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Travel Daily

First with the news

Friday 13th September 2013

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Big QHV incentive

QANTAS Holidays and Viva! Holidays have today launched a major travel agent incentive, offering a \$50 Coles Myer Gift Card for every package booking made this month for travel to Asia, the Pacific or Queensland. To qualify for the reward, travel must commence this month, and it's thus valid for sales to 30 Sep. For more information, see the special **front full page** of today's issue of **Travel Daily**.

SeaLink prospectus out

SEALINK yesterday released the prospectus for its planned share market float (**TD** breaking news), confirming plans to raise \$16.5 million by issuing 15m shares.

The company said it will use the money to expand its operations in Sydney and Darwin, spend \$3.5 million on upgrading its existing fleet (including the conversion of a vessel to cater to the Asian market), and reduce its borrowings by \$7.65 million.

The company owns Captain Cook Cruises and has operations in South Australia, Queensland, the NT as well as on Sydney Harbour, and also operates travel agencies and tourism businesses which are "a key component of the vertically integrated model enabling the company to secure and grow core income streams".

The prospectus, which is inviting applications for shares from next Fri 20 Sep, estimates that the company will list on the ASX on 24 Oct with a total market capitalisation of \$77 million based on the offer price of \$1.10/share.

Sealink says it is positioned to grow, both organically as well as by acquisition, with demand for its services "aligned with the general growth of Australia as a tourism destination".

Other growth opportunities include expanding Sydney ferry services, boosting online sales by developing e-commerce systems, providing marine transport to the mining and resource industry and "acquiring underperforming businesses in the tourism and transport sectors".

QF kks SIN/MUM c's

QANTAS has confirmed it is expanding its codeshare alliance with India's Jet Airways (**TD** 04 Sep), adding a daily return service between Mumbai and Singapore, for travel from 01 Nov 2013, subject to regulatory approval.

The expansion with 9W provides customers "with a significant improvement in connection times when travelling between India and Australia," Qantas said.

Tickets are now available for sale.

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Today's issue of TD

Travel Daily today has seven pages of news & photos, a front full page for **Qantas Holidays/Viva! Holidays** plus full pages from: (**click**)

- AA Appointments jobs
- Merlin Entertainments

Merlin trade role

MERLIN Entertainments is today advertising for a Trade Sales Coordinator, covering its extensive portfolio which includes Madame Tussauds, Sea Life, Wild Life World, iFly, Sydney Tower Eye, Falls Creek and Mt Hotham. See the **last page** of **TD** today.

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Domestic fares soar

FULL Economy class domestic fares in Sep are at their highest index value level on record, newly released govt data has revealed.

Domestic Business class fares are also at peak index values in 22 months, while Best Discount and Restricted Economy fares are at 9 month highs, the Bureau of Infrastructure, Transport & Regional Economics' (BITRE) *Real Domestic Fare Index* shows.

The monthly price index gauges the lowest fare available across four categories on Australian domestic airlines, with Jul 2003 being the base of 100.

BITRE determined Full Economy fares have now risen to an index value of 124.7, whereas Business fares are up to 83.0, the highest mark since Dec 2011.

The Best Discount fare index rose 14.7 points compared to last month, to 74.1.

Uniworld incentive

UNIWORLD Boutique River Cruise Collection is offering a cruise to France to its top seller of 2014 bookings made between 01 Sep and 31 Oct.

The winner will have the choice of a voyage on the new Super Ship *SS Catherine* through Burgundy & Provence or aboard *River Royale* through Bordeaux.

The incentive carries with it a 2nd prize of Le Creuset cookware to the value of \$1,000 and a case of French wine valued at \$350 as a third prize.

NDC key for agent future

IATA'S "New Distribution Capability" will enable travel agents to provide a significantly better service for their clients, according to a presentation from IATA at the TravelTech conference in Sydney today.

IATA manager passenger services Australia and SWP Matteo Zanarini gave an overview of the system which essentially is seeing IATA develop standards for much richer data interchange between airlines, agents and consumers.

He said that NDC will give agents a much broader access to airline products including one stop access to ancillaries and other airline services.

"This will enable agent innovation and potential new revenue streams," he said.

Zanarini said NDC would also make travel agents more relevant when comparing complex product offers - and importantly it's also expected to result in a "significant reduction in ADMs".

Currently, around 60% of airline tickets (by value) globally are sold through travel agents, including OTAs and TMCs, and IATA is fulfilling its mission to help members facilitate their distribution capabilities.

Current data exchange protocols used by airlines to distribute via GDS are now about 40 years old, and provide very limited info - basically fares and schedules.

By contrast new direct connect

systems, as well as airline websites, "give capabilities that legacy systems can't provide".

NDC aims to standardise the delivery of rich content, with expectations it will take about five years to finalise the system and have it fully adopted.

