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First with the news

Tuesday 9th October 2012

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Vance joins Etihad

FORMER Travelscene American Express marketing manager, Adam Vance, has commenced a new senior role with Etihad Airways (**TD** yesterday).

Vance is based at the airline's regional commercial HQ in Sydney, and takes the position of regional marketing manager for Asia Pacific South and Australasia.

Etihad's former regional marketing manager, Jon Spring, has left the airline.

Etihad Airways

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TCF could go by Jun 2013

AFTA is suggesting that existing Travel Compensation Fund participants should have prudential supervision removed effective 30 Jun 2013, under a formal response to the govt's proposed Travel Industry Transition Plan (**TD** 24 Aug).

However, AFTA is also saying that new members who join in the 2013-14 financial year should still be subject to TCF fees "as a means of retaining interim barriers to entry," with the TCF to be wound down gradually and cease to exist from 30 Jun 2015.

The AFTA submission backs the

five key recommendations made in the draft transition plan, and also proposes the creation of a voluntary industry accreditation scheme - funded from an allocation of TCF reserves.

For more on the proposals see AFTA ceo Jayson Westbury's exclusive **TD** column on **page 8**.

[Download AFTA submission](#)

Word of Mouse

WALT Disney World Resort has rolled out some new themed interactive elements near the queues at several attractions to make "wait time into play time".

That's one of several updates in this month's *Word of Mouse* - for details, see the **last page**.

Nine pages of news

Travel Daily today has nine pages of news and photos, a front full page for **British Airways** plus full pages: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Disney Destinations

South Africa winner

CONGRATULATIONS to Rachael Rolfe from Harvey World Travel in Erina, NSW, who was the winner of the major prize in last month's **TD** 'Bucket List' competition.

Rachael has won a trip for two to South Africa, courtesy of South African Tourism and South African Airways.

The final weekly winner of two bottles of wine was Susan Singh of Travelworld Revesby.

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Club World bonus

TRAVEL agents can win two Club World tickets to London - plus two nights at the luxury Mandarin Oriental Hyde Park - by selling business or first class seats on British Airways for travel in Oct and Nov this year.

The carrier is also offering Club World business class return fares to London from \$5999 valid until 06 Oct, for travel right through to 31 Oct - for details see the front full page of today's *Travel Daily*.

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Tuesday 9th October 2012

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Toowoomba crash

HARVEY World Travel

Toowoomba Range has had its participation in the Travel Compensation Fund terminated, after more than \$40,000 in consumer claims were received.

TCF ceo Glen Wells told **TD** the fund reacted swiftly after receiving a flood of claims, with the full scope of the collapse unknown at this stage.

The agency was operated by a firm called Dunfrey Pty Ltd.

Jetstar opens retail outlet

JETSTAR has opened its first ever Travel Shop, with an outlet in Jakarta initially offering just flights but set to expand to hotels, insurance and travel packages.

Jetstar Asia ceo Barathan Pasupathi, who visited Jakarta for the official launch, said the move reflected the carrier's focus on "innovative distribution solutions" to make its fares more accessible to more people.

"Understanding our customers' preference for cash payments and the low levels of credit card ownership in Indonesia, we have created our very first retail outlet to make flying with us even easier," he said.

Pasupathi said the investment in the Travel Shop also reflected the importance of Indonesia to the Qantas offshoot's network.

The new outlet is being run in partnership with Asian travel agency group Holiday Tours and Travel, which has operations in Thailand, the Philippines, Vietnam and Indonesia which are all also partly owned by Qantas.

The Jetstar Asia ceo said the new travel shop, which will open 10am-7pm seven days per week "will help us grow our customer base in Indonesia and will support Jetstar as we explore future growth in this market".

Jetstar has also announced that from 16 Oct it will begin to accept payments in Indonesian Rupiah, in addition to US\$ payments.

Silversea upgrade

SILVERSEA Cruises has announced that its all-suite *Silver Cloud* will undergo a "major stem-to-stern refurbishment" during a three week drydock at Palermo in Italy this month.

All suites, public spaces and dining venues will be upgraded, with new custom-made mattresses installed in the cabins along with either a new bath and shower combination or a walk-in rainforest shower.

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LAN AIRLINES

Viva! CX bonus

VIVA! Holidays is paying 15% commission on Cathay Pacific earlybird wholesale fares booked through until 31 Oct in conjunction with a minimum of \$300 per person land content.

Matheson still at TMS

FORMER TMS Asia-Pacific gm Sally Matheson is still with the firm, following the appointment of Helene Taylor as the recruitment company's new general manager (**TD** Thu).

Matheson said she's working with TMS on a project-based role until she has a child next month, and will return as gm following maternity leave.

