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First with the news

Monday 17th August 2015



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ACCC launches freight probe

AUSTRALIA'S air cargo operations are set for a shake-up with the proposed acquisition of TNT by US giant Federal Express.

The ACCC has launched an informal merger review into the transaction, issuing "market enquiry" letters to stakeholders focusing on the likely impact to competition - in particular the provision of "express international small package delivery services".

Key competitors cited include former Qantas offshoot Star Track Express - now fully owned by Australia Post, while Qantas Freight, which acquired Australian

Air Express at the same time as the Star Track deal, could also be impacted.

The ACCC is seeking input on whether the combined FedEx/TNT would have the capacity to lift prices or reduce service levels to customers in Australia, or whether it would be prevented from doing so by competition from DHL, UPS and others.

Submissions close 03 Sep - for details see acc.gov.au.

Virtuoso winner

KELLY Gelfand from Allure Travel by CTM in Toorak, Vic has been named Australia/NZ's Most Admired Advisor at Virtuoso Travel Week in Las Vegas.

Virtuoso Asia-Pacific md Michael Londregan said the accolade was a clear recognition of Gelfand's "strength of service within a company that has clearly shown an ability to grow globally, while retaining the ability to deliver at a personal level".

QF DFW for \$1049

QANTAS on Sat launched a USA "Flash Sale" with Economy return fares to Dallas/Fort Worth or Los Angeles from just \$1049 ex Sydney, Melbourne or Brisbane or \$1149 ex Adelaide or Perth.

The deals are on sale until midnight AEST tomorrow.

Today's issue of TD

Travel Daily today has nine pages of news and photos, plus full pages from: (click):

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Japan volcano threat

JAPAN'S Meteorological Agency has increased the alert level of Mt Sakurajima on Kyushu from Level 3 to Level 4 after recent activity.

DFAT says locals & visitors to the region are being advised to prepare to evacuate.

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Kiwis keen on QF/AA ties

TOURISM New Zealand and the Tourism Industry Association New Zealand (TIANZ) have thrown their support behind re-authorisation of the alliance between Qantas and American Airlines.

The NZ-based organisations were among the first four parties to respond to the NZ Ministry of Transport which put out the call for comments on the Joint Business Agreement (JBA) in Jun.

The latest QF/AA JBA covers coordination of ops between & within Australia/New Zealand and the USA, Canada and Mexico.

As exclusively revealed by **TD**, paperwork for the venture lodged with the MOT states American Airlines "will" fly to New Zealand in the future (**TD** 13 Jul).

In separate submissions to the MOT made public late last week, TNZ said it backs the alliance "as enhanced Trans-Pacific aviation links will most likely enhance both tourism and business traffic and expenditure" for NZ.

"A new Trans-Pacific service would provide greater choice for travellers who have a preference for oneworld airlines and more departure times," TNZ said.

Chief executive Kevin Bowler said TNZ believes the US market holds "significant growth potential" which would be realised through enhanced aviation links.

TIANZ suggested the Ministry of Transport consider a periodical review of the JBA every 2.5 years.

It also recommended an analysis of sustainable competition be undertaken before approval.

"It is important to establish that the proposed JBA does not cause undue competitive harm.

"The analysis should include any material impacts on the New Zealand inbound tourism market, given the new services offered potentially compete with direct services that are currently offered into New Zealand from the US," the TIANZ commented.

Auckland Airport has backed the venture, while Christchurch International Airport Limited says it supports conduct which is "inherently pro-competitive".

Discovery Utah badge

BRAND USA has rolled out a new Utah specialist badge as part of its USA Discovery Program.

The Utah badge provides agents with knowledge on the state's 14 major ski resorts of the Wasatch Mountains, The Mighty 5 National Parks (Arches, Canyonlands, Bryce Canyon, Capitol Reef and Zion) and places to stay, eat and drink.

Completing the new badge unlocks other specialist modules which focus on experiences and holiday themes.

Agents who complete the Regional Experts Badge and Utah specialist badge between now and 13 Sep can win a GoPro HERO3+ camera - **MORE HERE**.

Jupiters Tower start

GROUND was broken today on the Gold Coast for the new 6-star 17-storey tower at the site of Jupiters Hotel & Casino, part of a \$345 million redevelopment.

The all-suite tower is targeted at high rollers (**TD** 15 Aug 14).

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BTC: don't touch Open Skies

A SURVEY of travel professionals from around the world has found an overwhelming number believe the Big Three US carriers fail to provide good service.

OpenSkies.travel is a coalition of travel managers, travel industry suppliers, TMCs, consumer groups and travel organisations from around the world.

The group provided a perspective of the US travel industry's view in the dispute over Open Skies policy and Gulf carrier access to US markets which has been raised by American Airlines, Delta Air Lines & United Airlines against Emirates, Etihad & Qatar Airways.

OpenSkies.travel & the Business Travel Coalition (BTC) polled 420 US travel professionals and found 90% agreed that the govt should not give into the US airlines' demands to halt foreign airline expansion into the US.

