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# Travel Daily

First with the news

Friday 14th September 2012

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VICTORIA MANAGER

ISSN 1834-3058

## QF to drop SIN F class

**THE** planned restructure of QF's Asian network will see First Class no longer offered on Singapore flights, according to GDS displays.

QF1/2 and 9/10 are showing no First availability beyond 01 Apr 2013, which is when Qantas plans to shift its London Heathrow flights to operate via Dubai rather than Singapore.

The change will see the planned First Lounge in Singapore instead be configured as a Business Lounge, but a QF spokesperson told **TD** this morning that the First Lounge in Hong Kong would still go ahead, with A380s continuing to operate to HKG.

## Expedia's Hotwire for Oz

**THE** local online accommodation space is set to become even more crowded, with US travel giant Expedia today announcing the debut of a dedicated Australian version of its Hotwire.com site, which focuses on distressed inventory.

Hotwire will sit alongside other Expedia local online operations including Hotels.com and Expedia.com.au, with the "discount travel site" promising to "help Aussies looking to bag a spring or summertime bargain".

"With more than 30% of Australian hotel rooms left unoccupied every night, Hotwire.com helps sell inventory from big international brands through to independent boutique hoteliers that would otherwise have gone unsold," according to

senior director Fulvia Montresor.

"Local research tells us saving is a top priority for Aussies these days, with more and more being driven online to find discounts on the goods they want," she said.

Although the new site appears to be focusing on accommodation, the US version also claims to offer "ridiculously low prices" on flights and rental cars.

Hotwire.com/au has "secret hot rate hotels" listed (where users are not told the name of the property until they book) alongside "standard rate hotels" both in Australia and a wide range of international destinations.

There's also a 'Car Hire' tab on the local site which offers unbranded rental options via the CarTrawler aggregator.

## Cerini leaves Creative

**LONG** time Creative Holidays marketing chief Damian Cerini has parted ways with the wholesaler.

The Travel Corporation confirmed his departure, but wouldn't comment on speculation that it's part of a wider restructure which may also see changes to destinations offered by Creative.

During his time with the firm Cerini developed the 'Live Free' annual agent incentive which this year boosted bookings by 10%.



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## Cars Land learning

**DISNEY** is inviting agents to learn about Disneyland Resort in California - including the amazing new Cars Land - at a special event in Sydney next Mon 17 Sep.

See the **last page** for details.

## Corroboree for Cairns

**TOURISM** Australia has announced that next year's Corroboree Europe will for the first time ever take place in Cairns.

The mega familiarisation and training event will take place 15-26 May 2013, with 300 qualified Aussie Specialist agents from across Europe set to take part, courtesy of airline partner Qantas.

As well as workshops in Cairns, Corroboree will also see the participants attend one of 22 familiarisations across Australia's states and territories.

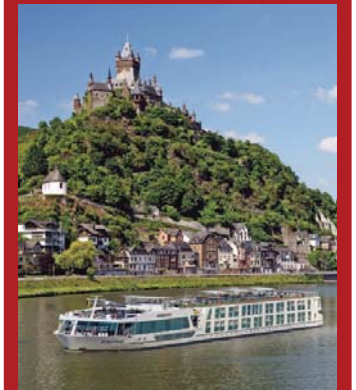
## Another top TD

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

- AA Appointments jobs
- Disney Cars Land event

## SCENIC TOURS

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**NOU Service**

Airalin flies to New Caledonia 7 times weekly from Sydney and 3 times from Brisbane

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## APT Rieu departure

APT is offering guests booking on its 15-day Magnificent Europe river cruise a chance to see a live show by Dutch maestro Andre Rieu while in Cologne, Germany.

The one-off cruise operates from Budapest to Amsterdam on 21 Dec, priced from \$7,790ppts, with the Rieu concert on 02 Jan.

The trip can be extended to 21 days (departing on 18 Dec) with three nights pre cruise in Prague and three nights post in Paris.

## TNLA UK TV launch

**TOURISM** Australia will next Mon launch the new *There's Nothing Like Australia* campaign in the UK, with more than £1m in marketing including a 30 second TV commercial supported by online, mobile and print elements.

Qantas is partnering in the promotion which runs until 28 Oct, with TA regional gm for the UK and Northern Europe, Rodney Harrex, saying the organisation "want to inspire our primary target audience in the UK - an affluent long haul traveller aged 50-69 - to make this the year they travel to Australia".

## QF/EK 'extremely positive'

**THE** proposed alliance between Qantas and Emirates has been very well received by customers, according to newly appointed QF Executive Manager Domestic Sales, Marketing and Distribution, Steve Limbrick.

Speaking at a function last night he said "the feedback has been extremely positive in all areas, from our corporate clients to the leisure market".

Qantas invited key industry partners - including *Travel Daily* - to introduce Limbrick in his new role at a special dinner at Sydney's Park Hyatt Hotel.

Limbrick is well known to the industry, having been with Qantas for 25 years, most recently as QantasLink chief commercial officer, and before that as Executive Manager Australia sales.

The hot topic of the night was naturally the Qantas/Emirates pact, and regional gm NSW Peter Collins said he wanted to brief the travel agents on the latest developments.

"We have many plans and new routes in the works, and it was timely to bring our valued

partners up to date on the upcoming changes," he told **TD**.

Limbrick hailed the partnership as "very positive for customers and our partners who will see the many benefits to come".

See **page seven** for more from last night's event.

**MEANWHILE**, Emirates appears to be open to more partnerships, with president Tim Clark telling media in the US Capital yesterday EK has held talks with American Airlines and other US carriers about codesharing.

