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Tue 14 Dec 10

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



Today's *Travel Daily*

Travel Daily has five pages jam-packed full of the latest news and photos, plus there's full pages from: (click)

- TMS Asia Pacific
- AA Appointments
- Club Med
- Hayman Island





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GDS AU tax overcollection

TRAVEL agencies around the country who issued international tickets during Jun and Jul 2010 could shortly receive a refund via airlines after a GDS error charged an incorrect tax level.

Qantas was the first carrier to advise agents of the error, which it's understood saw Amadeus, Sabre and Galileo overcollect the Australian Passenger Movement Charge (Departure Tax - AU) during the two-month period.

A QF spokesman told *Travel Daily* this morning that the error was not caused by, or expected to be isolated soley to Qantas, and that it was "not a huge amount, but (that) it still needs to be reimbursed".

"We imagine that other airlines will have been affected," QF's Simon Rushton said.

Agency Credit Memos issued by Qantas will be sent "as soon as possible to agents" that ticketed on Qantas 81 plated paper.

"In some cases the tax was over-collected, and in others,

VA selling to SIN

V AUSTRALIA has commenced promoting airfares to Singapore on its website, a new route for VA exclusively foreshadowed by *Travel Daily* in Sep (*TD* 03 Sep).

The VA online 'Fare-stive Season Sale' lists Singapore as one of six regions with discounted fares, in addition to LA, Johannesburg, Abu Dhabi, Phuket and Europe.

Fares to Singapore at this stage are not listed, but it's understood VA will offer a thrice weekly B777 service from Brisbane effective Feb, as part of its planned Alliance with Etihad Airways.

under collected," a Qantas memo released yesterday said, with the misquote most commonly occuring when pax were in transit at an Australian gateway city en route to/from a foreign country.

Agents with affected customers will receive an ACM, issued via BSP, and will be responsible for contacting them to arrange reimbursement.

Qantas says it has no intentions to recover payment for any under collections.

OZ-Vanuatu air pact

THE Federal Govt has signed a new bilateral air agreement with Vanuatu to boost seat capacity, which it says has the potential to raise competition and lower fares.

Minister for Infrastructure and Transport, Anthony Albanese, this morning said airlines from either country would be able to offer up to 2,000 seats per week, effective immediately, a 600 seat increase on the current level available.

Up to 4,000 weekly seats will be progressively introduced between now and 01 Dec 2016, "which gives airlines the certainty they need to plan and grow their services in response to demand," Albanese said.

The deal includes new security and safety provisions also.

AUD highs vs Euro

THE Aussie Dollar set an all time high against the Euro yesterday, achieving a level of €0.7450.

Travel agents are expected to reap the rewards of a thriving AUD, with some parts of Europe now at their most affordable for Australian travellers in decades.





Today's issue of TD is coming to you from the Sydney 'Oprah' House for the recording of Oprah's Ultimate Australian Adventure Show.

SYDNEY is in a frenzy today as thousands of fans prepare for the TV talk-show Queen's highly anticipated live shows being filmed in the forecourt of the iconic Sydney Opera House (SOH) at 10am & 5pm.

This morning's line-up of guests included Russell Crowe, the Irwin family, Jay-Z and Bon Jovi, and this afternoon will see Oprah chat to Nicole Kidman, Keith Urban and Hugh Jackman, who's rumoured to be making a special entrance on a flying fox from the sail of the SOH.

See tomorrow's **TD** for a full update incl. photos of the lucky agents who won tickets in Qantas' Oprah incentive promoted in **TD**.







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Pearl final touches

P&O Cruises latest superliner Pacific Pearl is currently enroute to Auckland after receiving a refit in Singapore drydock last week.

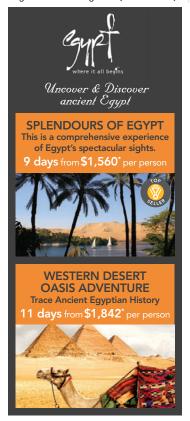
Now brandishing its new white and blue P&O Cruises' livery and name (it was previously known as Ocean Village), Pearl also has new restaurants, bars, lounges, a giant outdoor entertainment screen and soft furnishings, along with exterior and interior repaintings.

Pearl is expected to arrive in Auckland on Sat, ahead of her maiden cruise on 22 Dec.

