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Travel Daily AU

First with the news

Thu 10 Dec 09

Page 1

EDITORS: Bruce Piper and Guy Dundas
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AUSTRALIAN SALARY SURVEY 2009 - click here

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SAS gets new GM

SCANDINAVIAN Airlines (SAS) has announced the appointment of Irmgard Goetjes-Pedersen as general manager of operations in Australia and New Zealand.

Goetjes-Pedersen has been with SAS for 13 years and she was most recently Acting GM following Lars Olofsson took on the position of GM of Greater China in Oct.

For more of the latest Industry Appointments see page five.

MEANWHILE, SAS has enhanced its SMS flight info service so it can now send advice to pax about possible delays/cancelled flights.

AF/KLM tie-up with Jetstar

AIR France/KLM is days away from a tie up with Jetstar that will see the two joint mega European carriers feed traffic into the growing Jetstar network on flights to Australia.

The announcement was made last night by Marnix Fruitema, Air France KLM Senior Vice President Asia Pacific at the opening of the two airlines' combined new offices in Sydney's CBD.

"We are the number one player between Asia and Europe and Jetstar is a good fit", Fruitema told *Travel Daily*.

"We looked at partners to feed to our on-line destinations such as Singapore and Hong Kong, so we choose Jetstar because it has developed in an impressive way and we'd like to make use of the Aussie carrier's rising presence in the region," said Fruitema.

He played down suggestions about the compatibility of the Jetstar low-cost carrier model with the full-service product offered by AF/KLM, saying joining forces is what the world is about today and our passengers will be pleasantly surprised when they feed into the Jetstar system.

"We have a lot of confidence in the Australian market and our presence here is stronger today than when flew our own aircraft

into Australia," he added.

Jean-Luc Mevellec, AF KLM Country Manager, Australia said "the opening of the new offices is an acknowledgement of the ever growing importance of Australia to the group and demonstrates our commitment and dedication to forge even closer relationships with our trade and business associates."

As well as the new tie-up with Jetstar, AF and KLM will continue to offer code-share flights with Qantas and Malaysian Airlines on Australia-Europe flights.

The group operates 53 weekly services to Europe with Air France and 44 for KLM from five major Australian cities.

JQ also overnight announced a major domestic boost - see p3.

Creative China/HK

CREATIVE Holidays has just launched its China and Hong Kong 2010 program, with a great launch offer on a four-night package priced from \$455ppts - see pg 8.

Today's Travel Daily

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

- TMS Asia Pacific
- AA Appointments
- Creative Holidays

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Kakadu entry fee

INTERSTATE and international visitors to Kakadu National Park will be charged a park entry fee of \$25 per person, from 01 Apr.

An online ticketing system is currently being developed to assist tour operators with the collection of the levy and is expected to be rolled out by early Mar.

Kakadu NP says it will approach tour operators servicing various market segments to trial the online system before it goes live.

All Northern Territory residents and children under the age of 16 are exempt from the entry fee.

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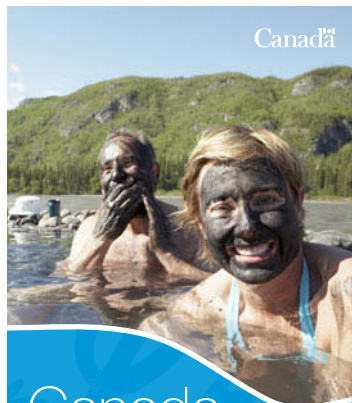
Alaska cruise cuts

CARNIVAL Corporation has today announced that from 2011 it will operate two less ships in Alaska, with Holland America's *Ryndam* moving to Europe.

And the 710-passenger *Royal Princess* will also leave the Princess fleet and Alaskan waters in 2011, moving to the UK-based P&O Cruises brand.

The change means Princess will only operate six cruise ships in Alaska in 2011, a 25% reduction.

Carnival and other operators have vigorously protested at the US\$50 per head Alaskan pax tax.



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Air Vanuatu ditches MEL

AIR Vanuatu says an increase in demand for capacity out of Brisbane has forced it to revise its Australian air schedule and suspend Melbourne services from 08 Feb.

The move will see Air Vanuatu (NF) remove its 'flagship' Boeing 737-800 aircraft from the MEL/Port Vila twice weekly operation and substitute it for the Brisbane market in Mar.

The airline's Australia Manager Malcolm Pryor said BNE offered feeder traffic from other Aussie

domestic ports, particularly Melbourne and Adelaide.

