Sujata Raman, told *Travel Daily* the firm was advised of the cancellation by the cruise line at the 11th hour, by which time a number of Australian guests on the 04 Jan sailing from Ushuaia (in Argentina) had already commenced their travel arrangements to South America.

"On 31 December, we were notified by Compagnie du Ponant that the ship must undergo precautionary tests causing a significant delay which has resulted in the cancellation of the January 4 departure to Antarctica," Raman told *TD*.

Inspections of the 132 cabin *Le Boreal* had shown signs of wear on some parts, which deemed additional testing was necessary.

"If the ship had been sailing in any other part of the world, the parts would have been readily available and the work could easily have been done during its cruise... (but) Ponant made the decision to replace the parts in Ushuaia prior to any problems arising while in the remote Antarctic region," Ponant said.

A&K says it has notified the

travel agents of all affected clients and is doing everything to assist those travellers.

A&K Australia head of marketing Joel Victoria said having five offices in South America, has enabled it to contact impacted clients across the continent.

"Most importantly, we have staff on the ground in Argentina who have been working around the clock to ensure that all clients on the vessel are re-booked and alternative arrangements are made as fast as possible," he said.

Clients affected will receive a full refund or credit, and a 10% discount for a future Antarctica cruise with A&K.

"Besides securing the necessary refunds, our support activities have ranged from securing flights home to organising additional hotel accommodation, from arranging other touring options, to making arrangements for those who are moving their travel onto the next Antarctic season journeys.

"We are managing each client as per their preferred next course of action," Victoria told *TD*.

A&K had chartered three cruises to the South Pole using *MV Le Boreal* during the 2010/2011 season, which Raman told *Travel Daily* had "been extremely successful" based on ship ratings and the expeditionary operation.

"Although the decision was made by the ship's owner, A&K agrees that this was a prudent decision as safety is our first and foremost concern," she added.

Ponant's 19 Jan 'Antartica: Land of Extremes' sailing aboard *Le Boreal* "will sail as scheduled", the cruise line said.

TD's Year in Review

TRAVEL *Daily's* comprehensive 2010 Year in Review supplement, which was sent out to readers on New Year's Eve, has received fantastic feedback so far.

The recap features some of our favourite famil photos and prize winners, and can now be viewed at www.traveldaily.com.au.

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• TMS Asia Pacific

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Expedia culls AA

THE ongoing battle between online travel agent Expedia and American Airlines (TD Thu) has reached new levels, with the web-based agent removing all AA's fares and schedules from its search listings last weekend.

Last week, Expedia started hiding AA's airfares on its website after the airline wanted OTA's to reduce their own booking fees (TD Wed).

AA is advising consumers who booked flights through Expedia that fares remain valid and all original rules are still in effect.

Kuoni Belgium buy

UK/EUROPE tourism company Kuoni has acquired Brussels-based long-haul travel specialist, Best Tours, for an undisclosed purchase price, as of 31 Dec 2010.

The Belgian tour operator, which was in liquidation, offers beach holidays and tours to China, Vietnam, Thailand, South Africa and Egypt.



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EETB adds culinary trips

EASTERN Europe Travel/Russian Travel Centre has today announced the release of a brand new culinary tour programs complete with dedicated brochures.

Twelve months in the planning, EETB will soon release exclusive year-round independent and fully escorted group tour programs, covering food trips in Austria, Hungary, Romania (Transylvania), Slovenia and Russia, which it says has been put together from scratch.

The programs aim to ride on the back of successful TV series such as Channel Ten's *MasterChef* and the popularity of cooking.

"The industry is awash with food tours to Italy and France, but no one has yet compiled a serious program complete with dedicated brochures," national sales and marketing manager, Michael Tonkin told *Travel Daily*.

"We asked all our suppliers in our major destinations for comprehensive culinary tours and with the exception of Slovenia, they had nothing," he added.

Tonkin said there are dozens and dozens of food tours on offer in France, Italy, Greece, Thailand, Vietnam and China, but options in Russia, Romania and Hungary are virtually non-existent.