Zanarini also dispelled various "myths" around NDC, saying it will offer more price transparency, not less, and promote competition between airlines because they will be able to compete on service offerings as well as price.

The NDC will support both anonymous shopping by consumers, as well as optional privacy-compliant logins so that offers can be customised around particular customer profiles.

"NDC will enable airlines to distribute all their products, not only the ones that fit into a GDS, and travel agent websites will be able to display and compare all those products," Zanarini said.

For more information on NDC, see www.iata.org/ndc.

EY lifts Virgin stake

ETIHAD continues to boost its shareholding in Virgin Australia, with an ASX release this morning revealing that the Abu Dhabi-based carrier now holds 13.4% of Virgin's shares on issue.

Etiihad has approval from the Foreign Investment Review Board to take its shareholding to 19.99%.

Jetstar for MEL T4

MELBOURNE Airport this morning announced that Jetstar would be the "anchor tenant" for its new Terminal 4, which is expected to be operating by the second half of 2015.

MEL ceo Chris Woodruff said the move reinforces Melbourne's position as "the centre of domestic aviation growth in Australia".

The new terminal will be at the southern end of the airport and once completed, will be fully integrated with the existing terminals under one roof, enabling passengers to freely walk between domestic and international terminals in minutes while protected from the elements.

AA to exit Chapter 11

A **US** magistrate has formally approved American Airlines' plan to emerge from Chapter 11 bankruptcy, despite a lingering antitrust lawsuit by the DOJ against its US Airways merger.

Scenic Russia on TV

SCENIC Tours will showcase the best of Russia on Channel Nine's *Mornings* program next week.

From Mon 16 Sep through to Fri 20 Sep, *Mornings* personality David Whitehill will travel across Russia, visiting Moscow, Uglich, Kizhi Island and St Petersburg.

The *Scenic Tsar* Russian river cruise ship will also be promoted. *Mornings* airs between 9-11am.

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Venture inks India sales deal

ADELAIDE-BASED wholesaler Venture Holidays has become the Australian-based sales agent for Totally India, a UK-based operator of small-group holidays to India.

Totally India offers a wide range of itineraries, ranging in length from 6-29 days and led by Indian tour guides, with segmented trips available based on specific interests, budgets and markets.

The deal opens the company's range to the Australian market,

which includes trips themed on trekking, rail, wildlife, cycling, golf, food, adventure, culture & more.

Families and budget conscious travellers are also catered for, as are those seeking private tours.

Venture Holidays managing director Robert Mackay said India was one of the most exciting and diverse regions in the world.

"With the experience we've had handling small group tours, we welcome the opportunity to sell what will be one of Australia's most comprehensive programmes to India".

Land-only prices start at \$635pp, with a 60-page brochure now available and more details by phone on 1300 414 151.

Sebel for Docklands

ACCOR will open the first new build Sebel branded hotel since 2009 in Melbourne next month.

The 96 studio/apartment Sebel Docklands Premier Apartments will welcome guests from 04 Oct, becoming the collection's 16th hotel & apartments across Accor's Australia/NZ portfolio.

Chief operating officer for Accor Asia Pacific Simon McGrath said the \$60m development will tap into growth opportunities for serviced apartments.

"The hotel's launch will cater to a wide range of sectors, but particularly solo business travellers and leisure travel with families and groups who seek an independent and self-sufficient stay, McGrath said yesterday.

USA specialist promo

A TRIP for two to Los Angeles with eight nights accom and more is up for grabs to agents in a new training incentive launched by Visit USA, Fiji Airways and the Anaheim County Visitors Bureau.

Agents are invited to enter by completing seven short training modules focusing on different geographic regions of the country.

To be in the running, sign up & complete the modules by 31 Oct.

For more information, head to <http://visitusa.org.au/training>.

AI mulling oneworld

STAR Alliance reject Air India (**TD** 01 Aug 2011) is considering teaming up with rival **oneworld** should its latest application for membership be rejected.

Air India was originally slated to join Star Alliance in 2011, but the airline network knocked back its application due to ongoing issues integrating Indian Airlines, coupled with a number of challenges such as pilot strikes and a worsening on-time performance.

According to India's *Business Standard*, officials at Air India are keen to chat with Qatar Airways - **oneworld's** next planned member (**TD** Tue) - if talks with Star Alliance breakdown.

"We cannot wait endlessly for induction into Star Alliance.

"The members are scheduled to meet and vote at the end of this month. If we do not receive a positive response we will proceed with our talks with Qatar Airways for membership in **oneworld**," the Air India insider reportedly stated.

A possible tie-up with **oneworld** would help AI establish its re-entry into the Australia market - which recommenced late last month - by enabling Qantas to codeshare on its nonstop flights to Delhi & Air India to codeshare on QF's domestic network.

