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**Travel Daily AU**  
First with the news

Mon 13 Dec 10 Page 1

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

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## RCI lifts gratuities

ROYAL Caribbean Int'l says the first adjustment in 13 years to its recommended gratuities guideline is good news for Aussie cruisers due to favourable exchange rates.

RCI announced the changes to its voluntary tipping structure last week, which suggest a gratuity of US\$11.65 per guest/per day, and US\$13.90 per suite/per day.

Based on current levels, the AUD price will be about \$2 and \$3 cheaper respectively than last year.

Aussie guests will automatically have the pre-paid tips added to their cruise price in AUD, which are at the discretion of the guest.

The changes will be adopted for sailing after 01 Jul 2011.

## Today's Travel Daily

Travel Daily today has five pages of news and photos, plus a full page from:

- AA Appointments

## Tasman carriers increase

CHINA Southern Airlines (CZ) will begin a new thrice weekly service between Guangzhou and Auckland, operating via Melbourne, effective 27 Mar 2011, adding yet another carrier on the increasingly crowded trans-Tasman route.

The announcement of the new service was made by the Chinese carrier and Auckland Airport yesterday, with AKL's ce Simon Moutter saying the flights will provide "better connections with Asia, and in particular China, (which) is critical for New Zealand trade and tourism."

"These new services... (will) open up a vast range of new opportunities for New Zealand," Moutter added.

CZ will offer over 88,000 seats per annum between New Zealand and mainland China with the new route, which will be operated by a four-class 284-seat A330-300.

CEO Tan Wangeng said the Kiwi aviation market offered "huge potential" and adding Auckland to its network was "an important strategic step" in the SkyTeam carrier's continued development.

There are currently 7 carriers operating between Australia and New Zealand, including Qantas, Air New Zealand, Jetstar, Pacific Blue, Emirates and LAN, along with newcomer, China Airlines (TD 03 Nov) which is introducing a thrice weekly Brisbane-Auckland service from 01 Jan 2011.

Guangzhou is one of Auckland's five foreign country sister cities.

## APT South America

APT owner Geoff McGearry will personally host a four-day welcome reception in Buenos Aires for the inaugural guests of APT's first South America tour late next year.

The tour operator signalled plans to launch a South America program recently (TD 29 Nov), and has released a preview brochure to fast-track bookings, which have already been tracking strongly, according to APT.

Tours offered include the 21-day The Very Best of South America, with the first departure planned for 06 Nov 2011, a 27-day tour that includes a Galapagos Islands cruise, and a 35-day Highlights of South America & Antarctic Cruising - see [www.aptgroup.travel](http://www.aptgroup.travel).

## Oprah selects TD!

TRAVEL Daily is one of several media outlets to have been selected to report 'on location' from the Oprah Winfrey Show at the Sydney Opera House on Tue - see Wed's issue for full coverage.

## Hutton to head TC

TRAVEL Counsellors Australia has today named Samantha Hutton as the home based network's new general manager.

Hutton takes over the role from fill in GM, and Travel Counsellors Ireland GM Cathy Burke, who has held the role since May 2010, after Peter Watson stood down.

# Mouse sells Tasmania

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## Allure of the Seas



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## Club Med growth

CLUB Med has reported a 7.5% overall growth in 2010 compared to last year, fueled by Australian clients heading to the group's upmarket resorts, according to GM for Australia, Quentin Briard.

Aussies were the prime source market for Club Med Bali, with figures rebounding 43% in 2010, while Japan ski figures surged 40% from the local market.

Mauritius was also seen as a key growth area, and the MICE market has seen a bounce back, up 23% on the year prior.

travel counsellors 

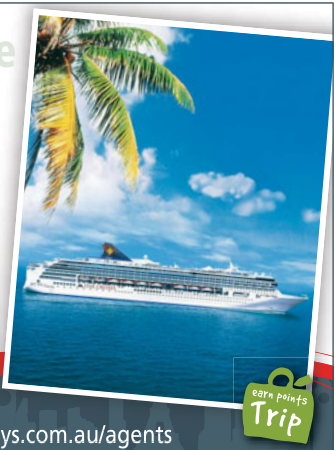
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# Travel Daily AU

First with the news

Mon 13 Dec 10

Page 2

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

10 GOOD REASONS TO VISIT NEW CALEDONIA

## 6 It's not touristy

New Caledonia has so much to see and do, but is not overrun by tourists.



**Aircalin**  
International Airline of New Caledonia

CLICK HERE FOR THE OTHER 9 REASONS

## Lindeman joins DJ

VIRGIN Blue has today announced signing Roger Lindeman to the new position of General Manager Service Experience, poaching the veteran from Qantas.

