

Smart devices are changing

the way people travel



Find out about tactics you can implement to take advantage of this trend in this edition of **The Thought Exchange**

Watch now join the conversation on our **blog**



Travel Daily

First with the news

Friday 24th May 2013

FULL SUPPORT FOR YOUR BUSINESS
Join Australia's most successful home based travel consulting partnership



join.travelmanagers.com.au
1800 019 599

GA Brisbane limos

GARUDA Indonesia has today confirmed the roll out of free limousine services for 'pointy-end' passengers in Brisbane, as exclusively revealed first by **TD** earlier this month (**TD** 09 May).

Effective 01 Aug when Garuda marks its return to the Qld capital with daily non-stop flights to Bali (Denpasar), Executive Class pax within a 20km radius of the airport will be offered complimentary seamless door-to-door collections and drop-offs.

Additional charges will apply for passengers outside 20kms

GA vice president Australia & SWP Bagus Y. Siregar said the new service "will provide an added level of convenience for high end and corporate travellers who travel regularly."

Rush on for US & Canada

A SHAKY Australian Dollar has not deterred Evergreen Tours from cranking out an expanded product offering to the US in 2014 after a successful debut last year and calls from travel agents and clients seeking more.

The tour operator this week released its brand new Canada & USA program, saying it is 'first in market' with a brochure on agent shelves, enabling consultants to now book with confidence.

Responding to higher than forecast passenger numbers to the States in 2013, Evergreen has invested heavily in promoting the destination in a 138 pg brochure.

GM Angus Crichton told **Travel Daily** the North America brochure has over 60% more new product than what was featured in 2013 - the majority of which is spread

across America where 12 all new itineraries have been introduced, including a 16-day Route 66 tour.

Cruising holds key positioning in the program, with Alaskan Inside Passage, New England, Caribbean and Mississippi options offered, including voyages on the mega-liners *Allure of the Seas* & *Oasis of the Seas* and the *American Queen* paddle-steamer.

Three new tours have been added in Canada & Alaska, including a 17-day trip priced at a jaw-dropping \$4,995 per person.

The firm is also first in market to package the Rocky Mountaineer Coastal Passage Experience from Seattle to Banff on a 20-day Rockies Explorer, Crichton says.

MEANWHILE, APT has today announced the release of its *Canada & Alaska, Featuring USA* brochure, incorporating new "exclusive" Alaskan expedition cruises on the *MS Caledonian Sky* and Mississippi river cruising on the *Queen of the Mississippi*.

In 2014, APT has expanded its range of small group travel by air touring options, partnering with Mauiva AirCruise to offer a 17-day East coast air cruise, priced from \$7,090ppts.

JQ daily on ADL/DRW

JETSTAR is ramping up capacity on the Adelaide-Darwin route by 1,080 seats a week, with daily services to debut from 01 Sep, up from four weekly frequencies.

North-bound services will also move to a day-time departure, enabling pax to better connect in Darwin for Jetstar services onto Singapore and to Denpasar (Bali).

Fuelled by "increased demand", the change means Adelaide pax no longer need to backtrack via Melbourne to reach Singapore, or travel via Perth or Sydney to get to Bali, the low-cost carrier said.

Seven pages of news

Travel Daily today has seven pages of news & photos plus a full page from: (**click**)

- AA Appointments jobs

Fly free~

with Celebrity Cruises

Book by 31 July 2013

Cruise New Zealand & receive pre or post-cruise flights:

*Terms & conditions apply. Learn more.



Celebrity X Cruises

INTRODUCING
BORDEAUX, VINEYARDS & CHATEAUX
BORDEAUX TO BORDEAUX | 8 DAYS

UNIWORLD
BOUTIQUE RIVER CRUISE COLLECTION™

JQ Travel Shop boost

THE Jetstar Group is continuing with its expansion of retail outlets in Indonesia, with a second store having just opened & more travel shops earmarked to launch in the next 12 months.

The latest Jetstar Travel Shop opened in a shopping precinct in Surabaya, where it will have access to 3.1 million customers.

Last year, the group opened its first store in Jakarta (**TD** 09 Oct).

Customers will be able to book not only Jetstar fares, but soon other travel products including hotel stays and travel insurance, seven-days a week.

Currently, the Jetstar Group has 114 weekly flights in operation between Jakarta, Denpasar, Medan and Surabaya and int'l gateways incl SIN, PER, SYD & MEL.

QANTAS Holidays



GET READY to EARN POINTS ON AIR!

Earn **Trip** points on the air component of every Qantas Airways Domestic booking you make with Qantas Holidays.

Bookings must be made and deposited 1-31 May 2013 for departures 1 May - 30 Sep 2013.

