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Travel Daily AU

First with the news

Mon 20 Dec 10

Page 1

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Travel planning dip

THE number of Aussie's planning to take a holiday in the next year has dropped 1% to 69% (or 12.8m people) in the three months to Oct 2010, compared to Q3 2009, according to the latest Roy Morgan Research Holiday Tracking Survey.

57% intend to take a domestic trip while 8% plan to go overseas.

QF A380 no.7 arrives

QANTAS' seventh Airbus A380, named Charles Umm, arrived in Sydney on Sat morning, after last week being delivered to the carrier in France (TD Thu).

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Merlin coming down under

VILLAGE Roadshow Limited plans to offload its NSW portfolio of attractions and aquariums to the Merlin Entertainment Group as part of a \$115m deal which will allow the European firm to enter into the Australian market.

The Sydney Attractions Group of tourism landmarks include Sydney Aquarium, Sydney Wildlife World, Oceanworld Manly and Sydney Tower Observation Deck and Sky Walk.

Queensland's Hamilton Island Wildlife Park is also involved in the Aussie deal, along with Kelly Tarlton's Antarctic Encounter and Underwater World in Auckland, New Zealand.

Merlin says it is the second most popular theme park company in the world (trailing only Walt Disney Parks & Resorts), and has over 60 attractions in 13 countries, in addition to six hotels in Europe.

The contract will "significantly strengthen our presence in the dynamic Asia Pacific region," Merlin ceo Nick Varney said.

It will also provide "the perfect springboard" for Merlin to launch some of its globally recognised brands to the Asia-Pacific region, including Legoland, Sea Life, Eye and Madame Tussauds, Merlin ceo added.

The "cluster" of Sydney tourist sites will go hand in hand with it's London offering, which includes the theme park Alton Towers, the

Vale Peter Black

THE travel industry is mourning the passing of Peter Black who died early yesterday morning following a long illness.

'Blackie' was the president of the Skal Club of Sydney in 1989 and was an icon of the industry for many decades with Bank of NSW Travel and later Westpac.

He is survived by his wife Patricia, daughter Sallie and son Simon.

London Eye, Warwick Castle, 11 Sea Life centres, Legoland Windsor and Legoland Discovery Centre Manchester, and more.

The sell off will see Sydney Aquarium marketed under the Sea Life brand, while Sydney Tower Observation Deck and Sky Walk will fall under an 'Eye' attraction.

A strategic alliance between Village Roadshow and Merlin will also see Legoland Discovery Centres developed in Australia and nearby countries, VRL ceo Graham Burke said.

Coincidentally, Sydney Aquarium and Sydney Wildlife World will be home to the Lego 'On the Loose' exhibit from Wed this week, which runs for 12 months.

A spokesperson for Sydney Attractions Group told TD this morning it was "business as usual" for its local operation.

The sale is subject to regulatory approvals, but expected to be get a green light early next year, with the take over understood to take around six weeks.

Sabre Xmas party

SABRE Pacific has celebrated the festive season with a guest list of the who's who from across the travel industry, along with overseas representatives from the US - see page six for some of the images.



Today's Travel Daily

Travel Daily today has four pages of news and photos, plus full pages from:

- AA Appointments
- Sabre Pacific

FC corporate buy

FLIGHT Centre has ramped up its presence in the US corporate travel division, today completing the acquisition of Boston-based Garber Travel Services Inc in a \$US10.4m agreement.

Garber will operate alongside Flight Centre's FCM teams and the acquired Bannockburn FCM business in Chicago.

Managing director Graham Turner said the deal would net FCM Travel Solutions a larger slice of the world's largest corporate travel market.

"Given the Australian dollar's strength and the recovery in the US corporate travel market we are beginning to see, this acquisition takes place at an opportune time and means we are well placed to capitalise in the future," Turner said.

The sale will also enable FCM to lift its service offering to local corporations and to businesses in other countries requiring a strong local presence, he said.

Flight Centre USA took a 26% stake in Garber in 2007 before completing the buy today.

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Travel Daily AU

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10 GOOD REASONS TO VISIT NEW CALEDONIA

9 A Safe Place

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TK to SYD late 2011

TURKISH Airlines has signalled its intentions to begin services to Australia, with general manager Temel Kotil confirming the Istanbul-based Star Alliance member plans to launch flights to Sydney (TD 05 Aug 08) in the last quarter of 2011.