The Air India executive said the carrier will also explore linking extensive code share agreements with other airlines globally to expand its reach, which might make Virgin Australia a possible contender as a partner.



Window Seat

LEAVE your grenades at home.

That's the latest travel tip from the US Transportation Safety Administration - and while you might think it's fairly obvious, believe it or not, so far this year the TSA has discovered more than 80 grenades in baggage.

According to the TSA blog, the majority were inert, replica or novelty items - but amazingly "a few were live smoke, flare, riot and flash bang grenades, which can pose major safety issues to aircraft".

The blog continues, reminding passengers that "real or not, if it looks like a grenade or any other type of explosive device, it cannot be packed in your carry-on or checked baggage.

"Grenade-shaped belt buckles, lighters, soap, candles, MP3 players, paperweights, inert training grenades and other items can all look like the real item on the X-ray monitor".

SECURITY officers at Bogota Airport have arrested a "pregnant" mother - a Canadian who was allegedly attempting to leave Colombia with two kilograms of cocaine hidden inside a false pregnancy pouch.

Apparently during a pat-down on departure, a customs agent noticed the lady's belly was "unusually hard and cold".



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TA ACT briefing canx

TOURISM Australia is delaying its ACT Industry Briefing in light of last week's election and pending the announcement of a new Federal Minister for Tourism.

The conference was planned to be held on Thu 26 Sep, but has been set back until further notice.

Postponing the event "will enable a more targeted and meaningful session for industry participants in the future," Tourism Australia said.

Indo visa warning

DFAT is advising that foreign travellers attempting to enter Indonesia via the land border between Timor Leste (East Timor) and Indonesia West Timor are not able to obtain a 30-day visa.

The same visa is also not offered to foreign travellers when entering Indonesian West Papua.

VA RAR, NAN renewal

VIRGIN Australia has sought to renew determinations with the International Air Services Commission for the Cook Islands and Fiji for a period of five years, with effect from 20 Sep 2014.

The IASC is inviting applications for the capacity by 19 Sep.

EK agent training

EMIRATES will hold two half-day product training seminars for agents & industry partners in Melbourne on 08 & 09 Oct.

The sessions aim to equip the trade with knowledge on new products, such as the Dubai Stopover program, and learn how to access & navigate the Emirates Agents website, the airline's fares, destinations and more.

"You can expect improved work performance as a result of the saved time & increased confidence in selling the Emirates product to your client," EK says.

Agents who attend and take part in a post-training quiz will also go into a draw to win a return ticket on an EK A380 to Auckland, New Zealand.

The 3.5hr sessions will take place on Tue 08 & Wed 09 Oct at The Backlot Studios, in Southbank Victoria, starting at 9:00am.

Places are limited - RSVP with daytime phone number by 19 Sep to agency.sales-mel@emirates.com.

MEANWHILE, the metropolitan city of Dubai and new partnership with Qantas will serve as the theme in the carrier's Marquee at the Emirates Melbourne Cup Carnival at Flemington in Nov.

Guests will go on a cultural tour of the city within the marquee, with highlights of city attractions and traditions to be showcased.

Arabic dancers will keep guests entertained, with the marquee exterior to reflect architecture of the carrier's hub city.

TRAVELtech kicks off in Sydney



SEVERAL unique presentations showcasing latest developments in travel booking technology were on show yesterday as the 2013 TRAVELtech conference in Sydney.

Taking place at the Sheraton on the Park Hotel, a major topic of discussion was on the increasing trends in mobile & tablet booking of travel products.

One of the highlights of the opening day was the Travel Startup Tournament, which pitted the newest innovations against each other to pitch their concepts.

With seven minutes each to introduce their innovative ideas, the audience then voted Kimi

Anderson of Travelgiver.com as the winner.

Launched in May this year, the idea behind TravelGiver enables socially conscious travellers to select from humanitarian projects around the world, with bookings of any hotel seeing a donation made to the cause selected.

Donated funds come from part of commissions earned by the online travel engine supplying the product booked.

Pictured above from left is Mike Rogers, SiteMinder; Martin Kelly, Traveltrends; Ross Veitch, Wego; Jeff Lewis, Viator and Ryan Davis from Interglobe Technologies.



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:

- Answering travel agents and customer enquiries in a call centre environment
- Working as part of the professional National Call Centre team
- Promoting China Southern product and services
- Making and changing flight bookings
- Servicing walk in customers to our ticketing office

Successful candidates will have:

- Minimum of 2-3 years experience on airline ticketing & reservation
- Strong communication skills. Fluent English both written and spoken is mandatory, while Mandarin or Cantonese is 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. Application closed on 30th September 2013. Only the successful applicants will be contacted.