All but 2.4% of respondents who have travelled internationally

or outside the United States by plane, agreed that they support the US Government's Open Skies policy objectives.

"Allowing the Big Three to hijack the public policy making process and to deny consumers access to competitive options and alternatives would completely undermine and reverse the goals and principles of US Open Skies policy. The interests being served are the Big Three's," BTC founder & chairman Kevin Mitchell said.

All those surveyed either 'strongly' or 'somewhat' agreed Gulf airlines have increased travel opportunities from the US to the Middle East, India and Southeast Asia, while 95% backed the view that US airlines needed more competition from foreign airlines.

Under 20% supported the idea US airlines are 'focused on the best interests of consumers', with 28.5% 'somewhat' disagreeing & 52.4% 'strongly' disagreeing.

QM2 chef overboard

THE search for a crew member believed to have fallen overboard while on Cunard's *Queen Mary 2* has been called off.

Favio Ordennes was a 26 year old chef on the luxury ship.

He is understood to have gone missing while *QM2* was off the coast of Newfoundland, Canada, with the ship back-tracking 5-6hrs in an attempt to find him.

'A search was carried out for a missing crew member on *Queen Mary 2*. It has been clearly established that the crew member went overboard earlier this morning," a spokesperson at Cunard commented.

Britrail free day

CUSTOMERS booking rail in Britain are being offered one free day from through until 15 Sep.

The offer applies to the Britrail Pass, Britrail England Pass or Britrail South West Pass on 1st and 2nd class passes.



Window Seat

TRAVELLERS who are extremely cash-strapped when visiting New York can now book a fairly unusual accommodation style via Airbnb - a parked van.

Costing just US\$22 per night, the vehicles have been listed by one Jonathan Powley, who is apparently a former hotel concierge.

There are a few shortcomings - in particular no bathroom or running water - but the vans have their sheets changed daily and fresh flowers on display, and they are generally parked somewhere with a view.

According to the UK *Telegraph*, Powley arranges free snacks (and restroom access) with several neighbourhood coffee shops, as well as directing guests to a local public pool or gym if they feel like a shower.



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3 new Mercure hotels

ACCORHOTELS has added three new Mercure hotels to its portfolio in Australia, one new build and two rebrands.

Mercure Warragul is a new 48-room hotel that will be ready to take bookings from 24 Aug.

Located in the centre of Warragul's CBD, the hotel facilities include function rooms which can cater for groups up to 60 people, a gym and restaurant.

Hotel Launceston in Tas has rebranded to Mercure Launceston and will open 27 Aug with 41 guest rooms.

The Monte Pio Hotel in Maitland will also join the AccorHotels network in Sep, as the Mercure Maitland Monte Pio.

The new property will have 47 rooms, with a restaurant and bar, four function rooms and a swimming pool.

Mercure Warragul and Mercure Maitland Monte Pio are operated under franchise agreements.

New Cali campaign

NEW Caledonia Tourism has launched the first phase of its new 'Hello Neighbour' campaign across Australia and New Zealand.

Phase one runs until 25 Sep and will see a series of new videos, a new-look website, outdoor advertising and a consumer competition.

The campaign will primarily target 25 to 35 and 55+ year old independent and active couples.

Phase two will begin in Nov.

Solomon chief sought

HONIARA-BASED FlySolomons is advertising for a new chief executive officer, with the Solomon Islands flag carrier saying it is after someone with "senior management experience from within the airline industry".

The carrier services 24 regional destinations as well as an international network including Australia, Vanuatu, Fiji & PNG.



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G-man meets Gallen

NSW Blues rugby league captain Paul Gallen was one of a number of big stars at the "Save our Sons" charity gala at Sydney's Luna Park on Sat night.

The event aimed to raise money for research into Duchenne Muscular Dystrophy, a tragic condition which affects one in 3,500 kids - 99% of them boys.

The all star event, which featured performances from magician Cosentino and pop star Delta Goodrem, showcased Luna Park's Big Top venue, with Luna Park business development manager Gary "G-Man" Manuel **pictured** with the NRL star.



Indonesian air crash

MORE than 50 people are thought to have been killed in the crash of an ATR 42-300 turboprop aircraft operated by Indonesian carrier Trigana Air Service which lost contact with air traffic control in eastern Papua yesterday.

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Star Wars worlds coming soon



THE Walt Disney Company has finally confirmed new *Star Wars*-themed lands will be developed for Disneyland in Anaheim and Hollywood Studios at Walt Disney World Resort in Orlando.

Revealed on Sat by chairman and ceo Bob Iger, the new lands will be spread across 14 acres.

The *Star Wars* worlds are the “next chapter” of Lucasfilm’s partnership with Disney, which dates back to 1987 when the ‘Star Tours’ attraction debuted at the California based theme park.

“We are creating a jaw-dropping new world that represents our largest single themed land expansion ever,” Iger said.

