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Travel Daily AU
First with the news

Thu 17 Dec 09 Page 1

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Emirates tough on TTLs

A SURGE in enquiries for travel through the planned British Airways cabin crew strike next week has seen Emirates today implement a four hour automatic cancellation policy.

The move is effective immediately, with the carrier saying the four hour Ticketing Time Limit would apply for all new bookings to and from the UK for travel 22 Dec 09-02 Jan 2010.

Emirates said that in addition, all airfares to and from the UK would be non-refundable for all bookings ticketed from today over the same period.

Happy Sabre Xmas

THE Veuve Clicquot flowed freely on Tue night at Sabre Pacific's Christmas party in Sydney, bringing together senior figures from across the Australian travel industry - see some of the pictures on page eight.

TITEZ is tonight!

TONIGHT you're invited to the Sydney Theatre Company in Hickson Road, Sydney for the Travel Industry Talent Extravaganza.

With hundreds attending already, there's still space available, with entry costing \$10 at the door from 6.30pm.

The event is proudly presented by Keith Prowse, Korean Air and *Travel Daily*, with the winning performer receiving a KE business class trip for two to Las Vegas, and runner-up prizes of Europe flights with THAI Airways and a week's Maui car rental - and great audience prizes too.

Today's Travel Daily

TD today has five pages of news and photos, Day 1 of our special year in review feature (see pg 5) and full pages from:

- AA Appointments
- American Express
- Sabre Pacific

The BA strike action is still subject to a possible court injunction, but it appears that pax aren't taking any chances and are booking elsewhere.

MEANWHILE BA isn't the only carrier facing industrial action, with Qantas also confirming that some of its engineers plan to take action over the holiday period.

QF group executive David Epstein said the proposed strike "would not have any impact on airline operations."

Voyages still going

VOYAGES says it's continuing to operate Queensland's Brampton Island Resort as well as Ayers Rock Resort and Longitude 131° in Central Australia (*TD* yesterday).

It's business as usual at Brampton until the resort's sale to Australian-based investment company United Enterprises settles in Feb, with Voyages continuing to manage all reservations, enquiries, billing and marketing until then.

Although GPT is still looking to sell the remaining Northern Territory properties, a Voyages spokesperson told *TD* "we are refocusing our energy and commitment towards Ayers Rock Resort and Longitude 131°, and we look forward to improved trading conditions in 2010."

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Skywest loads 54%

PERTH-based Skywest Airlines has released its operating statistics for Nov, revealing it carried 29,000 passengers on Regular Passenger Transport services over the month - about 1000 less than for the same month last year.

The overall RPT load factor was 54.5%, and the carrier also operated 231 charter services during the month.

Skywest relisted on the Australian Stock Exchange earlier this month, with ASX documents confirming that executive chairman, Jeff Chatfield, is its largest shareholder with 17.14% of the company.

The airline is also set to grow its fleet further with a US\$2.01m deal signed last month for the purchase of an additional Fokker 50 aircraft, which will be used for freight delivery and see Skywest's fleet increase to 17 planes.

Airline SYD chaos alert

INTERNATIONAL airlines operating at Sydney Airport have warned that there could be "significant disruptions and delays" over the upcoming Christmas peak travel period.

An update from the Board of Airline Representatives of Australia (BARA) this morning said the airport is facing a "critical shortage of jet fuel supplies," while the expansion of the terminal "is proving to be an operational nightmare".

BARA executive director, Warren Bennett, said oil companies haven't planned for the growth of the airport, with fuel supplies currently rationed.

"In fact, the fuel supply companies have expressed surprise that fuel uptake in recent weeks... is greater than they experienced this time last year when the worst effects of the GFC were being experienced," Bennett said.

The fuel problems are being exacerbated by problems experienced by some carriers with the new Sydney terminal, with BARA saying Sydney Airport has ignored its warnings that the

design would result in delays.

Bennett said the terminal design "facilitates the maximum pursuit of retail and duty free sales revenues... to the detriment of efficient airline operations."

In fact since the changes, one airline operating from Pier C has seen its on time performance drop from an average of 85% to just 35%, because passengers are failing to arrive at departure gates in time.