EK this week launched non stop flights from Dubai to Washington DC, which is its 7th US gateway.

## Binskin out of 'Gong

**TOURISM** Wollongong gm Greg Binskin is set to leave his role to spend more time with his family.

The move comes as the organisation takes on a broader marketing and development role as Destination Wollongong (**TD** 05 Sep), under a five year funding agreement to boost arrivals.

Binskin has been with Tourism Wollongong for over 11 years.

## Ireland numbers up

**AUSTRALIA** was a bright spot for Tourism Ireland in figures released last week by the Central Statistics Office of Ireland.

Year-to-date visitor numbers from Australia are up a healthy 5.7%, delivering the strongest growth among Tourism Ireland markets across the globe.

Tourism is Ireland's largest local industry, and Australia is now the seventh largest market for the country.

Recently appointed Tourism Ireland manager for Australia and New Zealand, Diane Butler, said "2012 has been an exciting and challenging year for Ireland and it is promising to see such strong results coming through for Australia."

She said she was confident that upcoming events such as The Gathering and Derry-Londonderry City of Culture in 2013 would continue the upwards trajectory for the country.

Tourism Ireland ceo Niall Gibbons added that the strong Australian performance was in part due to improved access, with Emirates and Etihad operating a total of 17 weekly Ireland flights.

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**Click here** for hot deals starting from \$120pp and more details.

Consideration for Famil based on number of bookings made in September & October. Famil departure in late Nov / early Dec 12



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## Domestic air uplift reaches 55m

**AUSTRALIAN** domestic airlines carried a whopping 54.98 million passengers in the year ending Jun 2012, a rise of 0.4% on 12 months earlier, setting a new record.

According to data released today by the Bureau of Infrastructure, Transport & Regional Economics, pax figures were affected by the removal and slow return of Tiger

Airways services since its CASA-enforced grounding in Jul 2011.

Renue passenger kilometres and capacity increased 1.9% and 1.7% respectively in the year, and available seats rose 0.7%,

Aircraft trips were also up 0.7%, from 610,829 in to 615,133, and load factors strengthened slightly from 78.7% to 78.8%.

The trunk routes of Melbourne-Sydney and Brisbane-Sydney were the nation's busiest, carrying 7.73m & 4.35m pax respectively - figures that were down 2.3% and 2.2% on last year's result.

Pax numbers were up 1.3% on the third busiest route between Brisbane & Melbourne, to 3.15m.

Sydney was the busiest domestic airport with 24.2m pax movements, then Melbourne (21.4m) and Brisbane (16.4m).

Significant demand for air travel by fly-in, fly-out resources traffic resulted in Perth achieving the greatest percentage increase in pax traffic, up 11.5%, followed by Brisbane (4.3%) & Cairns (2.0%), while all other top 10 airports had passenger number falls.

Minister for Infrastructure and Transport Anthony Albanese said the increases reflect the strength of Australia's economy.

## ACT, DC sister cities?

**THE** Australian Capital Territory is in initial talks to create a sister city alliance with the US capital, Washington DC.

Currently the ACT has ties with Beijing, China and Nara, Japan, whereas Washington DC has 12 official sister cities, including the likes of Athens, Bangkok, Seoul, Paris, Beijing and Rome.

Destination DC vp of tourism Theresa Bulpulsi confirmed talks with the ACT were underway, but "just in conversation right now."

Bulpulsi told **TD** this week a decision would come from the mayor's office, based on the merit of business, culture, education and even tourism exchange.

She identified Rome and Beijing as the two global sister cities DC shares its strongest ties with.

## Abercrombie & Kent

### TRAVEL COORDINATOR

Here is an exciting opportunity to join the Australasian Head Office of international travel company, Abercrombie & Kent, widely regarded as the leading luxury travel company in the world. Based in South Melbourne, this rare opportunity is for an experienced and passionate Travel Coordinator.

We are seeking a highly motivated individual who enjoys working in a team environment, with a high attention to detail and the ability to multi-skill. The successful applicant will have previous Travel Coordinator or Sales Support experience and a willingness to take on challenges and work with change. Key responsibilities include: support to Reservations team in preparing quotations, and quote and confirmation documentation; file maintenance and reconciliation; liaising with A&K worldwide offices to confirm reservations; GDS and Airfares/ticketing knowledge will be looked upon favourably.

Please submit your CV by email to Kate Arrowsmith at [karrowsmith@abercrombiekent.com.au](mailto:karrowsmith@abercrombiekent.com.au) by Friday 21<sup>st</sup> September.

## TDU earns top cred

**SOUTH** Australia's 2012 Santos Tour Down Under has taken out the title of Best Tourism Event at the Australian Event Awards for the 4th consecutive year.

Announced last night in Sydney, this year's TDU was also named Best Sporting Event for the first time in its 14 year history.

The Santos Tour Down Under is hosted by the State Government and Events South Australia.

## NYC icon reopening

**ACCESS** to the interior of New York City's Statue of Liberty is set to reopen to the public on 28 Oct after a year-long \$US27m reno.

Works included a new elevator, new stairs and a wheelchair lift, with visitors again able to access Liberty's pedestal and crown.

The reopening coincides with the statue's 126th anniversary.

## VS US wi-fi partner

**VIRGIN** Atlantic has signed a Letter of Intent with US-based ARINC Incorporated to provide its new on-board wi-fi solution.

Dubbed Cabin Connect, the service will be initially trialled on three A330s early next year.