“These new lands at Disneyland and Walt Disney World will transport guests to a whole new *Star Wars* planet, including an epic *Star Wars* adventure that puts you in the middle of a

climactic battle between the First Order and the Resistance.”

Iger shared concept images of what is to come (**pictured**).

Each world will feature two signature attractions - a battle experience as well as an attraction that puts guests behind the controls of Hans Solo’s iconic Millennium Falcon spacecraft.

In Tomorrowland at Disneyland as part of the new ‘Season of the Force’, Space Mountain will be reimagined as Hyperspace Mountain with guests joining an X-wing Starfighter battle.

SEPARATELY, Disney’s Hollywood Studios in Florida will welcome a new 11-acre Toy Story Land.

The precinct will feature two new attractions including a family friendly roller-coaster set on the back of Slinky Dog.

Hong Kong Disneyland is also getting a new Iron Man attraction.

Territory all a flutter

THE Northern Territory’s wide array of birdlife and bird watching experiences will be showcased to the public at next weekend’s British Birdwatching Fair.

Over 25,000 people are expected to attend the show each day.

A number of local bird watching companies are taking part in the show representing Tourism NT, including NT Bird Specialists, Gecko Canoeing & Mark Carter Birding and Wildlife.

NT Tourism Chief Minister Adam Giles said the authority would be developing a suite of new marketing opportunities for the niche sector and it would launch a new bird watching calendar of events on www.travelnt.com.

“Tourism NT targets selected special interest groups like bird watchers as we know that visitors who travel in pursuit of a special interest are more likely to stay longer, spend more and disperse deeper through the destination they are visiting,” Giles said.

MU orders 15 A330s

CHINA Eastern Airlines will take delivery of 15 new A330 aircraft under a new deal with the plane manufacturer.

The deal is worth about US\$3.6b and will see seven jets introduced in 2017 & a further eight in 2018.

Monday 17th Aug 2015

NZ/LH up codeshare

AIR New Zealand and Lufthansa are boosting codeshare city pairs to include two new routes which come on line in mid-Dec.

The German carrier will place its designator code of ‘LH’ on Air New Zealand’s flights between Auckland and Houston, while the ‘NZ’ code will be added to Lufthansa’s Frankfurt-Houston route which begins on 15 Dec.

LATCB local pr reps

ADHESIVE PR has secured the Los Angeles Tourism & Convention Board as a new client.

“Australia/New Zealand is our second biggest overseas market based on visitor arrival numbers. We look forward to increasing our efforts in this key region to update Aussies / Kiwis (update per market) on all of the hot development in Los Angeles and reinforce our position as North America’s best gateway,” LATCB cmo Don Skeoch remarked.

Other Adhesive PR travel clients include the Singapore Tourism Board & Allianz Global Assistance.

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New York	\$1,664*	\$8,636*
Muscat	\$1,738*	\$8,282*
Nairobi	\$1,754*	\$8,101*

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Hello Tomorrow **Emirates**

Heavyweights on TAA Board

FORMER Federal Tourism Minister Martin Ferguson has today revealed the full high-powered Board for Tourism Accommodation Australia (TAA).

Standing alongside Ferguson as chair (**TD** 15 Jun) are Peter Burnett, AHA National President; David Seargeant, Group md, Amalgamated Holdings Limited; Peter Crinis, coo Crown Hotels and Food & Beverage; Sean Hunt, Regional Vice Pres, Starwood Pacific Hotels; Paul Hutton, Vice Pres Ops, Australasia, Hilton Worldwide; Robert Dawson, Area Vice Pres, Hyatt Hotels & Resorts Int'l Ops; Bradley Woods, ceo AHA WA and Carol Giuseppi, ceo TAA.

Ferguson said the board's scope of the most prominent Australian and international hotel owners, investors, operators and industry reps will provide "the strongest voice possible" for the sector.

"The calibre of the Board

will ensure that we are able to address the major issues confronting the industry through having a powerful presence in Canberra," Ferguson remarked.

Among the Board's initial priorities are workplace conditions inclusive of employment-inhibiting penalty rates, addressing labour and skill shortages, with visa relaxation a high priority and addressing barriers to sustainable accom growth and investment inclusive of the proliferation of unregulated short-term accom, reducing regulation and boosting int'l marketing investment.

MEX AF A380s sooner

AIR France has brought forward the launch of A380 flights on the Paris Charles De Gaulle-Mexico City route from 12 Jan to 01 Jan, initially operating thrice weekly before moving to daily in late Mar.

Spirit adds LAS/MSY

ULTRA low-cost US carrier Spirit Airlines is adding a new daily non-stop service between Las Vegas and New Orleans using Airbus A319s, commencing 12 Nov.

italktravel 'incredible' info sesh



ABOVE: A group of italktravel franchisees in NSW recently came together for a workshop on 'Sales in the Information Age'.