^Conditions apply. For full terms and conditions. Visit tripline.com.au



Reservations Consultant - Syd

- ▶ Adventure Tourism
- ▶ Asia, Africa, South America, India
- ▶ GDS experience ess. including ticketing
- ▶ Salary from \$40K + super

Contact: Ben Carnegie
02 9278 5100
ben@inplacerecruitment.com.au



[click here for details](#)

Travel Daily

First with the news

Friday 24th May 2013



Aircalin
New Caledonia

[CLICK HERE](#)

QF, EK availability woe

QANTAS is advising agents it's working on a solution to address flight availability differences when searching for seats between operating and marketing carriers under the Emirates codeshare.

In some cases, booking classes are showing limited access on EK flights that QF is codesharing on, the QF Industry portal states.

"In free-sale codeshare arrangements, QF and EK are unable to assist travel agents in adjusting availability access on the Qantas codeshare services," the industry memo says.

QF says an IT enhancement, currently in the pipeline & likely to be introduced next month, will minimise differences and "deliver greater availability consistency."

For further details go to www.qantas.com.au/agents.

NZ airports oppose VA/NZ

THE NZ Airports Association has come out in strong opposition to the unconditional re-authorisation of the trans-Tasman alliance between Air NZ and Virgin Australia, with a submission to the ACCC saying that "the interests of the flying public on both sides of the Tasman are best promoted by encouraging competition and independent carriers."

Currently the alliance controls 51% of the capacity on the route, and the association warns that without the current conditions

requiring the airlines to maintain capacity growth in line with market growth "there are clear and easily recognised economic incentives driving the carriers to restrict capacity on routes with limited competitive constraint".

A further submission from the applicant airlines on the ACCC site also provides answers to a number of questions posed by the ACCC, including the workings of the alliance and its core principle of "metal neutrality".

It also covers such details as revenue sharing, alignment of financial incentives, lounge sharing, reciprocal frequent flyer benefits and Special Prorate Agreements resulting from the alliance.

Biggest Loser Retreat

OWNERS of the Gold Coast's Golden Door Health Retreat are re-branding the property in Jul, to become the first The Biggest Loser Retreat in the country.

Cypress Lakes Groups is making the change after signing a deal with Shine Australia, producers of Network Ten's *The Biggest Loser*.

Similar retreats are already in operation in the US under The Biggest Loser Resorts moniker.

Golden Door Health Retreat is celebrating its 20th anniversary in 2013 & GM Andrew MacDonald said now was the right time to begin a "new chapter" in aiding overweight & obese Australians.

The retreat will offer guests customised weight-loss programs that aim to achieve lasting body fat loss, while keeping to Golden Door Australia's key philosophies of movement, food, coaching and education.

Prices start at \$342ppts per day which includes accommodation, food, beverages, info seminars, fitness and movement sessions & cooking demonstrations, and based on a seven-day package.

The recommended length of stay is three weeks "as this is recognised as the time it takes to change a habit," the firm says.

More info on the retreat at www.biggestlosertretreat.com.au. Bookings open next month.

Malolo resort revamp

FIJI'S former backpacker Walu Beach Resort has been acquired by Sportnet Holidays owner Rob Cecconi and revamped into a new 4-star island destination.

Dubbed Tropica Island Resort, the now boutique property has received a multi-million dollar facelift, blending Fijian and contemporary architecture.

Located in the Mamanuca group of islands, the 14-room Tropica is being pitched at the weddings, honeymoons & couples markets.

Five night packages including 2 x 30min spas and FJ\$250 food & drinks credit start at \$2,469 per bure - www.tropicaisland.com.

2nd FJ A330 delivered

AIR Pacific - soon to be Fiji Airways - yesterday took delivery of its second brand new Airbus A330-200 aircraft, with the jet to be deployed first on the Sydney route from 03 Jun.

The carrier's acting ceo Aubrey Swift said the new aircraft "gives Fiji a chance to expand services to new and emerging markets."

"We are well on our way to offering our customers the best flying experience in the South Pacific," Swift commented.

A newly refurbished Boeing 737 with the Fiji Airways livery & design has also joined the airline's fleet today, while a second will be added to the fleet in two weeks.

AgentRez phase out

EXPEDIA'S AgentRez travel agent program will be phased out of operation by the end of Jun after merging with the OTA's Travel Agent Affiliate Program.

Providing a Consolidator Service

for all markets and valuing the Travel Agent and their Independence

[Click to read more and a better solution](#)

Sell, Shop & Party.

with United from 6-31 May!

JTG EXCLUSIVE

UNITED

A STAR ALLIANCE MEMBER

NONSTOP SERVICE FROM SYDNEY TO THE U.S.

Connect to the U.S. with daily flights to New York-JFK from Sydney* via Los Angeles.

