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Travel Daily AU
First with the news

Tue 08 Dec 09 **Page 1**

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Prize will be awarded the week of 7 December 2009, just in time for some Christmas shopping

AUSTRALIAN SALARY SURVEY 2009 - click here

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Green Day prize

THAI Airways International is offering a lucky *Travel Daily* reader a double pass to the Green Day Concert at Acer Arena in Sydney this Fri 11 Dec - a VIP experience complete with hospitality courtesy of TG.

To win, be the first to tell us how many weekly flights THAI operates to Australia - email thaicomp@traveldaily.com.au.

New Micronesian carrier

AUSTRALIAN travel company Aerius Travel has today launched a new Palau-based airline which will operate thrice weekly flights from Brisbane to Micronesia.

Dubbed PacificFlier, the carrier commences operation on 07 Jan 2010 using an Airbus A310 aircraft which will market both passenger and cargo services to Guam and Palau from Australia, the Philippines and Japan.

Backed by travel industry consultant Shane Styles and Adrian Miller from Aerius,

PacificFlier is being launched with the full endorsement of the govt of the Republic of Palau with the aim of opening up Micronesia to tourism via direct services.

The flying time from Brisbane is just six hours, and the destinations have the same timezone as Australia's east coast.

Styles told *TD* this morning that agents would be offered a "strong tactical campaign" of special introductory fares to experience the destination, and would be able to book flights for their clients via the carrier's website at www.pacificflier.com as well as through a call centre.

PacificFlier is the first Palau-based carrier to operate flights to Australia since the 2004 demise of Palau Micronesia Air, which flew for just a month between Darwin and Palau (*TD* 14 Oct 04).

Today's Travel Daily

TD today has five pages of news, plus full pages from:

- TMS Asia Pacific
- AA Appointments
- Malaysia Airlines

Webjet Deal alert

WEBJET has expanded its free SMS confirmations notification to its My Deal Finder Alert service.

The online agency says the My Deal Finder assists users locate the cheapest airfares between desired travel dates.

The service then sends an SMS with flight details to customers who have provided a mobile phone number, as well as an email copy.

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DJ deal delay

VIRGIN Blue has confirmed that it's not expecting a US ruling on the proposed joint venture between V Australia and Delta Air Lines until the middle of 2010.

The deal has reportedly become caught up in the wider issue of airline alliances in the USA, with authorities also currently considering a proposal for transatlantic cooperation between British Airways and American Airlines.

The DL-VA joint venture has already received provisional approval from the ACCC.

Qantas tops satisfaction

TIGER Airways and Jetstar significantly lag Virgin Blue and Qantas in terms of customer satisfaction, according to a Roy Morgan poll released yesterday.

The figures showed that between Aug and Oct 2009, 81.8% of Australians who took a QF domestic flight over the last year were 'very' or 'fairly' satisfied.

That was just slightly ahead of Qantaslink at 79.6%, which in turn just pipped Virgin Blue at 78.4%.

By contrast Jetstar showed a satisfaction level of 67.8% - while the figures for Tiger Airways appeared to bear out the

evidence of the 'warts and all' Channel 7 *Airways*TV show, coming in way behind at just 56.6%.

Roy Morgan Research's Jane Iannello said: "Although Jetstar was launched by Qantas as a low cost carrier to compete with Virgin Blue, the airline has not been able to match Virgin Blue's relatively high level of customer satisfaction."

"It remains to be seen whether public dissatisfaction with the Jetstar service will affect their growth as a domestic carrier."

Disney rehash site

DISNEY has just revamped its travel agents website, bringing together its Disney Destinations, Disney Cruise Line and Adventures by Disney tour programs for the first time.

Disney Destinations Int'l sales and marketing director Sean Harrigan told *TD* yesterday that the expanded portal now provides agents with all the latest Disney information at their fingertips.

"With the recently announced Disney Cruise Line itineraries for Alaska and Mexican Riviera... and the tour offerings around the world for Adventures by Disney there are now more opportunities for your clients to experience the magic of Disney than ever before," Harrigan said.

He said that the Disney Learning Collection is all new, replacing the previous Disney Stars program.