"We know the (Brisbane) market well and have been pleased with the continued and growing support," Pryor said.

NF also announced it would be pulling its direct BNE-Espiritu Santo service as part of its time-table shake-up, which means pax will now connect in Port Vila for the onward sector to Santo.

"Over the next few days we will be re-booking existing Melbourne customers onto connections via Brisbane or Sydney without increase to their fares," he said.

Govt to open up regional airports

OVERSEAS carriers will be given increased landing rights at SYD, MEL, BNE and PER from the govt if they incorporate a stopover at some of the country's regional airports, Transport Minister Anthony Albanese said yesterday.

It's hoped the decision will boost int'l airlines and tourist numbers to locations including Cairns, Broome and Darwin.

The plans will also give foreign airlines the right to fly to other countries from the regional hubs.

"This is about improving the commercial potential of services to Australia's regional airports and encouraging tourism and investment into regional economies," Albanese said.

The relaxed rules would permit an airline such as Continental Airlines, which operates Continental Micronesia flights into Cairns, to fly onward to New Zealand.

Opera House of Qld

HAMILTON Island Yacht Club opened its doors to the public and members for the first time on Wed.

Dubbed the 'Opera House of Queensland' because of its sail-shaped roofline, the Club features a private restaurant, library, health club and conference/function facilities, plus there are 35 four-bedroom luxury villas.

Borghetti DJ chief

FORMER Qantas Executive General Manager, John Borghetti, has been voted most likely to head up Virgin Blue next year when founder Brett Godfrey leaves the carrier - at least according to *Travel Daily* readers.

Hundreds of subscribers responded to our exclusive poll which canvassed candidates touted in recent media reports including John Borghetti, Paul Scurrah and David Baxby.

Borghetti came in as the front runner with 30% of votes, with Scurrah in second place at 23% and Baxby way behind at just 8%.

But there were also lots of other suggestions for the role - including Carnival Australia ceo Ann Sherry, Qantas operations chief Lyell Strambi and Jetset Travelworld ceo Peter Collins.

One intriguing response claiming insider information said the new DJ ceo would be a woman from the UK.

Several tongue-in-cheek entries suggested Humphrey B. Bear and even Mark Skaife, who "as a former V8 Supercar champion... will make a great face for the company. After all, what do CEOs do to anyway," the anonymous respondent suggested.



Window Seat

DEBORAH Hutton, host of the Qantas inflight entertainment program *Welcome Aboard*, has apparently discovered some of the pitfalls of social networking.

The high profile personality has been accused of biting the hand that feeds her after allegedly sending a Twitter 'tweet' complaining about "Jetstar nightmares: queues as long as Tigers biggest drive and then I get whacked \$180 for the privilege [sic] of taking my Callaways" while she was en route to a celebrity golf tournament in Queensland.

HOLIDAY Inn certainly helped a lot of Sydneysiders get rid of some of their angst when it hosted an official pillow fight competition at Circular Quay last month (TD 26 Nov).

The event aimed to promote the worldwide revitalisation of Holiday Inn which naturally includes a new pillow menu.

To see the footage of Sydneysiders beating each other up with their special pillows see youtube.com/user/traveldaily.

AN unusual traffic hazard appeared on a road in the South African town of George, when an Embraer 135 regional jet overshot the runway on landing in wet weather (below).

The plane was operated by SA Airlink, with a police spokesman confirming that after landing the plane "went through the lights at the end of the runway, through the fence, and ended up on the road itself".

Nobody was hurt, and initial reports say the brakes failed.



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EDITORS: Bruce Piper and Guy Dundas
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Qantas hosts AFTA board



ABOVE: Yesterday AFTA held a board meeting at the Qantas Centre For Excellence in Sydney.

QF Head of Corporate and Industry Sales, Karen Tsolakis, and Executive Manager Australia Sales Steve Limbrick, gave the directors a tour of the facility and outlined the commitment that Qantas has to customer service.

AFTA ceo Jayson Westbury said discussions included the difficulties of the past year, the success that the industry has seen with the announcement of the

review into consumer protection, and the "many and important issues for the year ahead".

Pictured above from left: John Whately, Flight Centre; Karen Tsolakis, Qantas; Justin Morgan, Amex Corporate Travel; Greg Treasure, HRG; Spiros Alysandratos, Consolidated Travel; Aynkaram Sivaratnam, Carlson Wagonlit; Peter Lacaze, Stella Travel; Mike Thompson, TSAX; Warwick Blacker, Jetset Travelworld; David Greenland, CWT; Jacqui Timmins, TSAX; and Stephen Limbrick, QF.