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Qantas/Virgin battle for Italy

QANTAS has told the Int'l Air Services Commission it will offer greater convenience and options for pax flying to Italy through its codeshare with Cathay Pacific and planned alliance with Emirates, as it vyes for an allocation of 600 weekly seats on the route.

In a fresh submission to the IASC, QF confirmed it would submit a separate application for Joint Services with Emirates, with

seats expected to come from a separate allocation of 400 seats it holds to Italy.

Pending a favourable decision on its alliance with Emirates, QF says it will be able to offer more codesharing choices to Italy, including a new point, Venice.

Under current air services agreements, Australian airlines can only operate to two cities in Italy, with EK options including double daily services to Rome & Venice, and triple daily flights to Milan.

Qantas argues "the choice and frequency of service will be more limited" under VA's proposal to codeshare with Singapore Airlines or Etihad Airways to Italy.

QF also revealed it plans to terminate its codeshare with CX between Hong Kong and Rome when it expires on 07 Aug 2013.

In its submission requesting 300 seats on the Italy route, Virgin Australia argues QF's pact with Emirates has "the potential to strengten QF's dominant position.

"This underscores the public benefits that will be realised [via] the enhanced competition with the introduction of services on the route by Virgin Australia as a new entrant," VA told the IASC.

Virgin said the Australia-Italy market grew by 20% between 2009/10 and 2011/12, with that growth will not only fuel its entry as a codeshare carrier to Italy, but also "underpin the continued commercial sustainability of Qantas' codesharing operations as the incumbent."

VA said it was "critical" to note that if it was allocated the 300 seats, Qantas would still have a combined "adequate" total of 700 seats to Italy.

Etihad AF/KLM deal

ETIHAD yesterday announced a wide ranging cooperation deal with Air France/KLM (**TD** breaking news), confirming speculation from earlier this year (**TD** 26 Apr).

The move initially sees EY's network expand to 321 destinations, and the airlines plan to expand the deal to cover reciprocal frequent flyer benefits.

KLM will codeshare on EY flights between Abu Dhabi and Sydney, Melbourne, Islamabad, Colombo and Lahore, while AF will codeshare on Etihad services to the Seychelles, the Maldives, Colombo, Dhaka, Kathmandu and Islamabad.

Airberlin, 29% owned by Etihad, will implement a wide-ranging codeshare pact with Air France covering each carriers' flights between France and Germany.

The EY code will also be placed on Air France services to Madrid, Bordeaux, Nice, Copenhagen and Toulouse.

The carriers said the partnership would also create opportunities for "multi-million dollar cost efficiencies" with plans for possible joint procurement as well as maintenance and repair collaboration.

MEANWHILE, Etihad this week reported its third quarter results, with passenger numbers up a whopping 23% on the previous corresponding period.

Codeshare and partner revenues soared 51%, with the airline on track to carry 10 million passengers this year.

The airline said that 40% subsidiary Air Seychelles, headed by Aussie Cramer Ball, was "poised to break even in 2012," in the first year of its Etihad Airways management contract.



Window Seat

CHRISTCHURCH City Mayor Bob Parker is looking to claim some of Australia's famous "big" icons, if only to borrow them.

Parker is trying to woo Aussies back to the city by asking us to loan him our Big Pineapple, Big Prawn, Big Bull and Big Banana as just some of our unique attractions to help out the city.

And Carnival ceo Ann Sherry is coming to the party, creating a video message and offering to transport one of our "big" icons to Christchurch on a Carnival ship, if Parker is able to get one.

View the special video message by clicking on the Travel Daily TV logo.



ULTRA luxurious and iconic Dubai resort the Burj Al Arab has kicked off a campaign aimed in support of Breast Cancer Awareness Month with a rather typical display of opulence.

As part of the resort's "Pinking the Burj Al Arab", it has created a one-of-a-kind rose gold Apple iPad, complete with an engraved pink ribbon and the hotel's logo.

The special "pink" iPad will be reserved in the hotel's boutique (as it is too valuable to be mailed) for the highest bidder in an auction to be run on its Facebook page, with all proceeds for Breast Cancer initiatives.



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Qatar Airways to join oneworld

RUMOURS of Qatar Airways joining the **oneworld** airline alliance have been confirmed, with BA set to sponsor QR into the group (**TD** breaking news).

The move comes despite denials just a week ago by Qatar Airways ceo Akbar Al Baker (**TD** 02 Oct), with the joining of QR announced at a ceremony in New York overnight.

The implementation of systems to integrate Qatar Airways into **oneworld** is expected to take between 12 and 18 months.

QR's accession into **oneworld** will add 15 new destinations and three countries - Iran, Rwanda and the Seychelles - to the alliance's map.