Participating in the workshop were 35 owners, managers and

consultants (**above**) from the retail brand who were equipped to provide even greater value to the customer.

italktravel Newcastle West owner Julia van Huisstede said feedback from the staff has been "incredible".

Further training programs on a wide range of topics will be held in coming months through the Express Travel Group's Express Academy.

Rail journeys popular

RAIL Plus is expanding its team of staff responsible for the Great Train Journeys program to handle increased demand, with the team set to swell to five agents.

CEO Australia and New Zealand James Dunne said the eight year old program has experienced "tremendous growth", on the back of sales for the iconic Rocky Mountaineer in Canada.

Destinations such as Spain are also proving popular for rail travel such as El Transcantabrico and El Expreso de La Robla, Dunne said.

The 2016 Great Train Journeys brochure is set for release in the next couple of weeks and will feature a host of new offerings including Ireland's luxurious Belmond Grand Hibernian.

Dunne said the new program will build on Rail Plus' "tailor-made product offering".

Oaks Seaforth reveal

OAKS Hotels & Resorts has taken the wraps off the \$2 million overhaul and upgrade of Oaks Seaforth on the Sunshine Coast.

The 12 month refurbishment project saw all apartment accom comprising one-, two- and three-bedroom room types refreshed.

Carpet, interior paint work, new bedding, headboards and linen were also enhanced during the renovation work.

Rates at the new-look property are priced from \$159 per night, based on a two night stay, for travel until 18 Sep.

See oakshotelsresorts.com.

Cable Beach Club

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Business Development Executive – Conference

We are looking for an experienced individual for this exciting and challenging role in our Perth Sales Office to prospect, quote on and confirm conference and group business into the resort.

Cable Beach Club Resort & Spa is located on the world famous Cable Beach in Broome, Western Australia. Our property has 246 rooms of varying styles, 4 restaurants, pool side bars, tour desk, resort shop and a full service Day Spa and Hair Salon.

We are currently seeking an experienced Business Development Executive, to be based in our **Perth Sales Office**.

In this role, you will be responsible for prospecting, following up and converting all conference & incentive group enquiries as well as the Online Travel market segments to achieve budgeted revenue.

Other responsibilities include:

- Preparing proposals;
- Maintenance of the conference incentive database;
- Developing new business opportunities;
- Maintaining effective relationships with conference clients, PCO's and resort staff;
- Generating reports;
- Hosting of familiarisation and site inspections; and
- Representing the resort at industry and client functions.

To be successful in this role, you will have:

- Ability to be a well presented and enthusiastic resort ambassador;
- Previous experience in a similar role;
- An ability to prepare quotes based on the resort's product offering and clients needs;
- Strong understanding of Microsoft Office, Microsoft Dynamics and Opera systems
- An understanding of hotel or resort operations;
- Excellent communication and time management skills

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VIRGIN Australia has deployed its brand new domestic Business class product to the skies, offering 80" length and 28" width - the world's longest and widest fully lie-flat bed in its class.

Rolled out on its Airbus A330s, the Business class suites - dubbed 'The Business' - are set out in a reverse herringbone cabin layout in a 1-2-1 configuration.

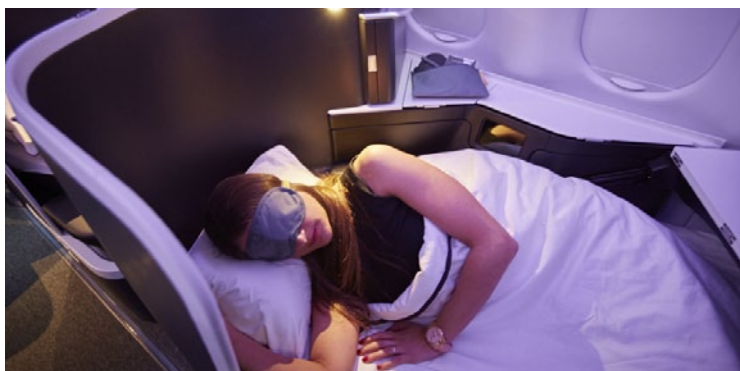
The spacious suites provide plenty of room for multi-tasking, and feature triple-layer seat cushion, turndown service with a memory foam mattress topper, cotton pillows and doona.

Complementing the seat is a 16" HD touch screen seat-back display, restaurant-style hand-delivered 'dine when you want' or 'Express Dining' experience, coupled with Nespresso coffees.

It also features a tablet holder, USB port and power adaptor.

CEO John Borghetti said the refreshed pointy-end product "will ensure that Virgin Australia is the number one choice for premium travellers" on the trans-continental routes.

The new Business suites will be rolled out across all VA's Airbus A330s by the end of Oct.



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Monday 17th Aug 2015

OTCs ordered to pay

THE Montana Supreme Court is suing a group of online travel companies which it determined has failed to hand over sales tax on bookings since Nov 2010.

Under investigation are Orbitz, Expedia, Travelocity, Hotels.com, Priceline.com and other OTCs.

