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Travel Daily AU

First with the news

Fri 13 Aug 10

Page 1

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

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EK to drop third daily Sydney flight

EMIRATES will reduce its services between Dubai and Sydney to two per day from the end of Oct, with EK414/415 ceasing to fly once the new Northern Winter schedule comes into operation.

The daily A380 EK412/413 flights onwards to Auckland will continue to operate, along with the daily B777 EK418/419 services to Dubai via Bangkok and CHC.

At the same time Emirates will expand frequencies to the US, with the launch of second daily flights to Los Angeles and Houston.

EK will also reinstate the A380 onto one of its double daily JFK services from 31 Oct.

Keith Prowse Travel OK

KEITH Prowse says its Australian travel and event packages operation is unaffected by the restructuring of Keith Prowse Attraction Tickets in the UK.

The UK operation went into administration on Wed night, with a call centre in Ireland set to close, while its online Theme Park Tickets Direct operation has also stopped taking any new bookings.

MD of Keith Prowse in Australia, John Godwin, told *TD* that as a result of the uncertainty he has put a halt on the trading of Keith Prowse Tickets in Australia until he can determine the current status of the company.

"The UK business is not legally linked to the Australian or New Zealand businesses," he said, although the local operation "did have a close association with the services and product developed by the Keith Prowse UK business".

Roving reporters!

DON'T forget to get your entries in for our Rail Europe Roving Reporter competition, in which the winner (or winners) will get to travel on an upcoming fabulous family across Europe on the Switzerland Mega Famil.

Today is the last day for entries, which must be in by 5.30pm AEST this afternoon - see page four.

He said that the financial restructuring in the UK is likely to see the business re-emerge utilising its "leading entertainment ticketing technologies".

However in Australia he said the Keith Prowse Expotel Travel business, which packages domestic and international sporting and cultural events product, does not rely on the UK operation to promote or fulfil product.

"This is a key business in the Australian market and bookings can still be made," Godwin said.

In addition, none of the Keith Prowse businesses are related to the separate Enta Australasia business also headed by Godwin, which operates ticketing systems for a number of major sport and entertainment venues, and which he said had "made some excellent progress in the Australasian market".

Enta recently underwent an ownership change to bring it under a firm called World Ticketing Technologies, also controlled by the Seatem group's owners.

Today's Travel Daily

Travel Daily today has five pages of news and photos, plus a full page of travel industry jobs from AA Appointments.

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Travel Daily AU

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Page 2

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10 GOOD REASONS TO VISIT NEW CALEDONIA

5 Beaches and Islands

New Caledonia's beautiful islands are a beach and water lover's paradise.

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TD's snow update

HERE are the latest snow falls, depths and ski lifts in operation across the region:

- Falls Creek - 72cm / 14 lifts
- Perisher - 104.7cm / 45 lifts
- Thredbo - 104.7m / 13 lifts
- Selwyn - 75cm / 10 lifts
- Mt Buller - 65cm / 15 lifts
- Mt Hotham - 78cm / 8 lifts
- Coronet Peak - 110cm / 8 lifts
- The Remarkables - 95cm/7 lifts
- Mt Hutt - 230cm / 0 lifts

EK J class promo

EMIRATES is offering Business class fares to Europe priced from \$6850 including taxes, for travel from 12 Aug to 09 Dec, when booked by 07 Sep.

Carnival brochures

TRAVEL The World is this month adding individual brochures for Carnival Cruise Lines' Mexican Riviera and Caribbean programs.

TRIP OF A LIFETIME

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Ezeego1 launching soon

COX & Kings will soft launch "Australia's Biggest Online Travel Supermarket" to the domestic market for the first time in 10 days time, *Travel Daily* can reveal.

The Ezeego1 website went 'live' this week, as flagged by *TD* in Jun, with the site featuring an array of flight, hotel, car, activities, holidays and cruise options, to "over 900 domestic and international destinations".

CEO Steve Reynolds told *TD* yesterday that Ezeego1 was looking to introduce its first user group to the site on 23 Aug.

"The site has only just been released and is still in beta mode at the moment," Reynolds said.

"There are still a few minor deployment technicalities we are working through," he added.

Ezeego1 has been in operation in India for some time, with the same technology rolling out on the new Australian site.