Kotil said the Sydney route will be an add-on to its soon to launch direct Jakarta service, once bedded down next year.

According to *Zaman* media - which reported the story on Wed last week - Jakarta was chosen as the best connection point to Sydney as it's the closest point in TK's network to offer an extension into Australia, and because traffic at Jakarta is not heavy.

Turkish Airlines is also planning to launch services from its home base of Istanbul to Los Angeles, Vietnam, Dhaka, Guangzhou, Shiraz, Esfahan, Valencia, Malaga and Tunis.

Fifth Aussie Oprah show?

TOURISM Australia's ceo Andrew McEvoy has floated the idea of a fifth Australian-themed episode of the Oprah Winfrey Show to her production company, Harpo.

Winfrey's eight-day visit to Australia, which culminated in the taping of two shows on the steps of the Sydney Opera House on Tue last week, saw the talkshow queen and her 302 ultimate fans visit some of the nation's 'must see' tourist hot-spots, recording about 700 hours of Australiana footage for her show.

Uluru, the Great Barrier Reef,

UK travel chaos

THOUSANDS of Aussie travellers have been caught up in disruptions due to heavy snow across the UK and Europe over the weekend.

The extreme conditions saw London Heathrow Airport closed to arrivals and almost all departures, with airport operator BAA apologising for the dramas.

Further cancellations and delays are expected in the coming days as airlines move diverted aircraft and crew back to their normal positions, a BAA spokesman said.

Around 1,400 Qantas passengers are being held up in Heathrow and a further 2,000 are stuck in either Singapore, Bangkok and Hong Kong, awaiting a green light for flights to recommence.

QF has today issued a travel waiver for pax departing up until 21 Dec, allowing rebooking by 28 Dec - see qantas.com.au/agents.

the Twelve Apostles, Phillip Island, Margaret River, The Australian War Memorial, Kangaroo Island and Byron Bay are just some of the locations to be showcased in the confirmed two 'field footage' episodes.

"I jokingly said to them, 'Let's have an Australia week'. They've got all this great material, but they are going to have to make that decision," McEvoy told the *Sydney Morning Herald*.

The Aussie-Oprah episodes are planned to air in the US between 19-22 Jan (TD Wed), which coincides with the annual *G'Day USA-Australia Week* promotional campaign in North America.

G'Day USA is this year holding events in Los Angeles, San Diego, San Francisco, Palm Springs, New York, Boston, Dallas, Washington DC and other US cities between 15-29 Jan 2011.

Tourism Australia and Qantas are both major partners of *G'Day USA* and *Oprah's Ultimate Australian Adventure*.

MEL traffic boost

INTERNATIONAL arrivals at Melbourne Airport have surged 9.6% year-on-year during Nov 2010 to reach 495,542 movements, driven by growth to/from Asia.

Domestic pax were also up 6.8% to 1,872,599 during the period.

Design NZ addition

DESIGN Hotels has signed its first New Zealand based property, Auckland's Hotel DeBrett.

The hotel features 25 unique rooms and is positioned in Auckland's 'hip fashion district', within an Art Deco building.

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Window Seat

SANTA 2010

He's robust, rotund, red, and he now has his own website.

That's right, Santa's now online thanks to Aircservices Australia, who will aid him navigate the skies on his Australia-wide Christmas eve gift giving marathon.

Santa's website will provide viewers with daily updates to help kids and adults alike decorate Frosty, calculate gift getting percentages by checking if they're on the 'naughty' or 'nice' list, and also have a sneaky look at Father Christmas' 'secret notes to air traffic control'.

DOCTORS in the UK have warned that Santa could be a major aviation crash risk as he delivers presents around the globe on Christmas Eve.

A team of researchers at the University of Warwick Medical School say that driving through the night without sleep, combined with samples of alcohol and festive treats left out by grateful families, is truly a recipe for disaster.

"Considering that he only does it once a year, it may not be too bad for his long-term health," said the scientists.

However "lack of sleep will make him drowsy, his vigilance will fade and his ability to think and remember will diminish.

"There is a risk for himself and others - he could fall asleep at the reins and crash his sleigh," they said.

'I'M DREAMING of a White Christmas' is probably not the ideal Christmas carol to be singing at London airports at the moment.