The programs will feature cooking classes, winery visits, tours of local produce markets, 'show kitchens', fine dining, "and exclusive highlights like dining with the locals in ancient Transylvanian villages", Tonkin told *TD*.

"Each program is unique and appeals to different clientele.

"It's not just a few token dinners but loads of experiences and the best of local food," Tonkin added.

The independent program has been designed to allow FIT clients flexibility to add a short culinary experience to their European holiday, and is based on first class or deluxe accommodation.

The escorted program is based on five-star deluxe accom and will feature a number of celebrity guests, with EETB to reveal the name of one Australia's most well-known and respected food personalities in coming days.

The firm will also provide travel agents the opportunity to create Special Interest Culinary Group Tours, tailored to specific needs.

Agents can view the culinary brochures prior to printing at www.eetbtravel.com.

Ch7 travel program

CHANNEL Seven is reviving its travel programs in 2011 with a new show visiting some of the world's top travel destinations, to premiere tomorrow night.

Starring one of Ch7's former *The Great Outdoors* hosts, Tom Williams, and former Miss World Australia, Rachael Finch, *Hi Road, Low Road* will showcase activities on offer at popular tourist cities, on either a shoestring budget or where money is no option.

Hi Road, Low Road airs at 8pm.

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So if you're someone who likes working in an energetic, fast-paced, dynamic environment where your passion for challenging convention and fast-tracking innovations can go into overdrive, then we're probably a good match and we'd love to hear from you.

To apply visit our website virginblue.com.au/careers or click here.

Applications close Sunday 9 January 2011.



Window Seat

YOU may want to think twice next time you decide to have your photo taken with a Disney character.

A 27 year-old Pennsylvanian woman has claimed that Donald Duck groped her breast at Disney's EPCOT theme park whilst she was holding her child.

A judge has ruled that the alleged incident, which took place in May 2008, needs to be heard in court.

The woman says that she has suffered post-traumatic stress following the encounter, such as nightmares, digestive problems and other injuries.

AN unfortunate mistake that caused havoc.

The state of Washington DC went into panic mode last Sat when a Piedmont Airlines pilot inadvertently tuned into the wrong radio frequency, losing radio contact as the plane approached the nation's capital.

The incident prompted the evacuation of the US Capitol Building, and the dispatching of military fighter jets which were sent off to find the plane.

The evacuation order was called off about half an hour later when the aircraft landed at Reagan National Airport.

LOOKING to conceive?

Then why not consider moving to Weybridge in the UK.

According to a study carried out by parenting website gurgle.com, Weybridge is the most fertile town in the UK, with women living there taking an average of three months to fall pregnant, compared to the country's average of six months.

And coincidentally, the Elmbridge district, where the town of Weybridge is located, was this week named as Britain's best place to live.

The study revealed Jersey as the second most fertile area, followed by the small village of Winkleigh in Devon.

"It seems the less frantic pace of life outside big cities helps couples conceive", said the website's editor Nifa McLaughlin.

Many Christmas

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Australia Kidman

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World Rewards fit for a King



ABOVE: World Rewards awarded the highest bidders with one of the paintings artistically designed by speed artist Brad Blaze at the

recent Jetset Travelworld Group Owners Conference in Hong Kong.

Pictured *from left* are Narelle Cook, Jetset Cessnock receiving her Elvis painting from Trafalgar sales manager, Sonia Thorpe.

Andrew Minto from Jetset The Junction was the highest bidder for the Bono painting, both walking away with their exclusive prize.

World Rewards used the points received during the one-off auction to purchase a Wii consol, games and accessories for the Ronald McDonald House Charities to put in their games room.

Amadeus new boss

AMADEUS' former deputy ceo Luis Maroto, has replaced David V Jones as president and ceo, effective 01 Jan 2011.

Amadeus has also returned to the stock market after being included in the Spanish blue-chip index IBEX-35 from today.

SQ aircraft changes

SINGAPORE Airlines is modifying its planned aircraft operation on services from Singapore to SYD & MEL during the Northern Summer 2011 season, according to GDSs.

SQ will replace Boeing 777-300ER on SQ217/218 services to/ from Melbourne with B777-300 aircraft from 01 Apr 2011, and switch from 747-400s on SQ237/238 with B777-300s, from 01 Jul.