Travel companies with content already loaded include Insight Vacations, Captain Cook Cruises, P&O Cruises, MSC Australia, Cunard and Star Cruises, with Jetstar, Virgin Blue and Qantas flights listed domestically.

Hoteliers include Mantra, Accor, Best Western, Sebel, Oaks, Toga,

OZ supports Fiji

AUSTRALIAN tourists injected \$98.5 million into Fiji's tourism industry for the first quarter of this year, according to provisional government stats from Fiji.

Overall gross earnings from all markets for the period increased by nearly 30% to \$199.2 million.

Marriott and others, while self-drive packages listed include road maps and distance calculators.

Ezeego1 says it will cater for leisure and business markets, ranging from budget packages through to 5-star holiday options.

The site also offers a travel agent affiliate program, allowing agents to transact and track bookings online with real time inventory, competitive pricing and "high commissions" along with 24x7 fulfilment.

White label, co-branding and XML or web service integration is also part of the Ezeego1 offering, alongside its retail operation.

PacificFlier in limbo

FLEDGLING Palau-based carrier PacificFlier (PI) has stopped taking bookings on its services, which include flights from the Gold Coast to Micronesia.

The airline is telling customers that operations have been halted for about six weeks while it awaits the delivery of another aircraft.

An online blog posting said PI is undergoing "re-equipment and route reorganisation," with operations on the current platform (a wet lease of an aircraft from Portugal-based Hi Fly Transportes Aereos) "now proven to be unfeasible without proper traffic rights".

The blog posting says that if the carrier is unable to negotiate "satisfactory environments... there will be a substantial change in the network or level of planned rotation to some ports".

Just last week PacificFlier extended a sale offering flights from the Gold Coast to Palau or Guam for \$499 return.



Window Seat

ABOUT 1200 skiers spent last night trapped in cafes and restaurants at Mount Hutt in New Zealand due to high winds which meant they were unable to drive off the mountain.

The wind was reportedly so strong that some people returned to cars this morning to find their windscreens blown in.

Resort operators looked after the stranded skiers with meals and drinks - although this may have backfired, with one person 'tweeting' about "a large group of quite intoxicated Australian people being very rowdy" earlier in the night, before bars closed.

AND speaking of remote places to be trapped, Scotland's loneliest pub has gone on sale.

The Old Forge is located in the West Highlands and is completely isolated, with drinkers having to hike 29km from the nearest road or cross 7km across a loch from the town of Mallaig.

Real estate agents selling the property pointed out that there is no need for designated drivers.

A US woman is suing the Disney organisation over claims she was groped by Donald Duck.

27-year-old April Magolon has issued a \$50,000 lawsuit insisting that a Disney cast member dressed as the famous cartoon character touched one of her breasts as she tried to get an autograph, reports *USA Today*.

She says that two years after the alleged incident she is still traumatised, suffering a 'shock to her entire nervous system'.

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Travel Daily AU

First with the news

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Travel Daily AU

First with the news
on location in
New York

Today's issue of *Travel Daily*
is coming from New York,
courtesy of Qantas Holidays.

NEW York City is the ultimate shopping destination, offering retail experiences to suit every budget and personal style.

Those after high-end department stores can visit Bloomingdale's, Barneys and Saks Fifth Avenue.

Famous designer stores such as Stella McCartney and Alexander McQueen can be found in the Meatpacking District.

If it's great bargains you're after, then be sure to drop into Chelsea's flea markets or Lower Manhattan's Century 21.

Today, Qantas Holidays Trip birthday reward agents will "shop 'til they drop" at Woodbury Common Premium Outlets, located an hour from NYC, and features 220 outlet stores which offer savings of 25%-65% every day.

Also when in NYC, a must-see is the world's largest Macy's store located in Herald Square - and don't forget to pick up a Savings Pass which automatically entitles international visitors to receive an additional 11% discount off marked merchandise in any Macy's store.

On 10 Sep 2010, NYC will play host to Fashion's Night Out, a star-studded fashion celebration that will see many of the stores open into the early hours of the morning.

See page five to read more from the New York Trip fam, and page four for another of *TD's* on-location Trip member interviews.

QF stamps Post

QANTAS yesterday confirmed it had signed a new five year mail contract with Australia Post.