The BARA update also slams the bureaucracies of border agencies at Australian airports, saying Customs managers and staff aren't embracing the Express Path system for premium passengers, while the Australian Quarantine and Inspection Service "also has entrenched practices that inhibit passenger facilitation efficiencies."

The chaos regularly seen in Sydney Airport's arrivals hall (TD 16 Jan 09) isn't a great way to welcome international visitors to Australia's major gateway.

Garuda cuts comm

GARUDA Indonesia yesterday announced it was reducing travel agency base commission for tickets sold in Australia and New Zealand from 7% to 5%, effective 01 Jan 2010 (TD breaking news).

From the same date Garuda said it would include fuel surcharges in the fares.

Separate tickets issued in Australia and NZ for travel on Indonesian domestic sectors will remain commissionable at 9% for C and Y class, and 5% for M and L Class, but the US\$5 YQ insurance charge will still apply.

China Airlines to join SkyTeam

TAIWANESE carrier China Airlines hopes to join the SkyTeam alliance next year.

The move was revealed as the carrier celebrated its 50th anniversary overnight, reporting that it also hopes to return to profit in 2010 after four successive years of losses.

"There is a pickup in cargo and an overall recovery in demand," said Chairman Philip Wei.



Window Seat

SEE the Arctic before it melts. That's the message from Inuit communities in Greenland, Alaska, Canada and Russia, who have told climate change officials they need funds to adapt to global warming.

Measures suggested by an Inuit leader include the development of "community deep freezes" so they can store their meat without it going off - in contrast to previous practices where they just left it outside.

A PARKING attendant at Vancouver Airport is in trouble after accidentally backing a vehicle through a wall into the departures area.

The owner of the 4WD handed the keys to a valet employer before rushing to check in for an early morning flight, according to a police statement.

Unfortunately the attendant "in error accelerated in reverse" sending the car into the terminal building, reportedly crushing a bench and a counter.

RICHARD Branson is threatening to once again get into some cross-dressing, issuing a challenge to AirAsia chief Tony Fernandes over their respective Formula 1 racing teams.

Fernandes said last week his Lotus team "had to beat" Branson's new Virgin Racing operation, "otherwise I will retire and kill myself".

Branson suggested a less radical option, saying "if we beat him he can come and work on our airline as a Virgin stewardess".

The idea is similar to a challenge Branson laid out to former Qantas ceo Geoff Dixon in 2003, in which he urged Dixon to dress up as a VS female flight attendant on the inaugural Virgin Atlantic service to Sydney - with a pic of the idea at right.



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First with the news

Thu 17 Dec 09

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Gong for CBA card

THE Commonwealth Bank *Travel Money Card* has taken out the "Best International Prepaid Card" category at the banking industry OSCARDS awards ceremony in Paris overnight.

The prepaid Mastercard product is now available in three additional currencies including Hong Kong dollars, Singapore dollars and Japanese Yen, as well as US dollars, British pounds, Euros, Australian, NZ and Canadian dollars.

CBA exec gm of retail products, Michael Cant, said the win shows the bank's "commitment to provide a world class prepaid travel card to its customers."

VX starts to climb

FLEDGLING US carrier Virgin America has reported its first quarterly operating profit, for the three months to 30 Sep.

The carrier's annual result was a loss of US\$5.9m - 90% better than the \$59.1m result last year.

Traffic grew 45% and revenue climbed 38.3% to \$157.9m for the year, with ceo David Cush saying "At a time when flyers are more discerning than ever, it is clear our low fares, award-winning service and innovative amenities continue to convert a growing network of loyal travellers."

Scottish air crash

EDINBURGH-based long-haul budget carrier Flyglobespan has been placed into administration, with all flights ceasing effective immediately.

The carrier operated flights from 5 airports across the UK and Ireland to destinations across Europe as well as Egypt, the US, Canada and flights on behalf of the UK govt to the Falkland Islands and Ascension Island.

FlyGlobespan said the move into administration was due to "liquidity issues" and passengers who have booked holiday packages through the company will be covered by the UK's ATOL consumer protection scheme.

However customers who have booked flights directly with Flyglobespan are being told they are not covered, and those currently abroad are being told they must make arrangements to return home at their own expense.