The DLC contains stand-alone courses on Disneyland Resort, Walt Disney World Resort, Disney Cruise Line and Adventures by Disney, while modules on Disneyland Paris and Hong Kong Disneyland are in the pipe-line.

The new site will require previously registered agents to re-register, with those who sign up before Fri 18 Dec offered the chance to win a Disney DVD pack.

See disneytravelagents.com.au.

Car cartel OK-ACCC

THE Australian Competition and Consumer Commission has agreed to allow a group of car rental companies to collectively negotiate with Mackay Airport.

Hertz, Thrifty, Avis, Budget and Europcar all currently offer car rental services at the airport, and lodged an application with the ACCC to be allowed to present a united front in talks with officials.

ACCC Chairman Graeme Samuel said a key feature of the pact is that the proposed arrangements are voluntary, with the airport free to choose whether to participate in the collective negotiations or continue to deal with each rental firm individually.

Europcar expansion

EUROPCAR Australia is seeking to expand in suburban Sydney, soliciting expressions of interest for a new franchisee in the area.

The company says it's a business opportunity for a "highly qualified, motivated individual seeking the rewards and support of an established brand name."

Europcar said applicants should have a "strong commitment to increasing market share in the car rental sector and unparalleled service to the Europcar customer."



Window Seat

THE ancient Italian city of Pompeii has been added to the Google Street View application, allowing virtual tourists to stroll the city's ruined streets in 3-D via the internet.

The site, which was destroyed by the volcanic eruption of Mount Vesuvius in 79AD, is one of the world's top tourist attractions.

A spokesman for Italy's culture ministry claimed that: "Giving people a chance to take a virtual stroll through Pompeii will give an extraordinary boost to Italian tourism."

THERE'S outrage in the UK this week over a decision to close down a military hotline which took reports of UFOs.

The service and an associated email address are now offline, with an army spokesman saying more than 50 years of UFO sightings have not revealed any evidence of alien visitors.

The army said the money which supported the UFO service could be better used funding operations in Afghanistan.

POPULAR vehicle enthusiast TV show *Top Gear* claims to be attempting to "solve the problem of airport delays" in its latest episode, in which the presenters conduct a race between "some assorted runway support vehicles".

Luggage carts, a fuel tanker, a tarmac bus, mobile aircraft stairs, a fire engine, a catering truck and even an aircraft tug compete in the groundbreaking event at an unnamed UK airport.

The show was broadcast on the BBC in the UK last Sun, and is likely to be seen on Australian screens in the coming months - but if you'd rather not wait it can also be seen online at youtube.com/user/tdaustraliatv.

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First with the news
Tue 08 Dec 09 Page 3
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NYE Tower tickets

SYDNEY Tower has released some limited tickets to be part of New Year's Eve celebrations at the highest peak of Sydney.

Options include an Observation Deck NYE Experience (from 7:00-9:45pm) timed to coincide with the 9pm fireworks or between 10:15pm-1am for the 'big event', both priced at \$79 per adult.

There's also a Skywalk NYE Experience priced at \$249 for the early fireworks or \$299 for the midnight light show.

For bookings and more info see sydneytower.myfun.com.au.

Lilianfels selling

ORIENT-EXPRESS Hotels Ltd has announced it has entered into a sale and purchase agreement to sell Lilianfels Blue Mountains in Katoomba, NSW to an undisclosed buyer for \$21m.

President and ceo of the hotel group Paul White said, "This is a further execution of our ongoing strategy to dispose on non-core businesses."

"We are delighted that this transaction, which represents 17 times the hotel's 2009 EBITDA and 23 times its 2008 EBITDA, once again underlines the value of properties in the Orient-Express portfolio," said White.

Orient-Express Hotels, which also owns the Observatory Hotel in Sydney, says it will continue to operate the hotel until the transaction closes, which is expected to be late Jan 2010.

Airlines flock to BNE

CHINA Eastern Airlines (MU) and Garuda Indonesia both have their eyes locked on Brisbane Int'l Airport, with both carrier's planning to operate flights to the Queensland capital next year.

MU has loaded limited direct flights between Shanghai-Brisbane from mid-Feb into agent GDSs, while TD understands GA are planning to reinstate Brisbane-Bali from Mar with a four times weekly service using an Airbus A330-300.