The carrier has also renewed its partnership with Australia Post in the Star Track Express and Australian air Express joint ventures, with the deals having a combined value of \$100m a year.

CEO Alan Joyce said the freight operations were "strategically important assets," and an extensive review had shown there were "significant customer, operational and market benefits" for the partnerships to continue.

However he also flagged a two month process to "improve the value" of the JVs and "assess options for future growth".

Mumbai's Taj opens

THE Taj Mahal Palace, Mumbai will re-open its doors on 15 Aug, unveiling a restored Palace Wing to guests, after it was destroyed by fire in the 2008 terrorist attacks.

The new wing will offer 'Palace Butler Service'.

Delta on Facebook

DELTA Air Lines has launched a new 'Ticket Window' system that enables passengers to book flights through Facebook and other social websites (facebook.com/delta), along with a newly designed website home page at delta.com.

Marriott appoints

MARRIOTT International has named Simon Cooper as President & Managing Director, Asia Pacific, a position which will see him lead the operating performance and growth within the region.

Tourico targets Oz product, agents

A NEW deal to supply land content to China Southern Airlines plus a pending agreement with a "major Middle-Eastern carrier" is seeing global wholesaler Tourico ramp up operations here.

The Asia-Pacific business is headed up by Tony Marshall, who is already operating in Australia along with contracting and sales staff, and will set up a Sydney office before the end of the year.

Marshall said Tourico has extensive product across the globe but needs lots more in Australia and is launching a "major contracting drive".

Orlando-based Tourico claims to be the world's largest privately owned travel wholesaler, and is forecasting turnover this year of US\$500 million - up about 36%.

Marshall told *TD* that Tourico

offers XML links with live availability for hotels and land product across the globe, and also has exclusive deals in which it purchases and prepays for "permanent room blocks" at very attractive rates at some hotels.

Tourico's global presence means it has extensive product in the US, Europe, Latin America, Asia and the Middle East, with agents able to access the wholesale content at touricoholidays.com.

Australian suppliers wanting to partner with Tourico can contact Marshall on 0488 424 024.

Gap Thai cruises

GAP Adventures says it plans on adding Koh Samui sailings trips in Thailand from Jun to Sep next year, after reporting record sales in its marine adventure program.

More Aussies explore New York

A RECORD breaking 420,000 Australians visited New York City (NYC) last year, according to stats released by NYC & Company.

The market growth for 2009 was almost 25% compared to 2008.

Speaking to *Travel Daily* in New York City this week, NYC & Company, associate vp tourism development - Asia Pacific, Makiko Matsuda Healy, said "We are very excited about the Australian market's enthusiasm about New York City".

In 2009, 87% of Australians travelled to NYC for leisure with an average stay of 11 nights, whilst 13% visited for business.

"New York City is a city of neighbourhoods and visitors really need to get out and discover the five boroughs (The Bronx, Brooklyn, Manhattan, Queens and Staten Island) to see the mix of cultures, food, languages and so much more", said NYC & Company vp travel and tourism public relations, Christopher Heywood.

Information including top attractions, accommodation options and suggested itineraries can be found at www.nycgo.com or by calling into the interactive NYC Information Center located on Seventh Ave (*TD* yesterday).

To encourage more families to visit, NYC & Company is using children's TV star, Dora the Explorer, as the ambassador to

promote their summer program.

"Dora is celebrating her 10th anniversary this year, so it's only fitting that she's our ambassador for families", said Heywood.



ABOVE: Peter Katz, Sue Jones and Makiko Matsuda Healy from NYC & Company with family ambassador, Dora.

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GPT awards top suppliers



ABOVE: Grand Pacific Tours held its annual 'Supplier of the Year Awards' recently to recognise the high achievers for the 2009-10 touring season.

The New Zealand Luxury Coach Holiday Specialist had all of its staff from Australia and NZ attend the awards evening, plus 35 NZ suppliers, capping off the end of a week-long Consumer Expo.

The expo saw a Gold Class Coach full of NZ suppliers travel to Brisbane, Coffs Harbour, Sydney, Canberra, Melbourne and Adelaide to educate travel agents on each of their products.

Pictured at the awards night from left are: Charles Perkins; Malcolm Johns-Ipipiri; Peter Harding, GPT md; Elizabeth Bezzina, product manager; and Stacia Morris, GPT.

Real Gap in Aust.