## Jamie's Italian to WA

**UK CELEBRITY** chef Jamie Oliver has confirmed plans to introduce a restaurant in the WA capital.

Jamie's Italian will open in early 2013 at The Mitchell Building in Perth's CBD on William Street.



## Window Seat

**TRAVEL** survey site Skyscanner has revealed a list of the items most frequently left behind on planes at the end of flights.

Whilst you would imagine the list includes the odd mobile phone, books, magazines or a jacket or two, the list includes a number of the more curious items to be abandoned.

Some of these belongings included wedding rings, a pair of false teeth & even a trombone.

Cameras, iPads and other high value items such as laptops all made the list, as did passports and other travel documents.

One passenger surveyed even admitted to having left the plane minus their underwear.

**NEW** hotel developments are popping up all over the place these days...nothing new there.

But it is to the area of South Dallas, beyond the Interstate 30 highway, which has just opened its first new hotel in 66 years!

The middle-of-the-range NYLO Dallas South Side Hotel occupies a historic building with rates at a reasonable \$159 per night.

And the reason for no new holiday accommodation being built there since 1946 is equally amusing, with developer Jack Matthews telling the Dallas Morning News that "people have been taught since they were little, don't go south of the 30".



## Europe and Britain 2013

### Why are these tours so much better?

With smaller group sizes up to only 30 passengers and 2, 3, 4 and even 5 night stops you get more time sightseeing and less time wasted on motorways. Designed specifically for Australians and New Zealanders, all tours are genuinely inclusive with NO additional 'on tour' costs.

[Click to view our 2013 Tours](#)

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**Snow conditions**

**WELCOME** to *TD*'s regular snow conditions update, providing info on the latest snow falls, depths and lifts in operation across key Australia and New Zealand ski-fields.

Here's the latest snow reports:

- Falls Creek - 157cm / 15 lifts
- Perisher - 213.5cm / 35 lifts
- Thredbo - 213.5cm / 13 lifts
- Charlotte Pass - 215.5cm / 6 lifts
- Mt Hotham - 178cm / 10 lifts
- Mt Buller - 83cm / 15 lifts
- Coronet Peak - 45cm / 7 lifts
- The Remarkables - 70cm / 6 lifts
- Mt Hutt - 205cm / 0 lifts

**Snow still falls in ZQN**

**CORONET** Peak in Queenstown is still enjoying the best of the winter snow season, receiving a fresh dump of 56cms of new snow in the NZ town on Wed night.

Excellent deals remain available for last minute ski holidays before it warms up, with more details at [www.queenstownnz.co.nz](http://www.queenstownnz.co.nz).

**Satisfaction leaders**

**REGIONAL** Express has rated highest for customer satisfaction for Domestic Airlines during Jun by Roy Morgan Research.

REX was followed by QantasLink, Qantas, Virgin Australia & Jetstar.

Other leaders for the period in tourism & travel included Crowne Plaza in the Best Hotel & Resort category, while Garuda Indonesia and Singapore Airlines shared the gong for top International Airline.

**LOT 787s destinations**

**LOT** Polish Airlines has revealed it plans to introduce Boeing 787 *Dreamliner* services to Chicago, Toronto, New York JFK and Beijing from Warsaw early next year.

Travel agent GDS displays show LOT will offer a 252-seat triple class cabin configuration, with 18 Business, 21 Premium Economy and 213 Economy seats.

**Cleaner shipping rules**

**FEDERAL** Parliament has passed new legislation governing the levels of pollution emitted and discharged from ocean-going vessels, including cruise ships.

The new law imposes new restrictions on ships operating in specially designated areas from releasing sewage and garbage in environmentally sensitive areas.

**QF Domestic introduces new ceo**



**QANTAS** formally introduced its new Domestic ceo Lyell Strambi to travel industry bigwigs at a special function on Wed night.

Appropriately enough, the event was held at QF's also newly launched Platinum One lounge at the Museum of Contemporary Art in Sydney's trendy Rocks district, which was unveiled in Jul.

Strambi taking charge of Qantas' domestic operations comes after a major restructure of the carrier's hierarchy, which saw the departure of several executives including Rob Gurney and Bruce Buchanan (*TD* 22 May).

**Pictured** above at the function, from left, is Flight Centre ceo Graham "Skroo" Turner with FC executive general manager of

Product and IT Melanie Waters; new Qantas Domestic ceo Lyell Strambi with QF head of industry and corporate sales Karen Tsolakis.

**Agent Russia famil**

**SCENIC** Tours has Balcony Suites available on its new luxury *Scenic Tsar* vessel in Russia for travel agents and a companion priced at \$2,495 per person twin share.

The offer is available on Scenic's 12-day St. Petersburg to Moscow operating from 07-18 Oct 2012.

Highlights include a Russian ballet performance, meeting a cosmonaut and visits to the Red Square and Kremlin Armoury.

For more information or to book email [famil@scenictours.com.au](mailto:famil@scenictours.com.au).

HONG KONG TOURISM BOARD

# HONG KONG ASIA'S WORLD CITY

**Hong Kong Wine & Dine Month. Best Place. Best Taste. 1 – 30 Nov 2012**

Kick off this epicurean feast with the 4 day Hong Kong Wine & Dine Festival showcasing the best in wine, cuisine, live music and entertainment. Throughout the month enjoy food and drink promotions, wine appreciation classes, themed tours and cooking classes.

Sample the flavour of Asia's world city, where a new culinary experience lies around every corner.

# Virgin Limited Edition's lucky ducks

## VIRGIN

Limited Edition yesterday showcased its exclusive collection of properties around the globe at an event in Sydney, hosted by Lynne Ireland who was recently appointed as the group's first ever regional sales director for Australia.

