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Travel Daily AU
 First with the news

Mon 11 May 09 Page 1

EDITORS: Bruce Piper and Guy Dundas
 E-mail: info@traveldaily.com.au Ph: 1300 799 220

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Overhaul planned for TCF

THE Federal Government's announcement that it will conduct a review of consumer protection in the travel industry (*TD* breaking news Fri) has been greeted with enthusiasm by key industry players.

The review was announced at a meeting of the Ministerial Council on Consumer Affairs (MCCA) in Hobart, with Assistant Treasurer Chris Bowen labelling it as "long overdue."

It is expected that the review will encompass an examination of the system of funding for the TCF, which is currently sustained by compulsory industry contributions.

The review has welcomed by AFTA, with ceo Jayson Westbury saying: "it has been a long time coming and in these difficult times the ability to review such a scheme in the context of the broader and changed industry is

More international infant e-ticketing

QANTAS has confirmed that it's now offering electronic ticketing for infants on international flights in conjunction with 13 other carriers, incl BA, AA, AF, LH, MH, IT, AY, AC, EK, NZ, IB, RJ and MA.

QF said other carriers will be added progressively as testing is completed.

very welcome.

"Clearly, this means that the industry can now work with the TCF and all of the state governments to establish new arrangements for the travel industry," he added.

The TCF also welcomed the review, with ceo Glen Wells stating that the current economic climate means that "it's more important than ever that consumers feel confident that they are protected when booking travel."

The review will be conducted by the Standing Committee of Officials on Consumer Affairs, in consultation with the industry and consumers.

The MCCA also suggested that more regulation is needed for travel licensing, recommending that the Council of Australian Governments add travel licensing arrangements to the National Trade Licensing System.

This would see an end to the current fragmented and disjointed state and territory-based licensing arrangements.

Magellan Travel also welcomed the review's national approach and plans for industry consultation, saying its position remains that "consumer funding of consumer protection is appropriate".

Record for NTIA

VOTING has now finished in this year's National Travel Industry Awards, with AFTA confirming today that a record number of votes were cast for the record number of nominees.

AFTA ceo Jayson Westbury told *TD* the strong interest is a "fantastic indication of the industry's desire to recognise each other's efforts, particularly in these tough times."

"2009 may be a tough year for business, but it will be the biggest year so far for the AFTA NTIA," he said.

The finalists will be exclusively announced in *TD* next week.

Tickets for the industry's night of nights at the Sydney Westin Hotel on Sat 11 Jul are now available at www.afta.com.au.

Motorhome board

APOLLO Motorhome Holidays has announced the establishment of a new Advisory Board, including owners Luke and Karl Trouchet as well as former THL Rentals ceo Chris Rusden.

The company said it's part of a strategy to become the "global solution for RV Rental".

Today's Travel Daily

TD today has six pages of news, plus a full page of jobs from AA Appointments. (click)



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* Conditions apply. Fare shown is based on return travel to Sydney to Vienna via Bangkok per person (a minimum of 2 persons travelling on all the same flights - total cost for 2 passengers \$8,000) and includes taxes, fees and surcharges. Departures valid from 01 May 2009 - 31 December 2009. All travel must be completed within 1 month of departure from Australia. Must be purchased before 31 May 2009.

www.austrian.com

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QF to bring A330 maintenance home

QANTAS today announced an agreement with staff at its Brisbane heavy maintenance base, which will see it maintain the carrier's A330 fleet in Australia.

Currently the 510 staff at the base carry out 767 maintenance, and QF ceo Alan Joyce said that "flexibilities agreed upon with the facility's employees" would see the A330 maintenance, previously performed overseas, now done locally.

Joyce said the outcome would provide a steady workload for the Brisbane Heavy Maintenance facility into the future, with the first A330 checks in Brisbane scheduled for early 2010.

WA no leave promo

TOURISM Western Australia has become the first state tourism organisation to partner with Tourism Australia's 'No Leave No Life' campaign.

WA wholesaler Discover West Holidays is also participating with a range of value added deals, with Tourism WA also announcing the extension of its Holiday at Home campaign through to Jun.

NT pushes for GA return

THE Northern Territory govt says it's committed to working with Garuda Indonesia to reinstate its services between Bali and Darwin.

Tourism minister Chris Burns and the NT's new Aviation Director, Justin Vaughan said

New AFTA board

THE Australian Federation of Travel Agents has announced five newly appointed members on its incoming Board of Directors.