On the Singapore-Sydney route, SQ211/232 will also see B777-300s with First Class replace 777-200s from 01 Jun 2011.

Hahn Rooster tool

GLOBAL sales and distribution firm Hahn Air says it's enhanced services to agents, by introducing a new 'Your Rooster' service as part of its 'Your Ticket Choice - Our Commitment 2011'.

'Your Rooster' has been created to provide immediate support to its partners by enabling them to waive an Agency Debit Memo (ADM) related to HR-169 e-ticketing, once a year.

The service is available to IATA agencies registered on hahnair.com and shows up on the 'My Hahn Air' section of the portal.

Sofitel Cambodia

SOFITEL has opened its first five star property in Phnom Penh, Cambodia since the 1990s.

The Sofitel Phnom Penh Phokeethra offers 201 rooms, eight restaurants and bars, meeting facilities, and spa and fitness complex.

Dream arrives home

DISNEY Cruise Line's newest vessel, *Disney Dream*, will arrive at its new home at Port Canaveral, Florida today after sailing from the Meyer Werft shipbuilders yard in Germany late last year.

Broome & The Kimberley Holidays



Business Development Managers NSW / QLD and WA

Broome & The Kimberley Holidays is Australia's leading specialist wholesaler for the Kimberley, Northern Territory & greater Western Australia. Recent exciting changes have provided new opportunities and we are seeking 2 x BDM's, one based in Sydney and the other in Perth, to join our team and share in our growth.

Successful applicants will be responsible for:

- Growing awareness of our business and unique product positioning amongst Retail Travel Agents in their respective regions
- Maintaining existing relationships and developing new partnerships with Industry
- Developing sales strategies to grow support from preferred agency groups
- Implementing strategic call plans with minimum call requirements
- Education of unique products amongst Retail Travel Agents
- Representing the company at trade shows and events

The people we are seeking will ideally have the following qualities:

1. Passion for sharing knowledge and a desire to see results
2. Great communication skills, maturity and enthusiasm to meet new challenges
3. Previous experience in a BDM role is desirable
4. Knowledge of Australian Retail Travel Groups
5. Proven sales record and a commitment to exceeding targets
6. Knowledge of our product range is desirable
7. Ability to work autonomously but be capable of co-operating within a team
8. Must be flexible to travel as required

As a company we will offer you an attractive salary and the tools to successfully execute your role. You will be guided and assisted by upper management to ensure career satisfaction. We are happy to consider flexible hours for both positions.

Please respond to bernard@broomekimberley.com with your letter of application and resume.

Any further information please call Bernard on 0418 892 478.

Applications close on 7 January 2011.



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EK offer \$61 visas

EMIRATES has responded to the UAE's decision to slug Canadian travellers with a new Visa entry fee of up to CA\$1,000 (TD Thu), by providing its own \$61.50 visa fee for up to 96 hours or a \$74.50 fee for 30-day visas online.

Previously, Canadians could get a 30-day stay visa at no charge.

Norovirus on QM2

CUNARD Lines's *Queen Mary 2* was struck with 29 cases of the Novovirus onboard its 19 Dec sailing from New York.

A spokesperson for the cruise line said the outbreak is "relatively modest" with only 29 out of 2,500 pax "displaying symptoms".

Grosvenor bought

INDIAN group, Sarara India Pariwar, has acquired London's Grosvenor House for £470 million (A\$716m).

The firm said it plans to add a new restaurant, bar, nightclub, business centre, swimming pool and spa, and wants to make London a gateway for its international expansion plans.

Currently, the 494-room hotel is managed by Marriott International.

QF rate of exchange

QANTAS has updated its Rate of Exchange (ROE) effective 01 Jan 2011 to 1.013436.

Langham Chicago

LANGHAM Hotels & Resorts has announced plans to relaunch the development of a luxury property on Chicago's riverfront.

Slated to open in 2012, the new 330-room Langham Chicago Hotel will become the third Langham property in the US, joining Langham Huntington, Pasadena and The Langham Hotel Boston.