Virgin Limited Edition is a portfolio of extraordinary retreats - all owned by Virgin founder Sir Richard Branson.

The most famous property is the private Necker Island in the Caribbean, but there's also a ski chalet in Verbier, Switzerland (The Lodge), a private members club in London (The Roof Gardens), a South African game reserve (Ulusaba) and the exotic Kasbah Tamadot in Morocco.

That's not to mention the luxurious 33mt catamaran *Necker Belle*, while the offerings will expand shortly with the opening of the Mahali Mzuri tented safari

camp in Kenya's Masai Mara.

Virgin Limited Edition group sales and marketing director, Janet Hoolohan, told *TD* the appointment of Lynne Ireland in Australia was "long overdue," with Aussies now the third largest market for some properties.

The collection is sold through the Virtuoso network, and it's hoped that wholesalers will also pick up the product to further boost Australian patronage.

Hoolohan also updated guests on the status of Necker Island, which is 100% back to full operations and has "never been busier" after a lightning-induced fire last year which destroyed its Great House (*TD* 23 Aug 2011).

**Pictured above** with some of the cute ducks which symbolise each property are Lynne Ireland, Janet Hoolohan and Natalie Odenbreit of Virgin Limited Edition.

And **left** also getting their ducks in a row are celebrity journalists Lisa Allen from *The Australian* and Fiona Carruthers of the *Financial Review*.



**Cook Islands Tourism Corporation**

## MARKET EXECUTIVE

Roll your sleeves up! Busy Gold Coast based tourism board is recruiting a Market Executive. You'll bring together all aspects of the Cook Islands tourism promotional strategy for trade and consumers in the Australia market. This challenging role in a busy, engaged, small team environment requires an all-rounder with proven track record of solid relationships with trade: organized administrator; sales skill; marketing flair; impeccable communicator along with charisma and integrity.

Email your application including cover letter to [accounts@cookislandstourism.travel](mailto:accounts@cookislandstourism.travel)

# Travel Daily

First with the news

Friday 14th Sep 2012

## CX CDG prem lounge

**CATHAY** Pacific has launched a new First & Business Class Lounge at Paris' Charles de Gaulle Airport.

The premium facility is located between Terminal 2A and 2C on level 2 and features amenities found at CX's The Wing and The Cabin lounges in Hong Kong, such as shower suites, free wi-fi, work stations with PCs, a self-service buffet & its famous Noodle Bar.

## Tune Thai expansion

**LOW-COST** value property chain Tune Hotels has opened its first property in Bangkok, a 130-room hotel located close to shopping in the business district of Asoke.

## Accor hits a milestone

**GLOBAL** hotel group Accor has surpassed 100,000 rooms operated by the group in the Asia-Pacific region, following the opening of its new ibis Hong Kong Central.

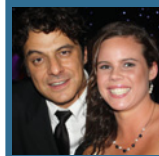
## Eclectic Getaway mix

**CHANNEL** Nine's travel program *Getaway* will tomorrow feature the Cook Islands, Sydney walking trails, Hong Kong dining & an aerial Rome tour - tune in at 5:30pm.

## WIN YOUR AMERICA FIX ON ROUTE 66 WITH COSMOS!

Share your celebrity moment with us & you could win a trip for two to America including a 16 day tour & flights, courtesy of Cosmos.

See [facebook.com/traveldaily](http://facebook.com/traveldaily) or [traveldaily.com.au](http://traveldaily.com.au) for more details on this great prize and how to enter



Pictured is Brooke Allison from Andrew Jones Travel with Vince Colosimo

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## Perth Airport rail link

**THE** West Australian govt has released details for the proposed rail route linking Perth Airport to the city via the Midland Railway Line at Bayswater station.

The planned rail line would see stations constructed sometime between 2021 & 2031 at 'Airport West' (Perth's current domestic terminal) and at 'Consolidated Airport Terminal' (Perth's current international airport).

"Perth Airport will continue to experience substantial passenger growth and it is critical transport infrastructure is planned to ensure adequate services are in place to cater for the projected demand," Transport Minister Troy Buswell said yesterday.



## Ticket & Reservation Officer

As one of the fastest growing airlines in the world, this position requires high level of customer service to our call centre and serves our walk-in customer at our Sydney office.

### Duties include:

- Dealing with travel agents and customer enquiries.
- Working as part of the professional National Call Centre team on a daily bases.
- Update the existing databases and the status of each customer/prospective customer.

### Successful candidates will have:

- Minimum of 2-3 years of experience on airline ticketing & reservation.
- Strong communication skills. Fluent English is mandatory, while Mandarin & Cantonese are preferable.
- Solid understanding on daily ticketing & reservation tasks.
- Intermediate to Advance level on the GDS system, preferably on Amadeus.

Please email a cover letter with resume attached to [hr@csair.com.au](mailto:hr@csair.com.au). Application closed on 10th October 2012. Only the successful applicants will be contacted.

## Euro 2016 hotel deal

**KUONI** has been named by football body UEFA as the official accommodation provider for the 2016 Euro tournament in France.

## Technology Update

Today's Technology Update is brought to you by Sabre Pacific.

### SABRE RED WORKSPACE WINS BEST TECHNOLOGY INNOVATION AWARD



At Sabre, innovation is at the heart of everything we do so we were

thrilled to have been recognised at the NZTIA for the Best Travel Agent Technology Innovation last week.