Blue on time in NZ

PACIFIC Blue has reported that 94% of its domestic New Zealand flights departed on time during Nov, making it the fourth month in a row where its performance has been 90% or higher.

The carrier says it was the first NZ domestic airline to publicly report its on-time performance.

Jewel glitters for agents



ABOVE: More than 700 travel agents and their partners enjoyed a sneak preview of P&O's new *Pacific Jewel* superliner on a one night cruise last Fri.

One of the many highlights was a gourmet dinner in the ship's Waterfront Restaurant, and pictured above ready for the next course are, back row from left: Alastair Fernie, Harveys Choice Holidays; Brett Jardine, International Cruise Council; Jenny Lourey, Carnival Australia; Fergus Kelly, Qantas Holidays with his partner Kerrie Weir; and David Rivers, Harvey World Travel.

Front row: Jeffrey Wharton, Ozcruising, Staff Captain Othello Ghoshroy; Captain Lorenzo Paoletti; and Marion Rivers.

More on *Jewel* in today's *Cruise Weekly* - cruiseweekly.com.au.

TAM loyalty float

BRAZILIAN carrier TAM says it plans to spin off its Multiples loyalty program in a share float, after expanding the scheme in Jun to include retailers and hotels.

More MAP Brussels

MACQUARIE Airports has announced the acquisition of a further 3% interest in Brussels Airport, taking its stake to 39%.

SQ tweaks network

SINGAPORE Airlines has announced an increase in flights on the Singapore-Moscow-Houston route to five per week, with the move effective tomorrow.

The carrier will also increase its non-stop Singapore-Newark services to daily operations from 19 Jan, with other changes seeing the introduction of Munich (*TD* yest.) and increased frequencies to Colombo, Dhaka, Mumbai, Delhi and Seoul during 2010, as well as the introduction of the new double daily services to Tokyo Haneda from Oct.

However the carrier said it's taken the "difficult decision" to suspend its twice weekly operations to Pakistan and Nanjing, with the final Singapore-Karachi-Lahore service to operate on 17 Feb, while the last Nanjing flight will operate on 26 Mar.

SQ will also reduce frequencies to Ho Chi Minh City and Kuala Lumpur, but SilkAir will take over one of the KUL daily flights.

"Positive signs of a recovery in demand continue to be seen but operating conditions remain challenging and yields in particular remain under pressure," the carrier said.

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Merry Christmas WA



Chiva psychology

THAILAND'S Chiva-Som wellness spa will introduce psychological support as part of its *The Life Change People* program being held between 22 Feb - 06 Mar.

Alex Gunn and Chrissy Richman will be consultants for the psychotherapy program.

ABOVE: 'Tis the festive season! Some of the Travel Corporation's business development managers have been spotted out and about this week spreading Christmas cheer as part of their annual calls.

Pictured here with the young Scroo Turner lookalike are Mr and Mrs Claus, alias Insight Vacations' Melissa Robertson and Contiki Holidays' Adam Wadson.



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.

Travel The World has announced the appointment of Angela Grant as its new National Sales Manager. She moves from Scenic Tours and replaces Jonathan Sharp. TTW has also promoted Juliana Higgins to Marketing Supervisor, replacing Bronwen Alach.

Greg Webb has been named as the new president for Sabre Travel Network. Webb has been with Sabre for 14 years and will now take responsibility for the overall performance of the Sabre Travel Network business around the world.

Kelly McCarthy has been elected as the new Chair of the Backpacker Operators Alliance of Victoria. She's currently the business development manager with YHA Victoria.

Virgin Blue has appointed Liz Savage as its new Chief Commercial Officer, taking up the role vacated by Stefan Pichler earlier this year when he left to head up Kuwait's Jazeera Airways. Savage will take up her new position in Mar, and was most recently md for UK carrier Monarch Flights and Holidays.

Ronald Nilsson has been appointed as the new general manager of the Swissotel Kolkata which is Swissotel's first Indian property.

Chantal Dunbar has been named as Global Marketing & Communications Manager for sustainability consultant and certifier EC3 Global. She was previously managing editor of Travelling in Australia Magazine.

WS adds YVR/SFO

CANADIAN carrier WestJet has announced it will launch a direct daily link between Vancouver and San Francisco effective 28 Jun.