The court alleges the OTCs have not paid a 3% tax on the sale price of accommodations and a 4% tax on the sales prices of rental vehicles since that time.

Olonana on special

SANCTUARY Retreats is offering a 20% discount on stays at Sanctuary Olonana for visits between 01 Oct-20 Dec, based on a minimum two nights.

Located 45mins by flight from Nairobi, the property is located in the Maasai Mara.

Prices start at US\$305/night.

QT fashion p'ship

QT PORT Douglas Resort has signed a three year partnership as the Fashion Partner of Carlton-Mid Cairns Amateurs Carnival.

The pact sees the resort become part of the Ladies Fashion High Tea & the Garden Party, home of Fashion on the Fields.

AFL Rd 20 Winner



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CONGRATULATIONS

Jo Ellies
from APT

Jo is the top point scorer for Round 20 of **Travel Daily's** AFL industry footy tipping competition. Jo has won a gift pack and Lonely Planet guide from Tourism Ireland.



Major Prize:

Two return Economy Class airfares to Dubai with **Emirates**

QF squeeze more in

QANTAS has announced it will refurbish about half of its 67 strong fleet of Boeing 737 aircraft, adding an extra row of Economy class seats in the cabin.

The higher density cabins will feature six more seats, achieved by making adjustments to the galley and rest rooms.

At present, QF's 737s offer 12 Business seats and 156 Economy, compared to Virgin Australia's eight Business & 168 Economy.

"The same pitch will apply to every seat that we have today but what customers get out of this is new fabric, new seats, all refreshed," ceo Alan Joyce said.

BNE goodwill funds

BRISBANE Airport Corporation has donated \$25,000 to good causes, with funds raised through lost property auctions.

Recipients of this year's auction include Airport Rotary for Angel Flight, Hummingbird House, MS Queensland, Youngcare and Property Industry Foundation.

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Eureka IHG portfolio

MELBOURNE'S Grollo family looks set to take ownership of the \$500 million Eureka Funds Management hotel portfolio, which includes the Melbourne InterContinental Hotel as well as Crowne Plaza Canberra.

The Grollo construction group originally built the Melbourne InterContinental which is next to the Rialto Towers on Collins Street, where the family is undertaking a redevelopment.

Other Eureka properties include the Crowne Plaza Spencer St, the Holiday Inn in Sydney's Potts Point as well as the Crowne Plaza Coogee Beach, while the funds manager is also separately selling the Crowne Plaza at Terrigal on the NSW Central Coast.



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To win the Sydney, Melbourne or Perth tickets, send your entries to wj@traveldaily.com.au

Ex-Qantas ceo to CLV

FORMER Qantas International & Freight ceo Simon Hickey has been appointed as ceo of Campus Living Villages (CLV).

The company hopes to bring its number of beds to a total of 55,000 in the next three years.

Hickey told *The Australian* the trust was exploring a number of opportunities to expand in the United States and in new markets, including Ireland.

New VX directors

VIRGIN America has expanded its board of directors to 11 members, with the addition of Jennifer Vogel and Paul Wachter.

Vogel joins VX from her most recent role as senior vice president of Continental Airlines, while Wachter is the ceo of Los Angeles-based financial advisory firm Main Street Advisors.

QR ups ASM & DAC

QATAR Airways is increasing flight frequencies to Asmara, Eritrea and to Dhaka, Bangladesh.

From 07 Sep, flights from Doha to Asmara will be increased from four to five times per week.

From 09 Dec, an additional four weekly flights will run from Doha to Dhaka, bringing the weekly total to 14.

Hitchhiking toads

AGRICULTURE Minister Barnaby Joyce says he is working with Australian travel agents to raise awareness of an increased risk of toads making their way here in passenger luggage.

In a statement issued on Fri, Joyce warned of a "significant rise in detections of hitchhiking toads" in the bags of travellers arriving from Thailand.

The "black spined toad stowaways" have an affinity for shoes and equipment left out overnight, with biosecurity officers discovering six of the amphibians over the last few weeks - compared to an average of just two annually.

He said most of the toads had come from Khao Lak.

"This pest is not present in Australia. [It] would have no natural predators were it to gain a foothold and [it] has potential to cause more damage to Australia's environment and productivity than the cane toad," he warned.



Brochures

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Scenic - The Wild Wonders of Africa 2016

Scenic is offering a new 20-day Great Game Parks of Africa itinerary, which visits five of Africa's game reserves. New Freechoice activities have also been added for 2016, including a hippo trail walk in Kruger National Park. Guests also have a greater choice of Enrich experiences, such as a 'boma' outdoor dinner, a close up elephant interaction and Sundowner cruise.



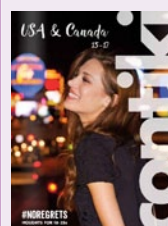
Bunnik Tours - Europe 2016

Bunnik Tours has a line up of 14 small group tours for Europe 2016, including four new tours. The new trips are the 24-day Norway & Iceland, 20-day Alpine Discovery, 21 day Eastern Europe and 22-day Italy & France. Popular tours from the 2015 season also make a re-appearance, such as Jewels of Dalmatia and Turkey in Depth. The small tours guarantee a maximum group size of 20 people.