Sabre won for the Sabre Red Workspace which put simply, is the most comprehensive and future-ready GDS on the market. With 9,000 agents in Australia using Sabre Red, the reason it's had so much success is because it's been built for the changing needs of agents.

Agents today are expected to perform more specialised tasks than ever before, while striving to higher levels of productivity. They need customisation to tailor their workflow. They need an integrated workflow to be more efficient. So when designing Sabre Red, we kept the evolving needs of agents in mind to build something that would not only respond to their needs today, but into the future as well.

The way Sabre Red can evolve like this is thanks to the innovative open source technology platform it is built on.

This Eclipse Rich Client Platform is the same used by eBay and NASA, and provides you with full control over the growth of your platform for the very first time. If you haven't seen why this is the most innovative GDS on the market contact my team for a look.

Sabre Red. Its innovation to stay ahead!

*Gai Tyrrell, CEO, Sabre Pacific*

**Sabre**  
pacific

## Tucan tour shake-up

**TUCAN** Travel has split its style of touring into two divisions for 2013/14, focused on Overland Tours and Adventure Tours.

The tour operator says it aims to simplify their product, making it easier to understand and book.

The Overland Tours combine the old Overland Expedition and Discovery Tours, using private vehicles for the most part of trips and cover most of the tours in South America and all of Africa.

The Adventure Tours category covers the old Adventure Tours, Just Go Tours & Expedition Cruises, which operate with a maximum of 16 pax & use public transport.

Tucan's Independent Travel Style has been replaced with Tailor-made travel options for customised tour requests.

Among the range of new trips featured in its 2013/14 brochures are three tours in Cuba, five in Indonesia and four in Morocco, along with new additions in China, Peru and Southern Africa.

Tours have also returned to Sri Lanka, Burma and Borneo - more details at [www.bit.ly/tucan1314](http://www.bit.ly/tucan1314).

## Accor online pitch

**ACCOR** will launch an online promotion late this month across its brands, offering a Stay 3/Pay 2 deal at 1,400 properties globally, including 80 hotels in Australia.

To appear on Accor's website between 25 Sep and 21 Oct, the deal is valid for stays between 28 Oct and 11 Nov 2012.

Prices at Mercure Capricorn Resort in Queensland start at \$97 per night based on the promo - see [www.accorhotels.com/stay](http://www.accorhotels.com/stay).

No changes or cancellations are permitted once booked.

## New underwater walk

**UNDERWATER** World on Qld's Sunshine Coast will next week open its newest attraction, in the form of an Ocean Tunnel, in time for the Sep school holidays.

The 2.5-million litre tank forms part of the aquarium's \$3.5m refurbishment and will be filled with colourful coral, 50 species of fish, sharks and sea turtles.

Four other new themed zones will also open next week including Shark Shipwreck, Coral Cove, Bay of Rays and Turtle Temple, which will house recovering sea turtles as part of the aquarium's rescue, rehabilitation & release program.

## New Frasers brand

**FRASERS** Hospitality has rolled out its new Capri by Fraser brand with the opening of the first property, a 313-room hotel in Singapore's Changi City.

## Africa Safari Co's heart of a lion

**THE** 2012 annual Ronald McDonald House Charities NSW Ball was held last weekend at the Sydney Convention and Exhibition Centre & the Africa Safari Co. came to the party in more ways than one.

The company donated a 10-night African safari holiday to the charity, an experience which assisted in an overall fundraising effort for the evening of over \$750,000.

Adopting a Moroccan Nights theme, the event brought the best out in everyone, all chipping in for the worthiest of causes, which funds temporary accommodation for parents & families of ill children to be near them while he or she undergoes treatment.

Susie Potter, ceo of The Africa Safari Co is **pictured** above with Master of Ceremonies for the evening, comedian Vince Sorrenti.



## Indy 500 packages

**HOTEL** and race ticket packages have gone on sale to Indycar's 2013 Indianapolis 500 through Keith Prowse Sport Travel.

Packages including three nights accom, paddock visit & grandstand seating from \$1556ppts.

To book, phone 1300 730 023.



## Sales Manager Western Australia

The Walshe Group, General Sales Agent for South African Airways, is looking to fill the above role, based in Perth. This is a hands-on role with a strong emphasis on sales and business development as well as overseeing a small team.

### Applicants must possess the following;

- A proven track record in a sales capacity in the travel industry;
- Thorough understanding of airline processes, trends and distribution practices;
- Sound business acumen;
- Excellent verbal and written communication skills;
- Be results oriented with a passion for sales;
- Previous experience managing staff a definite advantage.

**Applications via email including a CV and cover letter to [applications@walshegroup.com](mailto:applications@walshegroup.com) by Friday 28 September 2012.**



## South Africa summit

**SOUTH** African Tourism (SAT) has today kicked off the inaugural E-Tourism Africa Summit, which is taking place at the Cape Town International Convention Centre.

More than 350 South African tourism businesses are attending as delegates, while other participants include "major global companies" such as Facebook, TripAdvisor, YouTube and Expedia.

South Africa is active in social media, with innovations including a three year partnership with TripAdvisor which will see SAT become the first ever destination marketing organisation to have an interactive microsite live on DaoDao, the Chinese version of TripAdvisor.



**QANTAS** last night invited its key industry partners to meet Stephen Limbrick as the carrier's new Executive Manager Domestic Sales, Marketing & Distribution, although plenty of conversation was on the new 10-year tie-up with Emirates (see **page two**).

Peter Collins, QF's Regional General Manager NSW used the event to brief the trade on the new developments and to say

thanks for its ongoing support.