SQ A380 seat delay

A HICCUP with the delivery of Singapore Airline's Business-class seats for its 12th Airbus A380 has pushed back the handover date for the superjumbo to Mar 2011.

The aircraft was expected to be delivered by the end of Dec 2010. and will delay the start-up of SQ flights to Los Angeles (TD 06 Dec).



CONTACT ADVENTURE WORLD: 1300 363 055 info@adventureworld.com.au www.adventureworld.com.au



ith the destir *Conditions apply.

VA/EY align fare structure

VIRGIN Blue Group's longhaul international carrier, V Australia, has announced the alignment of all its public fares from Australia to Abu Dhabi, Europe and the Middle East, effective 07 Dec.

The move comes ahead of the airline's proposed "comprehensive alliance" with Etihad Airways, and is designed to simplify the product offering and make it easier for consumers and travel partners to buy and sell airfares.

"The change will mean the all inclusive public price will be aligned and also the terms and conditions, base fares, fuel surcharges and taxes will be harmonised," Virgin Blue said in a release to trade partners.

The Address to Bali

ADDRESS Hotels and Resorts, a division of the Emraar Hospitality Group, has signed a management deal to build a new hotel in Bali at the Pecatu Indah Resort.

The Address, The Terrace Bali will offer 199 rooms and is scheduled to open in 2012.

The luxury hotelier has 5 hotels in Dubai and other projects underway around the world.

JetBlue fined \$600k

US LOW cost carrier JetBlue has received a \$350,000 civil penalty from the Dept of Transportation for failure to advise its pax that some flights sold by the carrier were operated under a code-share arrangement, at time of booking.

The fine also carriers a violation charge of \$250,000 for failure to provide assistance to pax with disabilities when boarding or deplaning aircraft.

Adopting EY's fuel surcharge structure will result in base fares reducing in price to ensure the all inclusive fares are competitive, the airline said.

It will also mean VA will switch from collecting the YQ surcharge (in the tax box), to a Q surcharge as part of the fare calculation, meaning compensation will be offered to agents based on the combined base fare and Q surcharge.

At this stage, Virgin says the alignment will not affect flights to Los Angeles.

CO FareLock option

CONTINENTAL Airlines is now allowing passengers to lock-in a ticket price for up to 72 hours or seven days with no committment to purchase the booking.

The new FareLock option is offered for a fee of US\$5 for a 72 hour hold period, and US\$9 for up to seven days, on select domestic and international itineraries.

FareLock aims to avoid any potential price increases and flights selling out.

Inspiration stuck

THE five-day sailing aboard Carnival Cruises' 2052-passenger Inspiration vessel, planned to sail from Tampa yesterday afternoon, has been revamped into a fourday voyage, after it was stuck at sea due to adverse weather.

Globus Rome tax

THE Globus family of brands has announced it will not charge its existing and future clients the new hotel tax planned by city authorities in Rome, taking effect from 01 Jan 2011 (TD 05 Nov).



HO, Ho, Whoa....!

Two-time world pastry champion Laurent Branlard has out done himself this year.

The executive chef of the Walt Disney World Swan and Dolphin Hotel in Walt Disney World Florida has created a life-size sculpture of Santa Claus and a Christmas setting, complete with fireplace, a Christmas tree and presents, out of chocolate.

The tasty spectacle (below) is made of 880lbs of dark chocolate, 132lbs of milk chocolate, 154lbs of white chocolate and 120lbs of cocoa butter.

It took Branland around 300 hrs to complete one of his most difficult works, which for the

record. has 2,956,818 calories!

The exhibit is on show in the lobby of the Swan hotel until Christmas.



JAL/QF WA c'share

THE International Air Services Commission has today authorised JAL to codeshare on Qantas thrice weekly Perth-Tokyo Narita flights (TD 25 Nov), until 31 Dec 2012. eight months less than QF wanted.

In making its determination, the IASC said the Japan market "remains subdued", and believed that it was unlikely JAL would enter the Perth-Tokyo market in its own right any time soon.

It added that the codeshare was unlikely to lessen public benefits and that competition from other airlines offering indirect services on the route (including Singapore Airlines, Thai Airways and Cathay Pacific) meant they had the ability to offer stopovers.

The IASC also highlighted that given the weakness in the Japan market that "there is now scope for a new Australian entrant", after Qantas had returned substantial capacity in recent vears.