MEANWHILE, China Southern Airlines has announced its added two weekly flights between Sydney-Guangzhou to become a daily operation, effective immediately until 20 Feb 2010.

CZ is also introducing three nonstop services between Melbourne-Guangzhou, replacing three flights via Sydney.

Regional manager Australia James Liu said the increase is not only fueled by Christmas holiday traffic but as a result of CZ's connections to Asia, Europe, the Middle East and Africa.

Prowse/Disney/VA LA fam

KEITH Prowse, Disney Destinations Australia and V Australia recently hosted a select number of agents on an incentive trip to LA.

The trip included return airfares to LA, 3 nights' accom at the Disneyland Hotel, a 4 day Disneyland Resort Park Hopper tickets, Character Breakfast and a full day tour of Los Angeles.

Pictured here at Disneyland are, *from left:* Karen Irving, Disney Destinations Australia; Kate Hardy, Keith Prowse; Andrea Holliday, Flight Centre New Market; Amanda Myhill, HWT Armidale; Stacey Baker, HWT Braeside; Natalie Grioli, Zeppelin Travel; Steph Kleinhenz, Student Flights Knox City and Ruth Hurst, Springfield Cruise and Travel.

Coconut reopening

COCONUTS Beach Resort & Spa, Samoa has announced it plans to re-launch on 01 Feb following the catastrophic tsunami on 29 Sep.

The property will initially offer guests Coco Suites and Treehouse Suites and other facilities.



Devonport for sale

THE Tasmanian Ports Corporation has put Devonport Airport up for freehold sale through an open tender process.

The airport is 8km from Devonport, with the site covering 308 hectares including two runways - one 1845m long and sealed, as well as an 880m grass cross runway.

More than 110,000 passengers used the airport in the last financial year, via carriers including QantasLink and Tasair.

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What are these agents dune?



ABOVE: Consolidated Travel and Tempo Holidays recently hosted an educational to Germany, Austria and Dubai with Emirates.

Eight lucky agents from Sydney, Melbourne and Brisbane attended the family and are pictured here enjoying the Sundowner Dune Dinner Safari in Dubai, courtesy of Arabian Adventures.

From left, back row are: Shelley Leven, Corporate Travel Management; Diana Qriaygos, Choice Travel; Kate Denmead, HWT Buderim; Emma Kabastanakis, Tempo Holidays; Virginia Kalong, Philippine Tours; Louise McCarthy,

Epping Travel; Marion Earl, Terrace Travel; and Kate Sullivan, The Travel Company.

Front row: Steven Heinrich, Consolidated Travel and Matt Hodgins, Alumni Travel.

QantasLink boost

AIR services to Mildura in the Victorian Sunraysia region as well as Devonport and Launceston in Tasmania will receive a boost from 01 Feb when QantasLink takes delivery of a new Q400 aircraft.

The 74-seat plane will be based in Melbourne and bolster capacity to Mildura by 9% per week, or 224 seats, on 13 flights between the city pairs.

It will also be used to service the Melbourne-Devonport route (1 extra return flight per week) and the Melbourne-Launceston route (3 weekly return services).

UA business deals

UNITED Airlines has today released new business class special fares between Australia and the US, including a \$6300 inc taxes bargain between Melbourne and New York.

The deals are valid for ticketing to 31 Dec and travel to 31 Jan.

NZ firm signs MD

NEW Zealand travel network Travelsmart has signed a deal with Moneydirect (MD) which will see it be the group's first multi-channel preferred payment processing system.

Travelsmart's 30 franchisees will adopt Moneydirect's solution to automatically manage payments to a range of non-air partners.

Topdeck savings

PASSENGERS paying in full for their 2010 Topdeck tour six months in advance can save up to 6 percent with the tour operator's early payment discount.

The deal means clients booking onto Topdeck's 36-day European Pioneer journey can save \$215.

See www.topdeck.travel.

JFK consolidation

DELTA Air Lines has changed its New York-JFK operations to consolidate DL transcontinental and Heathrow services into one location, with the aim of "boosting service for high value customers."

oneworld e-signature initiative

THE oneworld airline alliance is claiming another first by becoming the first global airline grouping to enable corporate customers to complete contracts electronically.

