

**experts**

Introducing the new eXpertsplus Visa card.

As good as gold.

lufthansaexperts.com



**Travel Daily AU**

First with the news

Tue 21 Dec 10 Page 1

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

**MANAGING DIRECTOR, Sydney**

- Leading travel wholesaler
- Provide strategic direction
- Competitive executive salary

Contact **Sally Frape** at TMS [sally@tmsap.com](mailto:sally@tmsap.com)  
T: 02 9231 6444

ENT • MEL • PER • SYD • BKK • HKG • SHA • SIN



## Virgin Blue cfo quits

VIRGIN Blue's has this morning announced the resignation of its chief financial officer Keith Neate, citing "personal reasons".

Neate has been with DJ for over seven years and will wrap up his tenure on 31 Mar 2011.

## RTA Avis/Budget JV

RENTAL car companies Avis and Budget have partnered up with the Roads and Traffic Authority (RTA) to eliminate toll notices being issued to their customers.

The new RTA E-Toll facility will allow drivers using hiring rental cars to use toll roads and pay in the same method as the hire vehicle with an admin fee of \$2.20 for credit cards and \$5 for cash applied at the time of payment.

## Wu consumer comp

WENDY Wu Tours is giving pax the chance to win back the cost of their 2011 China, Indochina or India tour, in a Customer Comp.

Wu is also giving away 50 x \$100 Coles Myer vouchers, for pax booking before 31 Dec 2010.

See page ten for more info.

**australian open**  
The Grand Slam of Asia Pacific

**KEITH PROWSE**  
OFFICIAL TOUR OPERATOR

**Australian Open**  
WIN A TRIP TO THE OPEN  
Book any tennis product  
[www.keithprowse.com.au](http://www.keithprowse.com.au)  
1800 008 567



# AA: Travelport 'tax' trick

AMERICAN Airlines has accused Travelport of increasing its fares and preventing consumers access to its cheapest fares, as it begins imposing a Booking Source Premium to offset a 'biased' and 'discriminatory' fee (TD 13 Dec).

In a follow up message to travel agency partners, AA's Asia-Pacific vp and managing director, Theo Panagiotoulas, said Travelport's new non-standard tax "falsely displays the fee as a tax owned by

## Snow chaos update

LONDON Heathrow Airport will operate on a reduced flying schedule until at least 6:00am 22 Dec (local time) with passengers flying in and out being warned of possible further delays reaching beyond Christmas Day.

AFTA ceo Jayson Westbury has used the UK/Europe snowstorm to reiterate the advantage of booking travel arrangements via a travel agent.

"It's travel interruptions and chaos like this, along with this year's Icelandic volcano eruption and the recent ground of Qantas' A380s, that the importance of a travel agent comes to the fore," Westbury told *Travel Daily*.

## NZ SYD-RAR weekly

AIR New Zealand this afternoon confirmed it will commence a once a week year-round service between Sydney-Rarotonga (Cook Islands) from 04 Jul 2011, after trialling the service over a four-month period this year.

The Air NZ/Cook Islands govt deal will see the route operated on a 234-seat Boeing 767-300 aircraft, departing Sydney on a Tue and Rarotonga on Mon.

the customer", rather than as an agency fee.

Panagiotoulas said the charge to agents who only use the Galileo booking platform (TD 22 Nov), is not a passenger fee, "and it is misleading to portray (it) as such."

"By depicting these charges as a new non-standard tax on American's fares through GDSs, Travelport is artificially inflating the cost of sale and preventing agencies that use its system from offering fares at levels that are competitive," said Panagiotoulas.

He said the Booking Source Premium preserves an agent's choice to select its distribution channel, "but insures that the costs American incurs are consistent across GDSs."

The local vice-president said the tax is an attempt by Travelport to bias its display against AA, and as a consequence would reduce revenue for the carrier.

Panagiotoulas said AA was standing by its Booking Source Premium using ADMs, and asked for agency support with insisting that Travelport dismiss the tax.

## Club Med free nights

CLUB Med is offering up to three free nights at properties in Asia when booking a seven night package in Bali, Cherating, Phuket or Bintan Island - see page nine.

## Bumper issue today

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

- TMS Asia Pacific
- AA Appointments
- Club Med
- Wendy Wu Tours

## ROAD TEST

### Walt Disney World Resort, Orlando

*Travel Daily* is this week road testing Walt Disney World Resort in Orlando, Florida.

THE size and scale of Walt Disney World in Orlando has to be seen to be believed.