"More significantly, Qatar Airways will substantially strengthen **oneworld's** customer offering by providing superior routing alternatives across many hundreds of city pairs," an official statement said - such as one-stop connections between Asia and Southern Europe or between Asia and Africa.

Qatar Airways already codeshares with **oneworld** member-designate Malaysia Airlines, and "will develop bilateral links with more airlines in the alliance as it moves towards becoming a member of

the group".

British Airways, Royal Jordanian and member-elect SriLankan already operate flights to QR's Doha hub, and "opportunities for increasing the alliance's services to Doha will be explored as Qatar Airways prepares to join".

Once Qatar Airways is a member the 125 million frequent flyer members of **oneworld** carrier loyalty programs will be able to earn and redeem awards on QR flights and access Qatar Airways lounges.

QF Italy share falling

THE Australian flag-carrier has revealed its market share to Italy has been "declining steadily" in recent years, despite more pax flying between Australia & Italy.

Qantas told the International Air Services Comm. competition from Singapore Airlines, Emirates, Cathay Pacific, Etihad, THAI, Air China, Korean Air, British Airways and Qatar Airways had seen its marketshare fall about 8% to just 14% in the past three years.

"Over the same period as the number of passengers carried by Qantas had deteriorated, the total number of pax on the route has grown by approx. 19%," Qantas said.

Delta Paris boost

DELTA Air Lines is strengthening its presence on transatlantic routes to Paris Charles de Gaulle with a new nonstop service from Newark, effective 01 Jun 2013.

It will be complemented by a new seasonal nonstop service out of Boston, from the same date, and an extra Atlanta frequency, starting 30 Mar.

Oceania Seattle sails

SEVEN Oceans has released a special package deal, for sale in Australia via Oceania Cruises, with up to US\$500 in shipboard credit and free room upgrade.

Entitled "Whistler, Wildlife and Waikiki", the package includes airfare to Seattle, a 7-night Regatta cruise to Vancouver, 1-night/2-day Whistler Discovery tour incl Rocky Mountaineer "Sea to Sky climb", hotel accom, port and air taxes and ship gratuities and a Hawaii stopover inbound.

The package starts from \$4999ppts - phone 1300 137 330.

Four Seasons Toronto

FOUR Seasons Hotels & Resorts has unveiled its flagship property, located in Toronto, Canada.

Featuring the first Four Seasons Spa within a city, the all-new 259-room Four Seasons Hotel Toronto is positioned on Yorkville Avenue.

Tuesday 9th Oct 2012

Kasemkij appoint GSA

LUXURY Thailand hotel brand Cape Hotels, owned by the Kasemkij Hotel Group, has named Complete Travel Marketing as its representative in Australia.

CTM will focus its efforts on the popular Cape Panwa Hotel in Phuket - a private beachfront property featuring all-suite accommodation; and the Cape Nidhra Hotel, situated on Hua Hin beach with pool-style accom.

Other brands operated by Kasemkij include the Kantary and Kameo Collections.

See www.ctmarketing.com.au.

Topdeck clarify famil

YOUTH tour company Topdeck has issued a clarification on an announcement made last week regarding an upcoming famil trip to the US (**TD** Thu), advising that only New Zealand agents are eligible for this incentive.

The company has apologised to Australian agents, advising that further incentive and famil trip opportunities will be available to the Australian trade next year.

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Hunter's cruise app

CRUISE Hunter has launched a mobile website app offering info on Hunter Valley businesses aimed at visiting passengers arriving on cruise ships.

CX marks an Emerald in ADL



CATHAY Pacific late last week flew its 3,578th direct service from Hong Kong into Adelaide, and while that particular number isn't exactly a reason to celebrate, it was also 20 years to the day since the inaugural flight touched down in the City of Churches.

On hand to partake in a special cake to mark the occasion were more than 100 people, including management from CX, Adelaide Airport and the South Australian Tourism Commission.

Flight Captain Ben Briggs, a local South Australian, was at the controls of the special service, like fellow statesman Captain Trevor Burgess, who piloted the first service into ADL 20 years ago.

Pictured above at the ceremony, from left is Karyn Kent, South Australian Tourism Commission; Chris Stemper, Cathay Pacific; Dominic Perret, Cathay Pacific; Karin Brady, Cathay Pacific and Vince Scanlon from Adelaide Airport Limited.

Virgin SQ ADL deal

VIRGIN Australia today announced an expansion of its codeshare arrangements with Singapore Airlines, which will see it codeshare on SQ flights ex Adelaide to London and ports in Europe (**TD** breaking news).

Destinations covered include Heathrow, Manchester, Paris, Amsterdam, Frankfurt, Milan, Moscow, Rome, Barcelona, Copenhagen and Zurich, with VA spokesperson Merren McArthur saying "customers will be able to connect seamlessly to important business and leisure destinations... and earn frequent flyer points and status credits in the process".

