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DJ names new cfo

THE Virgin Blue Group has appointed Sankar Narayan as the airline's new chief financial officer, replacing Keith Neate (*TD* 21 Dec 2010), from Apr 2011.

Narayan was most recently cfo of media firm Astro All Asia Networks, and has held the same title at Fairfax Media and Foxtel.

Rex flood lifeline

REGIONAL Express has thrown its support behind those impacted by Queensland's floods, today announcing it will donate up to \$200,000 of air travel services and aid to affected communities.

AA reacts to Sabre

AMERICAN Airlines has referred to Sabre Holding's decision to cut its agreement one month earlier than contracted (*TD* yesterday) as a "punitive action".

AA claimed Sabre was being "discriminatory and patently inconsistent with both its contractual obligations and its professed goal of ensuring full transparency for the benefit of consumers and travel agents".

The US airline said it has met all of its obligations with Sabre and is "committed to working with all efficient distribution channels, including traditional travel agencies, online travel agencies and global distribution systems".

Watchdog shakes up Act

THE Australian Competition and Consumer Commission has altered the *Trade Practices Act*, which will see businesses, such as travel suppliers, need to provide guarantees on goods and services, as part of the incorporation of new Australian Consumer Laws.

Changes which came into effect on 01 Jan, have seen the *Trade Practices Act* (established in 1974) switched over to the *Competition and Consumer Act 2010*.

Consumer statutory guarantees on products and services have been established under the ACL to provide increased clarity when a business needs to offer a remedy (such as a refund or replacement) when there is a problem with a product or service.

Under the new CCA, if a tour operator, travel supplier, hotel or airline changed or cancelled a service, there are certain quarantees they must adhere to.

ACCC chairman Dr Michael Schaper said some examples of guarantees included goods being an acceptable quality and match of any description previously given, and services must also be like-for-like, or better.

"Business can extend, but not reduce these guarantees with their own company policies," Dr Schaper said.

"If a good or service does not meet the consumer guarantees, then a consumer has rights to remedy, depending on the circumstances," he said.

The ACCC said that in most cases consumers are entitled to seek a remedy from the seller or service provider, and businesses must honour these obligations.

The competition watchdog said the consumer guarantees also clarify who is entitled to choose the most appropriate fix, the supplier or the consumer, which is usually dependent on the severity of the problem.

Schaper said: "It is important for all businesses to ensure that their policies, procedures and advertising comply with the ACL," with the ACCC saying it will be monitoring compliance with the enhanced laws.

The new CCA and the start of the ACL provides uniform fair trading legislation for all states and territories to abide by, said Anne Driscoll, Commissioner for Consumer Protection.

"Having one set of consumer laws across Australia will make it easier for consumers to know and confidently reinforce their rights," Driscoll said.

Businesses that breach consumer laws are now subject to stronger penalties and enforcement powers by the ACL.

Other changes include improved product safety compliance, fairer sales practices and the ability to void unfair contract terms.

Transactions made before 01 Jan 2011 remain covered under the *Trade Practices Act*.

Xmas comp winner

CONGRATULATIONS to Sydney's Showgroup who have been named as the winner of *TD*'s exclusive Christmas Photo comp by Fraser Suites Sydney - see Mon's *TD* for photos and a runner up prize.

Today's Travel Daily

Travel Daily today has three pages of news, plus a page from AA Appointments who is looking for recruitment consultants.

TM TTV up 45%+

HOME-BASED travel network, TravelManagers, has announced a 45.8% increase in Total Transaction Value today, for the half year period to 31 Dec 2010.

TravelManagers chief executive Joe Araullo said the increase in TTV was fueled in part by a 74% increase in airline sales.'

Araullo also beckoned travel agency owners and senior travel consultants "looking for a secure future" to join the TravelManagers network, as it plots a year of further growth in 2011.

TQ urges bookings

TOURISM Queensland's acting ceo is encouraging visitors to the state to contact their travel agent or travel provider to check on local conditions, before opting to cancel their holiday plans because of floods to parts of Queensland.

"Taking a Queensland holiday will help recovering businesses get back on their feet and help protect the livelihoods of those businesses that haven't been affected by the floods," said Leanne Coddington.

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MH fares YQ tax inclusive

MALAYSIAN Airlines is the latest carrier to overhaul its commission structure, as it prepares to begin offering commission on its Fuel & Insurance Surcharge.

Effective this Mon, Malaysia Airlines' 'YQ' surcharge/tax will be fully commissionable at the rate of 6%, across all its Retail and Wholesale fares.

MH says there will be no change to the fare structure and that the YQ tax will continue to appear separate to the fare, but will now be commissionable through BSP.

The change applies to all MH fares issued on 232 ticket stock on Australian BSP, and also domestic

DJ to Airlie Beach

VIRGIN Blue, in partnership with Fantasea Cruises, will begin offering seamless daily connections from Sydney and Brisbane to Airlie Beach, via Hamilton Island, effective 11 Jan 2011.

BA orders 61 Rolls

BRITISH Airways has signed an agreement with Rolls-Royce for 61 Trent 900 aircraft engines, the manufacturers first sale since one of Qantas' engines exploded mid flight in Nov last year.

The £3.2 billion (A\$4.9b) order is for BA's 12 Airbus A380s to be serviced by Trent 900 planes, along with Trent 1000 engines for its 24 Boeing 787 Dreamliners.

Malaysia and beyond Malaysia fares issued on the same International Ticket.

Tickets issued separately, for travel originating outside Australia or New Zealand (incl domestic Malaysia) are non commissionable.

Late last month, Thai Airways International announced it would be including the YQ fuel surcharge into its Published Carrier Fares from 06 Jan (TD 30 Dec 2010).