THE UK's Real Gap Experience is now available in Australia, offering adventure, volunteering, skills development and paid working holiday experiences in over 40 countries.

The firm is not only offering 'gap year' experiences but has a selection of trips lasting from two weeks up to two years duration.

More at www.realgap.com.au.

New Crystal sailings

CRYSTAL Cruises is offering two new 7-day Pacific Coast cruises departing 10 and 17 Apr 2011 called Pacific Escape and Coastal Exploration, travelling from Los Angeles to Vancouver.

See www.wiltrans.com.au.

Your chance to be a TD roving reporter!

Travel Daily is giving subscribers a chance to become a *Travel Daily* roving reporter and travel trade blogger on location in Europe from September 28 to October 9 on the 'Switzerland Mega Famil'.

This amazing competition is being sponsored by Rail Europe, Switzerland Tourism and THAI, in support of Rail Plus, Rail Tickets, CIT Holidays and Infinity Rail.

Over the next 2 weeks impress the judges:

In 100 words or less describe a favourite place you've visited including a picture (max res 1MB) and a website link featuring this favourite place.

This description can be about anything you choose: a city, restaurant, hotel, resort, bar, monument - whatever you think makes an interesting story that your colleagues will love to read and even inspire them to visit your nominated 'place' too!

The chosen 'reporter/blogger' will be packed off with the specialised tools of the trade to capture the trip in full, including camera and will be expected to report back on what's happening every 2nd day to be captured in *Travel Daily*, on the TD insiders blog, THAI's eNews and dedicated agent website/Blog plus also Switzerland Tourism website/Blog.

The winner will be announced on September 6, so get those thinking caps on and email your entries together with your full name, position/title, travel agency and location to reporter@traveldaily.com.au

Click here for competition terms & conditions

RAILEUROPE



Switzerland Tourism.



Fri 13 Aug 10 Page 4

EDITORS: Bruce Piper and Guy Dundas
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Skywest sales mgr

PERTH-BASED Skywest Airlines has appointed former Explore Holidays WA state sales manager Stacey Pitman to the position of Industry Sales Manager.

DFAT Thai warning

THE Depart of Foreign Affairs & Trade is advising of possible bomb attacks in Bangkok this weekend and for the rest of the month, following unverified reports of possible threats.

Thailand's overall travel advice remains at the 'Use a high degree of caution' level.

TQ Wotif promo

TOURISM Queensland says its recent campaign 'Queensland, going for a Thong', run in partnership with Wotif.com in May, increased bookings by 17% and contributed up to \$7.2 million into the state's economy.

SeaDream soars

SEADREAM Yacht Club says it's not affected in any way by bankruptcy filings for two of the companies operated by its owner and chairman, Norwegian businessman Atle Brynstad.

SeaDream was previously a subsidiary of one of the companies, CG Holdings, but 14 months ago was moved into a new holding company 3Norske Group.

The line's president, Robert Lepisto, said SeaDream had a "very profitable 2009" with forward bookings very strong.

SeaDream is trading very well in Australia, which now represents almost 10% of its global business.

BW Bangladesh

BEST Western International will open a new Bangladesh property in 2014, as part of an agreement with the Fort Hotel Group, to be located in Cox's Bazaar.



Trip Agent Spotlight



Today, *Travel Daily* speaks with Qantas Holidays & Viva! Holidays Trip member Sarah Phillis from Platinum Escape.

Sarah is currently travelling on Trip's birthday reward fam in New York.

birthday reward fam in New York.

1. When did you sign up to Trip? Immediately following its launch.

2. What do you like about Qantas & Viva! Holiday's Trip program?

The ability to earn points in a simple and easy way. It's an added bonus for me when booking with Qantas or Viva! Holidays.

3. What have you been rewarded with since you've been a Trip member?

I've been able to redeem my Trip reward points to Frequent Flyer points, as well as be invited on this amazing fam to New York.

4. How does Trip differ to other loyalty programs you've been involved with?

Qantas Holidays offers a HUGE range of prizes and is the only loyalty program that allows you to convert your reward points to Qantas Frequent Flyer points.

5. What have you enjoyed most on this birthday trip to New York?

Breakfast at the Park Plaza hotel yesterday morning and seeing Chicago on Broadway last night.