The Virgin Australia-Singapore Airlines alliance already includes 62 codeshare and interline destinations across Asia and South Africa, with 12 UK and Europe destinations also offered on SIA flights from Perth and Darwin via Singapore.

The new Adelaide offering is subject to regulatory approval, but Virgin Australia said it would "move quickly to implement the codeshare services as soon as possible".

Sydney gets its future

G ADVENTURES is calling on the Sydney travel trade to gather for the upcoming "Future of Tourism" event, to be held on 17 Oct at The Metro Theatre, 624 George Street in the CBD from 1730 to 2030.

Attending the event will be company founder Bruce Poon Tip, with the event focusing on the positive world changes tourism is capable of facilitating, along with how travel companies can play their part to change the world for the better.

Similar events have taken place across the USA, the UK and in Melbourne earlier this year, and is free to attend, although donations to G Adventures' sustainable tourism initiative Planeterra are appreciated.

For more information on the event and to RSVP, visit www.futourism.org/sydney.

Carnival announces dedicated sales team

CARNIVAL Australia has announced the creation of a standalone *Carnival Spirit* sales team, as the vessel arrives in Australia for its year-round deployment next week.

The dedicated salespeople will report to Jennifer Vandekreeke from 01 Dec 2012, and in the meantime Complete Cruise Solution will continue to support Carnival Cruise Lines Australia as well as the other brands in its portfolio.

Travel the World will continue to manage the Carnival Cruise Lines international business.

Carnival ceo Ann Sherry said separating the sales teams would help "meet targets in anticipation of a year of continued growth in the cruise market."



WELCOME to *Money Talk*, *TD's* Tue feature on what the Australian dollar is doing.

\$1AUD = US1.022

As the banks fight amongst themselves as to who can pass on the least of last week's interest rate cut by the Reserve Bank and get away with it, the AUD is busy hovering around parity with the USD despite a recent rebound on the back of strong iron ore prices.

Current focuses are on the Chinese Yuan currency, which is seeing record levels of domestic investment as demand slows in global markets.

The Canadian dollar has fallen below parity against the AUD for the first time in several months. *Wholesale rates this morning:*

| | |
|--------------|------------|
| US | \$1.022 |
| UK | £0.637 |
| NZ | \$1.245 |
| Euro | €0.787 |
| Japan | ¥80.04 |
| Thailand | ฿31.33 |
| China | ¥6.43 |
| South Africa | R9.09 |
| Canada | \$0.99 |
| Crude oil | US\$107.57 |

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King Kong only for Melbourne



THE company behind the new *King Kong* live stage production is assuring the trade nine months before its launch that it will be exclusive to Melbourne alone.

The message aims to arm sellers with the knowledge to promote the show, and Victoria as the sole Australian host city.

Backed by the Victorian govt and Tourism Victoria, the multi-million dollar *King Kong* "event musical" is scheduled to open to the public on 15 Jun 2013 at Melbourne's Regent Theatre.

Five-years in the planning, this week Sydney-based firm Global Creatures announced the all Australian cast for *King Kong - the 8th Wonder of the World* & gave a select crowd of trade and group bookers an advanced taste of what's to come.

Global Creatures & Melbourne's Creature Technology Co. shot to fame following the success of the family production *Walking with Dinosaurs*, and this new show will use similar technology to bring the 6-metre tall, one-tonne Silverback to life on stage.

King Kong will feature over 40 actors, singers, dancers, circus performers and puppeteers, and is being directed by New Yorker, Daniel Kramer.

The show is being billed as "the most ambitious theatrical event of the decade", and will run for a limited period in Melbourne, prior to hopefully heading onto New York's Broadway and London's West End.

Around 40 interstate and local travel partners, including Jetset Travel World Group, Phil Hoffmann Travel, Expanding Horizons, RACT Travelworld & Expedia were flown in for the sneak-peek yesterday, as guests of Tourism Victoria.

Global Creatures ceo & producer Carmen Pavlovic told industry partners *King Kong* will need the trade's support to market it.

She confirmed the show would not venture north to Sydney after a season in Melbourne, saying it gives the trade a chance to sell unique Victorian packages, tying in accommodation with partner Accor, transfers and sightseeing.

"We have an opportunity to shout it from the roof-top that it is exclusive & will only be shown in Melbourne," Pavlovic said.

Tourism Victoria Events and Theatre Manager Sabrina Males told **TD** *King Kong* would be heavily promoted in Australia, as well as to international markets incl New Zealand, Asia & the US.

King Kong will screen Tue to Sun with a mix of matinee, afternoon and evening shows.

Tickets for the 2.5hr production are priced from \$109 to \$129, and preview performances are scheduled to start on 28 May.