The budget airline has also said it will convert 19 routes from seasonal services to year round departures in 2010, incl its twice weekly Vancouver-Los Angeles route from 01 Jun.

Club Med to China

CLUB Med has unveiled plans for the development of five new villages in China, including one to open in 2010, with the aim of turning China into "one of our top markets," according to ceo Henri Giscard d'Estaing.

He said two of the properties would offer skiing while the other three will be beach resorts.

Leading Green

THE prestigious Hay-Adams Hotel in Washington DC has been named as the first property in the world to pass Sustainable Travel International's 'Luxury Eco Certification Standard'.

STI rates a property based on its carbon footprint reduction while maintaining the guest experience.

The Hay-Adams is part of The Leading Hotels of the World group.

Sportnet de France

SPORTSNET Holidays is giving away a 2XU cycle kit worth \$310 for pax booking its Pyrenees to Paris tour which follows the Tour de France, by 31 Jan.

The 10-day trip follows the Tour de France through its mountain stages including Col d' Aubisque and Col du Tourmalet, and is priced from \$5,489ppts - for more info phone 1300 888 858.

Bangkok Tussauds

MERLIN Entertainments has said it's planning to open its 10th Madame Tussauds attraction in Bangkok, Thailand in Sep 2010.

The US\$15m project will be located in the Siam Discovery retail area.

Delta's \$US1b loss

DELTA Air Lines has predicted a \$US1.1 billion loss for 2009 due to slumps in corporate demand during the global financial crisis and losses from fuel hedging.

Delta has further revised its operating margin for the fourth quarter, saying it is now expecting to generate 1 to 2 percent rather than just breaking even.

Africa start up airline

STAR Alliance carriers Brussels Airlines and Lufthansa are backing a new African airline which will debut early next year.

Dubbed 'Korongo', the airline will be based in Lubumbashi in the Congo and will start out with a single Boeing 737 linking a number of Central Africa cities with connections to long haul routes, before expanding its fleet.

It has the support of the Belgian and Congolese aviation authorities.

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 has been sent into us from Breakaway Travelclub who had their Christmas Party last Thu night. Pictured at Tharens Restaurant are, back row from left: Michael, Venise, Tiger, Emily and Anthony.

Middle row: Agnes, Sagar, Donna and Karen.

Front row: Tony, Yuike and Callista.



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 accom 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.

2009 in Review Jan/Feb

Travel Daily AU
First with the news

TODAY *Travel Daily* takes a look back at the big news and events of the past 12 months which have affected the travel industry.

We start today with a review of the months of Jan and Feb 2009.

JANUARY

- 05 • American Airlines cuts agency commission from 5% to 3%.
- Qantas says it will cut New Zealand services by 25%
- 06 • Emirates to launch e-boarding passes in Australia
- 08 • Stella Group md Rolf Krecklenberg resigns
- 09 • Air France/KLM acquire a 25% stake in Alitalia
- 12 • US introduces Electronic System for Travel Authorisation (right)
- A 'state of disaster' is declared in Fiji following flooding



- 13 • Australian aviatrix Nancy-Bird Walton (left) passes away, aged 93



- 14 • AOT Group acquires NSW Holidays
- 16 • Qantas commences A380 services to London Heathrow

- US Airways flight US1549 ditches into the Hudson River, NYC (right)
- 19 • Singapore Airlines cuts SYD, BNE and PER services
- Hertz announces it will cut 4,000 jobs globally
- 20 • Adventure World parts ways with the Stella Group
- 21 • Creative Holidays launch online brochures
- 23 • Jetstar applies for NZ Air Operators Certificate
- 27 • ACCC blocks Air NZ/Air Canada cooperation on SYD-YVR
- *Passport to Rewards* poll shows *Travel Daily* is read by more than five times as many agents as any other publication
- 28 • Qantas launches its Centre of Service Excellence in Sydney