While an election would normally be held to fill the five vacant positions, this year only five nominations were entered, and as such each of the nominees will become a Director of the Federation following the Annual General Meeting on 11 Jul.

The appointees are: Greg Treasure, HRG Australia; Mike Thompson, Travelscene American Express; Peter Lacaze, Stella Travel Services; David Greenland, Carlson Wagonlit Travel; and Warwick Blacker, Jetset Travelworld Group.

Apart from Mr Treasure, all of the newly-elected members were already on the board.

they've been assured by the carrier and the Indonesian govt that "this suspension is only temporary".

GA dropped the route on 22 Apr citing load factors as low as 50% on its three weekly services, leaving Jetstar as the only carrier operating to Bali from the NT.

Burns said he'd had "very candid" talks with GA ceo Mr Satar to establish a "high level working group" between the NT govt and the airline to facilitate a return to the Darwin-DPS route.

JQ ski packages

JETSTAR Holidays has expanded its offerings with the launch today of ski packages in NZ.

The offers are for travel to the Mt Hutt ski region, and lead in with a beginner package including 5 nights at the Ibis Christchurch, a 3 day lift pass, two group lessons, equipment and clothing rental (but no transfers) from \$984 ex MEL including return Jetsaver airfares.

Book comp winner

CONGRATULATIONS to Reyhan Bahar of Webjet in Melbourne, who was the lucky winner of a copy of Frommer's *Australia 2009* from our competition in Fri's *TD*.

FJ Alaska deal

AIR Pacific has announced a new codeshare alliance with Alaska Airlines.

The deal covers FJ flights between Fiji and Los Angeles, as well as Alaska Air services between Vancouver and L.A., with the *Fiji Times* reporting FJ ceo John Campbell saying it also allows Alaska Airlines frequent flyers to earn and redeem points on Air Pacific services.



Window Seat

A NEW website has launched in the UK which allows users to rifle through other people's luggage.

www.isthisyourluggage.com is the brainchild of a woman named Luna Laboo, who purchases lost luggage at airline auctions, then photographs the contents and posts the pictures online.

Laboo said she became fascinated by luggage in Mar 2008 when the chaotic opening of London Heathrow Terminal 5 separated thousands of travellers from their bags.

Although airlines manage to return the vast majority of lost luggage to its owners, items which are untraceable are auctioned off, with the profit going to charity.

"I go to these auctions and buy the cases so I can photograph them for my weird voyeuristic passion," Laboo said.

"I would really like to try to find the people who own my suitcases, so if you have any friends who have lost a case please get them to have a look," she writes on the site.

THE anonymous US couple who returned a stolen piece of the Colosseum to authorities in Italy (*TD* Fri) needn't have bothered, according to *TD* reader, James Kellner of Garuda Indonesia.

"In Rome at about 2am the truckloads of marble and terracotta rubble have been arriving at all the tourist locations for years," he said.

"They know what tourists do (especially the Italian religious pilgrims) and they're prepared for it," Kellner added.

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Thailand from \$449*return
Vietnam from \$549*return

*Taxes to be added. Fares also available to the Indian Subcontinent, Middle East and Europe.

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JQ NSW co-op

JETSTAR and Tourism NSW have joined forces in a new campaign focusing on the NSW North Coast, which launches today.

The TV, print and online campaign promotes travel to Ballina and Byron Bay, The Tweed, and locations around Newcastle Airport like the Hunter Valley and Port Stephens.

It highlights experiences including surf culture, World Heritage national parks and great food and wine, and includes special airfares and accom deals.

Mauritius so cheap

TRAVEL to Mauritius has just become cheaper, with Air Mauritius releasing its lowest airfares in a decade and a range of operators releasing special packages for winter.

Fiesta Holidays is now offering a five-night deal including airfares, all meals and drinks, sport activities and airfares for just \$2220pp ex PER incl taxes.

Stopover fares to London are now also available from \$1820pp return ex PER, including a free night in Mauritius - 1300 658 572.

Spencer Space Agents



ABOVE: Sir Richard Branson's space airline, Virgin Galactic, recently held a party for all its Australian accredited Space Agents, their clients and prospective astronauts at Sydney's Powerhouse Museum.

Also in attendance was Brian Binnie, the man who took Spaceship 1 into outer space in 2004, taking out the X prize which launched Virgin Galactic.

He spoke about his experiences and what future astronauts will experience in space.