APT - Africa 2016/17

The new Africa Small Group Safari's 2016/17 brochure introduces two new itineraries. The nine-day Kenyan Discovery tour visits the Samburu Game Reserve and Maasai Mara. The second new tour is the 12-day East Africa tour, which explores Tanzania's Tarangire National Park, Ngorongoro Crater and the Serengeti National Park before travelling into Kenya.



Contiki - USA & Canada 2015-17

Contiki's latest brochure features 28 trips ranging from three to 56 days. New to the brochure is the seven-day Canadian Encounter, which explores Washington, Pittsburgh, Niagara Falls, Toronto and Montreal. Also new is the eight-day Revolutionary Roads trip, which visits in Massachusetts, Rhode Island, Pennsylvania, Maryland and New York.



Inspiring Journeys - Australia & NZ 2015-16

Inspiring Journeys has released its first standalone brochure since its launch in 2011, featuring 11 boutique small group journeys. The brochure includes a seven-day Tasmanian Harvest tour, travelling from Hobart to Launceston which offers a three course degustation dinner at The Source of Mona and tastings at a whiskey distillery. In all of Inspiring Journey's luxury tours, guests travel in small groups of up to 20 travellers, with no children under 12 years of age. They stay in boutique retreats, indulge in gourmet cuisine and travel in luxury coaches or 4WD vehicles.

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www.savenio.com.au/gamechanger



Win a fabulous Vietnamese holiday

This month, **Travel Daily** together with Bhaya Cruises Group, Vietnam Airlines, Hai Au Aviation and Sofitel Plaza Hanoi are giving readers the chance to win an amazing Vietnamese holiday. The prize for two includes:

- Economy class flights to Hanoi
- Return airport transfers
- 3 nights' accommodation at Sofitel Plaza Hanoi
- Return Hai Au seaplane transfers to Halong Bay
- 2 night Halong Bay cruise aboard Auco in a Long Quan Suite

Established in 2011, Hai Au Aviation offers the first-ever and only seaplane experience in Vietnam, taking you to the farthest reaches of Halong Bay.

To win, answer each daily question correctly and have the best answer to the final question. Send your answers to vietnam@traveldaily.com.au

Terms and conditions



11. Do the Hai Au Sea Planes operate 7 days per week? How long is the scenic flight in Halong Bay?

[CLICK HERE](#) for a hint.



Bug grounds flights

ALMOST 500 flights were cancelled in the Washington DC area on Sat, with the issue possibly due to a software upgrade in the US air traffic control system.

The US Federal Aviation Administration posted an update on Facebook after tens of thousands of passengers were impacted by the disruptions, saying it had disabled new features added from the upgrade until a probe was completed.

The problems saw the FAA slow the normal arrival and departure rates "for safety reasons," meaning traffic was cut by about 30% at Dulles, Washington National and Baltimore airports - with flow-on effects across the US.

Some of the frustrated travellers naturally took to social media while they waited for their flights, with one helpfully suggesting "did you try switching it off and back on again?"

Peppers makeover

PEPPERS Manor House in the Southern Highlands has commenced a \$3.5 million refurbishment program.

The 137 year old property will upgrade all 43 guest rooms and will build a new tennis court, pool & an indoor/outdoor event space to seat up to 200 guests.

The event space is due to be completed in Nov, while the remaining upgrades are due in Mar next year.

EY pilot program

ETIHAD Airways is offering to transfer pilots seconded from partner airlines to permanent contracts, flying the Airbus A380 and Boeing 787 aircrafts.

The pilots undergo a three to five month training program.

Almost 200 partner airline pilots have been seconded to Etihad Airways to date.

Monday 17th Aug 2015



ABOVE: The latest instalment of Oz Focus took place in Albury last week, with all of the local travel agents in the area attending to get updates from some of the leading domestic wholesalers and suppliers.

Participants included AAT Kings, Coral Expeditions, Driveaway Holidays, Europcar, Excite Holidays, Jetstar, The Kimberley Collection, Sealink, Spirit of Tasmania & Staywell Hospitality.

Beyond Travel up Asia

BEYOND Travel have added five new Exclusive Special Journeys to their 2016 line up.

The new tours are the 17-day Central Asian Odyssey, 12-day Across Scandinavia by Land & by Sea, 18-day Balkan Odyssey: Split to Dubrovnik, Highlights of Russia & Scandinavia and Prague, Berlin & The Rhine.

See beyondtravel.com.au.

Customer Service Manager

A member of the Helloworld Group



- Manage a professional contact centre
- Engage and develop your team
- Perth CBD

Based in Perth CBD, you will be responsible for managing our local contact centre team working holistically as part of our national Operations group to achieve our high customer service standards and drive efficiencies.