As well as four huge theme parks, the massive precinct offers more than 25 unique Disney accommodation options in a wide range of styles, from five star luxury right through to camping.

TD has been staying at Disney's Saratoga Springs Resort - a picturesque development offering a range of apartment-style accom near the world class Lake Buena Vista Golf Course.

All of the Disney properties provide easy access to the theme parks, with free regular shuttle bus services for in-house guests.

And people who stay with Disney also enjoy a number of other bonuses, including exclusive early entry to resorts plus the ability to charge everything across the entire resort to their room, meaning there's no need to carry cash.

As well as the four main theme parks - Magic Kingdom, Hollywood Studios, Animal Kingdom and EPCOT - there are also two Disney water parks and a big Downtown Disney precinct at Walt Disney World Resort.

Disney characters, thrill rides, shows and spectacular fireworks across the various parks and attractions combine to provide that characteristic Disney magic.

Everything is very spread out, so if your clients want to look further afield than just Disney, suggest that they hire a car while here.

**AVAILABLE NOW!**


**11/12 BROCHURES**  
Islands and Whitsundays  
Northern Territory

**TO BOOK VISIT:**  
[agents.travelpoint.com.au](http://agents.travelpoint.com.au)  
[agents.sunloverholidays.com.au](http://agents.sunloverholidays.com.au)

**ORDER BROCHURES:**  
[tifs.com.au](http://tifs.com.au)

**travelpoint HOLIDAYS**

**sunlover HOLIDAYS**



FOR **THE BARE FACTS**

AND TO FIND OUT WHY MORE PEOPLE ARE CHOOSING TO JOIN TRAVELMANAGERS CALL AARON STINSON ON 1800 019 599 OR VISIT [JOIN.TRAVELMANAGERS.COM.AU](http://JOIN.TRAVELMANAGERS.COM.AU)

Wishing you a Merry Christmas from **TRAVELMANAGERS** the smarter choice

CLICK



## Travel Cons - Global Event

- Contract position: Now till late 2011
- Previous retail consulting essential
- Sydney CBD, Galileo preferred
- Salary to \$45K + super (pro rata)

Contact: Ben Carnegie  
02 9278 5100  
ben@inplacerecruitment.com.au



click here for details

# Travel Daily AU

First with the news

Tue 21 Dec 10

Page 2

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

# الإتجاه ETIHAD

A I R W A Y S

Click for Etihad Interactive Tour

## Blackie's funeral

THE funeral for Peter Black (TD yesterday) will be held tomorrow in the Palm Chapel, at Macquarie Park Crematorium, at the corner of Plassey and Delhi Rds, North Ryde, commencing at 2:15pm.

Travel industry colleagues and friends have been invited by his family to attend the service.

## DJ/DL readies for DOT OK

VIRGIN Blue Group is preparing for a reversal of opinion from the US transport regulator for its third airline alliance, yesterday seeking permission to give Delta Air Lines access to its Pacific Blue flights between Australia-New Zealand.

Earlier this year, the US Dept of Transportation advised the prospective trans-Pacific partners that its tentative decision was to deny approval for a joint venture on the grounds it had not demonstrated "sufficient public benefits" (TD 09 Sep).

DJ yesterday formally requested codeshare authority from the Int'l Air Services Commission to place DL's code on PBA services from points in Australia to Auckland and Christchurch, as it awaits a final decision from the US government.

"Notwithstanding this, we are seeking to progress the preliminary regulatory matters...as the interim order from the DoT indicates that evidence will be taken into account in its final assessment of our JV application," DJ's govt relations group exec,

## Pullman into NZ

ACCOR has today announced it will launch its five-star Pullman hotel brand into the Kiwi market next month, taking over the Hyatt Regency Auckland on 20 Jan 2011.

The Pullman Auckland, which received a NZ\$7m facelift in 2009, features 267 rooms, suites and units, and three executive levels.

MEANWHILE, the 284-room Hotel So in Christchurch will also join Accor next year, to be rebadged as the All Seasons Christchurch Cashel Street.

The additions place Accor as the equal largest hotelier in NZ.

Jane McKeon told the IASC.

The DoT said in Sep that one reason for rejection of the pact was because the DJ/DL alliance was only limited to 'trunk routes' between the USA and Australia.

Virgin and Delta have told the DoT previously that a primary focus of the alliance will be to open up the 'beyond' market, covering not only NZ and the South Pacific, but into Canada and Mexico also.

The plan for Delta to codeshare on Pacific Blue flights to NZ was revealed by *Travel Daily* earlier this year (TD 15 Oct).