For details, visit delta.com or call 1800 458 368.

*Travel from Melbourne and Brisbane is also available with our codeshare partner Virgin Australia.

Brisbane. Daily.
From Brisbane to the World.
Every day of the week.

CLICK HERE FOR
MORE DETAILS



Travel Daily

First with the news

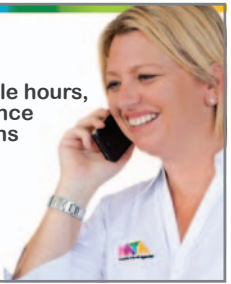
Friday 24th May 2013

Every agent has
a reason to join

Total freedom, flexible hours,
better work life balance
& higher commissions



Call 1300 682 000
Visit join.mtatravel.com.au



Travel Daily

on location in
New York City

Today's issue of *TD* is coming
to you from New York City,
courtesy of Delta Air Lines.

ANTICIPATION is high in New York for the launch tomorrow of Delta Air Lines' new state of the art Terminal 4 at JFK Airport.

By the end of May, Delta will have moved its entire New York operation to the new T4 or T2, with a shuttle bus provided to transport pax between facilities.

For connecting Delta flights, the shuttle will be the quickest option getting between the two JFK terminals as it avoids security screening a second time.

DL operates daily services from Los Angeles to Sydney.

Delta spruiks new JFK T4

DELTA Air Lines says it is leading the US airline industry's revival with its US\$1.4 billion New York JFK Terminal 4 opening tomorrow heralded as a day for the airline that represents a watershed moment for the SkyTeam carrier.

With its debut, DL will become the biggest int'l carrier operating out of New York City, a hub ceo Richard Anderson describes as "the largest and most desired destination in the world."

He said JFK T4 is a major step forward for the carrier, it's the centre of Delta's most important global gateway, with service to 100 cities worldwide - more than any other carrier.

"Our new terminal will have 18 international wide-body gates, 100 check-in counters and kiosks, while the international arrivals hall will be able to handle over 3,000 pax per hour," he added.

"It has a very large lobby and also a huge Sky Club with a deck that looks out over JFK."

Anderson told 80 members of the media flown in for the event, including *TD*, that Delta's global gateways are supported by a strong international network and strategic partnerships in regions worldwide.

It already has a joint venture with Air France/KLM/Alitalia and has a proposed joint venture with Virgin Atlantic, that creates an industry-leading transatlantic

DL resumes JFK/PRG

DELTA Air Lines will resume seasonal non-stop services from New York JFK to Prague from tomorrow, operating the service with Boeing 767-300 aircraft.

airline network.

In Asia, DL's network is bolstered by a hub at Tokyo Narita and close partnership ties with China Eastern and China Southern.

This is supplemented by strategic investments with Brazil's GOL and Aeromexico, and a stake in Singapore Airlines as well.

Delta also recently took the unusual step of buying its own oil refinery saying it wanted to control its own destiny.

"We are re-shaping our business model for stability and good customer service, even with economic uncertainty and high fuel costs."

"We now have a great global network for our customers. Our aim is to be the number one carrier in the world, and also the most profitable," he stated.

VA boss lauded by DL

VIRGIN Australia boss John Borghetti came in for high praise today from Richard Anderson.

Speaking at an international news conference in New York City to mark the carriers' new Terminal 4 opening at JFK Airport yesterday, the Delta chief said Borghetti is "a very capable operator and we're delighted to be associated with Virgin Australia."

"They bring great connectivity to our arriving and departing passengers," he said.

When questioned by *TD* if Delta's Los Angeles-Sydney route was profitable after three years of operation, he was unable to disclose any figures, but stated DL has long-term plans for Sydney.

"While we won't be adding any more capacity on the route, we are pleased with our service there," he commented.

A380 off DL wishlist

THE Airbus A380 double-decker jet and Boeing's fuel efficient 787 *Dreamliner* won't be introduced to the Delta Air Lines fleet any time soon, the carrier's ceo says.

Richard Anderson says DL has no plans, or intentions, to buy the A380 superjumbo to carry its 160 million passengers per year.

"It's so large, is what our customers tell us.

"They want frequency, so rather than putting all our pax on one big airplane and flying them between two points once, our pax want multiple, non-stop frequencies with smaller planes," he said.

And, Delta's in no hurry to buy Boeing's 787 *Dreamliner* either.

"It's a great advancement in technology, but it'll take time to iron the bugs out, so we've deferred our order until 2020."

DL's Mr Anderson at NY matrix



ABOVE: Staff from SkyTeam alliance co-founding member Delta Air Lines brace for tomorrow's opening of the new JFK Terminal 4 with ceo Richard Anderson (inset).