Jetstar Queensland capacity soars

JETSTAR will have more than 50% of market capacity to the Gold Coast and around two-thirds of total seats into the Sunshine Coast and Newcastle once it implements additional frequencies with the addition of four A320s to its fleet (*TD* breaking news).

CEO Bruce Buchanan said the boost would see Jetstar's Australian domestic market share "continuing to grow to around 18 percent, maintaining Qantas Group market share at 65 percent."

The expansion will include extra frequencies to the Gold Coast, Cairns, Newcastle and the Sunshine Coast, with the move following other recent JQ growth to Tasmania as well as double daily MEL-CNS flights (*TD* 01 Dec).

"This new growth is yet another example of how Jetstar is proactively responding to the Australian travelling public's strong demand for a combination of low fares, award-winning service and a hassle-free way to travel," Buchanan said.

He confirmed that JQ would back its ongoing commitment to offering the lowest fares on all its routes with the Jetstar Price Beat Guarantee, whereby it will beat any competitor by 10%.

MEANWHILE Jetstar has also confirmed the launch of its new Fiji services, operating four A320 flights a week from 29 Mar, as revealed by *TD* (07 Dec).

A range of Jetstar Holidays Fiji packages are also on offer, leading in with a deal for a family of four starting at \$591pp for four nights

Engencia expansion

EXPEDIA'S Engencia company has expanded its network of strategic partnerships, signing 9 new TMCs around the world.

The Engencia Global Alliance will now provide services in Argentina, Hungary, Russia, Romania, UAE, Singapore, Taiwan, Hong Kong and Uruguay.

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AA Brazil deal

AMERICAN Airlines has announced a new codeshare pact with Brazilian carrier GOL, allowing AA passengers to connect through to GOL domestic services from Sao Paulo, Rio de Janeiro, Bel Horizonte, Recife and Salvador.

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 team at BCD Travel who celebrated their Christmas party at the Park Hyatt Sydney recently. Pictured from left are: Teila Stubbs, Bronson Carbett, Jodie Hobday, Cherie Drummond, Peg Njoo, Melissa Kadic, Rebecca Rosz and Karen Arthurs.



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 xmasphotos@traveldaily.com.au.



Israel tourism site

THE Israel Trade Commission in Australia has added a tourism section to its website, offering a visitors guide, lists of Australian agents specialising in the destination and other details - see www.israeltrade.org.au.

SN now with Star

BRUSSELS Airlines became the latest carrier to join Star Alliance's network overnight, opening up four new destinations in Africa. for the group: Bujumbura, Burundi; Conakry, Guinea; Kigali, Rwanda and Monrovia, Liberia.

SN operates around 200 daily flights to 55 European airports and 14 African destinations.

MEANWHILE, apologies to EVA Airlines after we incorrectly used their 'BR' airline designator code in yesterday's issue of *TD* in reference to Brussels Airlines.

Getaway tonight

TONIGHT'S episode of Channel Nine's dedicated travel program *Getaway* at 7:30pm, concludes the 2009 season.

Stories covered in the 'best of' package include:

- Bangalore, India
- Chiang Mai elephant sanctuary in Thailand
- Tufi Dive, Papua New Guinea
- Brazil
- Malaysia
- Fred Hollows trek in the NT

M&C add Studio M

MILLENNIUM & Copthorne Hotels has launched a new hotel brand dubbed Studio M, aimed at leisure and business travellers, which will debut in Singapore next year.

M&C operates a portfolio of over 120 hotels worldwide under the Grand Millennium, Millennium, Copthorne and Kingsgate brands.



Industry Appointments

WELCOME to *Industry Appointments*, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Peregrine Adventures has appointed Belinda Ward as its new Global Agency Sales Manager. She started her new role this week, after having previously worked for 13 years with the Flight Centre group in a variety of roles.

John Langton has been named as the new general manager of The York Hotel in Perth. Langton's career includes roles with Quay West Resort & Spa Bunker Bay, IHG, Mirvac, MCK and a number of private hospitality ventures in Fiji.

Central Coast Tourism has appointed Oliver Philpot as its new chief executive officer. Philpot's career has included several positions within Tourism Queensland as well as time as Australian product manager for Blue Holidays.

Garuda Orient Holidays has appointed Shabir Kashmiri as its new Online Marketing Coordinator.

Jeffrey Ong has been named as the new general manager of the Pan Pacific Suzhou which officially opens on 11 Jan 2010. He was most recently gm of the InterContinental Hotel in Dalian.