Pictured last night at Comme restaurant in Melbourne from left are Sabrina Males, Tourism Vic; Jon Anderson and Carmen Pavlovic, Global Creatures and Daniel Kramer, *King Kong* director.

For more info on the show go to www.kingkongliveonstage.com.

Indonesia gets NEO

ASTON International has unveiled a new upscale boutique property brand known as "Hotel Neo by Aston", opening the first of the new chain in Indonesia.

Virgin revamps sales structure

VIRGIN Australia's new Group Executive Sales, Judith Crompton, has unveiled an "expanded structure" for the carrier's national sales team (**TD** breaking news), with the changes seeing the departure of General Manager Sales, Justin Montgomery.

She said the changes would provide a "state-based focus" for the Australian corporate and travel industry markets, with a number of key roles in the new structure already filled.

Alexandra O'Connor has been named as state manager of NSW Sales, while Tony McGrath is state manager of WA, SA and NT Sales.

The new state manager for ACT Region and Government Sales is Brad Osborn, while Vanessa Young is Global Manager Alliance and International Strategy.

Crompton said she would also announce a number of appointments to other roles in

the coming weeks, including Global Manager Corporate Sales Strategy and Global Manager Travel Industry Strategy, along with state managers for Queensland Sales as well as Victoria and Tasmania Sales.

She said the enhanced structure 'allows the team to ensure we deliver the very best account management to all of our customers'.

A Virgin Australia spokesperson told **TD** that Montgomery had left the company last month after discussions with Crompton about the new structure.

Sabre+CT Connections

SABRE Pacific has announced the renewal of a multi-year technology agreement with CT Partners member Corporate Travel Connections, which has offices in Melbourne, Perth, Sydney and Brisbane.

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Perth travel reunion

ANOTHER "Travel Reunion" is being held at the Perth Convention Centre for people who worked in the industry during the 70s, 80s and 90s.

The event was previously held in 2006 and 2009, with this year's celebration to take place Fri 02 Nov from 7pm.

The dinner dance costs \$150 per person - more information at facebook.com/TravelReunionPerth.

WIN A DOUBLE MOVIE PASS TO ROME WITH LOVE

Every day this week *Travel Daily* is giving one lucky reader the chance to win a double pass to see Woody Allen's new movie, *To Rome With Love*, courtesy of the Italian Government Tourist Office and Hopscotch Films.



Full of romance and humour, and set in one of the world's most enchanting cities, this star studded movie is not to be missed!

For your chance to win, be the first person to send in the correct answer to the daily question below to Romecomp@traveldaily.com.au

What date does *To Rome With Love* release into cinemas in Australia?

Watch the movie trailer [here](#)
Congratulations to yesterday's lucky winner, **Rebecca McIntyre** from **Harvey World Travel Gloucester**.

Watch the movie trailer [here](#)
Congratulations to yesterday's lucky winner, **Rebecca McIntyre** from **Harvey World Travel Gloucester**.



Europe craves the Sunny Coast



EUROPE was recently treated to a slice of the Sunshine Coast, as the Sunshine Coast Destination Limited's new trade and international manager Jan Foletta was one of 20 tourism operators forming part of the "Queensland On Tour" European trade mission.

Organised by Tourism Qld, Foletta and her entourage visited Germany, Switzerland and the Netherlands to showcase the Sunshine Coast and its suite of features to the European trade.

Joining SCDL were delegates from the Spicers Group, Discovery Group and Glasshouse Mountains Eco Lodge, with ceo Steve Cooper

heralding the mission as an outstanding success.

"SCDL met 55 travel wholesalers, premier Aussie specialist retail agents, media, and airlines during the week-long sales visit".

"There was a very strong interest in the Hinterland, along with the Noosa and Fraser Island touring options," Cooper added.

The SCDL delegation, **pictured above**, consisted of, from left, Kylie Stever, Spicers Group; Robert Cornelius, Tourism Fraser Coast; Jan Foletta, SCDL; Wade Batty, The Discovery Group; Keith Murray of Glasshouse Mountains Eco Lodge; and Stephanie Siebert, Kingfisher Bay Resort.

QF prefer EK on GDS

QANTAS has confirmed the upgrading of Emirates' flight availability options through travel agent GDS displays as part of its alliance with the Dubai carrier.

The GDS display switch was revealed exclusively by **TD** earlier this year (**TD 23 May**), prior to Qantas and Emirates revealing their planned alliance.

In a submission to the IASC for Italy, Qantas said the Emirates tie-up will give it preferential booking class access, and vice versa.

Qantas said allowing access to extra inventory would "support pricing activity that would otherwise be compromised [due to] limited seat availability.