YUL adds free WiFi

CANADA's Montreal Pierre Elliott Trudeau Airport has begun offering free Wi-Fi for laptop, and smartphone users throughout the airport's entire terminal.

HWT new training

HARVEY World Travel will launch a new look to its Guru's, online training program, following the recent appointment of National Training Manager, Kim Suter recently.

The new and improved 'Your Workshops' technology will centralise agents training and offer an improved quality of educational content to drive consultant participation, Suter said.

Universal MCO fire

UNIVERSAL Studios in Orlando Florida had to evacuate its 'Toon Lagoon Island' after a fire broke out at Ripsaw Falls over the weekend.

The building fire of the ride at the Islands of Adventure theme park was extinguished by local fire crews and no injuries were reported, with investigations into the fire still underway.

LH to recruit 4,000

LUFTHANSA plans to hire 4000 new employees this year with over half the roles being offered to flight attendants.

The other roles will be made up by ground personal and cockpit crew.



Brochures of the Week

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



Helen Wong's Tours - China 2011/12

The newly launched 84 page brochure is packed with tour itineraries for groups and independent travellers and 'value-for-money holiday options for Hong Kong, Macau and earlybird specials hotel upgrades in Shanghai. The tour company's ocean cruise programs are being offered at savings of up to \$800pp.



Helen Wong's Tours - Vietnam 2011

Vietnam is becoming a popular destination due to the strength of the Australian dollar that has enabled Helen Wong's Tours to slash up to \$1380pp off last years brochure prices. Earlybird specials of up to \$200 off are also being offered on bookings and deposits received before 31 Jan 2011. For a detailed description of the tours on offer visit - helenwongstours.com.



Natural Focus Safaris - Antarctica & The Arctic

For the first time these two destinations have been combined into one brochure for the 2011/12 season. A new trip is the 12-day 'Basecamp Expedition Weddell Sea' spending time on the eastern side of the Antarctic Peninsula. Another itinerary is the 14 night 'Across the Top of the World' trip. Brochures through TIFS.



Tempo Holidays - Italy Malta 2011

Tempo has featured more 'Taste of' packages and new food and wine themed tours in its new 2011 Italy and Malta brochure. The new three day Ancient Flavours of the Tuscan Countryside itinerary is available as a private or self guided tour and includes a cooking class and tasting at a wine cellar. For more info see www.tempoholidays.com.



Silversea - 2011 Mediterranean

This new brochure offers 43 itineraries onboard *Silver Wind*, *Silver Cloud* and *Silver Spirit*. *Silver Wind* is in the Mediterranean from Apr to Oct next year offering 17 voyages from seven to 12 days in length. The new vessel, *Silver Spirit*, has 19 itineraries from seven to nine days running between May and Oct. And the *Silver Cloud* offers seven voyages ranging from seven to 10 days in May, Jun, Sep and Oct. Prices of the cruises begin at \$3258pp - www.silversea.com.

WIN A HOLIDAY TO VANUATU

Throughout January, *Travel Daily* is giving travel consultant readers the chance to win a fabulous Vanuatu holiday package for two, courtesy of **Air Vanuatu**, **Vanuatu Tourism Office** and **Warwick Le Lagon Resort & Spa Vanuatu**.

The prize includes Air Vanuatu return economy flights for two from Brisbane, Sydney or Melbourne to Port Vila; five nights accommodation at Warwick Le Lagon Resort & Spa Vanuatu and daily buffet breakfast for two.

Every week *Travel Daily* will ask a different Vanuatu-related question – just read the issue and email us your answer. There will be five questions in total.

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 Vanuatu holiday.

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



Q.1: Name three of the many adventure activities you can experience in Vanuatu?

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Adelaide & Perth - 02 9231 6444 - sajobs@tmsap.com, wajobs@tmsap.com
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JOB OF THE WEEK!

Corporate Travel Implementations Manager - Sydney

- Award winning Corporate Travel Company
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- Excellent career opportunities

Our client is looking for a Corporate Travel Implementations Manager. You will sit between the Business Development Managers and the Account Managers. The BDM's source and win the business, once the business has been won, the Implementations Manager ensures the new clients have an excellent first experience with this leading Travel Company. You will manage the seamless transition from the clients travel manager over to their new travel manager.