In Sep, Qantas was ordered to pay travel agents up to \$26m in additional commissions after it failed to include fuel surcharge commission on int'l ticket sales.

Aus Tourism review

THE Australian Govt vesterday released the results of an analysis on Tourism productivity that looks at components such as capital. multi-factor productivity (MFP) and labour, in the Australian tourism industry, and compares it to the Australian economy.

The study showed the MFP's growth is less than the Australian economy, with only a 0.2% rise annually compared to the Australian market sector, that has increased by 0.4% year-on-year.

EK flight changes

EMIRATES has confirmed changes to its EK406 and EK408 Melbourne-Dubai services, direct and via Kuala Lumpur (TD Wed), are due to essential runway work at Melbourne Airport, being carried out from 30 Jan to 28 Feb.



HE can't cry over spilled coffee... maybe in this instance he can!

A pilot of a United Airlines flight from Chicago bound for Frankfurt, Germany, accidentally spilled coffee on the Boeing 777's control panel, which triggered a hijacking alert leading to the aircraft making an unscheduled stop in Canada.

UA940 was diverted on Mon night to Toronto's Pearson International Airport after the hot liquid sent out distress signals, which included code 7500, denoting hijacking or unlawful interference.

All 241 passengers and 14 crew were flown back to Chicago on another aircraft and put up in a hotel prior to their rescheduled flight to Germany the next day.

WHICH celebrity would you sail the high seas with?

A Princess Cruises survey on its Facebook site has revealed US TV talk-show queen Oprah Winfrey, as the most desired celebrity travel companion, with 19% of cruise fans choosing her over their spouse.

Other famous celebrities cruisers would consider taking along included Jack Black (17%), Tina Fey (14%), Bono (12%) and Michelle Obama (6%).

The least popular choice on the list was teen sensation Justin Bieber, who only got 1% of votes.

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Fly via Doha, to over 90 destinations.



KOREAN Air will debut its Airbus A380 on the Seoul Incheon -Tokyo Narita route (TD 29 Dec) from Jun, after taking delivery of the first superjumbo in May.

KE is also planning to fly A380s to Hong Kong and Bangkok routes from Jun, with long-haul routes, to be added from Aug.

Blue Lagoon deal

BLUE Lagoon Cruises is offering 50% off its fully inclusive three-, four- and seven-day Yasawa Island cruises departing before 31 Jan.

Prices now start at \$215ppts see www.bluelagooncruises.com.

Korean A380 routes | Boeing 2010 result

BOFING met its commercial airline delivery guidance in 2010, delivering 462 aircraft during the calender year, two more planes than it had estimated.

The year also saw orders for the long awaited 787 *Dreamliner* drop by four, to a total backlog of 847.

Visit USA roadshow

VISIT USA is holding Travel Agent Expos in Brisbane, Sydney, Melbourne and Perth in Feb, with 40 US suppliers in attendance.

Shows are planned for 21 Feb -Brisbane, 22 Feb - Melbourne, 23 Feb - Syd and 28 Feb - Perth.

Dolce Las Vegas

DOLCE Hotels and Resorts has announced it will open its newly branded hotel, Ravella at Lake Las Vegas, on 11 Feb 2011.

The property was formerly the Ritz-Carlton at Lake Las Vegas.

ROK closed longer

QANTASLINK has extended its flight cancellations to Rockhampton from Brisbane, Mackay, Cairns and Townsville until 14 Jan, five days later than initially planned (TD Wed) due to flooding.

Port Mac. events up

PORT Macquarie Tourism say its witnessed a 12% year-on-year rise in events during 2010, luring about 700,000 overnight visitors to the NSW mid-north coast city.

Egypt travel alert

THE Dept of Foreign Affairs and Trade is warning travellers to Egypt to exercise a high degree of caution following a bomb attack outside a Christian church in Alexandria on 01 Jan 2011.

Mexicana revival

BANKRUPT oneworld airline alliance carrier, Mexicana de Aviacion, is preparing to relaunch services from as early as Feb, initially with 30% of the airline's workforce to be rehired.

MX plans to offer 20 aircraft when it restarts, flying to about 30 domestic and int'l hubs.

Snotels ramps up

A NEW international hotel brand focusing on mid-range properties in Europe and Northern American ski resorts and alpine towns, has launched, dubbed Snotels.

The group has ambitions to have around 50 hotels by 2016 and is headed by former chief executive of Virgin Hotels, Paul Clark, ex vice president of Hilton Int'I, Mike Jones and Michael Metcalfe.

QR/GOL codeshare

BRAZIL'S GOL Linhas Aereas and Qatar Airways have signed a codeshare deal that will see QR add its code on GOL flights from Sao Paulo to 48 domestic cities.

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?







BDM Retail

Reservations & Ticket Office Consultant

Global Aviation Services GSA for Delta Air Lines Australia is seeking two experienced team members to join our Sydney team.

BDM Retail

This position is a challenging role in a highly competitive market. A minimum of 3 years sales experience in the Travel Industry is essential. You will need to be highly motivated & have the ability to work under pressure to meet & exceed targets coupled with drive & determination to succeed.

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Please email your resume by close of business on the 14th January 2011 to Mr Peter McKeon: peterm@deltaairlinesaustralia.com.au

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A minimum of 3 years airline/agency reservation & ticketing experience is essential. CRS experience in Amadeus, Galileo or Sabre is also required.

For this position you must possess a high level of customer service skills. Please email your resume by close of business on the 14th January 2011 to Miss Louise Allen: louisea@deltaairlinesaustralia.com.au Only successful applicants will be contacted.