"Such access would mean that sale fares are able to be offered across broader travel periods...[and] may result in fare savings on certain routes."

Travel sim by Woolies

WOOLWORTHS has expanded its travel offerings, releasing a Mobile Global Roaming Sim it says will save travellers up to 90% on phone calls, texts and data.

The new sim card product is available across all 890 Australian stores from today, with a starter pack costing \$29, and adds to the travel insurance product released earlier this year by the grocery giant (**TD 07 Aug**).

BA takes deposits

BRITISH Airways has introduced a new website facility under which customers who book holiday packages at ba.com can pay an initial deposit, followed by the remaining balance ten weeks before departure.

The offer applies to 'Flight+Hotel' or 'Flight+Car' bookings.



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Cruise ship safety

There's something strangely un-nerving about taking a stroll on the promenade deck of a cruise ship. All those lifeboats reminding you that sinking is a possibility ruins the romance. But like good travel insurance, they're there just in case and the vast majority of cruise passengers never have to use them.

Until the Costa Concordia tragedy you have to go back to 1986 before there was a sinking of a cruise ship with loss of life.

But there are incidents, especially as more vessels go in search of adventure in Arctic and Antarctic waters. As the captain of the Titanic would tell you, ships and icebergs don't play well together. There have been 9 "groundings" of polar cruise ships since 2008. That means they hit an uncharted shoal or a submerged iceberg resulting in the ship taking on water or being disabled with a damaged propeller.

If it happens to your ship, and it's serious enough, you may even be put in a lifeboat, as were the 150 people aboard the MV Explorer in 2007 (without loss of life thankfully). So, take the lifeboat drill seriously. New maritime rules mean you'll have to do one before your ship sails, don't skip it and make sure you pay attention.

If you want to know more about the circumstances of these shipping incidents and want some other cruising safety tips, head over to SureSave.net.au and download the PDF to share with your customers.



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Toqa to go Blonde

TOGA Hospitality has announced a partnership with musical theatre production Legally Blonde, with the group named the official accom provider of the production.

Luke gets his name on a QF bird



AVIATION enthusiast and Amity Travelworld Floreat agent Luke Chittock was one of a number of lucky agents selected recently to have their name emblazoned on the side of a Qantas B737-800 jet.

The "Name on a Plane" promo attracted scores of consultant entries from across the country.

Luke is **pictured** below being escorted airside to check out his name on the side of the QF metal, and is accompanied by Qantas WA Sales industry account manager Jane Royce.

Heathrow for VIPs

LONDON Heathrow Airport has opened its VIP suites, traditionally reserved for royalty and heads of state, to the public.

'Heathrow by Invitation' offers kerbside drop-off and collection at the airport, exclusive terminal entrance, a private luxury suite, VIP handling of luggage, passport control and security screening, as well as limo transfers to the stairs of the departing/arriving aircraft.

The service is priced at \$2,400 for a group of up to six people.

New Euro Disney rival

A CONSORTIUM of UK and int'l companies, known as London Resort Company Holdings, have revealed plans to develop a £2-billion "world class entertainment destination" aimed at rivalling Disneyland Paris.

The project, to be situated on a site next to Ebbsfleet International Station, would be 872-acres in size, create 27,000 jobs, be a short 17-minute ride into London and is aimed at regenerating the city following the recent Olympics.

The group has signed a licensing agreement with Paramount Pictures to theme the resort around the Hollywood company.

Plans for the new entertainment district include Europe's largest water park, theatres, music venues, cinemas, restaurants, event spaces and multiple hotels.

A spokesman for the group, Tony Sefton, said "Our timetable for delivery, including the planning application process and construction timetable, is geared towards completion and opening in 2018".

Visitor arrivals bounce back in Aug

SHORT term arrival figures continued a recent rollercoaster ride for the month of Aug, with the latest figures released by the Australian Bureau of Statistics showing a 3.7% rebound compared to numbers recorded in Jul 2012.

A total of 514,100 arrivals were recorded for Aug, up from the Jul result of 495,800 movements - and saw the 12 month inbound figure surpass six million for the first time ever.

Compared to a year ago Singapore was the fastest growing source market, up 17.5%, followed by China at 14.6% and

then Japan, rising 7.5%.

In terms of outbound travel, short-term resident departures for Aug (683,300 movements) remained fairly stagnant when compared against Jul, slightly decreasing 0.2% against 684,500.

Compared to one year ago, trend results showed an increase of 4.7%, with increased low-cost travel options likely a factor.

The strongest growing outbound destinations over the last year included Thailand, up 9.9%; Malaysia, up 8.1%; Singapore up 5.6%; and the USA, up 5.5%.



AFTA UPDATE

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

AFTA has once again prepared a detailed submission in response to the Travel Industry Transition Plan Consultation Draft (TITPCD) and if you are interested in reading the detail you can access the AFTA submission which is a public document at www.afta.com.au.