MEANWHILE, the New Zealand Ministry of Transport has today given final approval for the Virgin Blue/Air New Zealand airline alliance (TD breaking news).

DJ ceo John Borghetti said: "The final approval today is great news for consumers and for Australian tourism as we build a second Australian international airline."

## Creative combos

CREATIVE Holidays has today introduced a new enhancement to its online booking system, i-create.

Agents can now book low cost carriers and land packages in the one booking.

Virgin Blue and Jetstar flights to Bali, Thailand, Fiji and NZ can be booked along with land for travel until 01 Apr 2011.

## Compass no fee

COMPASS Car Rentals is advising UK-bound travellers needing to cancel a vehicle rental because of the current UK snowstorm, will not be hit with any last minute cancellation charges.



## Window Seat

SORRY for the bling?!

The general manager of Abu Dhabi's Emirates Palace Hotel has apologised for going overboard with the hotel's Christmas tree.

According to reports, the luxury hotel has said it "regrets attempts to overload the tradition followed by most hotels in the country with meanings and connotations that do not fall in line with the professional standards".

One can only assume that the 'meanings and connotations' to which the hotel refers is the \$11m worth of bling strewn over the tree which includes pieces of exclusive jewellery.

VICTORIA gets seriously festive!

Melbourne visitors and locals alike are getting a serious injection of Christmas spirit after The Victoria State Youth Brass Band decided to attempt a Guinness record for the longest continuous playing of a brass band.

And being Christmas, the band leader decided that 40 hours of continuous brass band carols was the way to gain the title.

The Band, made up of children from across the State, has already attracted quite a crowd at Melbourne's Federation Square, having kicked off yesterday morning under somewhat chilly conditions.

It is estimated that to fill the hours the kids will have to play between 800 and 1,000 carols, with only two and five minute breaks to change music and use the facilities.



Trusted travel with the destination experts

Uncover & Discover  
*Dubai*

### DUBAI WORLD CUP 2011

Experience world class horse racing in one of the world's top destination Packages range from 3-5 star.

10 days from \$2,642\* per person



### LUXURY DUBAI WORLD CUP 2011

Dubai is an exotic destination with amazing world class resorts.

10 days from \$5,430\* per person



CONTACT ADVENTURE WORLD:

1300 363 055

[info@adventureworld.com.au](mailto:info@adventureworld.com.au)  
[www.adventureworld.com.au](http://www.adventureworld.com.au)

definitely  
*Dubai*

DEFINITELYDUBAI.COM

\*Conditions apply.

CROWNE PLAZA  
HOTELS & RESORTS  
THE PLACE TO MEET.

## VIP:

What you will feel like this summer. Enjoy 35% off, complimentary upgrade and VIP pack at Crowne Plaza Canberra, Hunter Valley\* or Newcastle.

Feel like a VIP with this summer.

Visit [www.ihgagent.com](http://www.ihgagent.com) or call 138 388 and quote 'Industry'.

\*Terms and conditions apply. Upgrade not available at Hunter Valley.

# EARLYBIRDS ON SALE NOW!



Call 1300 363 500 or book online  
[www.driveaway.com.au](http://www.driveaway.com.au)

DriveAway  
Holidays





Many Christmas

Open 7 days

Adrian Kellias  
Australia Kidman

BookChinaOnline.com.au by CHINA HOLIDAYS Since 1999

Your Online Travel Guru for China

Travel Daily AU

First with the news

Tue 21 Dec 10 Page 3

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

Airline of the Year 2009  
TTG Travel Awards 2009

QATAR AIRWAYS القطرية

## TCF tough on fees

THE Travel Compensation Fund has cracked down on travel agencies who have failed to lodge their annual financial returns on time, today non-voluntarily terminating 11 members.

The agents include: Award Travel Group in Balwyn North; Sunshine Tours in Deer Park; Safetraveller in Yarrambat; La Raza Enterprises in Cairnlea; and Algarry Travel Shepparton, all in Victoria.

In New South Wales, the list of agencies includes Snowies Travel, Jindabyne; Mea Travel, Greenacre; Aurora Flight Centre, Abbotsford; and A&C Travel, Kingsgrove.

Pinjarra Travel & Cruise Centre in Pinjarra, WA also had its participation in the TCF cut.

## SiteMinder's top 10

SITEMINDER has named its top 10 online booking websites for its Aussie hotel customers, with Wotif coming in the top spot.

Domestic and int'l sites were ranked and based on a number of factors including booking dollars yielded per listed accom provider.