Pictured here *from left* are accredited Space Agents from Spencer Travel, along with their client who has already paid in full to be one of the first 100 to go into space: Edwin Spencer, Gabriella Dyer, Tina Killeen, Brian Binnie, Penny Spencer, Louise Brown and Nicole Blake.



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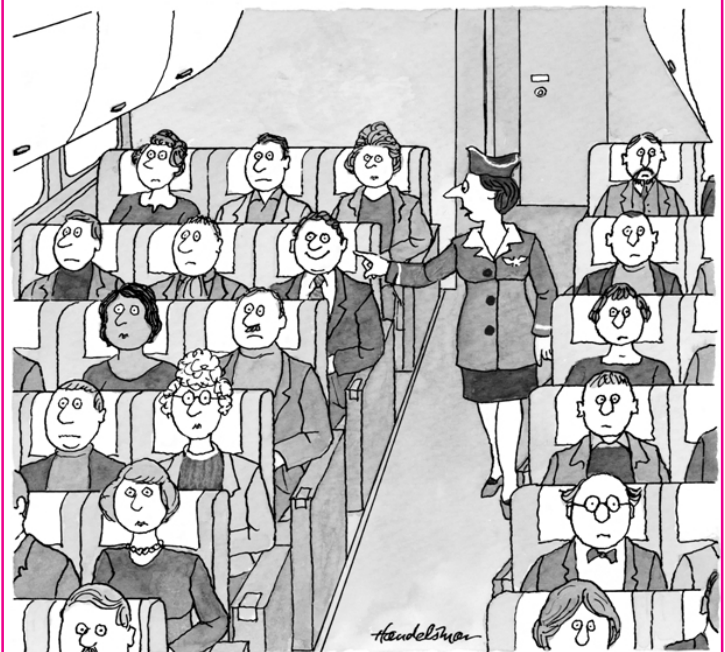
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Travel Cartoon of the Week



"This is coach class. Let's lose the smile."

Images courtesy of CardWorks, a range of humorous recall cards for travel agents. For samples and information including details of custom designed cards, please call 1800 008 825 or visit www.cardworks.com.au.

OAKS into Broome

OAKS Hotels & Resorts has launched a new "premium corporate and leisure apartment hotel" in Broome, WA.

The property is Oaks' first WA venture, with ceo Brett Pointon saying it would meet a need for "high end yet affordable accommodation in one of Australia's most captivating visitor destinations."

Oaks Broome will welcome its first guests in Jul.

Jet launches LCC

INDIAN carrier Jet Airways has announced the introduction of a new all-economy service which will operate on select routes within India.

Dubbed Jet Airways Connect, the service will be operated by dedicated single class aircraft, initially on sectors including Mumbai-Bhopal, Mumbai-Udaipur and Mumbai-Ahmedabad.

It's bookable via GDS and flights will still carry JetPrivilege points.



MSC Cruises

Business Development Executive - NSW

MSC CRUISES is expanding its sales team and requires an enthusiastic, self motivated person that is passionate about sales and cruising.

We require an experienced Sales person, with proven track record and existing business relationships with industry partners. You will be looking after the travel industry partners across Sydney and NSW. This is an opportunity to grow business and see results with a company who is expanding rapidly from year to year. You will have the opportunity to work closely with Sales & Marketing. Strong presentation skills are required for consumer & industry events. Self motivation and drive along with team contribution is the key to our success!

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Please send your CV & covering letter to National Sales Manager martine.farrugia@msc.com.au by 22 May 2009.

Ruapehu campaign

WITH the snow already falling, a new campaign has been launched here trying to lure Australian skiers to the Mt Ruapehu ski resort on New Zealand's North Island.

The 'Wicked Little Campaign' is heavy on sexual innuendo, and promotes Ruapehu as the largest ski area in NZ, as having the longest vertical descent in Australasia, and as an active volcano in a World Heritage area. See www.MtRuapehu.com.

Garden Norfolk

NORFOLK Island has a new Spring deal for those with a green thumb, with a new tour running from 23-30 Sep that teaches guests to use the latest biological techniques to get the most from their garden.

The seven day package starts from \$1049 ex BNE, and a four day gardening seminar is available for an extra \$599.

See www.norfolkisland.com.au.

Hertz Dubai office

HERTZ has announced the opening of its first Middle East corporate office, which will open in Dubai on 01 Jan 2010.

The company said it would appoint a regional commercial director and sales manager to help support its Middle Eastern franchisees.

Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon 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 incl a PDF of the front cover and contact details to info@traveldaily.com.au.