The blizzards have stranded thousands of passengers, with jets buried in snow, including this Thai Airways Boeing 747 (*below*).

THAI says it's been diverting aircraft to Stockholm and Zurich in order to get pax to Europe.



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Travel Daily_{AU} **ROAD TEST**
First with the news

Hotel Beacon, New York

Travel Daily recently road tested the Hotel Beacon on New York's Upper West Side, and found it a great base for Aussie travellers.

THE Hotel Beacon is located on New York's Manhattan Island, on Broadway at 74th Street.

There are a vast array of local restaurants plus a fabulous Fairway supermarket just across the road, with the hotel offering a selection of rooms including some with kitchenettes, it's a particularly good place for families to stay.

Two blocks from Central Park, and with a subway station just a two minute walk away, it's easy to get to all of New York's sights, and for those who don't mind a stroll it takes just 15-20 minutes on foot to get to Times Square.

There are lots of unique local shops, and the hotel is also close to the Natural History Museum which is a must see.

Tell your clients to see the Burt Bacharach musical 'Promises, Promises' for a great night out, while other fun activities include a tour of the NBC studios, and bike riding in Central Park.

SYD traffic up 4.7%

MACQUARIE Airports this morning reported its Nov traffic performance, with total passenger numbers at Sydney Airport up 4.7% to 3.039m.

Domestic numbers grew 4.9% compared to Nov 09 to 2.1m, while international traffic was up 4.3% to 930,000 for the month.

MAP ceo Kerrie Mather said growth was driven by travellers from Australia, up 5%, as well as China (+32%), Korea (+26%), Japan (+18%) and India (+15%).

There was an 11% drop in US passenger numbers, while UK traveller numbers fell 5%.

Mather added that growth across the portfolio, which also includes Brussels and Copenhagen Airports, was driven by "new routes to previously under-served destinations".

GA finance wrap up

GARUDA Indonesia has finalised financial restructuring with its creditors, signing over the last of its US\$277m debt to its lenders.

GA has flagged the move as a step forward for the development of the carrier and its planned Initial Public Offering, which is projected for "the near future".

Choice adds more

CHOICE Hotels has added three new Victorian properties and one WA hotel to its portfolio, including the Comfort Inn Sovereign Hill; Comfort Resort Alzburg; Econo Lodge Motel Woongarra; and Quality Suites Crest Mandurah.

Pearl arrives in AKL

P&O Cruises' latest ship, *Pacific Pearl* has arrived in Auckland, ahead of its official naming by Barbara Kendall tomorrow.

The 63,500-tonne vessel will debut in Australia on 03 Feb.

Jetstar emergency

A JETSTAR flight from Bali to Melbourne needed to make an emergency landing in Adelaide yesterday morning, after one of its two engines failed.

The aircraft landed safely, with a spokesperson for JQ saying the technical problem meant the Airbus A330's right engine had been operating at a lower power setting than normal.

The A330 was bought by Qantas two years ago and transferred over to Jetstar in recent weeks, according to reports.

Travelport AA fee

TRAVELPORT will begin adding the American Airlines surcharge fee into all non US and Caribbean agent GDSs from today to ensure that fare displays and quotes are provided to clients (TD 22 Nov).

AA-plated tickets will have the surcharge generated as a miscellaneous tax with the airline receiving the funds through IATA's Billing and Settlement Plan (BSP).

When plated to another carrier containing one or more AA segments the charge will be included in the pricing but not in the Travelport generated ticket.

Travel agents will be sent a debit memo by the airline.

DRW upgrade OK'd

DARWIN International Airport has today had its 2010 Master Plan approved by Minister for Infrastructure and Transport Anthony Albanese.

The Master Plan sets out the airports direction for the next two decades and includes a major redevelopment of the passenger terminal by 2013 and an upgrade of taxiways and general aviation facilities, due to more passengers.



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- Experience within the travel industry is ideal

To apply for this exciting role, please email your application to michellec@driveaway.com.au

Applications close 23 December 2010

C&M's snowy Eurodisney Christmas

The latest entry into our Christmas photo competition comes from Melissa Schembri of C&M Recruitment.

C&M's Sydney office recently jetted off to Eurodisney in Paris, where they met up with the UK office for their annual conference and Christmas celebrations, which included lots of rides and games in the Disney parks.