The next nine positions went to: Booking.com, Expedia, Agoda, Orbitz, My Bookings, Qantas Ready Rooms, RatesToGo, Travelocity and Venere.

## JK/CO codesharing

STAR Alliance members Spanair and Continental Airlines will launch a codeshare pact on flights across the Atlantic and to Spain and Africa, effective 04 Jan 2011.

## Millbrook snags Star ceos



ABOVE: Earlier this month, the Star Alliance airline network held its annual conference in New Zealand for the very first time.

Over 125 delegates and partners from around the world were hosted at Millbrook Resort near Queenstown, by Air New Zealand's ceo Rob Fyfe and deputy ceo Norm Thompson.

The two-day event featured Star chief executive and alliance management board meetings, and

## GSR holiday brox

GREAT Southern Rail has released its Australia's Great Train Holidays Brochure, which showcases rail journeys onboard The Ghan, Indian Pacific, The Overland & The Southern Spirit.

Redesigned for 2011, the brochure offers colour coded sections and a cleaner design along with a range of packages - [www.greatsouthernrail.com.au](http://www.greatsouthernrail.com.au).

## Agency closure

THE Travel Compensation Fund has today announced the voluntary closure of *Travelscene Hervey Bay*, Torquay QLD (ABN: 66 074 193 632) after the agent ceased trading as a travel agent.

## Hitched in the Whits

WEDDING company Marry Me Abroad has introduced luxury weddings in the Whitsunday Islands with a reception onboard a 65-ft sailing yacht.

Other inclusions are a seaplane arrival flight and champagne and canapes on the deck of the vessel - see [www.marrymeabroad.com](http://www.marrymeabroad.com).

gave delegates and partners the opportunity to sample some of the best local cuisine and wines on offer at the Millbrook Clubhouse.

Pictured above cooking up a BBQ storm from left are: All Black captain Richie McCaw, NZ Prime Minister John Key and Air NZ boss, Rob Fyfe.

## Plans to level SEC

THE New South Wales govt has announced plans to demolish the Sydney Entertainment Centre at South Darling Harbour, opening the door for future hotel developments in the area.

The \$550 million redevelopment includes plans for a conference and entertainment auditorium which can hold up to 12,000 delegates, and fixed seating capacity for 6,000, according to the *Sydney Morning Herald*.

Minister for planning Tony Kelly said opportunities for int'l hotels will be available at the site.



## Topdeck Sales Manager - NSW

Topdeck is an established youth tour operator with an extensive travel program across Europe, Egypt, The Middle East, Australia and New Zealand.

We have an exciting opportunity for a high achieving sales professional to join our existing Australian sales team. In this role you will develop sales strategies to grow sales revenue, represent at trade and consumer events, manage sales and marketing projects and contribute to our close knit sales and marketing team.

The role will suit an applicant who has a passion for travel and likes to work autonomously, managing his/her own "Territory" and who enjoys working in a fluid and highly competitive sector of the industry.

The successful applicant will possess:

- A successful track record of achieving sales targets in a competitive industry.
- A strong understanding of the travel industry is highly desirable.
- Excellent relationship management skills.
- Well developed communication and negotiation skills.
- Confidence in presentations and training customers in product features and benefits.
- Ability to analyse and evaluate sales opportunities.
- Self leadership and organisational skills.
- The ability to work within a team and to openly share information with other departments for the achievement of Company objectives.
- A passion for pursuing excellence in results.
- A sense of fun and adventure.

We offer a competitive remuneration package, a great company culture and opportunities to develop with Topdeck internationally.

Please send a cover letter and resume to: [employment@aptouring.com.au](mailto:employment@aptouring.com.au) by 5th January 2011.

## TRIP OF A LIFETIME

WIN  
x2 nights Suite  
Accommodation at  
Marina Bay Sands\*



CLICK HERE FOR DETAILS

## DJ on top for time

VIRGIN Blue got its aircraft away on time the most during Nov among major domestic airlines, with 84.4% of flights departing as scheduled, according to gov't statistics released today.

Qantas and Jetstar were ranked second and third placed, with 83.6% and 76.1% respectively, trailed by Tiger Airways on 59.2%.

## AA/BA/IB earn more

ONEWORLD alliance members American Airlines, British Airways and Iberia have announced a greater number of codeshare routes on trans-Atlantic routes following the approval of their joint business venture.

The approval will see AA add its code to 57 BA flights & 4 IB flights; BA will place its code on 42 extra AA flights and 56 IB flights; while the IB code will be added to 72 AA flights and 86 BA services.