Travel2 - Fiji

Travel2 has just released its first ever Fiji brochure. With 40 pages, the brochure features a comprehensive selection of products from Fiji's Coral Coast, Nadi and Denarau Island, Pacific Harbour, Mamanuca Islands, Yasawa Islands, Beqa Lagoon as well as northern Fiji's Savusavu and Taveuni. There are also tips on Travelling with Kids, Diving and Fishing as well as a feature on Fiji Weddings and Honeymoons. More info 1300 361 221.



Travel Japan by H.I.S. - Travel Japan 2009/10

This new brochure features an innovative 'women only' nine-day 'Japan Experience' including a Shiatsu massage, Japanese cooking, an ikebana class, a 'lost in translation' tour of Tokyo and more. It starts from \$6146 ppts. Other new tours include a 13-day 'Hiroshima and Nagasaki' from \$6956. For more see www.traveljapan.com.au.



APT - Canadian Rockies 2009

This 'White Christmas' themed brochure on Canada features packages with traditional carol singing, festively-decorated hotels, dog sledding, ice-skating and meals including Christmas Eve dinner and Christmas Day brunch at the Lake Louise on the 13-day Vancouver-Calgary rail-coach tour from \$6395 ppts or \$8855 with flights.

For more info see www.aptgroup.travel.



New Horizons - Vietnam with Cambodia

New Horizons Holidays has launched its 2009/10 Vietnam with Cambodia brochure, with the popular programs expanded with new properties, features and activities. It's divided into three areas - Ho Chi Minh City, Hanoi, and Beach Destinations - with the touring program expanded to offer six itineraries. There's also a new

Discover 10 of Vietnam's Best section - www.newhorizons.com.au.



AAT Kings - Tasmania and New Zealand 09/10

These newly launched 'bibles' bring together for the first time Premium Escorted, Low Cost Escorted and Small Group tours in the one brochure. Tasmanian tours range from 4-12 days, highlights incl face-to-face experiences with a Tasmanian Devil, Port Arthur, Cradle Mt. and National Parks. Early Eagle savings up to \$380 per couple on offer for deposits before 31 Jul. The New Zealand brochure features three new small group tours, the 7-day Northern Explorer, 8-day Southern Contrast and 18-day Grand Adventurer. Bookings before 31 Jul are eligible for Early Eagle savings up to \$530 per couple.

For a copy of a brochure visit www.aatkings.com.



STA Travel - Global Rail brochure

This new brochure is filled with rail deals, with Eurorail Flexipasses from \$829 for 10 days and passes for consecutive days are from \$699 for 15 days travel. Passes for a two month period for up to 5 European countries start at \$444 for 5 days. Rail adventures in Canada are from \$586 for 15 days and 12 day passes in Japan start at \$777.

For a copy of the brochure see www.statravel.com.au.



WIN A HOLIDAY TO VANUATU

During May, *Travel Daily* subscribers can enter to win a fabulous Vanuatu holiday package, courtesy of **Air Vanuatu, Le Lagon Resort Vanuatu, Aore Island Resort and Adventures in Paradise.**

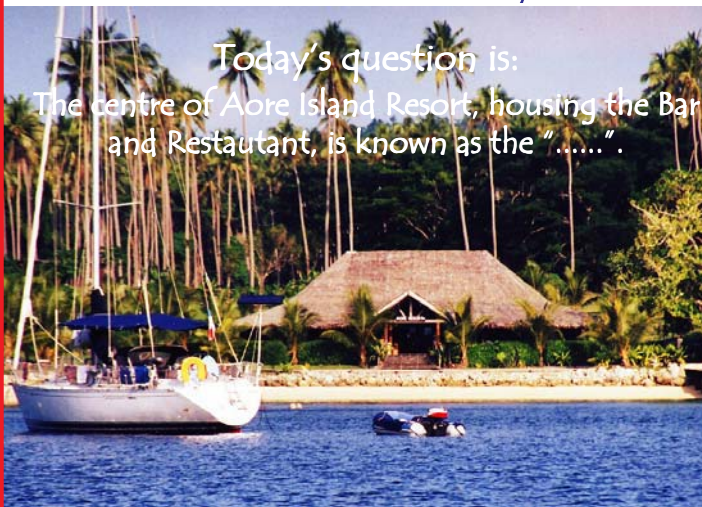
The prize includes Air Vanuatu return economy flights for two from Brisbane, Sydney or Melbourne to Port Vila and Espiritu Santo; four nights accommodation at Le Lagon Resort Vanuatu on the island of Efate and three nights at Aore Island Resort, Espiritu Santo, including continental breakfast and a dinner for two. Transfers and an Adventures in Paradise "Port Vila and Environs" tour are included.