Pictured below on an icy-cold day in front of the Disney Christmas Tree at the Ice Rink is: David Robinson, Angus Chisholm, Barbara Kolosinska, Hayley Roberts, Adam Youngs, Rebecca Stubbs, Cara Goodwyn, Tracy Roden and Gary Fozzard, and front row is: Kelly



Seddon, Sharon Kenny, Diana Cavallaro, Melissa Schembri, Duncan Tingle, Mark Shapiro and Sharon Elmore.

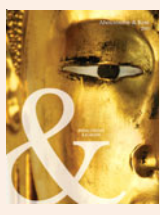
Keep those Chrissy photos coming and you too could be in the running to win the fabulous Fraser Suites Sydney Penthouse Apartment overnight accommodation prize.

Email your office festive photos to xmasphotos@traveldaily.com.au by Fri 31 Dec 2010.



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.



Abercrombie & Kent - India, Orient & Europe
A&K have designed each bespoke program to reflect the individual's interest and needs. India is based on a sensory adventure, with the Far East holding an alluring fascination and mysterious and exotic feel; and Europe combines culinary experiences with art and historical wonders. A&K has introduced a new private journey to Ranthambore National Park in Rajasthan, India in the 2011 brochure.



A&K - Africa, Egypt and Arabia 2011
Also offering a bespoke program the range of offerings include the opportunity to sample Ethiopian coffee on a private estate, track Gorillas in the Bwindi Impenetrable National Park, share in an intimate moment with the Maasai villagers and cruise the Nile in A&Ks luxury dahabiya, the *Zein Nile Chateau*.



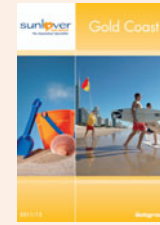
Adventure World - Southern and East Africa 11
The new Drifters Africa e-Brochure showcases unique, small group journeys to Southern and Eastern Africa, incl environmentally friendly, educational and adventurous experiences. The brochure incl 11 unique itineraries including a five day Buchveld Safari in Kruger Park and a 30 day Johannesburg to Nairobi Camping Safari, which is available at adventureworld.com.au/brochures.



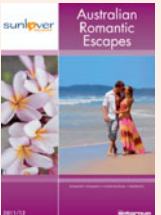
Eastern Eurotours - Europe & Mediterranean
The newly released 2011 brochure features 30 pages of product for Europe, Mediterranean and Middle East. Also on offer are savings of up to \$600 on select escorted tours and river cruises. Product includes transfers, day tours, sightseeing, and ferry rides across Europe. Copies available through Brochure Flow or online - easterneurotours.com.au.



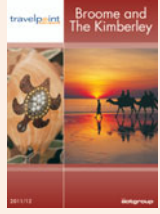
Travel2 - Thailand 2011/12
Travel2 have released their 2011/12 Thailand brochure this week, now expanded to 60 pages and offering more Phuket hotels, Koh Samui, Phi Phi Island, Koh Yao and two new destinations, Koh Phangan and Koh Lanta. Two new airlines have also been added, Jetstar and Strategic Airlines. Brochures available from tifs.com.au, book online at calypsonet.



Sunlover Holidays - Gold Coast 2011/12
The new-look 68 page brochure features over 100 accom options, 28 day tours and attractions covering the Gold Coast Hinterland, Sanctuary Cove, Surfers Paradise and Kingscliff, as well as transfer options. New inclusions are the Soul and the Shop in Style Escape Tours.



Australian Romantic Escapes
The new-look 40 page 2011/2012 brochure features 34 of Australia's most romantic escapes ranging from the tranquillity of the Whitsunday Islands to the retreat of the wine-country in the Barossa and the glamour of the finest CBD options.



Travelpoint Holidays - Broome & The Kimberley
The new 2011/12 brochure has 52 pages and features over 37 places to stay and 44 escorted tours, self drive adventures & cruising options covering all of WA's Broome & The Kimberley. New to the brochure is the Kimberley Wild Expeditions' 9-day Wild Kimberley Loop Tours and 8-day Pinnacle Tours' to the Gibb River Road and Bungle Bungles.

Lope Lope opening

LOPE Lope Adventure Lodge is set to open the first stage of its waterfront accommodation on the East Coast of Santo in Vanuatu this week.

The five-star property offers thatched roof bungalows with air conditioning, open plan lounge area, TV and free internet.