Do you want to become a Trip member like Sarah? Register at www.accumulate.com.au/trip

Kenyan NP fee rise

KENYA is lifting the fee to 58 of the country's National Parks during the 2011 high season, to support conservation projects.

Entry fees to Lake Nakuru and Amboseli will rise US\$15 to US\$75 per day, and fees to Tsavo East, Tsavo West and Meru National Parks will rise US\$10 to US\$60.

Park fees for children aged 3 to 18 will also increase to US\$40.

The higher charges will be implemented for travel in the months of Jan, Feb, Jul, Aug, Sep and Oct next year.

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'YOU DESERVE TAHITI'... TELL US WHY AND WIN

To celebrate 'You Deserve Tahiti' month, throughout August, *Travel Daily* is giving travel consultant readers the chance to win an incredible seven-night holiday to Tahiti for two people, courtesy of Tahiti Travel Connection.

This fantastic prize includes:

- Return economy airfares on Air Tahiti Nui for two
- Two nights twin share accommodation at Manava Suite Resort Tahiti in a Standard Room (one pre and one post Manihi Island)
- Five nights' accommodation at Manihi Pearl Beach Resort in a Beach Bungalow
- Return economy flights for two from Tahiti to Manihi Island
- All land transfers on Tahiti and Manihi



Photo: Vincent Audet

For your chance to win this incredible holiday...

Tell us in 50 words or less why you deserve to win a seven-night sensational escape to one of the most beautiful places on the planet – Tahiti

Feel free to support your case with 1 image only. Entries must be accompanied by the agent's full name, agency name, phone contact and email contact.

Email your entries to: tahiticomp@traveldaily.com.au

Note: Only one entry per agent/consultant.

Click here for competition terms & conditions



Galapagos off list

SOUTH America's Galapagos Islands have been taken off The World Heritage endangered sites listings after the committee said that Ecuador has made significant inroads to improve threats by "invasive species, unbridled tourism and overfishing."

Value skiing deals

VALUE Tours has released some ski deals to New Zealand and the Northern Hemisphere, priced from as low as \$349 per person.

The base package at Jasper, Canada incl seven nights accom and a three-day Marmot Basin lift pass, while other offers include a four night deal at Wanaka, NZ priced from \$459, or seven nights in Queenstown starting at \$622. See www.valuestours.com.au.

SuperShuttle mob.

US-BASED SuperShuttle has launched a new mobile enabled website that allows customers to get a fare quote, make, amend or cancel a booking and also check locations where a van departs.

The recently announced iPhone app 'Where's My Van?' features a Google map locator function, so guests can even follow the van that will pick them up.

Perisher pipe name

WINTER Olympic Australian Gold Medalist Torah Bright will be honoured this weekend in the NSW skifields when Perisher's Superpipe (TD 02 Aug) is officially re-named "Brights' Pipe".

The dedication will also be bestowed on Torah's brother who is her coach and long time Perisher snowboarding athlete.

Aspire appointment

ASPIRE Apartments & Resorts has named Chris Ingram as the new General Manager of Aspire in New Zealand & the Cook Islands.

Ingram has previously held senior roles with Cook Islands Tourism and AAT Kings Tours NZ.

AS moving at LAX

ALASKA Airlines will this year start work on upgrading its facility at Los Angeles Intl Airport, tipped to cost around US\$200m.

The new Terminal 6 will cater for Alaska Airlines' domestic and int'l flights, with new airline gates, more security lanes and an enhanced baggage screening system to be introduced, along with a larger ticketing and baggage claim zones.

The project is expected to be completed in two years.

HA accelerate order

HAWAIIAN Airlines has brought forward the delivery date of one of its new 294-seat Airbus A330-200 jets by nearly two years (from Q2 2013 to Q4 2011), to cater "for new flights (that) may develop in the next year," said HA's ceo.

A Trip to NYC's The Plaza



YESTERDAY travel agents on Qantas & Viva! Holidays Trip birthday reward familiarisation were treated to an unforgettable breakfast experience in The Palm Court at The Plaza.

The five-star iconic Fairmont managed hotel is conveniently located on Fifth Avenue and directly opposite Central Park.

The 103-year old The Plaza recently underwent a \$450m refurbishment to reflect a more contemporary design.