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elport

Travelport's Future Agent

Virgin in talks with Star Alliance?

VIRGIN Blue Group is believed to be in talks about joining Star Alliance, after the carrier's boss, John Borghetti, attended a Chief Executive Board Meeting the network held in the past few days in Queenstown.

Borghetti was invited to the Star Alliance event by Air New Zealand ceo Rob Fyfe, the same airline DJ is awaiting a verdict on from the Australian competition watchdog on its planned trans-Tasman Alliance.

His involvement in the meeting could be seen as a doorway for Virgin to potentially align with Star Alliance.

"We've got a lot on at the moment and we're evaluating everything, and I mean everything, and certainly as we go forward we'll see where that leads," Borghetti said.

A strategic move into a global airline alliance would assist greatly with lifting the profile of

Solomon lease

SOLOMON Airlines' board has approved a proposal to dry lease an Airbus A320-212 aircraft, to meet demand on its international and regional routes.

The lease will take effect from the end of the Strategic agreement between 24 Feb and 27 Mar 2011, and will allow Solomon Airlines the opportunity to display its own livery and comply with recent amendments to IATA membership qualifications.

INCORPORATION INCORPORATION

Virgin and its new, yet to launch, Business Class product, which aims to cut into the market share of premium travellers that Qantas currently dominants in Australia.

With Qantas already aligned with the oneworld alliance, that leaves an agreement with either Star Alliance or SkyTeam as a likely option.

In Jul, oneworld signalled its plans to incorporate the first low cost carrier into a global alliance when it signed Air Berlin as a full member (*TD* 27 Jul).

Hayman chef tables

THE Whitsunday's Hayman has released a program of special dining experiences during Jan, including Chef's dinners which showcase regional wine and produce from WA, NSW and SA.

Chef's Tables include: The Leeuwin Estate Chef's Table from WA on 07 Jan, The Tyrrell's Chef's Table from the Hunter Valley on 14 Jan, and The Jim Barry Wines Chef's Table from SA on 21 Jan.

Four night packages start at \$932 per person twin share.

Uniworld ups itins

UNIWORLD Boutique River Cruises will add three departures to its 11 day Portugal, Spain and the Douro River Valley river cruise itinerary for 2011.

The new departures are scheduled for 14 Aug, and 06, 13 Nov 2011 adding to the 24 sailings available this year.



ABOVE: Travelport has named student Andrea Mouatt of the Canberra Institute of Technology as the 2010 Travelport Agent of the Future program.

Now in its 10th year, the program is designated to reward travel industry students enrolled at one of over 50 tertiary colleges offering Galileo courses in Australia and New Zealand.

CPT Stadium tour

CAPE Town Stadium, the iconic new venue used during the 2010 FIFA World Cup, is now offering visitors the chance to take a tour of the re-opened visitor's centre, priced at R60 (AU\$9) - for details see www.stadiumcapetown.co.za.

Brindi upping fleet

BRINDABELLA Airlines flagged the addition of another aircraft, "a move that will allow us to switch aircraft more easily for servicing and provide greater flexibility and reliability on all our regional routes," chief executive officer Jeff Boyd said last week.

Mouatt was nominated by her teacher Elizabeth Nair, and won a holiday to Singapore or Bangkok, including BA flights, Marriott Hotel accommodation, Avis car hire, an educational tour provided by HRG and Aussie Travel Cover insurance.

She is pictured above (centre) with fellow finalists Ashleigh Murphy from Brisbane Martin College and Renee Lloyd from William Angliss TAFF Melbourne



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All applications and contact will be treated as confidential.



Frohe Weihnachter from GNTO | Bellarine Taste trail



ABOVE: The German National Tourist Office has reported a "very successful 2010", with bed nights sold for the nine months to the end of Sep from the Australian market up 29% year on year.

Head of marketing & sales Australia, Maike Bates said at an event yesterday in Sydney that Australian figures were stable compared to other markets, with bed nights sold for the towns of Leipzig and Cologne up 99% and 44% respectively.

VX/EK interlining

VIRGIN America has signed a new interline agreement with Emirates to provide passengers with seamless travel connections on eash others flights.

EK pax arriving in the US will be able to connect on VX flights, to San Francisco, Los Angeles, New York and Toronto.