Etihad has appointed Ken Marshall as its new country manager in Nepal, replacing Kumar de Silva. Marshall has been with EY for five years, most recently as sales manager Pakistan.

MTA MD meets SpaceShip2



ABOVE:

The team from Mobile Travel Agents

was on hand in the chilly Mojave Desert in the US for the debut of Virgin Galactic's brand new SpaceShip2, which rolled out of the Scaled Composites Hangars earlier this week.

800 guests from around the world came together for the official launch of the 'VSS Enterprise', including the

Oman looks at Oz

YET another Middle Eastern carrier is understood to be considering expansion in Australia, with Oman Air looking at appointing a local gsa as a first step in growing its local presence.

The carrier recently launched a new three-class service from London Heathrow to Muscat and has also added new flights to Paris, Frankfurt and the Maldives.

California "Governor", Arnold Schwarzenegger.

Pictured here on the ground at is MTA's Roy Merricks with wife Karen and daughter Sara.

Select standalone

INSIGHT Vacations has this week launched its first Select brochure featuring 10 "independent-style" itineraries in Europe and Britain.

MD Lorraine Sharp said the decision to create a standalone program for the Select program, which rolled out in Oct (*TD* 20 Oct), was in response to travel agent feedback.

Sharp said the Select product was around 10-15% cheaper than passengers booking city break touring, and that it already accounted for 8% of Insight's business, with a 10% target.

Wolgan on TV again

EMIRATES' brand new Wolgan Valley Resort & Spa will be part of the line-up of Channel Seven's *No Leave No Life* TV series to go to air at 6.30pm on Sat 19 Dec.

The dedicated NSW episode will also feature stories on the Park Hyatt and Urban Walkabout Tours.

Arrivals drop 2%

TOURISM Research Australia says short term visitor arrivals fell 2% for the year to 30 Sep, but visitor nights surged 7% to 175 million for the year.

Overall visitor spending also increased by 5% to \$17 billion.

New Zealand was the biggest source of visitors, comprising more than 20% of arrivals, followed by the UK, US and Japan.

BKK double capacity

SUVARNABHUMI Airport in Bangkok aims to be able to cater for 80m pax per year in 10 years time, double its current capacity.

The prediction comes after Airports of Thailand said it would spend US\$2.3b over the next six years to expand the airport.

Gap ramps up ME

GAP Adventures will add 21 new small group adventure tours in the Middle East in 2010, following an 81% growth in year-on-year sales to the region.

The additions bring Gap's Middle East offerings to 60 trips which are showcased in a new dedicated brochure.

General manager Australia/NZ and Asia Pete Rawley said, "The decision to produce a standalone Middle East brochure this year has been prompted by discussions with trade partners, coupled with strong sales and positive passenger feedback."

New tours include a 21-day Istanbul to Cairo trip, a 20-day Morocco on a Shoestring tour and a 10-day Emirates and Oman Adventure.

For details contact Adventure World or see gapadventures.com.

Luxe into NZ

LUXE Worldwide Hotels has added its first New Zealand Property, with the Hotel Debreit in Auckland offering special rates from NZ\$250 - GDS code LE.



ABOVE: Express Ticketing Perth, a division of Orient Express Travel Group's consolidation business, celebrated its first full year of operation in the WA market, with its first ever agents Christmas Party, held at the Brisbane Hotel

in the WA capital last week.

A host of Perth's independent travel agents celebrated the anniversary with airline, wholesale and insurance partners.

Jonathan Nelson, state manager said: "The turnout shows that we have arrived as a competitive and welcome 'new' consolidation option for Perth's independent agents."

"Our approach is simple: great service and the commitment to an ongoing partnership facilitating an agent's ability to make their own decisions based on what's best for their business. After all, our agents' success is our success."

Pictured here are the newly independent West Coast Karrinyup and Fremantle Cruise and Travel Centre teams, with Jonathan Nelson, Express Ticketing Perth.

PATA concerns

THE Pacific Asia Travel Assoc. (PATA) says international visitors to the region in Sep showed steady growth, with arrivals to most destinations in the Pacific increasing, including a 9% increase to both Australia and New Zealand and Hawaii up 8%.

However, falling foreign inbound numbers for China (down 4%) and Japan (down 16%) depressed growth in the Northeast Asia region, according to PATA.

Associate director of Strategic Intelligence Centre, Kris Lim said: "This year is shaping up to be one of the worst for many years for international arrivals into Asia Pacific destinations."