Lindeman has over 40 years of airline-related customer service experience, having dealt with crises such as the Asian tsunami, Bali bombings and New York terrorist attacks.

## QF ticket inhibition

QANTAS is advising agents that effective immediately, any QF air booking that contains a US air segment will be inhibited for issue unless it contains Secure Flight Passenger Data.

The ticketing inhibition applies to initial ticket issuance as well as re-bookings.

PNRs already ticketed without SFPD will continually receive notification via a GDS queue requesting missing info.

## Dreamliner delays

THE delivery date for Boeing's first long awaited, and constantly set back, 787 Dreamliner aircraft may be delayed until Jul, three years later than initially planned for launch customer, ANA.

## Chaos in Chicago

THE holiday plans of thousands of travellers flying into and out of Chicago have been thrown into disarray after Delta, United, Southwest and American, were forced to cancel over 1,400 flights due to snow storms yesterday.

## AA alleges discrimination

AMERICAN Airlines is calling on travel agency support following its need to introduce a Booking Source Premium of US\$11.75 per sector on AA (and sister carrier American Eagle) flights booked through the Galileo GDS outside the United States, from 20 Dec (TD 22 Nov).

Last week, AA sent a letter to local agency partners explaining that the decision to apply the surcharge was "a difficult one" but "necessary to allow American to continue to make available its full range of public fare content".

AA questioned the timing of

## Webjet marketing

WEBJET will ramp up its marketing projects to outdoor media for the first time in the online travel booking site's history from Jan, for six months.

The outdoor promotional activities includes aircraft banners and billboards in capital cities, and shopping centre TV promos.

The billboards will feature a updated Webjet mouse imagery.

Webjet will also commence a TV campaign with the Channel Nine network nationally, and crossing over to Network Ten.

"We expect the overall leisure retail market, not just travel, to be acutely bargain sensitive at least for the first part of 2011," said md David Clarke.

"We are very confident that this high impact campaign will further build substantially on our leading brand position," he said.

Travelport's "onerous increase" booking fee charge, saying it came at short notice following a standstill in negotiations between the carrier and the partly owned Travelport online agency, Orbitz.

"The timing of its increase as well as the substantial increase in booking fees is of concern to us," said American Airlines vp and md, Asia Pacific, Theo Panagiotoulis.

"It does not seem right that Travelport would use its subscribing agents worldwide as instruments for retaliation in a commercial negotiation with one agent partly owned by Travelport.

"This is especially troubling when you consider that there is no difference whatsoever in the services rendered by Travelport to agents from before and after the effective date of Travelport's dramatic and discriminatory price increases imposed upon American," Panagiotoulis said.

He reiterated that the oneworld carrier values agency partnerships, but in order to distribute a full range of fare options, and to deal with Travelport's "retaliatory efforts" in raising the booking fee it must share the imposed levy with agents.

Panagiotoulis added that the booking source premium would not be charged to agents using Amadeus, Sabre and other GDSs, or for those booking through American Airlines Direct Connect.

## Kumuka 20% comm

KUMUKA has extended its 20% commission offer for agents until 23 Dec, in line with the end of its 2011 Early Bird deals - for more details see [kumuka.com/agents](http://kumuka.com/agents).



## Window Seat

HOW'S this for a soft landing!

An Australian pilot's life was saved over the weekend after he managed to steer his plane into 20 tonnes of chicken manure.

The incident occurred in Ballarat whilst the pilot, Ben Buckley, was in the midst of a historic re-enactment of the first ever controlled flight in an Aussie made aeroplane (in 1910), when his plane suffered power problems.

Fortunately Ballarat Council had shifted the 20 tonne pile of chicken poo to the side of the runway prior to Buckley's attempt, giving him the perfect spot for a soft, albeit squishy, landing.

'TIS the season.

Tourists and Berlin locals alike can now get into the festive vibe, by bedding down with 12 reindeer.

The opportunity is hosted by the Berlin Museum as part of an art installation involving 24 canaries and 12 reindeer.

For around AU\$1,363, guests can rent a single bed on a raised platform in the Museum which overlooks the reindeers pen, and is accessible via a stairway which bisects the enclosure.

EXPERIENCE your own burial.

Visitors to Taiwan keen to get an appreciation for life, may like to pop into Rende Medical College, for a lesson on the value of life.

At present the College is hosting lessons where students write a will, pop on a burial shroud, get into a coffin, before being buried under floorboards for 10 minutes, in order to "appreciate life".