Celebrate New Year's Eve in Europe!

Fireworks in London? Or quiet time in the snow?
Or a New Year's Eve with a difference at the 'Sound of Music' Palace
—we have a New Years Tour to suit everyone!

Click to view our full range of
European New Year tours Ph 1300 135 015



Reviews not so anonymous

THE legitimacy of feedback on TripAdvisor has again come into the spotlight, with the introduction of a new Facebook app on the review site suddenly revealing the not-so-impartial identity of some people posting their opinions online.

One who has been caught up in the controversy is Peter Hook, well known to the industry as Accor Asia-Pacific's long-time public relations manager.

The new link to Facebook means that reviews that he posted under the pseudonym 'Tavare' have now been connected to his Facebook profile, meaning any anonymity has been lost.

Hook's hitherto secret identity has been unveiled by a UK-based company called KwikChex, which has long lobbied against so-called "review cheats" and offers a range of "online reputation management" services.

KwikChex co-founder Chris Emmins said the introduction of the Facebook app was a "welcome step in terms of helping authenticate reviewers" but said the exposure of "Tavare" has highlighted the shortcomings of systems where there's no verification of identity.

In a comprehensive hatchet job, he has highlighted "glowing" Tavare reviews of Accor properties and compared them with less-than-complimentary posts about non-Accor brands.

Emmins has also cited Accor ceo Simon McGrath speaking about

the use of TripAdvisor reviews on the Accor reservations site and the "level of transparency" this has offered to guests.

HOWEVER, Hook has pointed out that a large number of his reviews on TripAdvisor related to restaurants or activities, or were non-hotel related.

He said that first and foremost, his TripAdvisor account was in no way sanctioned by company management.

"As a regular and very experienced traveller I shared reviews of restaurants, attractions, destinations and hotels on TripAdvisor," he said.

"Every review I have written has resulted from personally experiencing the product.

"There have been five star reviews of competitors as well as less than favourable comments about our own properties... in terms of forums I have contributed where I thought my comments were constructive, and looks at the breadth of my reviews will appreciate that they are very reasoned opinions".

Hook admitted that it was a "fair criticism" to say that his professional position should have been mentioned in any reviews of hotels, and henceforth he won't review any hotel-related product under the Tavare pseudonym.

"I am a great believer in TripAdvisor and its value to the travelling public," he said, adding that he believed in all his reviews he had been "reasonable".

Funding defended

THE Federal Tourism Minister has scoffed at claims made by the Opposition that funding for Tourism Australia had fallen under the Gillard Government.

Minister Gary Gray confirmed TA's budget for 2013/14 would be \$142.8 million, up \$4.6 million on the year prior, and including the \$12.5 million injection from the Asia Marketing Fund.

Gray's remark come in response to calls by Federal Opposition Tourism spokesman Bob Baldwin who said the Government had scaled back funding.

"In contrast, the Opposition will cut to the bone. That means Tourism Australia and all tourism grants programs are at risk.

"Many of our most creative and rapidly growing tourism providers are small businesses that do not need the negativity and constant carping of the Opposition.

"They do need the constructive support of Tourism Australia." Gray commented yesterday.

Ecolodge struggling

DAINTREE EcoLodge & Spa in Far North Queensland has confirmed having falling on "some financial problems", with administrators appointed.

KPMG were appointed as receivers in early Mar, the family owned and operated property said in a memo last week, but is continuing to operate.

"In collaboration with on-site management & for all employees, it is business as usual," it says.



Window Seat

AS FAR as futuristic goes, this has to be up there with the most outlandish and audacious.

An international consortium led by a US business has lodged a request for planning permission with the Barcelona City Hall for what can only be described as a new mini city.

Initial plans outline a starting investment of €1.5b Euros, for an artificial island to be reclaimed off the city's coast, on which will sit a number of architectural behemoths.

Front and centre would be a hotel stretching 300m into the sky, which will also house a vertical wind tunnel and what is being claimed as the world's first "zero gravity spa" (**below**).

Private apartments, a 24hr shopping centre and a marina will also feature.

The project has already hit a snag however, with Barcelona's Mayor rejecting the idea, saying he did not want to turn his city into "a spectacle".

"We have no need or desire to take on projects of this nature," he added.



afta

NATIONAL TRAVEL
INDUSTRY AWARDS

Tickets on Sale Now

afta National Travel Industry Awards

Saturday 20th July 2013

VISIT
www.afta.com.au

ATEC slams PMC imbalance

AUSTRALIAN Tourism Export Council managing director Felicia Mariani has criticised last week's Federal Budget, saying it largely ignores reinvesting in the industry despite the benefits it will receive from outbound traveller taxes.