**Pictured** at the function at Sydney's Park Hyatt from left, are Nigel Rowe, Amex; Christian Wurm, Park Hyatt; Stephen Limbrick, Qantas; Peter Collins, Qantas and Manny Tzafaris, Carlson Wagonlit Travel.

## Aussies keen on STN

**AUSTRALIAN** infrastructure firm Industry Funds Management has announced it will take a £1b stake in UK-based Manchester Airports Group (MAG) - but only if MAG wins a bid to acquire London Stansted Airport from BAA.

UK competition authorities have ordered Heathrow owner BAA to offload Stansted, but the sale is subject to a court challenge.

## Industry's social media dilemma

**SOCIAL** media, to the travel industry, is still very much a mixed bag in terms of how best to utilise its abilities, according to new research from PhoCusWright.

The report identified that social media is obviously being used on a widespread basis by travellers, but its power in harnessing or influencing buying decisions is still yet to be determined.

"A strategically managed social media presence has become "de rigueur" or "mandatory" in the travel industry, however companies are still struggling to determine how best to harness the medium," the report found.

Browsing for tangible products rather than experiences or travel related services was identified as how three-quarters of consumers utilise social media for shopping, with only 30% choosing to consult their networks for a travel deal.

Travel suppliers who have spent money on developing widgets or booking engines customised for social media outlets have reported mixed results, finding instead that search engines or travel sites better serve the purpose.

"Everybody and their grandma may be on Facebook, but for many in the travel industry, that has not made social [media] into a reliably actionable and demonstrably profitable marketing medium,"

PhoCusWright senior research director Douglas Quinby said.

The industry is at a crossroads as to how to best represent itself on the thriving medium, but does not know whether social media is "a distribution channel, a customer service tool, a marketing and branding platform, a referral and lead generation service, or perhaps all of the above," the study found.

## Bratton for AHICE

**ORION** Cruises founder Sarina Bratton has been named as the keynote speaker for the upcoming Australasian Hotel Industry Conference & Exhibition, which will take place 17 Oct at the Swissotel Sydney.

More than 200 people from across the industry are expected to attend, with earlybird rates of \$350+GST still available for bookings made before 28 Sep - see [www.ahice.com.au](http://www.ahice.com.au).

## NZ regional fare cuts

**AIR** New Zealand has announced reductions of 9-20% on a range of regional routes, following a "Think Regional" tourism forum held last week which aimed to identify fast-track opportunities to stimulate visitor growth across the country.

## Mammoth snow deals

**CALIFORNIA'S** Mammoth Mountain is putting its money where its snow will be, releasing a snow-guarantee earlybird deal for the upcoming 2012-13 season.

Book before opening day of 08 Nov and if snow depths are not at pre-determined five-year average levels by certain dates, travellers who have kept their booking will be given a US\$100 gift card or the option to reschedule without fees. See [www.mammothmountain.com](http://www.mammothmountain.com).

## JAL inflight upgrades

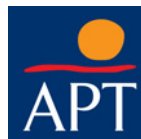
**JAPAN** Airlines has launched its New Sky Product offering, the name given to its revamped seat designs and inflight experience.

The first phase of the project will see all classes of JAL's 13 B777-300ERs receive "sweeping changes", deployed first on its Tokyo Narita-London Heathrow route from Jan.

## Luxe Swissotel Dubai

**SWISSOTEL** Hotels & Resorts has announced plans to construct a new high-end property in the United Arab Emirates.

The 280-room Swissotel Jadaf Dubai will be located in the AI Jadaf area and is expected to open by early 2016.



## Retail Reservations Manager Maternity leave cover

APT is an Australian family-owned company with 85 years experience in the Australian tourism industry. The discerning travellers who choose APT do so for the unparalleled holiday experience, and for the security inherent in travelling with Australia's leading tour operator.

This is a full time maternity leave cover position managing a busy team of around 50 staff.

### Key Responsibilities and Competencies Required:

- Implementing ways of developing the teams knowledge and training
- Problem resolution management and process improvement
- Call monitoring and reporting
- Working to and achieving sales targets and call service standards
- Helping with the recruitment of new staff
- Performance management of staff and team leaders
- Have experience in managing a significant cost centre – delivering budgets and delivering results
- Have extensive experience in sales operations
- Demonstrate a high level of decision making ability
- Extensive experience working in the travel industry at management level

Please send a cover letter and resume to:  
[employment@aptouring.com.au](mailto:employment@aptouring.com.au)

## CZ blast off to Sabah

**CHINA** Southern Airlines will expand its destination range in Malaysia, launching a new twice weekly service from Guangzhou to Kota Kinabalu, from 31 Oct.

## Cruising from strength to strength



**TRAVELLERS** just cannot seem to get enough of cruise holidays. Never was this more apparent than at Cruiseabout's Australia-wide expo's, particularly in Perth

and Adelaide, where brochures were piled high at the beginning of the day, but couldn't be found by the time came to close the doors, as keen potential cruise passengers had taken them all.

Oceania Cruises was particularly popular, no less with agents, with the company running an incentive for the trade, offering a \$100 gift card for every booking made before 31 Oct, doubling to \$200 if the booked cruise departs in 2012.

A luxury weekend at Emirates Wolgan Valley Resort in Sydney's Blue Mountains is on offer to the agent with the most sales during the incentive period.

The offer has proven exceedingly popular with the trade, with 'Capt' Craig Owens (above left) of Cruise Office, Justin MacMillan from Emirates Wolgan Valley Resort & Brendan Wall from Cruise Office pictured above toasting to the incentive with some Moët champagne.