"The full-year contraction in arrival numbers could be as much as five percent. This means the region could end the year with some 17m fewer visitors this year as compared to the 377m recorded in 2008," Lim said.

JAL reductions

THE JAL Group will temporarily adjust flight frequency on routes between Tokyo and Sao Paulo, via New York, from 01 Feb-27 Mar, cutting back on 1 of 3 services.

JAL will also suspend flights JL619/610 on the Tokyo-Shanghai route from 18 Jan-27 Mar, and downsize jets on the Tokyo Haenda-Beijing, Tokyo Narita-Beijing and Tokyo Haenda-Hong Kong routes.

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 each day 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!

We've included the three weekly images to the right for your last chance to enter for the week's competition.

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HIGH END LEISURE TRAVEL CONSULTANT x 6
SYDNEY - SAL PKG TO \$55K + SUPER + BONUSES**

If you love premium products and clientele, then you will love this role. Our client represents a luxury travel brand and they are in need of experienced consultants to join their prestigious brand. Based in premium offices, you will enjoy earning a top salary with many benefits. If you have at least 3 years travel industry experience, knowledge of 5 star products and exceptional customer service skills apply today! Have a brand new career before the silly season ends.

**WRAP IT UP
DOMESTIC CORPORATE TRAVEL CONSULTANT
PERTH CBD – SAL PKG TO \$47K**

Wrap up 2009 on a positive note by landing this domestic corporate consulting role. You will be working for one of the most respected companies in the travel industry and will be working on a busy VIP account. Your domestic fares knowledge will be first class and you will have the ability to provide efficient and superior customer service. A fabulous set salary with benefits galore is on offer. Monday to Friday hours only.

**EVERY DAY WILL BE MERRY HERE
WHOLESALE RESERVATIONS CONSULTANTS
PERTH (INNER) – SAL PKG TO \$43K + OVERTIME**

Our client is looking to employ a new team of reservations agents to start in the New Year giving experienced wholesale consultants the opportunity to join a fun and friendly team environment. You will enjoy benefits such as monthly massages, discounted travel and a lovely office in a convenient location. If you have excellent international travel skills and fantastic communication skills...apply now!

**START THE NEW YEAR ON A POSITIVE NOTE
CORPORATE TRAVEL CONSULTANTS
MELBOURNE – GREAT SALARIES ON OFFER**

Are you an experienced corporate travel consultant? Whether it is domestic or international that is your specialty, we have a TMC in the Melbourne market that wants to hear from you! Don't wait until the New Year to apply though, do what the smart corporate consultants are doing and apply now with AA Appointments to ensure you hear about the roles as soon as they become available. Strong CRS skills are required.

**COLLECT YOUR CHRISTMAS BONUS
TEMP TRAVEL CONSULTANT**

MELBOURNE (SOUTH) – TOP HOURLY RATE \$\$\$

Spent a little too much on the credit card? No plans for the Christmas/New Year period? Start paying it off with this short term temp role! Our client is a lovely boutique agency based on the Mornington peninsula and need the assistance of a senior travel consultant between Christmas and New Year. Galileo and Crosscheck skills, strong fares knowledge and a professional, mature attitude are essential.

**TIME TO ENJOY A SHORTER WEEK?
PART TIME - BACK OF HOUSE CONSULTANT
INNER BRISBANE – TOP SALARY PACKAGE**

Tired of high pressured sales targets? Enjoy the challenge of putting together complex itineraries? This is a fantastic role for the experienced consultant looking for something different. Great work environment, fantastic offices working within an established and close knit team. Ideally you will have minimum four years international consulting experience with strong fares knowledge. Rare opportunity to start in the New Year. Call today for a confidential discussion.

**ALL I WANT FOR CHRISTMAS...IS A FANTASTIC
TEMP ASSIGNMENT**

QUEENSLAND BASED - TOP HOURLY RATE \$\$\$

Is flexibility your middle name? Looking to earn some extra cash over this holiday season? We have some great temporary roles going in various locations in Brisbane, Gold and Sunshine Coast. From product, to retail, airline to corporate – take your pick! You must have minimum two years experience, preferably in a retail environment. Strong Galileo, Amadeus or Sabre skills required. Call our Temps division today to discuss your many options!

CHINA & HONG KONG

2010



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- ❖ Choice of coach or private day tours & independant tours within China
- ❖ Specialising in packages to Hong Kong *Disneyland*

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- ✿ Full Day Shenzhen Shopping Tour
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HONG KONG DEALS CLICK HERE!**

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