Each day *Travel Daily* will ask a Vanuatu question - just read the issue and email us your answer.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Vanuatu holiday.

Email your answer each day to: vanuatucomp@traveldaily.com.au.

For full terms and conditions see: www.traveldaily.com.au.



Today's question is:
The centre of Aore Island Resort, housing the Bar and Restaurant, is known as the ".....".

Hint! Visit www.aoreresort.com



Agents fly to NZ for lunch



ABOVE: Staff from Travelscene on Crown in Wollongong recently enjoyed a team building jaunt to New Zealand.

The group flew to Auckland on the new Emirates A380, had lunch and then flew back in Business.

According to manager Jonathan Hickman, the group "basically spent the whole flight enjoying the wonderful bar service."

Pictured here *from left* are: Simone Tanevski, Lisa McCracken, Kendra Ainsworth and Jonathan Hickman taking over the bar.

Free at Cable Beach

APT is offering two free nights at the Cable Beach Club Resort with all bookings on its 13-day Kimberley Complete 4WD tour departing in Jun, Jul and Aug, which is priced from \$5895 ppts.

See www.aptgroup.travel.

Worldwide agent hotel specials

WORLDHOTELS is offering 'Unique Travel Agent Rates' on selected four and five-star properties around the world from €35pp incl breakfast.

There's limited availability on the rates, and agents must participate in an onsite inspection.

Bookings via the group's dedicated agent portal at www.worldhotels.com/beconnected.

Eurostar's new look

EUROSTAR has revealed a new look and feel for the onboard branding of its first class 'Leisure Select' product.

Eurostar spokesman Simon Montague said the new branding would help travellers discover more about their destinations, being inspired by cafes, bars and restaurants in London, Paris and Brussels.

He said travel agents would also use the new Leisure Select identity to enhance their marketing of the product which 'means a holiday begins as soon as you get on board.'

Dollar hits US77c

THE Australian dollar has today risen to US77.14c, its highest level since last Oct.

The strong performance follows increases in global sharemarkets, amid hopes that the global recession may be easing.

The A\$ is also stronger against the Japanese Yen.

Fiji Intercon nears

FIJI'S newest five star hotel is set to open its doors next week, with the official launch of the first phase of the Intercontinental Fiji Golf Resort and Spa last Sat.

The resort will open to the public on Mon 18 May, and is being billed as the largest single hotel project in the Pacific.

GTA signs IHG pact

GTA by Travelport has announced a global full content distribution agreement with InterContinental Hotels Group, ensuring that tour operators and travel agencies using GTA will have access to all rates at IHG's 4100 hotels and more than 600,000 guest rooms worldwide.

GTA also recently signed a new distribution agreement with Hilton Hotels Corporate.

Top End tourism

A NEW \$14 million tourism venture offering budget accom in Kununurra and Darwin launched over the weekend.

The new venture establishes the Travelfresh brand, which was launched on Sat on the site of the new Travelfresh Tourist Park Kununurra, formerly the Town Caravan Park.

The park will be opened in Jun after an upgrade including new accom and a restaurant.

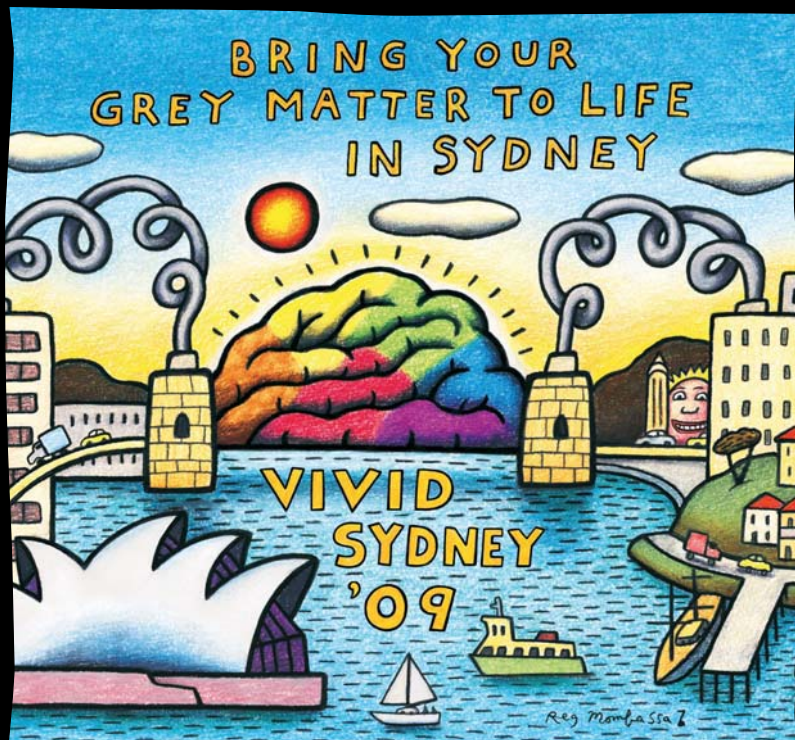
Travelfresh also owns Darwin's Poinciana Inn, and plans to buy and rebrand more properties in the Top End and to establish a touring brand: Travelfresh Tours.