Projections from the Passenger Movement Charge, which was increased from \$47 to \$55pp last year, is expected to generate \$1.1 billion for the Government by

2016/17, with only 10% of this expected to be reinvested.

Mariani called for the Govt to put some of the PMC's revenues to enhancing the competitiveness of Australia in the int'l market.

The ATEC head added that part of PMC income must be spent on helping the industry interpret and implement recommendations gathered from data and research.

"We need to ensure that Australia remains ahead of the curve and that requires us being well abreast of emerging trends and changes in consumer demands," Mariani said.

"Importantly, the industry needs this information provided them to be in a useable and understandable format that sheds light on what this data means for their businesses".

Mariani also congratulated Vic and NT's state & territory gov'ts for respective \$24m and \$15m boosts to their tourism industries.

Crown, Echo split

CROWN Limited has today confirmed the divestment of its 10% stake in Echo Entertainment Group Limited for \$264 million.

Echo Entertainment owns businesses including The Star, Jupiters Gold Coast, Treasury Brisbane, Gold Coast Convention & Exhibition & Absolute Rewards.

Hawaii on Postcards

AGENTS in Victoria are being encouraged by Hawaii Tourism Oceania to tune into this week's episode of the Nine Network's *Postcards* travel program.

HTO country manager Helen Williams said Jetstar's direct Melbourne-Hawaii services provided a perfect opportunity to give Melburnians a taste of Hawaii to escape the winter chill.

Airing on Sun at 5:30pm on Sun & nationally on GEM at 12:40pm on Sat 01 Jun), the program will showcase Oahu, Maui and Lanai.

Sabre tool enhanced

A NEW workflow process has been unveiled by Sabre Pacific as part of its Sabre Online corporate and int'l booking tool.

Sabre Pacific says the new Version 6.3 offers improved speed, consistency and provided a faster booking experience.

A major enhancement of the updated software allows for simultaneous searches of flight, car and hotel inventory on one screen, with no additional training required, Sabre says.

Malay appointments

TOURISM Malaysia Australia has appointed Kamilia Hani Abdul Halim as its new Director for Tourism Malaysia Perth on a four-year contract.

Halim replaces Shukri Hanafiah.

MEANWHILE, Yasmin Feazah Samsudin has taken up the post of Deputy Director for Tourism Malaysia's Sydney office.

CH Thailand incentive

PLACES on a Thailand famit trip departing 26 Jul are up for grabs in a new agent incentive launched today by Creative Holidays.

Air & Land bookings for the destination will earn an entry into the draw, with a bonus entry if a Thai Airways airfare is included.

Eligible bookings must be made before 19 Jun for departure no later than 31 Dec - ph 131 222.

MEANWHILE, Creative will extend the Mon-Fri hours of its reservation team until 7:30pm in winter and 8:30pm in summer.

More flights to MNL than any other carrier
 SYD – 4 x B777 direct flights each week
 MEL – 3 x B777 direct flights each week
 PER – 4 x A320 flights via DRW each week from Jun
 BNE – 3 x A320 flight via DRW each week from Jun

[Click here for more details](#)



Philippine Airlines

Excite revs up agents and staff



IT WAS full speed ahead for a number of loyal clients & senior staff this week at Sydney's Eastern Creek Raceway as Excite Holidays treated them to an experience of a lifetime in a radical racing car.

The attendees each took turns behind the wheel with the guidance of an experienced instructor before switching seats & strapping in for a white-knuckled ride reaching speeds of

more than 230kph and cornering G-forces of 2.5 times their weight.

Each of the drivers agreed the event was an unforgettable ride.

Pictured above between their hair-raising rides is Maged of HWT Chullora; Steve, Breakaway Travel; Peter, Excite Holidays; Ruben R, Excite Holidays; Ruben A, Excite Holidays; John, Classic; John, TravelManagers and Joe from Excite Holidays.

EK tunes up the Canberra band



EMIRATES hosted 70 agents from the ACT to a special evening performance of the Sydney Symphony Orchestra at the ANU School of Music to thank them for their ongoing support.

The carrier has been a principal partner of the orchestra for the past 11 years, with Emirates stressing to the agents its strong commitment to the travel trade.

Additionally, the carrier took the opportunity to introduce its new ACT sales executive Byron Caygill to some of the agents he will be working closely with in his role.

The concert also formed part of the orchestra's regional tour.

Caygill is **pictured** right at the performance with Tim Harrowell, Emirates; Ross Appleton, QBT and Henry Barrington from Qantas.

TCs enjoy drinks “on the rock”



RIDING on The Ghan was one of the highlights experienced by this group of Travellers Choice Bronze award winning agents as

CHC wants a new ceo

CHRISTCHURCH Int'l Airport Ltd is recruiting for a “talented, proven leader” to take up the post of ceo, with the position advertised in today's *Fin Review*.