Seeking three sales stars passionate about Fiji NSW/QLD/VIC State Managers

Tourism Fiji is looking for suitably qualified and highly motivated candidates to fill three vacancies, one each in Sydney, Brisbane and Melbourne regions as we grow and develop our business in the Australian market. This is a pivotal SALES role suited for those with current industry experience.

Responsibilities include:

- Management of a regular call cycle within your state to maximize Tourism Fiji's presence at frontline retail and wholesale level.
- Promotion of Fiji to the Australian travel industry and consumers at trade shows including assisting in their organisation
- Participate in head office and in-store training activities for retail and wholesaler partners, frontliner conferences and promotional activities.
- Seek new business opportunities to grow incremental visitation to Fiji.
- Promote Fiji in conjunction with key trade partners.
- Manage the promotion and agent engagement of the new Fiji Matai Programme. This includes maintaining and updating the Matai database, information distribution to Matai agents as and when required and organising Matai conferences and famils.
- Collect and evaluate market intelligence as required.
- Identify sales opportunities within the key segments of MICE, special events, weddings and honeymoons, dive and seniors market and all segments identified as having potential for outbound growth to Fiji.

If you are highly motivated, a team player who likes to work autonomously and you want to champion tourism to Fiji we want to hear from you.

Those interested in applying should send their cover letter and resume via email, no later than 19 September 2013 to: Carlah Walton, Regional Director Australia on cwalton@tourismfijioz.com specifying which state you are applying for in the subject line. Only shortlisted candidates will be contacted.

Worldhotels comes to town



WORLDHOTELS last night welcomed hundreds of travel agents and their clients to a party held at Madame Tussauds in Sydney's Darling Harbour.

The Frankfurt-based group has been on an Australian roadshow highlighting five of its international and two domestic hotels to update clients on new products, as well as to see if there are any opportunities for other hotels to join the group.

"We've been around for 40 years and pride ourselves as being small, yet independent with a range of hotels that have their own, unique personality," said Christina Spykerman, Senior

EVA migrate to Altea

STAR Alliance's EVA Airways has become the first airline in Asia to adopt the Amadeus Altea Revenue Management System to better align with other Star carriers.

Director Sales & Marketing, WorldHotels.

She said Worldhotels has quite a number of properties here such as the Stamford Group, and Echo properties including Sydney's The Star, Jupiters Townsville and the Treasury, Brisbane.

Pictured above from left at the event are: Cassis Mendo, Jupiters Townsville; Fran Hogan, The Roger Smith, New York; Laetitia Pardo, Bonnington Hotel, Dubai; Christina Spykerman, Worldhotels Singapore; Leo Wg, Cosmopolitan, Hong Kong; Megan Parker, The Star, Darling Harbour; Tara Warshaw, Avia; and Janissan Suppiah, Worldhotels Sydney.

HotelClub relaunches

ONLINE hotel booking platform HotelClub has revealed a number of new extras to become available in standard hotel sales as part of a major relaunch of the brand.

Bonuses such as free breakfast, room upgrades and free accom for children will become a more widespread feature, HotelClub president Nicolas Chu said.

"We've seen a gap in the market to offer true personal service from booking right through to the holiday and believe that Australian travellers are ready to get more from their holiday".

Sporting a new website and logo, the business has brought in a new leadership team, including Chu, who was formerly Australia/NZ managing director for Expedia.

Swagman famil seats

SWAGMAN Africa has seats available on a 10-day famil in Oct to Botswana that includes flights, accommodation, game activities, camping in the wild & more for \$2,590ppts ex Perth.

The trip departs 12 Oct - to secure a space on the trip, email michelle@swagmantours.com.au.

UA to add ORD/EDI

UNITED Airlines is set to launch new seasonal nonstop services between Chicago and Edinburgh, Scotland commencing 22 May.

Initially operating as five times weekly, the brand new route will increase to a daily operation from 12 Jun to 01 Sep, before winding back to four weekly until 05 Oct.

Subject to govt approval, UA plan to utilise dual-class Boeing 757-200 aircraft on the route.

New Bench itinerary

BENCH International has added a new six night luxury safari that includes the Ngoma Safari Lodge in Botswana's Chobe River region and Victoria Falls Safari Club.

Priced at \$3,250ppts, the trip is available for travel until 30 Jun 2014 - phone 1300 AFRICA.

DriveAway GiveAway

FIVE free days rental of a Britz Venturer two-berth motorhome in Australia is up for grabs in a new DriveAway Holidays promo.

All motorhome bookings made in Sep will see agents entered in the draw for the prize - for details, see www.driveaway.com.au.

Hawaii visits up 30%

AUSTRALIAN visitor numbers to Hawaii surged 30.6% to 247,150 in 2012, according to Hawaii Tourism Authority's Annual Visitor Research Report, released to the trade this week.

The study determined the average daily per person spend by Aussies was US\$248, up from US\$229 recorded in 2011.