## BAE Airbus merger?

**BRITISH** defence and security developer BAE Systems and Airbus parent company EADS are reportedly in merger discussions which could see the formation of a \$48bn aerospace giant that would dwarf arch-rival Boeing in the commercial aircraft market.

In a joint statement, the two companies confirmed the talks, which if an agreement is reached, would see BAE Systems owning 40% of the combined entity, and the other 60% by EADS investors.

## WIN A 3G KINDLE TOUCH!

This week Travel Daily, courtesy of **Smartraveller**, is giving one lucky reader the chance to win a 3G Kindle Touch e-reader leading into the holiday season. A valuable website to promote the safety and security of travellers, [Smartraveller.gov.au](http://Smartraveller.gov.au) should be a first port of call for Australians heading overseas.



To enter, tell us in 25 words or less:

**What three things does Smartraveller encourage you to recommend to your clients, and why are they important to do before overseas travel?**

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

Hint! Visit [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

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## Travel Specials

**TRAVEL INDUSTRY CLUB**



**Travel, for travel people**

**THIS** week's *Travel Specials* is brought to you by **Travel Industry Club**. If your firm has released a travel special you'd like to make the industry aware of send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

The best way to see the most of the crystal clear waters and surrounding islands of French Polynesia is by boat, and **Travel Industry Club** has released a 7-night Paul Gauguin cruise around this idyllic paradise starting from \$2199 per person twin share. Phone TIC on (02) 9700 8711 to book.

Feel like a luxury afternoon cruise on Sydney Harbour? Book by tomorrow to enjoy a 2-for-the-price-of-1 deal at **Sea Sydney Cruises**, which will save you \$285 on normal prices. Departing on Tue, Thu, Fri and Sun each week, the small group cruise departs at 12:30, returns at 4:30 and includes a gourmet lunch. To book a lovely day on the harbour, phone 1300 897 245.

The paradisiacal surroundings of Bora Bora in Tahiti have never been more affordable. **Viva Holidays** has slashed 30% off the price of room rates at the **Hilton Bora Bora Nui Resort** and released a seven night package, inclusive of return airfares, inter-island flights, five nights at the Hilton and one night either side at Papeete's Manava Suite Resort, from \$3847ppts. Bookings must be made by 23 Sep. More details at [www.bit.ly/bobtahiti](http://www.bit.ly/bobtahiti).

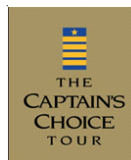
With school holidays rapidly approaching, the task of keeping the kids occupied resumes, and **Accor** has come to the party, releasing a family package valid at the **Ibis & Novotel** properties at Sydney's **Darling Harbour**. Starting at \$271pn for the Ibis, and \$371pn for the Novotel, the "Go Wild" package includes overnight accom, full brekkie & family passes to two of five of Sydney's best attractions. To book, ph (02) 9934 0000.

## Amadeus FCm deal

**AMADEUS** has inked a 5-year renewal of its global content deal with FCm Travel Solutions, giving it continued access to the Amadeus Selling Platform and eTravel Management booking tool.

## QF US sale, via DFW

**QANTAS** is offering return fares to Dallas/Fort Worth from east coast hubs from \$1,499 and \$50 add-ons to Atlanta, Washington DC, Chicago, Memphis, Charlotte & Minneapolis until 18 Sep.



## Product Coordinator - The Captains Choice Tour

The Captain's Choice Tour is a well recognised International Tour Operator and the leader in luxury travel to remote and exotic destinations. We are seeking a motivated and enthusiastic Product Coordinator to join our rapidly growing Product Team.

### Key Responsibilities and Competencies Required:

- Timely and accurate set up of arrangements for selected tours
- Constant review of existing tours
- Communication with Sales and Operations teams
- Involvement in the briefing of Tour Escort teams
- Production of passenger information
- Assist with the proofing of brochure copy
- An innovate thinker
- Exceptional attention to detail
- Excellent time management skills and the ability to work to deadlines
- A big passion for travel
- Travel experience would be looked upon favorably

Please send a cover letter and resume to: [employment@aptouring.com.au](mailto:employment@aptouring.com.au)



## Preferred QFFF deal

**PREFERRED** Hotels & Resorts is offering triple Qantas Frequent Flyer points (3000 miles) on more than 35 properties for stays 01 Sep-31 Jan - [www.phgoffers.com](http://www.phgoffers.com).

## Corporate demand to slow - BCD

**DEMAND** growth for business travel is expected to decline in 2013, according to a report released today by Advito, BCD Travel's consulting arm.

The 2013 Industry Forecast cites "continued sluggishness in the euro zone" as growth rates soften in other regions, even China.

However the report also says demand is expected to outstrip supply, with airlines keeping a "particularly tight hold on

inventory," Advito said.

The 2013 forecast also for the first time ever includes an analysis of secondary categories such as dining, mobile roaming and ground transportation, which is estimated to account for as much as 18% of total spending.

Road warriors can expect to tighten their belts somewhat, with Advito saying that these areas will "become a major savings opportunity in 2013 and beyond".

## Jan backs her team to the end

**COULD** tonight be the final match of the year for the defending NRL premiers, the Manly Sea Eagles?

No, would likely be the response from Jan Alexander from Travelscene Belrose.

Jan was the top point scorer for the final regular season round of *Travel Daily's* 2012 NRL Footy Tipping Comp, picking herself up the jersey of her favourite NRL team, courtesy of inPlace Recruitment.

According to rugby league legend, Manly fans are infamous for their unwillingness to venture across the Spit Bridge to watch



their team play, but you can likely bet Jan will be there decked out in her new jersey and cheering her team to a hopeful victory.