Reporting directly to the National Operations Manager you will be a leader in the Operations team collaborating with our other Customer Service Managers in understanding the QBT operations strategy and translating this into delivering our business objectives at a consultant level.

This will see you taking ownership of the local implementation of QBT's business directions and objectives including the coaching, consulting and managing of change and development within your team. Additionally, you will proactively work with the Operations Leadership group to develop and communicate potential operational/customer service solutions driven from a transactional/local level.

To be successful you will be have qualifications, or commensurate experience in travel, and have through your career demonstrated leadership and guidance of a team. Essential is the ability to effectively engage and communicate with your team to consistently translate our national operations and business direction.

As a member of the Helloworld Group - working at QBT will provide you the opportunity to be part of Australia's leading integrated travel businesses.

To apply please send your CV to careers@qbt.travel

QBT Business travel made simple

Travel Daily is Australia's leading travel industry publication.

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UP FOR THE CHALLENGE?

CORPORATE SALES MANAGER

MELBOURNE – SALARY PACKAGE TO \$95K+

This global travel company is seeking an accomplished Business Development Manager to acquire new corporate travel business, targeting the middle market. You will be focusing on new business opportunities & generating leads, to obtain consistent revenue growth. If you possess strong negotiation skills & have the ability to form long standing relationships, then this role is for you! With this leading TMC, your career will be put in number one spot.

JOIN IN ON THIS WHOLESALERS SUCCESS

PRODUCT MANAGER – EUROPE & MIDDLE EAST

MELBOURNE – SALARY PKG \$70K + BENEFITS

This product role will see you joining a reputable & well respected travel company in one of the busiest departments, managing the company's largest and most well-known products (Greece, Turkey, Egypt & the Middle East).

Experience as a Product Manager, development & negotiation skills, leadership qualities, contracting & brochure production experience, together with the ability to work under pressure & strong business acumen are essential.

THE PEAK OF ACCOUNT MANAGEMENT

ACCOUNT MANAGER - TMC

SYDNEY – FROM \$85K+ DOE

Are you the master in keeping relationships? We are looking for a strong Account Manager to join a market leader. You will be a polished and professional individual who knows how to deliver outstanding account management services for large market clients, building rapport and analyzing data to effectively manage their business. Strong communication and negotiation skills are essential. This corporate agency provides all the tools you need to succeed.

MANAGING THE RELATIONSHIP

ACCOUNT MANAGER

MELBOURNE – SALARY PACKAGE \$75K-\$100K (OTE)

Working for the leaders in corporate travel, you will be a driven & motivated individual who can establish exceptional relationships with your clients. You will be an experienced Account Manager capable of handling a portfolio of large high profile corporate clients. Develop strategic business plans, deliver agreed objectives & targets and be accountable for the ultimate retention & growth of the business. Open the door to this great new role!

MARKET YOUR WAY TO SUCCESS

MARKETING MANAGER P/T

SYDNEY – \$70K PACKAGE

Working for a leading travel company in the market, you will be a driven individual who is capable of developing strategy and implementing marketing plans. The role is office based 3 days per week, you will be hands on across digital and traditional channels. You will demonstrate an eye for design and be able to write all marketing collateral brochures and press releases. 5 years + experience preferred. Fantastic rare marketing opportunity not to be missed!

SALES LEADERS COME RUNNING

NATIONAL SALES– LEADING TMC

SYDNEY/BRISBANE/MELBOURNE –\$200K PACKAGE

Do you have an ability to lead a sales team, provide strategic direction, drive revenue growth and manage key high level relationships, then this leading travel management company has an exciting opportunity for you. The role will require someone commercially savvy, highly motivated and have a proven track record of winning business and leading from the front. You will provide leadership to the business and manage the business pipeline against budgets.

SPICE UP YOUR LIFE!

NATIONAL ACCOUNT MANAGER - HOTELS

BRISBANE/SYDNEY – FROM \$80-\$85K ++

A great new opportunity exists to join this hotel brand as a National Account Manager. You will handle a portfolio of corporate clients building & developing relationships, building strategic business plans, delivering key objectives, sourcing for new opportunities & converting into sales.

Previous hotel experience essential, along with strong account management, presentation and negotiation skills. A great salary package on offer for the right candidate!

MANAGE AND DEVELOP!

ACCOUNT MANAGER/BUSINESS DEVELOPMENT

BRISBANE – OTE \$75K +

An exciting opportunity exists to join this leading supplier of corporate travel solutions. Working as part of a national team you will be responsible for developing strategic relationships with clients identifying additional opportunities within an existing client base and converting into wins for the business. Enjoy a top salary + commissions. If you have 2 years experience in corporate travel sales, great networking, presentation & relationship building apply now!

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Working in partnership with the Australian Travel Industry

Travel Cruise Consultant

Brisbane, Competitive Salary, Ref: 2896SZ1

Are you passionate about the cruise travel industry? Do you want to be part of an established Travel Company that can offer great salary and benefits? You will be in a supportive working environment offering great training and career progression opportunities! This role is for a focused team player that has excellent communication skills, strong cruise product knowledge and is confident in hitting their targets. If this sounds like you we would love to hear from you! GDS knowledge required.