The first ever oneworld deal to be sealed in this way was negotiated in Australia, with international mining group Rio Tinto through its procurement head office in Brisbane.

The alliance said that up until now agreements between oneworld and multinational corporate clients were completed using paper and pen, by representatives of the customer and all the alliance member airlines participating in the deal.

This meant contracts had to crisscross the globe with the process usually taking weeks and incurring significant postal costs.

Under the new arrangement, through electronic signature company DocuSign, the whole process can be handled securely via the internet, meaning contracts can be easily authorised much faster.

The Rio Tinto deal required signatures from the company's offices in Brisbane and Paris as well as airline executives from oneworld member carriers in North and South America, Europe, the Middle East, Asia and Australia.

Dixon in FIFA role

FORMER Qantas ceo Geoff Dixon is being used by PM Kevin Rudd to assist with ramping up support amongst Australian states for the country's bid for either the 2018 or 2022 World Cup, according to the *Sun Herald*.

Send in your Christmas photos and win!

Entries are beginning to flow in from your Christmas celebrations as part of our popular annual Christmas photo competition, this year in conjunction with Fraser Suites Sydney.

Today's entry is from the Virgin Atlantic Airways "1984 themed" Client Christmas Party, and

features Tom Van Gessel "Karate Kid", Expedia.com.au, Tasha Wade "Tasha Donna", Langham Hotels and Mark Miller "Ghostbuster", Virgin Atlantic.

At the end of the month, the judges will select their favourite

photo and the person who submitted this will win one night's Fraser Suites Sydney accommodation in a one bedroom deluxe suite, sparkling wine & a fruit bowl upon arrival and complimentary car parking - all valued at \$600.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to ymasphotos@traveldaily.com.au.



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Accor Apple app.

IPHONE users will now be able to navigate their way through more than 3,000 Accor hotels worldwide on the run following the launch of a new iPhone app.

The service provides geolocation features that enable users to search for the nearest hotels or calculate itineraries in real time.

There's also a personalised service which memorises current reservations and favourite hotels.

The application lets users search for brands such as Sofitel, Pullman, MGallery, Mercure, Novotel, ibis, all seasons and Formule 1, and book securely using the iPhone.

"This new booking solution for the public will help us strengthen our leadership positioning in business and leisure hotels whilst offering added convenience," said Accor's Jean-Luc Chretien.

GAP deposit move

GAP Adventures has implemented a new "lifetime deposit" policy meaning that if passengers are forced to delay a departure they will retain their initial deposit with Gap for life.

Fijian thirst buster

TREASURE Island Resort is now offering a free drink packages for guests staying during summer, when paying in full for its '5-for-the-price-of-3' deal by 15 Dec.

Drinks include free house wine, tap beer and soft drinks.

The 'Summer Thirst Buster' applies to booking made between 15 Jan-31 Mar which are priced from \$1,195 ppts ex Sydney with Air Pacific.

West Coast tax rise

AIRPORTS across California are planning to raise their Passenger Facility Charge by nearly 70% to cover increasing capital costs.

The move follows the establishment of the California Airports Council (CAC) in the state which is comprised of executive directors and CEO's of 30 commercial airports including Los Angeles and San Francisco Int'l Airports.

CAC propose to lift the PFC tax, which goes towards airport terminal enhancements, gate expansions, public transport systems and more, from its current US\$4.50 charge to US\$7.50 per person.

Qatar "delighted"

QATAR Airways says it's thrilled to have finally entered the Australian market with its new direct flights between Melbourne and Doha (TD yesterday).

CEO Akbar Al Baker, who's in Melbourne for the celebrations, said "we are delighted to facilitate travel to and from Melbourne to many cities worldwide," adding that QR is looking forward to establishing a strong foothold here, with a 21 hr 40 min flight time to London.

A lavish launch party will take place tonight - see TD tomorrow for a full report.

KE order 5 747-8s

KOREAN Airlines has placed an order with Boeing for five 747-8 Intercontinental aircraft, worth a list price of US\$1.5 billion.

KE plans to fly the jets on routes to the Americas and Europe.