WELCOME to Money Talk, TD's weekly feature on what the Australian dollar is doing.

\$1AUD = US99.3c

THE Aussie \$ hit a seven month high against the Japanese Yen yesterday after the pair rose above 83.00 due to higher commodity prices and rising equity markets.

The AUD almost reached parity with the US Dollar overnight due to strong Chinese economic data and a commodities rally.

Wholesale rates this morning:

US	\$0.993
UK	£0.625
NZ	\$1.30
Euro	€0.741
Japan	¥82.53
Thailand	ß29.88
China	¥6.53
South Africa	R6.69
Canada	\$0.995
Crude oil	US\$88.42

Germany will strive to build on figures set this year, and has many themed events planned for 2011 to entice travellers.

Events include the 125th anniversary of the automobile, which is celebrated with themed exhibitions and shows throughout the year, and there's also the FIFA Women's World Cup, being held in nine cities across Germany from 26 Jun to 17 Jul.

Germany's Health & Wellness Tourism is also booming, where about 10% of German healthcare centres are involved in int'l medical tourism, attracting about 68,000 international patients from 169 countries in 2008.

Pictured here at its Christmas celebration at Etch, where attendees built their very own gingerbread house, from left are: GNTO representatives: Merryn Andrews, Leanne Ward, Virginia Haddon and Maike Bates, GNTO (seated in front).

Enlighten Canberra

ACT Tourism Minister Andrew Barr yesterday launched a new four night annual event for the capital, aimed at showcasing after-hours activities, music and architecture during Mar.

Dubbed Enlighten: See Canberra in a whole new light, the ticketed event ties in with the month long Canberra Festival, and will be held on 11, 12, 18 and 19 Mar.

The event involves transforming Lake Burley Griffin into a festive hub, and involves the National Gallery of Australia, Parliament House and the Museum of Australian Democracy, which will have special lit up facades.

George Benson, Chris Isaak and Frankie Valli are among the int'l artists performing - for more info see www.enlightencanberra.com.

AirAsiaX Euro IPO

MALAYSIAN long haul low cost carrier AirAsia X is considering listing shares on European and Asian stock exchanges to fund a fleet expansion, as early as 2011.

MERCURE Geelong is offering a six-hour Bellarine Taste Trial Tour package which includes visits to wineries, an olive grove, a twocourse lunch and a nights accom.

Priced from \$318.50ppts, the deal is valid untiul 31 Mar 2011.



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Themed Christmas Parties

It seems that lots of travel industry staff are getting into the spirit and theming their Christmas parties as shown in some of the party snaps below submitted for Travel Daily's photo competition.

Our good 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: It's the glamorous Aussie Kardashians at Corporate Travel Management's Christmas Party!

Pictured here is Baby Mason with mum Kourtney (Tineke Rymenamts), Kim (Natasha Kocic), Khloe (Sarah Allen) and mum Kris Jenner (Denise Howship).



ABOVE: ...and Bunnik Tours celebrated Christmas by hosting all Cleopatra-themed party in the Ballroom of Bunnik House with the staff from Adelaide, Sydney and Melbourne.

Pictured above is Sacha Bunnik, the stunning 'Cleopatra' Craig Owens, Bhumi Chokshi, Annelieke Huijgens, Maria Sciarrone, Maree Bock, Yoshi Furusawa, Jennifer Robertson, Kylie Boyle, Chloe Marshman, Reiko Hosokawa and Juvena Salvemini.

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









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CX staff changes

CATHAY Pacific has appointed Nigel Chynoweth as Cargo Services Manager, Australia, promoted from his previous role of Marketing Manager Australia.

He replaces Richiko Olrichs who is now Marketing Communications Manager, Australia.

Sandra Garrie has also been promoted to Sales Planning and Pricing Manager, Australia.

Each staff member is based in Sydney at CX's Regional Office.

Doha's new airport

DOHA International Airport in Qatar is on track to open its new multi-million dollar Arrivals terminal in 2012.

The stand-alone facility will handle all pax arriving into the country and will feature extra baggage belts, more immigration counters and an enlarged meet and greet waiting area.

MEANWHILE, Qatar Airways has boosted its flight frequency to Kenya and Tanzania in East Africa, to include 12 extra weekly flights.