## Hawaii forecasts 10m

**HAWAII** Tourism Authority has predicted it will surpass 10-million visitors for the full year of 2012 in its latest capacity forecast.

Increased capacity from Sydney in addition to new services set to start from Brisbane are expected to contribute to an overall visitation increase of 9% compared to last year's results.

## First London Pullman

**ACCOR** has continued rolling out its brands across London with the fresh announcement it will open its first Pullman in the city.

The 312-room Pullman London St Pancras will be transformed from its former Novotel brand into the upscale Pullman brand.

## EK to launch Algeria

**EMIRATES** has confirmed the launch of daily services between Dubai and the Algerian capital of Algiers from Mar 2013.

Algiers will be the carrier's 22nd destination in Africa, with triple-class Airbus A330s to be deployed for the route.

## Pencities Luxe journal

**LUXE** City Guides has developed an online travel guide exclusively for the Peninsula Hotel Group.

Dubbed "Pencities", the guides are updated weekly, are presented in journal format, and feature tightly edited recommendations on the best in dining, shopping, entertainment, design, nightlife, spa and wellness in each of the nine Peninsula locations.

## OO to operate as AA

**SKYWEST** Airlines in the US has signed a capacity purchase deal with American Airlines to operate 23 Bombardier turboprops.

The Utah-based airline will fly its existing aircraft under the American Eagle designate and expects to commence its AA capacity on 15 Nov.

## WIN a trip for two to South Africa

### Tick South Africa off your Bucket List!

**During September, South African Tourism, South African Airways & Travel Daily are giving Travel Consultants the chance to win an incredible 7 day holiday for two.**

Including: economy airfares to Johannesburg, 2 nights city stay, 4 nights luxury safari lodge, transfers, tours & breakfast daily.

**PLUS** weekly draws: 2 bottles of South African wine....Check *Travel Daily* each week to see if you are the winner!



### TO ENTER

Tell us in 25 words or less what is on your Bucket List in South Africa!

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*Click here for competition terms and conditions*



## 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](mailto:advertising@traveldaily.com.au)

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Want to rub shoulders with the rich and famous? Do you dream of luxury packages? Do you love a bit of glitz and glamour? This fantastic retail chain is looking for a confident retail consultant to join their fabulous team. You will be responsible for offering exceptional customer to clients booking high end leisure products. If you have 5 years retail travel experience, strong GDS and fare knowledge and want to work for the best in the business. Apply today.

**DREAMING OF A WHITE CHRISTMAS?  
SKI WHOLESALE RESERVATIONS**

**MELBOURNE (INNER) - SALARY PACKAGE TO \$55K**

NEW ski reservations role just called in! Have you been looking to move to a dedicated ski reservations role in Melbourne? We have an exciting new role that will see an enthusiastic ski expert selling worldwide ski holidays to travel agents and the direct public. Book dream holidays to exciting ski destinations such as Europe, USA and Japan! Sensational family on offer and a high set salary. What are you waiting for? Apply today?

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**MELBOURNE (INNER) – SALARY PACKAGE \$50K (DOE)**

Are you ready to move away from face to face consulting and into a back office role? This customer service role will see you working with a large online travel provider in the heart of Melbourne! Working Monday – Friday hours in a large team fun team environment! The online travel world is set to take off, and now is your chance to be a part of it! Sensational set salary on offer! Call us today to find out more!

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Stop working 12 hour days and get that work life balance back! This large retail agent in Melbourne’s south eastern suburbs will see you booking exciting travel for repeat clients! Working Monday – Friday with the odd Saturday and no late night trade you would be crazy to miss this role! If you have a minimum of 2 years retail experience and are ready for your next challenge then we want to hear from you!

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**CALLING ALL NIGHT OWLS  
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Looking for a role outside of the norm? Enjoy challenges and variety in your working day? This role will give you this and more. Working a variety of after hour shifts and weekends you will be handling amendments, emergency situations and last minute bookings for corporate clients. Based in the CBD you’ll have car parking provided, earn sensational \$\$ along with access to top travel benefits. Min 2 years travel consulting experience a must and GALILEO skills preferred.

**AUSSIE ASI!**

**DOMESTIC WHOLESALE CONSULTANT  
BRISBANE CBD – SALARY PACKAGE TO \$52K OTE**

Are you a guru on all things Australian? Know the desert from the reef and everything in between? This role is all about Australia and right now our client is searching for the perfect true blue consultant to take hold of this rare and exciting opportunity to get into wholesale. Not only will you have the chance to work for a great company, you will receive fabulous \$\$, career advancement & many other benefits. Come on, show us your Aussie pride – Apply now

# Get ready to be floored!

Come along to the *Disneyland* Resort in California training session and learn how the Happiest Place on Earth just got Happier!



## When

Monday, 17 September 2012

## Where

Doltone House,  
Darling Island Wharf  
Pymont (directly opposite  
The Star Casino)

## Time

5:30 – 8pm

## RSVP

Spaces are strictly limited.  
Please reply to  
[karen.prideaux@disney.com](mailto:karen.prideaux@disney.com) or

[CLICK HERE TO RSVP](#)

Your attendance to the event will  
be confirmed to you by email on  
Thursday 13 September.

## Getting There

- 1) Parking is available at your own cost at The Star or Harbourside at Darling Harbour.
- 2) Train to Town Hall and then walk down, approx. 10 minute easy walk.
- 3) Light Rail or Ferry to Pymont.
- 4) Monorail to Darling Harbour.