Counsellor comms up

TRAVEL Counsellors has reported commissions earned by agents in its home-based network have climbed 14% on average for the first four months of 2013.

Country manager for TC's, Tracy Parkinson said the in-house dynamic packaging system allows agents to tailor packages for their clients, and keep 60% of all of the commissions earned.

“Travel Counsellors earn money on every cent they sell, and there is no limit on the amount they can earn,” Parkinson said.

MEANWHILE, the company has launched a new promotional film showcasing the company and offering a look into who they are.

The film has no spoken words and adopts a high visual approach to promote the organisation.

“The theme of the film is ‘with us...it's personal’ which is at the very core of our business,” Travel Counsellors managing director Steve Byrne said.

To view the film, click on the **TDTV** logo here.



Aquatica & Antarctica

TWO new theme parks are preparing for official openings in the US over the next two weeks.

A 3.6-acre Antarctica attraction will be opened at SeaWorld in Orlando and will be the biggest expansion opened in the history of the attraction.

Over the other side of the country, Aquatica - a park themed on South Pacific islands will open approx 32kms from SeaWorld in San Diego, California on 01 Jun.

Flybe drops Gatwick

UK REGIONAL carrier Flybe has sold its landing slots at London's Gatwick Airport to easyjet for £20m, withdrawing its presence from the facility altogether.

The carrier is working to a cost cutting plan to rebuild its finances.

Canada still climbing

VISITORS from Australia to Canada were up a moderate 1.5% for Apr compared to Apr 2012, with a total of 10,661 pax arriving from down under, according to official Canadian Tourism Commission statistics this week.

The result was a slow start to the second quarter of 2013 compared to Q1, which posted a 6.5% year-on-year increase.

they paid a visit to the Red Centre.

Participants in the exclusive six-day educational were guests of AAT Kings & Great Southern Rail, also taking in Uluru at sunrise, sunset at Kata Tjuta and a serene dinner cruise in Darwin.

Pictured above tipping their glasses to ‘The Rock’ at the Uluru-Kata Tjuta National Park, from left is Victoria Turnbull, AAT Kings; Jessi Greer, GSR; Simone Kelly, Travel Bound & Cruise; Trish Miller, Central Coast Cruise & Travel; Bianca Aarts, Ballina Cruise & Travel; Lynn Bradley, Compass Travel & Cruising; Brian Blackwood, AAT Kings; Julie-Ann Silvey, Chelsea Travel & Cruise; Carmel Johnstone, Mordialloc Travel & Cruise; Jen Phillips, Moss Vale Cruise & Travel; Trinity Hastwell, Hastwell Travel & Cruise and Bruce Russ, Travellers Choice.

Hahn Air up all night

TRAVEL agents can now reach e-ticketing firm Hahn Air's Service Desk by phone 24 hours a day from Mon-Fri each week after the company extended its hours.

Round-the-clock assistance for any e-ticket enquiries is available in seven languages on +49 6103 5013 200 or by email at service@hahnair.com on weekends.

&Beyond stay pay

NGOROGORO Crater Lodge, operated by &Beyond, is offering Stay 6 Pay 4 or Stay 10 Pay 7 deals for safari travellers, valid 01 Nov to 20 Dec - www.andbeyond.com.

Technology Update

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

The mobile future in now!



Did you know there are almost as many smartphones on the planet as there are households with a TV? The world is now truly mobile and as these devices continue to evolve, so too does the way people travel. Mobile is changing the face of the industry and the time to start making the most of it is now.

Today's traveller is tech savvy, armed with an array of gadgets and has higher expectations than ever before. Luckily, more travellers with mobiles means more opportunities to provide enhanced levels of personalisation and convenience for your customers, at home and abroad. Or to put it more simply: having the best access to mobile technology gives you the best access to your customers.

This month, Sabre is encouraging all agencies to implement an integrated mobile strategy to help build those one to one relationships which will keep your customers coming back for more.

To find out more or to join in on the discussion about how mobile solutions can power growth for your business, sign up for our Thought Exchange Web Event at 10:00am Tuesday, 28 May!

Make sure you register as soon as possible to reserve your place in the discussion and your complimentary copy of the PhoCusWright whitepaper on how travel agents can drive customer engagement by embracing technology trends in the Australia/New Zealand market.

I hope to see you all there!

Gai Tyrrell, CEO, Sabre Pacific

Sabre
pacific

REWARD!



Lost & Found in Singapore

This week **Travel Daily** and **Singapore Tourism Board** are giving you the chance to win an **iPad mini and a Smart Cover**.

Whether it's fun and games for the kids, entertainment for the family or action and adventure for the adults, there's certainly something for everyone. Take a peek into what Singapore can offer for families!