Length of stay fell fractionally to 9.42 days - from 9.85 the year prior - with Oahu not surprisingly the most visited island (95.6%), followed by Maui (18.5%), Hawaii Island (17.3%) and Kauai (8.3%).

More Aussies cited their reason for travelling to the Aloha State was for a honeymoon (up 26%), to get married (up 49%) or to visit friends/relatives (up 25%), but fewer came for conventions (down 25%), compared to 2011.

About 57% of arrivals last year were visiting for the first time.

The busiest month for travel from the Oceania region (which includes NZ) to Hawaii was Sep, followed by Dec and Aug.

WIN A 1888 HOTEL PACKAGE



This week, **Travel Daily** and **1888 Hotel** is giving you the chance to win a 1888 Hotel Picture Perfect Package* valued at \$239.

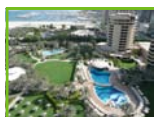
The prize includes: one night for two in a King Room; complimentary 1888 antipasto plate + two glasses of wine; complimentary internet connection & iPad and complimentary breakfast.

1888 Hotel is Sydney's newest hotel and the world's first Instagram hotel. Situated in Pymont, the boutique lodging offers Instagram-friendly walking maps, a 'selfie-space', plus plenty of photo-worthy design features.

For your chance to win, email your answer to the question below by Fri 13th Sep to: 1888comp@traveldaily.com.au.

Why do you deserve a getaway at Hotel1888?

*Voucher will be valid for 6 months and bookings are subject to availability.



Travel Specials

WELCOME to Travel Specials, **Travel Daily's** Friday feature. 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.

Brisbane's **Traders Hotel** is celebrating its first 365 days of existence with a "Stay Connected" package for bookings made by 30 Nov for stays until 31 Jan next year. The deal prices rooms at \$365 per night but includes \$365 credit for guests to spend in the hotel on their choice of room upgrades, in-room movies, mini-bar, meals and more - phone (07) 3238 2222 to book.

Keeping the kids entertained is the motivation behind the launch of a new offer at the **Surfers Paradise Marriott Resort & Spa** on the Gold Coast. The "Family Movie Night Package includes unlimited in-room movies, two pizzas and four soft drinks delivered to your room, priced from \$285 per night - book at www.surfersparadisemarriott.com.au.

Travel agent rates have been released by **Sudamala Suites & Villas**, valid at its Sanur and Lombok properties in Bali. Rooms are priced from US\$95 and US\$105 per night respectively, inclusive of service charge and tax, valid for stays until 20 Dec. Email sales@sudamalaresorts.com to book.

Doubts for SYD Master Plan

SYDNEY Airport's Draft Master Plan (DMP) to handle forecasted traffic increases is based on optimistic assumptions of growth, according to the Board of Airline Representatives Australia (BARA).

In a public submission on the DMP, BARA said it supports the overall direction of the plan, but indicated that the growth figures stated will be quickly surpassed.

The facility's long-term plan to deal with predicted jumps in pax traffic involves servicing more pax per flight and operating more flights in off-peak times.

Further plans involve investing in airfield, terminal & ground transport infrastructure and maximising current operating efficiencies rather than relaxing curfews or hourly movement caps.

BARA said Sydney Airport's plan means that if projected increases do not materialise, the facility will be unlikely to be able to service forecasted demand, regardless of planned efficiency improvements.

MEANWHILE, the Australian Tourism Export Council has also made a submission to the DMP, calling for the advancements in modern aircraft innovation to be factored into analysis of flexibility

in the hourly movement cap.

ATEC said it welcomed the DMP but that the current cap was set back in 1996 and does not take in account any relevant data.

The organisation added it was in support of applying the cap over a weekly or monthly schedule, rather than the current hourly.

Guscic extension

LISTED OTA Webjet this morning confirmed that it had renewed its contract with managing director John Guscic for a further term which concludes on 30 Jun 2017.

He will be paid a base salary of \$750k per annum plus potential bonuses and short and long term incentives, with chairman David Clarke saying the extension gives the company "powerful leadership continuity".

Webjet chairman David Clarke said: "The Board is very pleased to announce the extension of John Guscic's term as managing director through to 30 June 2017."

"This extension provides us with powerful leadership continuity during the next few years as we implement a range of strategic initiatives designed to capitalise on what we consider to be significant development opportunities in the global market," Clarke said today.

Oahu butts out durries

HONOLULU will prohibit smoking at all parks, beaches and bus stops in Oahu County, with violators to face fines of US\$100.

The new smoking ban will come into force from 01 Jan 2014.

ADIA purchases TAHL

THIRTY-ONE Australian hotels under the ownership of Tourism Asset Holdings Limited (TAHL) and managed by Accor have been purchased by the Abu Dhabi Investment Authority in a record deal worth \$800 million.