The TITPCD outlines five key recommendations and puts forward a number of questions to stakeholders. AFTA has endorsed all five key recommendations which include:

- Repealing the Travel Agents Acts in all states and territories;
- Winding up of the TCF;
- Greater reliance on the generic consumer protections already in place such as the Australian Consumer Law; and
- Alignment with Tourism Policy and the introduction of an industry lead Accreditation Scheme.

AFTA has addressed all five of these important transitional themes within our submission and mapped out a significant timetable for how each of the transitional arrangements could be implemented.

We are most pleased that the themes being proposed within the TITPCD are consistent with the policy position AFTA has held for many years and supported by the work done a year ago when the Consumer Affairs Ministers engaged PricewaterhouseCoopers to undertake the full review.

While there is still some way to go with a final Ministerial meeting to take place in December of this year, we are most hopeful that these transitional arrangements that have been detailed by the TITPCD will allow the travel industry to have a clarity of purpose and a clear understanding of how regulations and industry standards are to be set.

AFTA has made it very clear in our submission that we are in the best place to deliver a quality accreditation scheme for the travel agents of Australia and in so doing "future proof" the industry in this ever increasingly globally competitive market place in which travel agents operate.

The TITP we hope will deliver a solid outcome for everyone involved in this process including the travel industry, consumers, suppliers and state governments. I encourage everyone in the travel industry to read our latest submission.



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Rydges brings in the Taipans

AHEAD of the first game in the 2012/13 National Basketball League season, the Rydges Hotel Group has put pen to paper on a Platinum sponsorship deal for the Skytrans Cairns Taipans NBL team.

The agreement will see players and staff from visiting teams staying at the group's properties, namely



Rydges Esplanade, Tradewinds, Plaza and Port Douglas QT Resort.

Rydges Hotels & Resorts area general manager Matthew Hurley labelled the partnership as a major signing for the group.

"The opportunity to align ourselves with the region's peak sporting team offers many benefits that include heightening our community goodwill and brand profile," Hurley said.

He is **pictured** above shaking hands with Taipans team manager Mark Beecroft, with the towering presence of players Clint Steindl, Alex Loughton and Cameron Gliddon surrounding.

Cape Town DoubleTree

HILTON Worldwide has announced its fifth South African property, the DoubleTree by Hilton in Cape Town, which will be a rebranding of the current 183-room Upper Eastside Hotel.



Supplier Updates

WELCOME to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: advertising@traveldaily.com.au

QR expands privileges

QATAR Airways has announced a range of enhancements to its Privilege Club loyalty scheme, set to be rolled out by 01 Nov.

Privilege Club regions will be expanded from 8 to 13 due to recent increases in the carrier's global network, which now encompasses 118 destinations, with redemption charts per region set to change accordingly.

Qpoints will be allocated per booking based on the type of fare and booking class purchased, meaning that the higher the booking class, the more points that will be earned per sector.

More at bit.ly/privilegechange.

WA ecotourism boost

WESTERN Australia's state gov't has announced it will provide \$270,000 in funding to feasibility studies into the potential for new tourism developments in the Millstream Chichester National Park, south of Karratha.

The studies will include an investigation into the construction of high quality ecotourism accommodation and a range of related tourist attractions in the 238,000ha national park.

WA Environment Minister Bill Marmion said the studies had the possibility to develop significant benefits for the park, including opportunities for job creation and long-term financial prospects for the land's traditional owners.

MEL \$950 to Colombo

EMIRATES has released a new special seat sale to the Sri Lankan city of Colombo, ex Melbourne.

Seats are available until 22 Oct in T-Class on flights via Singapore from \$950 return, valid for travel between today and 30 Nov.

More information and detailed fare rules can be found on the Emirates dedicated agent website.

MEANWHILE Emirates has also introduced another technological innovation, with the installation of systems allowing inflight mobile phone service across the EK A380 superjumbo fleet.

The upgrade to the systems which already offered internet connectivity was implemented by EK's technology partner OnAir, with the mobile phone and data link enhancement now available across all 25 Emirates A380s.

Tuesday 9th Oct 2012

Trails safety reminder

TRAILS of Indochina has issued a communication reaffirming its commitment to safety following an incident on Vietnam's Halong Bay last week that resulted in the deaths of five Taiwanese visitors.

Last Wed, a collision between a day cruise vessel and a transfer boat, neither of which were operated by Trails of Indochina, resulted in the latter capsizing, with local authorities "adequately responding to the situation," according to the tour operator.

Normal operations have since resumed on Halong Bay.

WIN a unique trip for two to Austria

Pick your favourite 3 Unique Experiences, put together your dream itinerary & win your personally designed trip to Austria!