# Bäst.

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Mon 13 Dec 10

Page 3

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**Airline of the Year 2009**  
TTG Travel Awards 2009

**QATAR** AIRWAYS   
القطرية

## Agents sure to be sure



**TOURISM** Ireland in Australia, Irish destination management company Adams and Dutler, and Malaysia Airlines partnered up to host a group of top Australian travel agents to Wexford recently.

The group enjoyed lunch at Kevin Dundon's Dunbrody House in Arthurstown, the National Heritage Park at Ferrycarrig, and a quick stop at the Hook Lighthouse at Fethard-on-Sea.

The participants included: Pappu Sharma, Jetabroad Chatswood; Christine Dawson, ABC Travel; Fairlea Polmear, Escape Travel Whitfords; Lynette Manning, Travelworld Midland; Justin Kestel, Malaysia Airlines; Sarah Griggs, Brandons Travel Service; Fabian Meloni, Travel CTM; Darian Foot, Phil Hoffmann Travel Norwood; and Tania Bakos, Phil Hoffmann Travel Glenelg.

## Jetstar inaugurals

JETSTAR is this week launching three new transTasman services, with a daily Melbourne-Auckland route, and twice weekly services between the Gold Coast and Melbourne to Queenstown.

The new MEL-AKL service begins today and will be followed by the MEL-ZQN and OOL-ZQN flights on 16 and 17 Dec respectively.

JQ will operate Airbus A320 aircraft on the routes, increasing its load factor by 20% across the Tasman, up by 3,100 seats/week.

The Qantas-offshoot will later this week also start daily ops between Melbourne-Singapore.

## Brindi to lift Cobar

BRISBANE-based Brindabella Airlines is looking to expand its new Sydney-Cobar service, after receiving strong support from the mining industry, just two months into a four month trial period.

CEO Jeff Boyd confirmed the airline was looking at adding an extra afternoon service to Sydney Airport to meet demand, and provide Queensland miners with connections to their home state.

New flights are expected to be in operation by late Feb 2011.

## QF buys into FIFO

QANTAS has today confirmed the acquisition of WA-based fly-in-fly-out (FIFO) resources air charter company, Network Aviation, as flagged in *Travel Daily* recently (TD 05 Oct).

Qantas boss Alan Joyce said the purchase would "significantly enhance the scope of what Qantas can offer" to the mining sector, and bring with it new competition.

Joyce said Qantas would immediately look at significantly boosting Network Aviation's fleet of two 100-seat Fokker aircraft and six 30-seat Embraer EMB-120ER jets.

## Momento India JV

INDIAN Boutique luxury travel operators, Peirce and Leslie, have partnered up with Momento Travel Services to connect with Australian travel consultants.

A new brochure will be launched later this month through Momento who will be the main point of contact for agents to the firm's touring offering.

Product line up includes tailor made itineraries, such as thematic tours from 'Culinary tour to South India'.

## Reservations Expert, Wholesale Car Rental

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- Provide support to online booking tool users and respond to internal and external user enquiries.
- Investigate and solve problems quickly to minimise downtime
- Provide online booking tool training.

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GRUPPO FERROVIE DELLO STATO

## Christmas 1920's & 80's style

The party photos are rolling in as Christmas draws near, and today we bring you another selection of industry photos (below).

Our friends at Fraser Suites Sydney will choose the best photo at the end of the month to win an overnight's stay in a luxury Penthouse Apartment, sparkling wine & a fruit bowl upon arrival and complimentary car parking.

Remember! Bonus points will be awarded for party snaps that include a copy of the Travel Daily newsletter.



ABOVE: Malaysia Airlines goes back to the roaring 1920's! The Sydney office held their Christmas party at The Waterfront Restaurant on Thu 02 Dec.

Pictured here in feathers and tassels is Jessica Chung, Suzanne Hallas, Tali Small, Gabrielle Vicari, Warren Bird, Suhailey Alarcon, Crystal Hew, Clemente Yap and Sammy Chua.

RIGHT: Where does the ICCA hold a Christmas party?

On a cruise of course!

ICCA members recently cruised on Sydney Harbour on Captain Cook Cruises 'Sydney 2000'.

Pictured here is Shannon Currie, CCS NZ; Toni Emery, ICCA; Don Clark, CCS AUS; Julie Donaldson, ICCA; Andrew Millmore, Travel the World; Lisa & Brett Jardine, Ros Hunter, ICCA and Peter Emery.



Let's go the fro!  
Joanne Flynn and Ravi Parekh of Showgroup Enterprises Pty Ltd in Sydney enjoying the Christmas 80's Funk Party held at the Intercontinental Hotel on Sat 04 Dec.

This group sure can put on a show...and check out those costumes!