The sale, which was orchestrated by Macquarie Capital, covers a portfolio of 31 properties owned by TAHL including Novotel and Ibis hotels in Sydney's Darling Harbour and Olympic Park precincts as well as Canberra.

Accor will continue to manage the properties under the new Middle-Eastern ownership.

TTNQ name De Waal

TOURISM Tropical North Queensland has named former Sunlover Holidays head Alex De Waal as its new ceo, replacing Rob Giason from 06 Jan next year.

New Cooks specialist scheme



COOK Islands Tourism has this week praised the travel trade in Brisbane, Melbourne and Sydney for its support as the destination continues to ride the wave of success in the Australian market.

In Sydney last night, CTI hosted 130 travel agents, wholesalers & other trade partners to an event to promote its summer campaign.

Aussie visitor numbers to the Cooks are trending upwards, with growth for the 12-months to the end of Jun up by double-digits on the corresponding period, CIT gm Australia Kerry Cook told **TD**.

She said the Cooks is appealing to Australians as "they are still looking for something new."

"They've already tried and tested a lot of the other South Pacific destinations and are now exploring the Cooks."

Cook said the local market is outpacing NZ in growth, citing a proactive presence in the market and close ties with the trade, working together to create greater awareness of the South Pacific destination.

That's been achieved by offering the trade access to selling tools, famil opportunities, a weddings micro-site, national campaigns across all mediums and more, Cook told **Travel Daily**.

A brand new online specialists scheme has also been launched, providing agents with a certificate

and recognition for completing the four module program - see www.specialist.cookislands.travel.

Modules cover Rarotonga, the sister islands, culture and how to sell the Cook Islands.

Agents completing the course successfully will benefit from access to exclusive sales incentives and educational, self-famil fares, land specials ('stay/pay' deals) and quicker access to new incentives being rolled out.

Air New Zealand this week also unveiled a new industry airfare of \$163 plus tax one-way to whet the appetite of the trade to take up a self-famil to the Cooks, flying on the weekly direct flight from Australia to Rarotonga.

A consumer incentive dubbed 'Cooks Cash' is offering a credit of NZ\$100pp which can be spent on activities or dining around the Cooks when booking three nights accommodation and at least one flight on the Air NZ nonstop Sydney-Rarotonga service.

Cook Islands Tourism is moving to capitalise on its year-round appeal to Aussies through its new summer campaign which aims to drive numbers between Dec-Jun.

Cook is **pictured** (back row, 2nd from left) with Tua Pittman, Island Discoveries and Mereana Taruia, CIT sales coordinator (back row, right) with a group of Cook Islands performers.

TNZ/NZ China MoU

TOURISM New Zealand and Air New Zealand have signed a Memorandum of Understanding to jointly coordinate promotion of the country to Chinese travellers.

The two organisations will aim to target different visitor markets including more convention and incentive travel, and to encourage longer stays in New Zealand.

High-end leisure markets in China will also be targeted.

MEANWHILE, TNZ has rolled out the first phase of its new Young Adventurers campaign to the Japanese youth market.

The launch follows the signing in Tokyo last week of an MoU agreement with Japan youth travel selling agent HIS Travel.

KQ 777-300ER config

KENYA Airways has revealed the cabin configuration for its new Boeing 777-300ER will feature 28 Premier World (Business) and 372 Economy class seats.

The new 777 will be deployed first on the Nairobi-Guangzhou route from Nov (**TD** 04 Sep).

Somerset refurb plan

PERTH'S Somerset St Georges Terrace serviced residence is undergoing a \$5.1m renovation project which will see all of its 85 units upgraded by Jan next year.

Works include the installation of new furniture & decor, with the lobby set to receive a makeover.

Tourism Fiji appoints

NEO@OGILVY has been named as the new global media planning & buying agency for Tourism Fiji, with activities co-ordinated from Australia.

The firm will assist with a new Tourism Fiji global campaign to be unveiled in the coming months.

Travel Daily

First with the news

Friday 13th Sep 2013

Hand Bag expansion

BRITISH Airways' hand luggage only fares (**TD** 22 Feb) are set to be expanded to routes from London Heathrow from 24 Sep.

Services to Amsterdam, Glasgow, Barcelona, Edinburgh, Stockholm, Paris, Rotterdam and Rome will offer the fares, with prices £10 cheaper than the best available.

BA says the fares could be rolled out across the entire short-haul network if its success continues.

Airlines cash in on ancillaries

MAJOR airlines worldwide collected US\$27 billion in ancillary add-ons, fees and options last year, up from US\$22.6 billion the year prior, according to a new report from IdeaWorksCompany.

The study of published financial results from 53 airlines saw Asia-Pacific carriers finish second in terms of the region that collected the most from ancillaries, behind Europe and Russia.

United Airlines again topped the table of the carriers, taking in a massive US\$5.35 billion, more than double that of second placed Delta Air Lines at US\$2.57 billion.