It boasts 282 impeccable rooms, including 102 suites; large bathrooms with 24 carat gold sink fixtures and a portable Guest Services Panel to customise the room environment and access other hotel services.

A 24-hour butler is available in all suite categories or for VIP guests, offering services such as unpacking, preparing a rose petal bath and soft wake up calls.

"We're starting to notice that

more Australians are visiting our hotel and staying for longer", The Plaza sales executive, Jennifer Lee told *Travel Daily*.

The Plaza is available for bookings with Qantas Holidays - see www.qantasholidays.com.au.

And the hotel is also set to launch a specially designed pink 'Eloise Suite', based around a young female fictional character.

Located on the 18th floor with a joining room for parents, the Eloise Suite will be every young girls dream room featuring dress-up clothes, an Eloise bathrobe, a \$100 gift card to the Eloise shop, an Eloise camera, a framed photo, specialised menus and much more.

Pictured above in The Plaza's stunning lobby area are Angie Howes, QH; Jennifer Lee & Markus Tscherner, The Plaza; Dayna Robertson, QH, Crystal Laurence, The Plaza and Sue Jones, NYC & Company.



Southern Market Sales Representatives

Ocean Hotels & Tourism owns and operates 4 & 3 ½ star hotels and resorts from the Whitsundays to Cape Tribulation. 2 exciting roles are now available for Sales Representatives to be based in Sydney and Melbourne. Responsibilities include but are not limited to researching and preparing sales call plans to specific target markets, building relationships with key partners, conducting presentations and maintaining brand awareness. Ideally we are looking for someone with a travel agent background, a self starter with ambition and have the ability to think outside the square.

For more information on these positions, please contact Brett Moore via email or forward resumes to brettmoore@oceanhotelsandtourism.com.au
Applications close 27 August.



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**RETAIL TRAVEL CONSULTANT
VICTORIA (BALLARAT) – SALARY PACKAGE \$55K (OTE)**

What more could you ask for? This agency is close to home, offers a relaxed working environment and great employee conditions! If you would prefer a boutique independently owned agency, rather than your typical retail chain, this is the office for you! With long standing repeat clientele you will be focused on servicing your clients to a VIP level & ensuring the agency's clientele base continually grows. Enquire today!

BE REWARDED FOR YOUR EFFICIENCY

**FARES & TICKETING CONSULTANTS
PERTH (CITY) – SALARY PACKAGE TO \$60K+ OTE**

Do you consider yourself one of the most efficient workers in Perth? Do you have specific fares & ticketing experience and would like to be rewarded for your hard work? This consolidator has uncapped bonuses, which means you could earn in excess of \$60K per year! Preferably Tuesday to Saturday working hours, however this could be negotiable. CRS skills and fares & ticketing experience essential.

JOIN THE WEB BASED REVOLUTION

**LEISURE TRAVEL CONSULTANT
PERTH (CITY) - SALARY PACKAGE TO \$44K + COMMISSIONS**

Want to earn in excess of \$75K per year working 37.5 hours per week Monday to Friday? This is absolutely realistic with this unbelievably successful, web based travel company! If you would like to give face to face the consulting the flick and be financially rewarded, without doing crazy overtime, this is your chance. Sabre skills highly desirable & retail travel consulting experience ESSENTIAL.

TEMPS! LONG TERM – SIX MONTH CONTRACT

**DOMESTIC CORPORATE CONSULTANT X 3
BRISBANE - TOP HOURLY RATE**

Are you in between roles and looking for some stability? We have a fantastic contract with an exciting travel management company looking for GDS trained temps. You must have exceptional customer service, as you'll be looking after major blue chip corporate accounts. Based in the city, close to all amenities, you must be able to work Monday to Friday between 8am to 5.30pm. Don't miss this brilliant long term contract and gain some valuable experience to your CV!

PASSIONATE CRUISE CONSULTANT REQUIRED!

**SENIOR CONSULTANT
BRISBANE CBD – SALARY PACKAGE TO \$55K**

Want a job where you are appreciated and feel like you are part of the team? Enjoy spending your lunch breaks going shopping or meeting friends? Located in the city centre as a cruise consultant for this company you will have access to some great benefits including Friday drinks, supportive management, famils and best of all there is no face to face clients it is all done via phone or email! Min 2 years travel selling experience, proven sales ability and cruise knowledge.