Keep those Chrissy photos coming in and you too could be in the running to win this sensational Fraser Suites Sydney accommodation prize, just like the senders of these latest photo entries.

Email your festive photos (including names of the people pictured) and where your 2010 Christmas party was held to: [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au)

## AF Boeing milestone

AIR France has taken delivery of its 200th Boeing aircraft, a 777-300 Extend Range jet, which includes its new Business Class seat.

The 383-seat plane offers 42 J Class seats, which are 2 metres in length and feature a 15" in-seat entertainment system, and will operate between Paris-Montreal, before switching over to Ho Chi Minh City next month.

Air France received its first Boeing jet, a 707, in 1959.

## Hideaway special

HIDEAWAY Island Resort and Marine Sanctuary in Port Vila, Vanuatu is offering a stay 7/pay 5 inc Continental brekkie offering when travelling from 15-31 Jan and 15-31 Mar 2011.

A stay 7/pay 4 deal is available for travel from 01 Feb to 14 Mar.

## Airfare trends

AMERICAN Express Business Travel has released its analysis for airfare trends across the Asia-Pacific region, showing a 2% year on year rise in all class categories, following a rebound from the GFC and heavy discounting.

"Airlines initially were cautious in their response to raising airfares, however...more and more airlines are throwing caution to the wind and it's becoming more expensive for travellers to fly as a result," said Robert Tedesco, vp of Global Bus. Partnerships & Advisory Services for AEBT, Japan & Asia-Pacific.

## Heathrow traffic up

LONDON Heathrow Airport has seen its fifth consecutive record month, with a 4.3% year-on-year increase in passenger numbers during Nov.

BAA Group also saw a rise of 1.0%, a lower result than forecast due to the fog, snow and strong winds being seen in the UK.

The six BAA airports handled 7.9 million pax in Nov, up 1%.

## Otahuna opening

OTAHUNA Lodge will reopen on 10 Jan 2011, four months after the 7.1 magnitude earthquake which shook Christchurch and the Canterbury region on 04 Sep.

## Sea Cloud Red Sea

SEA Cloud Cruises will offer a series of inaugural sailing in the Red Sea, travelling to Egypt and Jordan, from 08 Nov next year.

Voyages onboard *Sea Cloud* range in length from seven to 10 nights, and are priced from €2,595 (AU\$3,500) ppts, including a €200 early booking discount.

The company has also said *Sea Cloud II* and *River Cloud II* will return to service next year after an extensive overhaul.

For info see [www.seacloud.com](http://www.seacloud.com).



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- excellent presentation and communication skills
- demonstrated negotiating skills
- ability to problem-solve and identify business opportunities
- aptitude to gather, analyse, interpret & evaluate statistics
- current driver's licence and own car
- competent in Microsoft Office programmes

Written applications to be submitted by 24<sup>th</sup> December to:

Susan Leitch, Sales Manager  
Thai Airways International Public Company Limited,  
LPO Box 122, Flinders Lane, Melbourne, Victoria, 3000.  
Fax (03) 9650 7103

Please note, only candidates who meet the minimum requirements will be considered and contacted.

## PPHG appointment

PAN Pacific Hotels Group has announced the appointment of Chris Lawford as its new Director of Area Human Capital and Development, Oceania, following the return of its Parkroyal brand to Australia this year.

## AirAsia x launches Tokyo



ABOVE: AirAsia X launched its inaugural flight from its Kuala Lumpur hub to Tokyo Japan last week with the service to operate thrice weekly on Tue, Thu & Sun.

Pictured above at the inaugural event with some cabin crew are:

H.E Dato; Shaharuddin Mohd Som, The Ambassador to Malaysia in Tokyo; Dato Kamarudin Meranun, chairman AirAsia X; Azran Osman-Rani, ceo AirAsia X; & Haruhiko Shimoda, President and ceo of Tokyo Int'l Air Terminal Corp.

## WIN A FIJI HOLIDAY FOR TWO



Treasure Island Fiji and Air Pacific are giving **Travel Daily** readers the chance to win the perfect Christmas present.

One lucky reader will this month unwrap an envelope with two return 'Pacific Voyager' (economy) tickets flying **Air Pacific** from either BNE, SYD or MEL to Fiji and a voucher for five nights of relaxation at the beautiful **Treasure Island Resort**.

To be in the running, simply help to compose a Fijian version of the "Twelve Days of Christmas".

Every two days we will be asking you to complete (and email in) one of the 12 lines from the song.

Give us your best creative entry and make sure they encompass the treasures that Fiji has to offer.

Email your full entries by COB 31 December 2010 to [fijicomp@traveldaily.com.au](mailto:fijicomp@traveldaily.com.au).