During October, the **Austrian National Tourist Office**, **Austrian Airlines**, **Rail Plus** and **Travel Daily** are giving readers the chance to win a trip of a lifetime to Austria. Browse unique.austria.info for more than 250 "Unique Experiences", pick your favourite 3 and put together your dream itinerary.

The prize consists of:

- Two Return Economy Air Fares from Australia to Austria (flying Austrian Airlines into Vienna)
- 6 nights accommodation for 2 persons including breakfast
- Eurail Select Pass to travel through Austria linking your chosen experiences
- Sightseeing program associated with your choice of experiences
- Detailed itinerary depending on your choice of experiences

For example: [Learn to waltz](#) at Vienna's best address, dive into a glittering subterranean world in [Swarovski Crystal Worlds](#) near Innsbruck, listen to Haydn's music at the [Esterhazy Palace](#), or experience the magic of [Christmas in Salzburg](#) - the choice is yours!

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Browse unique.austria.info for more than 250 "Unique Experiences", pick your favourite 3 and tell us in 50 words or less why these make up your dream itinerary. Send your response to ANTOcomp@traveldaily.com.au



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Please contact **Ainslie Hunt** or **Sally Frape** at **TMS Asia Pacific** on **(02) 9231 6444** or email **ainslie@tmsap.com**

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A fantastic opportunity has arisen in a unique retail travel agency in Adelaide. Specializing in auto racing and battlefield tours, this agency prides itself on creating tailor made itineraries that are off the beaten track. If you have minimum 2 years consulting experience & want to let your imagination go wild then this is the job for you. Mon – Fri hours & a fantastic salary on offer to the successful applicant. Call us today!

**ARE YOU BORED? NEED A CHALLENGE?
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MELBOURNE (VARIOUS) - SALARY PACKAGE TO \$45K (DOE)**

We have had various retail roles across Melbourne become available. If you are looking for a change of pace, Monday to Friday hours and a high base salary to match then we are sure to have the role for you! All you need is a minimum 2 years consulting experience and be proficient in using a GDS. If its time to shake things up a bit then call us today! These hot new roles will not be available for long....

**GO BACK TO SCHOOL
CORPORATE CONSULTANTS**

PERTH (CBD) – SALARY PACKAGES TO \$80K (OTE)

A corporate agency centrally located in Perth is looking for an experienced travel consultant to join their team. Working in a fun team environment, you will be responsible for servicing the academic market of Perth. To be successful for this role, you must have minimum 2 years corporate experience. In return you will be rewarded with uncapped earnings and a strong work/life balance. Apply today!

**ROLL OUT THE RED CARPET
RETAIL TRAVEL CONSULTANT**

PERTH (NORTH) – SALARY PACKAGES TO \$60K + (DOE)

Do you like the idea of booking luxury itineraries? This well respected retail travel agency is looking for a high end leisure consultant to add to their team. Located north of the river, this agency will reward you with a high base salary & luxury famils. To be eligible you must have a minimum 5 years experience and be able to bring over a client base. If this sounds like the role for you, call us today!

**STOP BEING SEEN AS A NUMBER
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BNE CBD – SALARY PACKAGES TO \$50K + INCENTIVES

Are you sick of being seen as a \$ sign? Want to work for a company that cares about you and your needs? You’ve found it. This boutique CBD office is looking for an experienced retail travel consultant to come and join them. You’ll love the variety of international destinations you’ll sell in this role along with the diverse range of clientele. A strong salary package along with commission, educationals, Mon – Fri hours and more will be on offer. Min 2 year retail travel consulting experience a must.

**GET BEHIND THE SCENES
PRODUCT SUPPORT CONSULTANT**

BRISBANE CBD – SALARY PACKAGES TO \$52K

Here’s your chance to jump into a rare product role where you can make a long term career. On a daily basis you’ll be assisting consultants with rate queries, system errors and more. You’ll work closely with internal and external suppliers. A strong salary package is on offer and you’ll be given ongoing training on products and systems. Min 18 months wholesale or retail travel experience will be required. Roles such as this are rare in BNE so don’t miss out – apply now!



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Start using Disney's FASTPASS on your next visit!

* FASTPASS is subject to availability.

Turn wait time into Playtime

Over the past few months the Walt Disney World Resort has rolled out some fun new enhancements to the queues at several popular attractions. New themed interactive elements have been added to the queue areas at *Dumbo the Flying Elephant*, *The Haunted Mansion* and *The Many Adventures of Winnie the Pooh*, helping to turn wait time into play time.

CLICK HERE to see for yourself how these more interactive queues make waiting for an attraction more fun and relaxing. And stay tuned - soon these fun new play areas will be coming to even more attractions!