For more information please call Serena on
(07) 3023 5023 or click [APPLY](#) now.

Senior Travel Consultant

North Shore - Sydney, \$DOE, Ref: 1317MB1

Don't miss this rare opportunity to work closer to home and escape the daily commute and have the added option of driving to work. We are looking for an experienced Travel Consultant who is looking to step up and work award winning travel agency. Enjoy a new role where no two days will be the same with a mix of face to face and over the phone consulting with repeat and new business in this high end picturesque area of Sydney's North Shore. You will be a valued member of the team.

For more information please call Marissa on
(02) 9113 7272 or click [APPLY](#) now.

Inbound Group Travel Specialist

Melbourne, Up to \$60k, Ref: 1869KF1

Are you an experienced inbound groups consultant ready to take the next step? Waiting for that right opportunity to move into a management role that was made for you and take ownership of your role? Well this is it.... Join this international, successful wholesale travel company in leading and managing a portfolio for group operations. You will be managing all operational logistics end to end of specific groups and have extensive Australia and NZ product knowledge. What are you waiting for...

For more information please call Kate on
(02) 9113 7272 or click [APPLY](#) now.

Wholesale Travel Consultant

Perth, \$45-55k, Ref: 1873DV3

Are you a Travel candidate that is looking for a new change?! Are you looking to move away from retail into a wholesale environment!? My client is seeking a motivated and passionate Wholesale Consultant to join their Perth team! So if you love working in retail travel but would prefer a more behind the scenes role with no more face to face sales then this could be your dream role! If you searching for a large company offering excellent benefits and salary you've found it here!

For more information please call Dave on
(02) 9113 7272 or click [APPLY](#) now.

Senior Retail Travel Consultant

Sunshine Coast, Competitive Salary, Ref: 1686LM1

Are you a retail travel consultant looking for a fresh challenge? This independent and successful retail agency offers support, lots of enquiries and high end bookings. You will be an experienced retail agent offering exceptional customer service and first hand product knowledge. GDS knowledge is essential (preferred Sabre). Solid commission structure is in place so there is heaps of earning potential. Don't miss this great opportunity! Interviewing now for an immediate start!

For more information please call Lia on
(07) 3023 5023 or click [APPLY](#) now.

Cruise Travel Consultant

Sydney, \$50k, Ref: 1503SJ2

All Aboard and Cruise into your new career! Do you have good cruise product knowledge & travel sales experience? A leading & reputable travel provider is ever expanding due to on going success & are looking to recruit an experienced Cruise Consultant for their busy office. Selling luxury international cruise itineraries to a loyal clientele following you will enjoy great perks, bonuses & benefits in return for your hard work. I'm looking for an ASAP start so get in touch today!

For more information please call Sarah on
(02) 9113 7272 or click [APPLY](#) now.

Corporate Groups Travel Consultant

Melbourne, Attractive Package, Ref: 1871KF1

I am looking for an experienced Travel Industry professional with group reservation experience. If you are a Travel Consultant and looking for a new challenge, a role with a difference or you have solid group travel reservations background and would like to work as a Corporate Group Travel Specialist then this is the role for you. This leading travel company are expanding and have a fantastic opportunity for you to develop your career and create some outstanding itineraries for your clients !

For more information please call Kate on
(02) 9113 7272 or click [APPLY](#) now.

Travel Consultant

Adelaide, \$50k, Ref: 1662DV2

This is a fantastic opening and a great opportunity for a well travelled Travel Consultant to join a refreshingly vibrant and successful travel agency in central Adelaide. My client is looking for a confident experienced individual who is comfortable handling all types of clients and who is confident when speaking about travel destinations. With a fantastic reputation within the travel industry this role offers stability, progression plus a fun and excellent working environment!

For more information please call Dave on
(02) 9113 7272 or click [APPLY](#) now.



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- **Brisbane:** <http://applynow.net.au/jobs/F166660>
- **Melbourne & Surrounds:** <http://applynow.net.au/jobs/F164013>
- **Perth:** <http://applynow.net.au/jobs/F190015>
- **Leederville:** <http://applynow.net.au/jobs/F190104>

Travel Manager (Groups) opportunities:

- **Melbourne:** <http://applynow.net.au/jobs/F166433>
- **Gold Coast:** <http://applynow.net.au/jobs/F189799>

Business Development Manager opportunities:

- **Melbourne:** <http://applynow.net.au/jobs/F167739>
- **Sydney:** <http://applynow.net.au/jobs/F189051>

Business Solutions Manager opportunity:

- **Brisbane:** <http://applynow.net.au/jobs/F189682>

National Sales Leader opportunities:

- **NSW, QLD, VIC:** <http://applynow.net.au/jobs/F189818>

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