Qantas Airways ranked highest of non-US carriers, with US\$1.57b of its income from ancillaries, which the report said primarily came from the Qantas Frequent Flyer program.

On a per passenger basis, Qantas topped the tally, claiming an average US\$56.21 per flyer.

New bolters onto the list for the

first time included Air France/KLM and Korean Air, who pushed TAM Airlines and Alaska Air Group out of the Top 10 placings.

Claiming top spot in terms of the percentage of overall income derived from ancillaries was Spirit Airlines at 38.5%, with Australia's Jetstar Airways in 7th at 18.6%.

Of the carriers studied in the report, Garuda Indonesia ranked lowest, claiming only 0.2% of its income from ancillary add-ons.

Virgin Australia did not reveal its ancillary revenue.

CX/KA rejig mileage

CATHAY Pacific and Dragonair will expand Economy mileage accrual with Asia Miles to three subclasses effective 08 Oct.

The new earning classes ('S', 'N' & 'Q' classes) will earn Asia Miles at rate of 25% of actual miles flown, compared to 100% on existing Economy fare classes.

WIN A COSMOS INDIA TOUR FOR TWO

During September, **Travel Daily** is giving one lucky travel consultant reader and their travelling companion the chance to win a 7-day Golden Triangle **Cosmos** India tour, valued at up to \$5000 per couple.

The winning agent will enjoy:

- A 7-day Golden Triangle India tour taking in Delhi, Jaipur & Agra
- Return economy airfares from major Australian gateway cities
- Breakfast included daily
- Pre-paid Gratuities to Tour Director and Driver
- Airport to hotel transfers on first and last day of itinerary only
- Sightseeing with your Tour Director including visits to many attractions

To enter, simply send in a caption that best represents the photo featured above. You can enter as many times as you want.



Week 2

Get creative & email your captions to: cosmoscomp@traveldaily.com.au

Plus, a weekly prize of a bottle of Moët & Chandon champagne will be up for grabs for the cleverest caption received each week...so keep an eye out in **Travel Daily** each Tuesday to see if it's you!



COSMOS

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Click here for terms & conditions of the competition

VIP treatment for JTG agents



THIS intimate group of agents experienced a taste of Thailand on a recent Jetset Travelworld Group incentive trip.

The agents flew with THAI Airways and were hosted at the Shangri-La Bangkok before being spoilt rotten at Chiva-Som.

There they participated in a selection of health and wellness activities offered complimentary, such as tai chi, meditation, chakra

balancing, boot camp and more.

Iridology, chi ni tseng and deep tissue massage treatments/therapies were also experienced by some of the group.

Pictured from left are Suzanne Tate from Altitude Travel Tea Gardens; Juliana Higgins, Travel the World; Lois Job, Travelscene on Clarence; Dominique Bell, Sanford International Travel and Naomi Stephens, Reho Travel.

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

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ALOHA!

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Cruising is the fastest growing sector of the travel industry and this is your chance to join the company leading that growth. As Reservations Consultant you will be booking over 50 cruise lines and selling travel worldwide! You will be working in a busy and dynamic team with a fun atmosphere and lots of training and support. An excellent salary package is on offer – up to \$50k plus super! Minimum 2 years experience in travel reservations and cruise experience preferred. Apply Now!!!

NO MORE FACE TO FACE CONSULTING

PREMIUM/VIP TRAVEL CONSULTANT – 30 SEP START

SYDNEY CBD – SALARY PACKAGE TO \$75K OTE

Do you have an understanding of high end travel products and luxury destinations? We are currently searching for a Premium Travel Consultant to join a global travel company based in modern offices in the CBD. You will be handling VIP clientele and booking bespoke tailor made itineraries worldwide. Minimum 2 years experience as a Retail Consultant, strong destination knowledge and excellent communication skills are a must. Excellent salary on offer! Must be able to start work on 30 Sep

***NEW* SPORTS AND EVENTS CONSULTANT**

TRAVEL CONSULTANT

MELBOURNE – SALARY PACKAGE TO \$45K (DOE)

Calling all experienced consultants in the South Eastern suburbs. We have a sensational NEW sports and events role that will see you joining this boutique agency and booking groups to worldwide sporting events such as the cricket, rugby and more. Using Sabre you will combine land arrangements with interesting and intricate itineraries. You will work Monday – Friday hours only, be offered exciting famils and have the opportunity to work in this fun team environment. Min 12 months experience required.

CRUISE INTO THIS SENSATIONAL NEW ROLE

CRUISE CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$60K (OTE)

We have a new and unique cruise role in Melbourne that will see you stepping away from face to consulting and behind the scenes. This boutique cruise specialist agency now requires a superstar cruise consultant to join their team and sell worldwide cruises to loyal customers via phone and email. You will work Monday – Friday hours only and be offered a high base salary plus commission. With sensational famils on offer you won't want to miss this role! Min 12 months exp required. Call us today.