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

\$1AUD = US91.1c

POSITIVE jobs data in the USA has led to a strengthening in the greenback which has seen the Aussie dollar slip back slightly from recent highs.

However the Australian currency is still trading above the 90c mark, with analysts looking to local business confidence figures and a Reserve Bank statement today.

Most reports expect the A\$ to slip lower in the coming days.

Wholesale rates this morning:

US	\$0.9105
UK	£0.5527
NZ	\$1.272
Euro	€0.6135
Japan	¥81.15
Thailand	฿30.33
China	¥6.138
South Africa	R6.702
Canada	\$0.9518
Crude oil	US\$73.99

Where in the World is Santa?

Tell us and win a trip to the Galapagos!

SANTA is having a Global Adventure before Christmas but it's Peregrine, Gecko's and LAN Airlines who are giving Travel Daily readers the great presents during Nov and Dec!

The grand prize is a Gecko's 10-day Complete Galapagos trip for two, with flights thanks to LAN Airlines.

To enter, simply tell us where in the world Santa is today (right) and come up with a creative caption to go with this photo.

Each Mon, Tue and Wed, our adventurous Santa will appear in a new location - enter as many times as you like!

The more creative and cheeky the caption, the better!

There will also be three weekly prizes of \$100 Mountain Designs vouchers for the best caption.

Look out in Travel Daily every Friday for the weekly winners and their clever captions.

So get creative and email your caption and contact details to whereissanta@traveldaily.com.au.

For full terms and conditions visit www.traveldaily.com.au.



Virtuosos making Vino



ABOVE: On a recent fam to South Australia, with support from the South Australian Tourism Commission and Outback Encounter, these Virtuoso agents visited Adelaide, the Barossa and Kangaroo Island.

The group wined and dined their way through the delicious delights of the State, including making their own wine blend at Penfolds.

Other highlights included waking up among the vines at The Louise, walking on the unspoilt beach at the stunning Lifetime Private Retreat and being pampered at luxe Southern Ocean Lodge on Kangaroo Island.

Pictured from left are: Naomi Duggan, Penfolds Winery; Megan Hehir, Ariana Wong, Angela Doyle, Olivia Kerr, Narelle Cunningham, Robert Matthews, Leesa Donaldson, Outback Encounter; Lisa Anderson, South Australian Tourism Commission and Bill Clohesy.

UK/Euro combos

TEMPO Holidays is offering a 15% discount on its brand new combination tour to Scotland and Ireland, when paid by 31 Jan.

The 11-day Taste of Scotland & Ireland tour is now \$1,813ppts, for travel between 04 Apr to 14 Nov.

Also, guests booking the Luxury Paris with lunch on the Eiffel Tower day tour ex London, will receive a free London double decker tour with Thames Cruise.

Anaheim/Maui link

CONTINENTAL Airlines has said it will launch a four times weekly service between Orange County (Anaheim, California) and Maui from 07 Mar 2010.

The airline plans to increase the route to daily during peak periods.

Continental is also beefing up capacity between Orange County and Honolulu, lifting services from the current 4 times per week to daily, also on 07 Mar.

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Contact Sally Matheson T: 02 9231 6444 E: sallym@tmsap.com or [apply online now!](#)

Corporate Domestic Consultant - Perth

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International Corporate Consultant - Brisbane

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SYDNEY
SALARY PACKAGE \$48K**

Do you love planning exciting retail travel itineraries but are sick of working shopping centre hours? Want to work in a funky office with amazing harbour views? Then this is your dream job. Working as part of this growing team, you will enjoy planning holidays to amazing destinations without the pressure of face to face selling. Min 12 months leisure travel experience essential.

**FA LA LA LA, LA LA LA LA LA!
PRODUCT LOADER
MELBOURNE (INNER) – PKG TO \$42K**

Prefer a "behind the scenes" roles? This forward thinking wholesale company is seeking an efficient and positive candidate who can assist in their product department. In addition to supporting the product team, you will be responsible for loading data / rates, quality control, proofing as well as assisting the reservations team. With Monday to Friday hours you will be thrilled with this role!