The Doha-Nairobi flights will increase from 12 weekly to double daily flights from 03 Jan, and services to Dar Es Salaam will receive an additional four flights a week from 02 Jan, and another one from 14 Feb.

U2 could have won tickets



LEFT: AA Appointments has awarded job seeker Carl Sinclair as its Sep-Nov competition winner, taking away two amazing VIP tickets to see Jay Z and U2 in Sydney.

All candidates who registered with AA during the period went in the draw to win tickets.

Carl is pictured here with AA Appointments' Anna Veitch, Sydney team leader, receiving his fantastic prize.

Canada stats soar

THE Canadian Tourism Comm. has reported a 20.2% year on year rise in Australian visitor numbers during Sep, up to 27,616.

Australian figures for the year ending in Sep reached 187,248, a rise of 13.7% compared to the same time last year, behind Brazil which rose by 28.9%; Japan at 22.6%; and China at 21.5%.

Overall bed nights also increased for the fourth consecutive month by 3.4% in Sep, up to 1.7 million visitors.

Vegas megahotel

LAS Vegas will have an extra 3,000 rooms in time for New Year's Eve with the opening of a new US\$3.9 billion megahotel.

The Comsmoplitan of Las Vegas resort is scheduled to open on 30 Dec, next to Bellagio & CityCentre.

Sonaisali appoints

SONAISALI Island Resort in Fjii has named Simon Beckett at its new Resort Manager, a role that will see him report directly to the new GM, Nathan Robinson.

AFTA UPDATE

the latest insights from AFTA's Chief Executive, Jayson Westbury



I am sure many of you are caught up in the Christmas cheer this year. It appears to me that we all have a much more festive feeling towards our end of year than we did last year. Maybe it's just me, or maybe it is that we have not had a bad year after all.

While 2010 has had it's patching aspects, on balance and toward the of the year, the travel industry has had it pretty good. Both retail and corporate travel have shown to be resilient this year with growth and reasonable booking patterns emerging and I hope this is true for what ever part of the travel industry you hale from.

We have also benefited from the higher Aussie dollar and the fact that for the best part of 2010, consumers have remained confident and have kept spending. Even with the latest retail [general] figures showing a softer spend, travel had held up well.

The other thing that has been excellent this year has been the travel media. Yes, I know I am writing this column in one of the travel media daily's but even Bruce Piper, I am sure would allow me to say this.

Well done to ALL of the travel media in 2010. There were plenty of great stories to cover, new product to try (something that must be a real chore for them all), an abundent of travel crisis to report upon, many a conference and the odd bit of breaking news.

The Australian travel industry is the better for the dedicated efforts of our "Press Corps" and it is not often that they are thanked.

A particular thank you to Bruce Piper for his leadership and commitment to reporting on the travel industry and for allowing me the privilage to write something each week in Travel Daily.

It is people like Bruce that make a difference in keeping the industry informed, engaged and entertained and I would really like to acknowledge his efforts and the efforts of the team at Travel Daily.

With only 11 days till Christmas I hope that you have all found sometime to buy that special someone in your life a little something this year. Our partners also need to be thanked for supporting us the way they do and accepting the crazy timetables that we all seem to operate within. So when you go home today, say thank you.



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.

Click here for competition terms and conditions.

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





PromPeru predicts

PROMPERU, the tourism board for Peru, says its expecting 2011 to be a "bumper year", backed by a rise in higher yield travellers, and a growth in luxury products.

"The visitor profile is changing which is driving the demand for more luxury accommodation and facilities," said Promperu's Rosana Guinea.

IATA's EasyDGR

THE International Air Transport Association has officially released its EasyDGR solution to allow shippers of hazardous materials to create an electronically validated Dangerous Goods Declaration (DGD).

The DGD will lift safety, save time, streamline operations and reduce rejections by carriers.



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Are you a successful account manager?
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- Excellent company benefits Salary up to \$45k depending on experience Immediate start

• Immediate start
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etail Travel Consultant - Inner West

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- Salary to \$75K + super North Sydney location

• North Sydney location
Reporting to the General Manager, this newly created role will be responsible for driving the development of key online and offline channels. You will be responsible for developing and executing plans that will increase awareness, traffic, conversion and booking levels in line with overall commercial objectives. Ideal candidate must have previous marketing management experience (online/offline). This person will be highly motivated and analytical, have an interest in social media, be able to negotiate media spend and have strong communication and stakeholder management experience. The successful candidate will play a key role in shaping the success and future direction of this business within the Australian market. With some outstanding benefits on offer such as career development sessions, work/life balance and an excellent culture this is the opportunity that you have been looking for!