UNIQUE CORPORATE ROLE IN PERTH

CORPORATE CONSULTANT

PERTH – SALARY PACKAGE UP TO \$70K (OTE)

Are you an experienced corporate consultant who is ready to move away from the larger TMC's? Sick of having your bathroom breaks monitored? This unique corporate role will see you booking exciting itineraries for the academic market of Perth. With intricate and interesting itineraries you will never get bored in this role. With the best salary in town and global rewards you will kick yourself if you miss this. Min 2 years international exp required and a can do attitude. Don't delay, call us today to find out more

ARE YOU SICK OF EARNING PEANUTS?

RESERVATIONS CONSULTANTS X 4

ADL AND PER - SALARY PACKAGES TO \$75K+ (OTE)

Dreading another day in the office? We have the solution! This well known wholesaler now requires 4 superstar consultants to join their growing teams in Adelaide and Perth! You will move behind the scenes and into wholesale. Servicing your loyal agents via phone and email you will book worldwide holidays. With exciting famils on offer and an amazing salary that can see you earning \$60K and above why wouldn't you make the move? Min 2 years international consulting experience required.

FANCY WITH NUMBERS

GROUPS TRAVEL CONSULTANT

BRISBANE CBD – SALARY PACKAGE TO \$55K OTE

Like dealing with large numbers? Think travel is better as a group? Then this exciting role is for you. Located in the hustle and bustle of the CBD this leading travel team is looking for an expert to come and join them in their groups division. Handling international and domestic travel plans for special interest groups, sporting teams, wedding parties and more no day will be boring again. Sensational \$\$, career training and development, educational and Mon – Fri hours are just the beginning of the top benefits on offer.

SET SAIL INTO A NEW ROLE

WHOLESALE CRUISE CONSULTANTS

BRISBANE CBD – SALARY PACKAGE TO \$50K OTE +

Fancy yourself a cruise guru? Think a cruise is the best way to holiday? Then come and join this award winning wholesaler in their cruise division. Handling phone and email enquiries from travel professionals you'll sell a range of cruise lines along with pre and post accommodation. Not only will you escape face to face consulting but earn great \$\$, enjoy free cruises, discounted holidays, Friday drinks and more. All you need is a passion for cruising, a positive attitude and previous travel industry experience.

Trade Sales Co-ordinator

Job Description

Merlin Entertainments Group is home to a fantastic range of attractions globally including Madame Tussauds, The EDF Energy London Eye, SEA LIFE, WILD LIFE and LEGOLAND. Here in Sydney we own and operate SEA LIFE Sydney Aquarium, The Sydney Tower Eye, WILD LIFE Sydney Zoo, Madame Tussauds and Manly SEA LIFE Sanctuary. We employ over 18,000 people worldwide who are dedicated to delivering magical experiences in over 80 attractions all around the world.

We are currently recruiting for a Trade Sales Co-ordinator, based in Sydney, to drive 3rd party ticket sales through our Domestic network of ticket resellers including hotels, backpacker and corporate market, as well as providing high quality administrative service to the Trade Sales Team. You will identify, set up and act as the day to day point of contact with local Domestic Trade partners to grow business through pro-active Sales & Marketing activity with our network of Domestic channels. You will also be required to attend exhibitions and local Trade shows to establish new partners and sales channels.

You will be assisting and supporting the Trade Sales Team by helping to deliver volume, revenue and SPH targets from the Domestic and Inbound Trade markets. Support in fulfillment of partnerships with the various trade channels including International tour operators, wholesalers, online and offline agents, hotel and backpacker segment. This is a great opportunity to take your career to a new level and work for one of the world's best known attraction brands.

Desired Skills & Experience

With a minimum of 2 years Sales experience in the tourism/ leisure industry, you will already have a solid network of Trade contacts alongside strong relationship building skills, excellent communication, negotiation and presentation skills. You will be proactive, well organised and have a passion to deliver against your targets in a results-driven industry.

Company Description

Merlin Entertainments is a business built on fun. We have over 90 global attractions spread across 21 countries and four continents, and with five to seven new sites opening every year, we're only getting bigger. In fact, we're the second largest attractions operator in the world. More importantly, we're the people behind some of the best-known names in global leisure. These include the likes of SEA LIFE, Madame Tussauds, the Dungeons and LEGOLAND, as well as local icons such as The EDF Energy London Eye, Gardaland Resort, Heide Park Resort and Alton Towers Resort. It's a huge variety of attractions, each more different than the last. But they all share the same goal: to provide a truly memorable experience and a great day out for all the family.

Please send your V to

blarina.dula@merlinentertainments.com.au

Deadline: 15th of September 2013