**ALL I WANT FOR CHRISTMAS IS.....
RETAIL / CORPORATE TRAVEL CONSULTANT
ADELAIDE (SOUTH - HILLS) – PKG TO \$50K (NEG)**

Want to work closer to home & increase your salary package? If you are ready to move to a new environment and take on a new challenge, this boutique agency is searching for an experienced travel consultant with both leisure and corporate travel experience. With a loyal clientele base and supportive management, this truly is a gem role! Cruise knowledge highly regarded.

**WANT A PAY RISE THIS XMAS?
CORPORATE DOMESTIC
SYDNEY
SALARY PACKAGE \$48K**

Tired of being one amongst many? Looking for a role where you get recognised for all your hard work? Then it is time to join this amazing Australian owned, national travel company. Working on their top NEW account, you will enjoy being part of a fun team that knows all about a WORK/LIFE BALANCE. Min 12 months corporate domestic experience is essential.

**JOY TO THE WORLD
CORPORATE TRAVEL CONSULTANT
PERTH (SOUTH)
SALARY PACKAGE \$59K (DEP ON EXP)**

Time to move across to the boutique corporate travel arena to gain your passion for travel back? With a more intimate office environment and without the call centre feel, you will be excited by this friendly & team orientated office. You will enjoy Monday to Friday business hours and top staff perks. Strong international travel consulting and GDS skills essential.

**SANTA'S COME EARLY THIS YEAR.....
PART TIME WHOLESALE CONSULTANT
BRISBANE CBD – FANTASTIC \$\$\$\$**

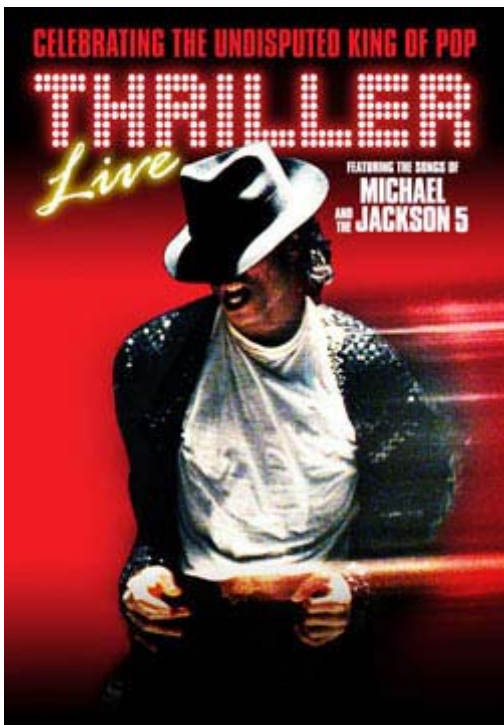
Looking for a new and exciting role without the full time hours? Want to experience another aspect of the industry? Santa has delivered your present early this year. Working 3 – 4 days a week your day will involve selling domestic land arrangements to internal clients. Not only will you have more time for yourself but you will enjoy a fantastic salary, great bonuses, discounted holidays and much more. Min 12 months experience, positive attitude and Native calypso skills preferred.

**WAITING UNDER THE TREE FOR YOU
RETAIL TRAVEL CONSULTANT
BRISBANE SOUTH SUBURBS – \$37K PKG**

Feel you are stuck in a rut? In need of a role where you can develop your career and utilise your talent? Working in this established store will see you handle a range of requests and deal with a variety of clientele. No day will ever be the same again. Enjoy the benefits of working close to home, supportive management, realistic targets and fabulous famils. Min 12 months retail experience, Galileo and exceptional customer service skills a must.



Sell Malaysia Airlines and win the ultimate 5 star experience
flying.... **FIRST CLASS!!**



****Prize****

- ✓ 2 x **First Class** tickets to London to see **Michael Jackson's Thriller Musical** at the West End Theatre
- ✓ 3 Nights accommodation at Thistle or Guoman Hotel with return transfers and a London Sightseeing Tour.



* Simply book & ticket your client between OCT/NOV/DEC 2009

* Valid for departures on MH122 SYD-KUL and returning MH123 KUL-SYD

* To enter the draw you must ticket a minimum 6 frontend tickets per consultant



For full Terms & Conditions, please click [here](#). The promoter is Malaysia Airlines
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