Enlighten tickets

TICKETS to Canberra's inaugural Enlighten: See Canbarra festival in Mar (*TD* 14 Dec) are now on sale, priced from \$91.20.

The four-night event features George Benson, Frankie Valli and the Four Seasons, Chris Isaak and a number of other big name acts - see enlightencanberra.com.au.

Business pick up

BUSINESS Events Australia has said over 300 major international events have been confirmed for the country next year.

Julie Sheather, manager of the Australian Associations Project said: "Australia is an ideal business event destination with its close proximity to Asia, its political and economic stability... and its world class business events facilities".

Crowne satisfies

CROWNE Plaza has achieved an 88% satisfaction rating in terms of customer satisfaction for the 12 months to Oct 2010, just pipping out Hilton (87%), Mantra (86%), Marriott (85%) and Quest (84%), according to Roy Morgan Research results released on Fri.

SYD/City express

SYDNEY Airport is introducing a Citybus Express service that links pax at the International and Domestic terminals with the CBD and city hotels, from 04 Jan.

Priced at \$18pp one way or \$30 return, the coach runs every 20mins in peak times - go to sydneyairportcitybus.com.au.

Parkroyal appoint

PAN Pacific Hotels Group has today welcomed Kirsty Tomas as its Director of Sales at its Parkroyal Parramatta property.



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 fijicom@traveldaily.com.au.

Click here for competition terms and conditions.

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





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SYDNEY – SALARY PACKAGES TO \$80K+

Get in quick for one of the best Industry Sales roles around. If you want to represent beautiful product and work with a highly motivated team who are all passionate about the company, you'll love this role. You'll have an energetic approach to growing sales from your region and be driven by achieving great results. Earn a top salary package, host magical educationals and sell a product you can be really proud of.

YOU REALLY CAN HAVE A HAPPY NEW YEAR

KEY ACCOUNT MANAGER

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Be responsible for managing, maintaining and developing relationships with key clients through your proactive & strategic approach ensuring ongoing revenue opportunities are maximized and a true business partnership is developed. You'll have strong commercial acumen and GDS skills, highly advanced communication skills and experience in acquiring new business. Secure your future with a leading organization.

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Be the voice of your customer in determining that your products are delivering to their business needs. You will translate their requirements to your 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 around you, you'll love this job.

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EVENTS & CONFERENCE SALES

SYDNEY / MELBOURNE – SALARY PACKAGES OTE \$90k ++

If you have played with MICE and understand how they tick, plus you have runs on the board in a sales role developing new leads and winning new business, this market leader in the Events space will offer you the chance to show off your skills. If you can leverage off your amazing relationships to gain new business opportunities and grow the business you'll be rewarded handsomely for your success.

WORK YOUR MAGIC ON THE INDUSTRY

ACCOUNT MANAGER

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If you love agency 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 companies in the business.

MOVE ACROSS TO THE ONLINE SPACE

ACCOUNT MANAGER

SYDNEY – SALARY PACKAGE TO \$70K

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Past and present Sabre CEOs Martin Cowley, Michael Keating, Hans Belle and Gai Tyrell with Greg Webb, President Sabre Travel Network.

Julie Primmer (Jetset Travelworld), Gai Tyrrell and Karen Tsolakis (Qantas)



Chris Wilks (Sabre Pacific) and Trana Blair (AMEX Travel)

Gia Acitelli (Virgin Atlantic), Peter and Diane Lacaze (Stella Travel), Greg Webb, (Sabre Travel Network) and Brian Wild.

Simone King (Goldman Travel), Mike Hatton and Bev Cohen (Wentworth Travel)



Gia Acitelli (Virgin Atlantic) and Glenn Cusack (Sabre Pacific)

Richard Morgan, Sara Currie and Eric Hallerberg (Sabre) Shaun Houston and Brett Dan (Hunter TravelGroup), Shirley Field (Qantas Airways) and Andrew Milmore (TTW Marketing)



Craig Smith (CTM) and Greame Bracey (AMEX)



Sabre

pacific

Heads of Australia's travel and tourism organisations gathered at the Manta restaurant in Woolloomooloo last Thursday night for Sabre Pacific's much anticipated annual Christmas event. Hosted by Sabre Pacific CEO Gai Tyrell alongside President of the Sabre Travel Network Greg Webb, visiting from the USA, the event welcomed the Christmas holiday period in true Sabre style with good friends, food and wine.