- Experienced BDM within travel industry Strong understanding of the industry and travel consultants relationships in NSW

Strong understanding of the industry and travel consultants relationships in NSW Due to continuous growth this largest mobile travel company is looking for an experienced BDM who is well networked within the industry. The main objective of the role is to assist travel professionals to make a positive change in both their professional and personal life. You will recruit and develop personal travel managers with focus on growth and retention. You will develop and foster strong relationships with industry partners and the network. To be considered for the role you must have strong sales and interpersonal skills. Experience in recruitment would be highly regarded You will be able to make a difference in a highly successful and growing organisation. Competitive salary is on offer along with long term career opportunities.

- A genuine market leader Get on board and take your career to the next level!

• Get on board and take your career to the next level:

This is a role responsible for generating sales for this highly acclaimed travel company. You will have the ability to establish and maintain relationships with customers across multiple channels and you will be responsible for identifying new customers. This position plays a key role in achieving annual revenue targets by generating sales leads, developing proposals and closing deals. If you have a background in business development in travel technology or corporate travel this is the role for you.

- Leading wholesaler Fantastic team environment

Our client, a leading wholesaler is looking for a Airfare Product Co-ordinator to take overall responsibility for the reporting and management of BSP and other airlines payment/ reconcilitation methods. The ideal candidate will have previous experience with BSP, fares and ticketing 1 & 2 and a knowledge of Calypso.



Quality recruitment for the travel and hospitality industries in Asia Pacific

DXB









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From all the team at AA, we would like to sincerely thank each of our clients and candidates for their wonderful support in 2010. We look forward to assisting you all in 2011!



SYDNEY

SLEIGH BELLS ARE RINGING

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AA wishes you all a Merry Christmas and



MELBOURNE TEAM



BRISBANE TEAM

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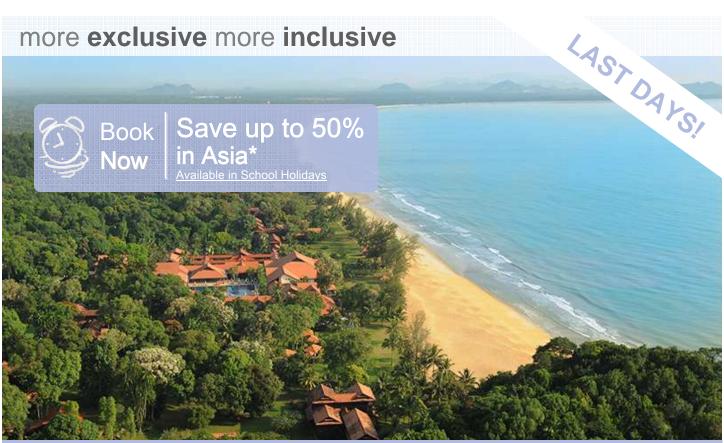
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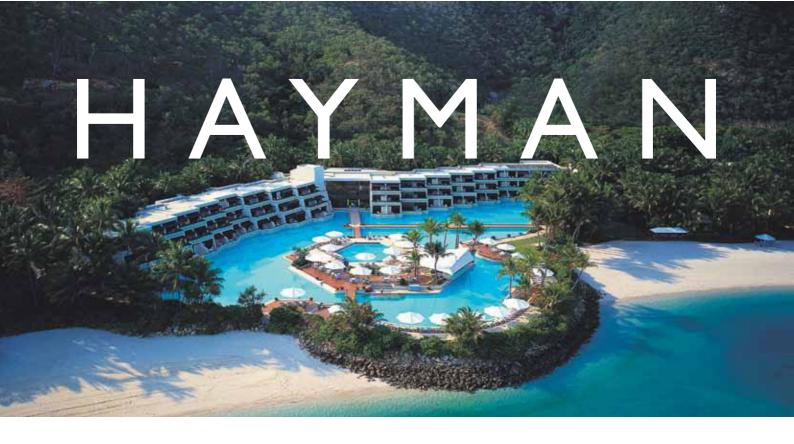
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