FEBRUARY

- 02 • Emirates A380 begins services to Sydney (left) and Auckland and boosts Dubai-Brisbane flights to double daily
- 03 • Emirates commences third daily Melbourne service
- 05 • Stella Travel boss Peter Lacaze reassures that the group is trading profitably following negative Fairfax publicity
- 06 • Harvey World Travel general manager Glenn Cusack resigns
- 09 • V Australia first Boeing 777-300ER arrives in Australia
- 10 • AFTA ceo Jayson Westbury joins the *Travel Daily* team with a regular feature column
- 11 • Jetstar announces interlining with up to 10 global carriers
- Virgin Blue expands routes from Townsville and Canberra
- 12 • Jetstar drops fuel levy on international routes
- 13 • Webjet adds Tiger Airways airfares to its fare matrix
- 16 • Singapore Airlines suspends Canada services after 20 years
- Qantas Holidays extends its Domestic Price Match policy
- 17 • Qantas announces it will replace NZ domestic with Jetstar
- 18 • Virgin Blue to cut capacity by 8% and ground 5 planes
- 19 • Emirates confirms A380 flights to Seoul and Singapore
- Cunard's Queen Victoria arrives in Sydney Harbour
- 20 • V Australia granted its Air Operators Certificate by CASA
- 22 • *Dawn Princess* forced to dock at Sydney cargo terminal
- 23 • Virgin Blue reports a \$101.4m net half yearly loss
- Ryanair says it will ditch check-in counters by year end
- 24 • SkyAirWorld announces temporary "pause" in services
- The Virgin Group launches Round The World airfares
- 25 • Jetset Travelworld closes QBT contact centre in Adelaide
- Flight Centre reports a \$34.2m half yearly pre-tax profit
- Turkish Airlines Flight1951 crashes on approach at Schiphol
- 26 • AFTA outlines its plans for the next year, including a review process for the Travel Compensation Fund
- Cunard's *Queen Mary 2* arrives in Sydney Harbour
- 27 • V Australia launches its first route between Sydney-Los Angeles (right)



Travel Daily AU
First with the news



ABOVE: Viva! Holidays with Garuda Indonesia hosted a 5-day Mega Famil to Bali in Nov for travel consultants from WA, Vic, NSW, NT and the ACT.

The agents split into three groups and visited Kuta & South Kuta, Sanur, Ubud, Jimbaran, Uluwatu, Candi Dasa, Benoa and Nusa Dua.

Each group viewed a range of hotel options in each area and were spoilt with some lovely hosted dinners and lunches provided by the properties.

At the end of the trip they all came together for the last night at The Laguna Beach Resort & Spa where they were treated to a gala dinner and a night's stay at the Grand Hyatt Bali.

The NSW/ACT group are shown above - *from left*: Annelise Bamforth, HWT Forestville; Kim Newton, Cronulla Travel; Angie

Vella, HWT Erina; Lucinda Metcalfe, Maria Slater Travel; Meredith Wilks, Garuda escort; Mary Debrincat, Macarthur Travel & Cruise Centre; Melissa Mchugh, STA Travel Broadway; Arielle McGuinness, Carlson Marketing Group; Fiona Lazaris; Astra Travel; Teaghan Fraser, HWT Mudgee; Alanna Simmons, Qantas Travel Jolimont; Brooke Plummer, Jayes Travel New Lambton; Sarah Young, Travelworld Bonnyrigg; Kylie Batley, STA Miranda; Naomi Seary, Viva! Holidays NSW/ACT sales exec; Chloe Leoniuk, Queanbeyan City Travel; and Patrick Natoli, Travelscene at Lazeaway Travel.

Vale Arthur Preketes

THE travel industry is today saddened by the news of the death of Arthur Preketes earlier this week after a long battle with leukaemia.

His 40 year travel industry career included stints with Olympic Airways and JAL and most recently his own successful wholesaler Touchdown Tours.

A service will be held this Sat 19 Dec at 10am at St George Greek Orthodox Church, 66 David Street Thornbury.

New participants

THE Travel Compensation Fund has approved seven new travel agency head offices over the last two weeks, as well as three new branch locations.

New participants include Shoji Australia in East Perth WA, Raw Wildlife Encounters of Yarraville Vic, Hyat Travel Agency of Endeavour Hills Vic and Mulligan Enterprises of Mooloolaba Qld.

There's also Kathmandu Travel and Tours of Sydney, Mountview Travel of Carldton and Royalty Vacation Australia of NSW.

The new branches include a Storer & Turner Travel Associates outlet operated by Flight Centre in Williamstown, Vic as well as Mountain & Sea Travel in Strathfield NSW and Website Travel Pty Ltd of Melbourne.