Click here for competition terms and conditions.

"On the fifth day of Christmas my true love gave to me \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ in a palm tree."



## 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, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Creative Holidays - Africa and Mauritius

Newly relaunched after a one year hiatus the Africa brochure is back with Mauritius added for the 2011 season. Product includes African safaris and lodge style options to suit all budgets and accommodation options in Mauritius. In Africa, the program offers touring and accom options, camping adventures, rail packages and day tours in South Africa, Kenya, Zimbabwe, Botswana, Tanzania and more - [creativeholidays.com](http://creativeholidays.com).



### Acacia Africa - Africa 2011/12

Adventure World has launched the 2011/2012 Acacia Africa brochure which covers a wide selection of adventure holidays, overland and small group safaris, and more. 19 new trips catering to adventurous travellers are added, including the 30 night overland Ocean to Gorillas tour of Tanzania & Kenya tour and a six night Best of Botswana small group tour. Brochures are available through TIFS

or online at [www.adventureworld.com.au](http://www.adventureworld.com.au).



### Dragoman - Africa, Middle East, Asia and South America 2011-12

Adventure World the Australian representatives for Dragoman has released the new overland journey brochure for 2011/12. The booklet includes 11 new trips including overland, short adventure holidays, luxury, voluntary and family adventures. Three of the new trips incl the return to Colombia, Zimbabwe, and Libya after a hiatus - copies through TIFS.



### Tempo Holidays - Britain and Ireland 2011

New for next year are experiences including Harry Potter, Beatles and Harrods-themed day tours along with four new coach itineraries. Tempo has exclusively secured the Harrods Open Top Tour with Lunch - an open bus tour of London's highlights followed by lunch at Harrods from \$121 and the Windsor Castle and Lunch at Harrods from \$121. For details see [www.tempoholidays.com](http://www.tempoholidays.com).



### Chat Tours - Greece 2011

The new 2011 brochure heralds lower rates than previous year's on 99% of all products for Egypt, Turkey and Greece. Cruise rates have also been slashed and NEW features include discounted early bird products. More info at [chattours.com.au](http://chattours.com.au) or call 9221 2300 or 1800 22 22 32.



### Contiki - Asia 2011/12

The new Asia brochure offers tours throughout Vietnam, Thailand, Cambodia, Laos and the newly introduced Thai Islands and China program. The new destinations will offer a 12 day China Adventure, and two nine day Thai Island Hopper trips one to the West coast & the other to the East. Brochures are available on [contiki.com.au](http://contiki.com.au).



### Adventure World - China 2011

The expanded China brochure offers 100 pages showcasing indepth tailor made journeys for travel to Hong Kong, Tibet, Siberia, Mongolia and new for 2011 is Korea and Japan. Offering over 36 new experiences the brochure also includes the introduction of Small Group Journeys that take guests off the beaten track with like minded people in three to five star hotels and cruises.

Brochure available through TIFs or at [adventureworld.com.au](http://adventureworld.com.au).



## SHOPPING FOR A NEW EXECUTIVE ROLE THIS CHRISTMAS?

### ARE YOU A VISIONARY BUSINESS LEADER?

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This is an exciting opportunity for an exceptionally talented business leader to take this great Brand forward and drive company growth. We are looking for someone with strategic agility, strong negotiation & relationship skills, and the ability to tackle a leadership role with great energy. You will have great communication skills and the ability to inspire your team by being a visionary leader who sets clear objectives.

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This unique role offers you the chance to combine your skills in sales, training, and management with a growing travel agency. You will be planning, designing and executing innovative training programs that focus on excellence in sales, customer service and product knowledge. You'll manage the team's performance and continue to implement tailored training on a needs basis. Training qualifications essential.

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If you have played in the MICE space and understand how it ticks, plus you have runs on the board in a sales role developing new leads and winning new business, bring those talents to this market leader and watch your career flourish. If you enjoy leveraging your relationships to gain new business opportunities and then be rewarded by huge incentives & bonuses, this is where you need to be.

### \* NEW \* THE LEADING TEAM IN TOWN

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If you love client contact and providing vital products & services that help their business grow, you'll love this AM role that will have you out & about being proactive with your clients and working towards achieving revenue targets. From your strong relationships and contacts you'll develop new leads and convert new business, and from there you can watch your career grow with one of the best in the business.

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Be the voice of the customer in determining that business requirements are delivered to a successful outcome. You will translate user requirements to the technical team and execute UAT to ensure overall success. Being a flexible worker, you can work with minimal supervision in addition to leading project teams as required. If you enjoy a fun, modern environment and great people, your career with thrive here.

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