Contact **Stacy Balderston** at TMS T: **03 96021 809**
E: stacy@tmsap.com or **apply online now!**



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Business Development Executive- Sydney

- A genuine market leader
- Get on board and take your career to the next level!

This is a role responsible for generating sales for this highly acclaimed travel company. You will have the ability to establish and maintain relationships with customers across multiple channels and you will be responsible for identifying new customers. This position plays a key role in achieving annual revenue targets by generating sales leads, developing proposals and closing deals. If you have a background in business development in travel technology or corporate travel this is the role for you.

Contact **Stacy Balderston** T: **03 96021809** E: stacy@tmsap.com or **apply online now!**

Airfare Product Co-ordinator - Sydney

- Leading wholesaler
- Fantastic team environment

Our client, a leading wholesaler is looking for a Airfare Product Co-ordinator to take overall responsibility for the reporting and management of BSP and other airlines payment/reconciliation methods. The ideal candidate will have previous experience with BSP, fares and ticketing 1 & 2 and a knowledge of Calypso.

Contact **Stacy Balderston** T: **03 96021809** E: stacy@tmsap.com or **apply online now!**

Junior Account Manager - Sydney

- Do you have solid experience within the hotel industry?
- Are you a successful account manager?

Our client is the market leading online hotel reservation service. They are currently looking for a Junior Account Manager to work in collaboration with the Account Manager in developing and managing his/her region to maximise revenues. Main responsibilities include monitoring the rate parity and locate the best rates and availabilities within your region, creating and ensuring the follow-up of commercial mailings to further develop the region, preparing and going on market visits, following up on cancellations, evaluations and complaints. You will also manage some of the hotel partners in the same region. To be successful in this role you will have previous experience in Sales or Account Management, you will be fluent in English, you will be pro-active, have sense of responsibility, independent, customer friendly and target focused. You will have good communication and commercial selling skills. You will be a team player, motivated and enjoy the sector of e-commerce and hospitality. Hotel School or University background preferred. Driver's license required.

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

Team Leader - Sydney

- Excellent career opportunity
- Great office environment

Our client is looking for a Supervisor consultant who is passionate about cruising to join this rapidly growing area of the travel industry. Working within this small team your ability to build rapport easily with your peers and clients is essential as is your solid consulting experience. Your job will be to oversee the reservations team as well as maintaining relationships with the representative cruise lines if you want to be a part of this warm and friendly team and want access to all the best family trips and industry incentives then look no further!

To be considered for this role you must possess the following:

- Cruise knowledge
- Solid consulting experience
- Team leading experience

Contact **Stacy Balderston** T: **03 96021809** E: stacy@tmsap.com or **apply online now!**

State Sales Manager - WA

- Do you have extensive experience in Sales and Marketing coupled with knowledge of Trade Practices legislation within a Travel/Tourism and/or Insurance organisation?
- Do you have experience in territory management in regards to sales and distribution of products?

Our Client is the market leading Travel Insurer looking for a degree qualified professional with strong strategic and operational skills. The objective of the role is to ensure the effective sales and distribution of Travel Insurance products to customers and to maximise value through the delivery of cost effective services. You are a hands-on practitioner with strong strategic and operational skills plus demonstrated Strategic Manager and Business Planner. Our client is looking for an effective negotiator who is customer service focused and has the ability to manage small team. Preferably you will have a degree in Marketing and Sales.

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

Business Partnership Manager - NSW

- Experienced BDM within travel industry
- Strong understanding of the industry and travel consultants relationships in NSW

Due to continuous growth this largest mobile travel company is looking for an experienced BDM who is well networked within the industry. The main objective of the role is to assist travel professionals to make a positive change in both their professional and personal life. You will recruit and develop personal travel managers with focus on growth and retention. You will develop and foster strong relationships with industry partners and the network. To be considered for the role you must have strong sales and interpersonal skills. Experience in recruitment would be highly regarded. You will be able to make a difference in a highly successful and growing organisation. Competitive salary is on offer along with long term career opportunities.

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



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