More ticket scams

TRAVEL agents are once again being warned about a spate of ever more sophisticated fraud attempts, with a number of *TD* readers reporting phone calls from "clients" wanting tickets urgently issued.

It appears the scammers are now using Australian phone directories to call agents directly, with follow-up emails offering credit card payment.

Consultants are reminded to carefully vet the bona fides of any new clients and not to issue tickets with credit card payment to anyone they don't know.

AW Myanmar

ADVENTURE World has released a new 20 day itinerary visiting "mysterious Myanmar" as well as remote northern Thailand.

The wholesaler said new tourism infrastructure means visitors can now see historic Mandalay, the Irrawaddy River, Inle Lake and the capital Yangon.

It's priced from \$4005ppts for a 27 Oct 2010 departure - more details 1300 363 055.



From all the team at AA Appointments, we would like to sincerely thank each of our clients and candidates for their tremendous support in 2009. We look forward to assisting you in the New Year!

Part of the team enjoying the AA Christmas Party at Wildfire!



AA wishes you all a wonderful Christmas and a prosperous 2010!

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WHOLESALE RESERVATIONS
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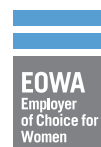
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Sydney

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This is an environment where we service, consult, advise and sell the most luxurious international leisure travel and lifestyle products possible. We take this approach to service because our clients expect and deserve it.

You should be experienced, confident and creative professionals and have worked in the travel industry with international travel consulting experience, ideally within a leisure environment to qualify for these roles.

Emergency Travel Consultant (after hours)

Melbourne

An Emergency Travel Consultant's role is to assist travellers with after hours emergency queries or requests and typically deal with a variety of domestic and international bookings/fares. This can include urgent ticket issues, rerouting itineraries, making or amending accommodation and car bookings or providing general travel advice.

The ETC is a great team environment in which to work. Consultants share their ideas and knowledge on a daily basis and work autonomously. Typically working 4 x 10 hour shifts each week (full-time) and receiving ongoing training and support in their daily roles, this role is suited to people who enjoy working shifts.

You should possess strong attention to detail, superior domestic and international fares knowledge, the ability to make sound judgements and a strong working knowledge of Galileo, Sabre, Abacus and Apollo. Benefits include a generous allowance of between 10% – 26% depending on the shift worked, five weeks annual leave plus all other standard American Express employee benefits.

To apply for the above opportunities, visit us online at www.americanexpress.com.au/careers and select the travel category.

For more information, contact Darren Grant – Human Resources (02) 9271 3137.



Sabre Pacific Christmas Soiree

To celebrate the year-end festive season, Sabre Pacific hosted a stylish Christmas soiree at the spectacular Mezzaluna Ristorante in Potts Point, where many of their industry partners enjoyed a memorable night.

Sabre pacific



Above L to R: Jo O'Brien - Tramada, Richard Morgan - Sabre Pacific, Michael McAuliffe - Suresave, Mary Gava - Concierge BT



L to R: Andy Aitkenhead, Kurt Knackstedt, Christophe Etchegaray - American Express, Tim O'Callaghan - Qantas Airways and James Quinlan - Sabre Pacific



Right: Simon Bernardi - Tour East, Gai Tyrrell - Sabre Pacific



L to R: Dale Woodhouse - Singapore Airlines, Warwick Blacker - Jetset Travelworld, Mike Hatton - AFTA, Tom Manwaring - Orient Express



L to R: Justin Montgomery - Creative Holidays, Rob Gurney and Karen Tsolakis - Qantas



L to R: David Greenland - Carlson Wagonlit Travel, Craig Smith - CTM, Hans Belle - Sabre Holdings, Mike Thompson - Travelscene American Express



L to R: Stewart Hindmarsh - Suresave, Gai Tyrrell - Sabre Pacific



L to R: Gayee McGrath - CiEvents, Paul McGrath - Trafalgar Tours, Jacqui Timmins - Travelscene American Express, Melissa Watt - Stella Wholesale Australia, Andrew Millmore - Travel the World



L to R: Justin Montgomery - Creative Holidays, Gary Allomes - Travellers Choice