Share with us a great family experience you found in Singapore and you'll be in the running to win. Hint: Check out our Trade Secrets at yoursingaporeexperience.com.au.

I got lost in Singapore and found fun for the whole family: (in 25 words or less)

Send your entry by COB on Fri to: stbcomp@traveldaily.com.au



Heads spinning through 3D art



LONDON, New York and Paris all came together as one at the recently unveiled 3D artwork commissioned by travel.com.au.

Situated in Martin Place in the Sydney CBD, the artwork was unfortunately only on display for a short period, however a trip for two to either of these three cities is still up for grabs.

The amazing piece featuring Big Ben, the Eiffel Tower and the Statue of Liberty was created by Aussie artists Jenny McCracken and Anton Pulvirenti.

Economy Plus Sabre

UNITED Airlines will offer its Economy Plus seats as well as all ancillaries to Sabre connected agents following the signing of a new long-term deal with the GDS.

Travel.com.au executive general manager Helen Demetriou said the three cities were consistently in the top ten most popular destinations booked year-on-year.

Entries in the competition are open until 05 Jul, and for more info, see www.bit.ly/3dartcomp.

Pictured above around the 3D artwork are some of the Travel.com.au team consisting of Gemma Crowley, Bao Vu, Lauren Wenz, Renee Welsh, Ella Burgess, Aisling Kelly and Lorna Bella.

TR launch out of SIN

SINGAPORE-BASED carrier Tiger Airways will launch its first service outside its Changi hub, with new four weekly direct flights between Hong Kong and Jakarta set to begin from 25 Jul.

The service will increase to a daily operation from Sep.

Cop scam crackdown

AUTHORITIES in the Vietnamese city of Hanoi are taking steps to crack down on scams against tourists, asking for a special unit of the police force to be formed aimed at acting on visitor gripes about unscrupulous merchants.

Green light from EU

ANTITRUST regulators in Europe have formally approved a commercial tie-up between three airlines seeking to form a revenue sharing agreement on a number of transatlantic routes.

Star Alliance carriers Air Canada, Lufthansa and United Airlines each provided a commitment to the EU that it would not engage in anti-competitive activity on the Frankfurt to New York service.

In return, a number of slots at the two airport were surrendered by the trio, with further deals with competitor carriers to be initiated to ensure passengers are not disadvantaged by the venture.

WIN A HOLIDAY TO HAWAII, THE BIG ISLAND

To avoid confusion with the name of the entire state, the island of Hawai'i is often called the "Big Island," and what an appropriate name it is. Nearly twice as big as all of the other Hawaiian Islands combined, its sheer size can be inspiring.

This month Travel Daily is giving readers the chance to win a holiday to the island of Hawai'i, courtesy of Hawaii Tourism Oceania, Hawaiian Airlines and Hilton Waikoloa Village.

The prize includes two return economy fares from Sydney to Kona via Honolulu with Hawaiian Airlines, six nights accommodation at the incredible Hilton Waikoloa Village and return airport transfers with a flower lei greeting on arrival.

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

Email your answers to: hawaiicomp@traveldaily.com.au.

Q.18: How much is it to purchase an exit row seat at check-in with Hawaiian Airlines?

Hint: www.hawaiianairlines.com.au



[Click here for terms & conditions](#)



AMEX Allianz tie-up

ALLIANZ Global Assistance Australia has selected American Express Global Business Travel to manage its travel and corporate payments program for emergency repatriation & medical assistance.

BW enters Myanmar

BEST Western International will open its first property in Myanmar following the signing of a hotel management agreement with the Green Hill Hotel in Yangon.

The 189-room property will operate under the company's mid-scale Best Western brand.

Hungary F1 package

BEYOND Travel has released a travel package for Formula One fans to take in the action at the Hungarian Grand Prix in Budapest from 25-27 Jul.

The deal includes three nights at the Hotel Leonardo Budapest and a standing pass at the track from \$465pp - phone 1300 363 554.

Socialise with Beacon

NEW York City's Hotel Beacon has launched new social media accounts on Facebook, Twitter, Google+ and more, offering hotel special rates & local information.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

Postal address: PO Box 1010, Epping, NSW 1710 Australia
Street address: 4/41 Rawson St, Epping NSW 2121 Australia
P: 1300 799 220 (+61 2 8007 6760) **F:** 1300 799 221 (+61 2 8007 6769)

Advertising and Marketing: Christie-Lee Lachance, Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au

Part of the Travel Daily group of publications.

Publisher/Managing Editor: Bruce Piper
Editor: Guy Dundas
Assistant Editor: Matt Lennon
Contributors: Chantel Housler, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.