See www.travelfresh.com.au.

SIA Raffles deal

SINGAPORE Airlines customers travelling in its first class A380 Suites to Singapore this year will receive a complimentary one night stay at the iconic Raffle's Hotel - including limousine transfers, free wi-fi and breakfast.

The promotion is valid for travel 11 May-30 Nov and a number of suites at the hotel, valued at S\$1700 per night have been reserved, with special rates if guests wish to extend their stay.



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A RARE GEM - MANAGE A TEAM OPERATIONS MANAGER SYDNEY - SALARY PACKAGE TO \$85K

If you have experience in leading a team of travel consultants, performance management, training & mentoring, and developing talent to rise to the top, this exciting new position is now available for someone who loves a modern, friendly work environment. This successful company has a unique range of product and a bright outlook for the future. You must have proven experience in managing large teams within the travel industry and be passionate about people. An awesome opportunity with a brilliant company!

SALES ON THE WESTERN FRONT BUSINESS DEVELOPMENT MANAGER PERTH - SALARY PACKAGE OTE \$100K+

If you're a fearless hunter who is self-motivated and brilliant at building sales pipelines this is a great opportunity for you to join a successful corporate agency. You'll have proven experience in Sales within the corporate market and have demonstrated skills in developing sales leads into tender opportunities. If you're a classy, professional and friendly person who develops new business with integrity, you'll suit this company well.

IF LUXURY IS YOUR MIDDLE NAME HOTEL GENERAL MANAGER SYDNEY - SALARY PACKAGE TO \$100K

If you are an experienced Hotel GM who knows how to run a successful business, engage a loyal team, develop marketing strategies and manage F&B costs this cozy CBD property is waiting for you. You'll be a self-motivated, positive and proactive leader who can lead by example and be hands-on when required. You'll be working within a dynamic business that offers ongoing leadership opportunities.

LOVE THOSE CLIENTS ACCOUNT MANAGER BRISBANE - SALARY PACKAGE TO \$90K

Only the best of the best for this Corporate agency - a highly successful company with great systems, inspirational leaders, exciting clients, and a bright outlook for the future. You must be an experienced Account Manager with skills in analysis, reporting, client reviews, and supplier negotiations. If you rate your success by account retention & growth then your score is 100%. Bring those skills to one of the best agencies in town.

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This position is perfect for a self-motivated, energetic sales professional who loves sniffing out new opportunities, making new relationships and selling a boutique agency that provides something unique for their specialized market. You'll be motivated by sales targets and have no trouble achieving them, as proven from your previous roles. You can make a difference to this business and grow the revenue.

LOCAL NAME, GLOBAL OPPORTUNITY BUSINESS DEVELOPMENT MANAGER MELBOURNE - SALARY PACKAGE OTE \$120K+

If you like your employer to be modern, people-focused, well respected and successful this is where you'll want to be. With this corporate agency you will have the opportunity of contributing to their growth, supported by inspirational management, cutting edge technology, and a fantastic operations team. You can sell with confidence knowing that they're one of the best in the business. Great rewards with top salary, incentives, and additional staff benefits.

TAKE CHARGE, MAKE THIS TEAM GREAT! CUSTOMER SERVICE MANAGER BRISBANE - SALARY PACKAGE OTE \$70K

If you come from a strong operational background in Travel and retain great F&T skills combined with your strong leadership skills, this new position is perfect for you. We're looking for a strong Manager, someone who can drive team performance, mentor & develop talent, manage workflow and ensure that the service delivered to your customers is of the highest quality. You can make a real difference here while earning a great salary + lucrative incentives.