**ARE YOU A PERFECT FIT FOR
THESE ROLES? GET YOUR CAREER
INTO SHAPE TODAY!**

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

NSW & ACT - 02 9231 6377 - apply@aaappointments.com.au

VIC, WA & SA - 03 9670 2577 - recruit@aaappointments.com.au

QLD - 07 3229 9600 - employment@aaappointments.com.au

***NEW* JOIN THE GREAT GATSBY RIDE
ENTERTAINMENT CONSULTANT
CBD SYDNEY – PACKAGE UP TO \$65K**

This award winning boutique entertainment Travel Company is looking for an enthusiastic and talented consultant to join their entertainment team. You will have the opportunity to book the hottest bands, arrange music festivals, arrange movie premiers and work with film and production companies. Never a dull moment in this role, have the opportunity to work with upbeat clients in a fast paced environment. If you have experience in entertainment travel, Galileo/Tramada preferred. Apply today.

***HOT* CLIMB THE CORPORATE LADDER
CORPORATE CONSULTANTS
CBD SYDNEY – PACKAGE UP TO \$75k**

Do you feel like you deserve a pay rise? This is the time to get paid the salary that you deserve. Working for a high end boutique corporate Travel Management Company dealing with high profile clients on top end accounts. This corporate travel role is all about customer service and servicing VIP clients. If you consider yourself to be the "Top Dog" in corporate travel this is the role for you. If you have Amadeus and 5 years experience. Make the move today.

**FEELING UNDERAPPRECIATED & UNDERPAID?
RETAIL TRAVEL CONSULTANT
MELBOURNE (EAST) – SALARY PACKAGE TO \$45K (DOE)**

HOT new role out East just called in! Due to company growth this well established retail office is now searching for their next superstar consultant to join the team! Selling exciting leisure holidays to your repeat and referral clients this is your opportunity to move away from the time wasters and brochure collectors! You will work Monday – Friday hours and the odd Saturday and be rewarded with an attractive salary package and luxury famils! Min 12 months experience required! Apply now!

**EXPERIENCE LUXURY LIKE NEVER BEFORE!
INBOUND TRAVEL CONSULTANT**

MELBOURNE (INNER) – SALARY PACKAGE TO \$55K DOE
Are you looking for variety in your role? Want to combine your inbound consulting and product skills and work for a luxury high end wholesaler?! Our client is a leading luxury travel company who specialises tailor made holiday itineraries. Having been established for over 30 years they have built up a strong client base and due to recent growth they are seeking a new team member to join their friendly and professional team. Previous inbound consulting experience required! Call us now to find out more!

**TASSIE, WE HAVEN'T FORGOTTEN YOU!
CORPORATE CONSULTANTS
HOBART - SALARY PACKAGE TO \$50K (DOE)**

Amazing NEW opportunity in HOBART! This award winning boutique office in Hobart is now searching for a superstar corporate consultant to join their team! You will be responsible for booking corporate travel for the SME market to worldwide destinations. You will need to possess more than 12 months international consulting experience and working knowledge of a GDS! If you are ready for your next challenge then we want to hear from you! Don't delay; roles like this are rare in Hobart!

**LEAN ON ME - UNIQUE SUPPORT ROLE!
ONLINE SUPPORT CONSULTANT**

MELBOURNE (INNER) – SALARY PACKAGE TO \$55K (DOE)
Our client is a successful travel company that is flying under the radar and growing at a pace not seen in many years! Winning new accounts and seeing unprecedented growth, they are looking for a unique and vibrant personality to join their domestic online support team! This role could be yours, if you have more than 2 years domestic corporate travel consulting experience required (with experience utilising an online booking support tool), together with a vibrant personality.....So, What are you waiting for?

**YOUR ROUND THE WORLD TICKET
INTERNATIONAL WHOLESALE CONSULTANT
BRISBANE CBD – \$50K OTE**

In this fast paced travel role you'll be selling a South Pacific package one minute to a South African safari the next. You'll love working in this fun and friendly international wholesale team environment where you handle enquiries from travel professionals. Not only will you escape face to face consulting but earn sensational \$\$, superb career progression, amazing famils and top travel discounts. All you need is previous 12 months travel consulting experience and a proven sales ability.

**SHOW ME THE MONEY
HIGH END LEISURE CONSULTANT
BRISBANE – \$60K OTE +++**

Are you a retail travel consultant with a strong clientbase and looking to return back to an office? This stunning office located in the Brisbane CBD is looking for a travel superstar to come and join them. You will be booking top end luxury travel for discerning clients who appreciate the finer things in life! You'll receive a fabulous salary and incentives along with lots of famils and Mon – Fri hours only. A min of 3 years travel consulting experience, exceptional customer service skills and a repeat clientbase is a must.