Members of AA's AAdvantage, BA's Executive Club and IB's Plus loyalty programs can now earn & burn points on the new codeshare flight options, as flagged by TD three months ago (TD 09 Sep).

## US high-speed rail a "legacy" project

THE US secretary of Transport Ray LaHood has referred to his country's plan to establish a national high-speed rail network as a "legacy" project which has the ability to connect 80% of Americans.

"We can no longer rely exclusively on roads as a strategy for economic growth over the long term," LaHood said.

The US\$8 billion high-speed rail system will ease congestion at airports and on America's crowded interstate road system, which itself was built decades ago "because generations before us dreamed big and built big."

"A national high-speed rail network can and will be our generation's legacy," said LaHood.

## BIG4 adds two

BIG4 Holiday Parks has added two new parks to its portfolio, the Big4 Pisces Holiday Park in Apollo Bay and BIG4 Rich River Holiday and Lifestyle Village in Echuca.

## CLIA appoints ceo

NORTH America's Cruise Lines International Association (CLIA) has appointed Christine Duffy as its new chief executive officer, taking on the role from 01 Feb.

## Find a Doctor app

THE Australian Medical Association in Queensland has launched its 'Find a Doctor' iPhone application.

The free tool allows travellers to use GPS technology to find their closest GP within the state.



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

**\$1AUD = US99.1c**

IMPORTERS will be able to cover their exposures over the New Year with the strengthening of the Aussie dollar overnight.

The Euro and Great Britain Pound is struggling with the UK consumer confidence dropping their money down to levels not seen since the peak of the the 2008 financial crisis.

The AUD is expected to face some volatility over Christmas.

Wholesale rates this morning:

US	\$0.991
UK	£0.62
NZ	\$1.33
Euro	€0.755
Japan	¥82.71
Thailand	฿29.99
China	¥6.46
South Africa	R6.68
Canada	\$1.002
Crude oil	US\$88.68

## CO IAH/LOS still on

CONTINENTAL Airlines is going ahead with the launch of flights between Houston and Lagos, Nigeria (TD 15 Jun) albeit using Boeing 777-200ER jets instead of the initially planned Dreamliner.

According to travel agent GDS displays, CO will launch the new route on 10 Nov.

## AFTA UPDATE

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



*This will be my last column for 2010, and in fact my last till the 18<sup>th</sup> January 2011, as I will be having a break over the Christmas holidays. It is always a good time to recharge in readiness for what is looking to be a very big year ahead.*

*I would also like to use this column to send one last thank you to Mike Hatton. Many may not know that Mike has been working with AFTA on an arrangement for the past two years since stepping down as the Chief Executive.*

*Mike has remained dedicated to the cause of the travel industry both on the global stage and also domestically.*

*Over the past two years Mike has represented AFTA on a number of boards and committees, he continued until the end of 2010 to be the representative on the Global Council between agents and IATA and was the Chairman of the WTAAA until August of 2010.*

*WTAAA afforded Mike the very first Life Membership, in recognition of his service to WTAAA and his leadership in guiding that organisation from an idea to what it is today.*

*Mike has been an outstanding support to me personally in providing his experience and knowledge over the past two years which has been extremely appreciated.*

*While this year will end an extremely long and dedicated service to AFTA, I somehow feel that it will not be the end of the connection Mike has with the travel industry.*

*I know that Mike continues to serve on the committee of the mentoring organisation TIME and provides continued support, encouragement and assistance to many within the industry.*

*Mike continues to serve on the AVIS advisory board and I am sure that he will always remain, as a life member of AFTA, connected, committed and supportive of the things we do.*

*So thank you Mr Hatton for your extreme support, your leadership, your wit and good humour and I look forward to sharing a glass or two of a good bottle of red with you in 2011.*

*I would also like to wish all the readers of Travel Daily a safe and happy Christmas and I really hope that 2011 brings good fortune, happiness and success for everyone in the travel industry.*

*Have a great Christmas and I look forward to talking with you in the new year. Cheers.*



## DL/CI c'share tick

SKYTEAM airline alliance carrier Delta Air Lines and member elect China Airlines have received the green light for SkyWest to place the 'CI' code on Delta Connection flights within the US and between the US and third countries.

The new deal excludes flights from the US to Mexico.

## InterCon Maracaibo

INTERCONTINENTAL Hotels Grp has opened its 21st property in Latin America and the Caribbean.

The InterContinental Maracaibo is the second IHG property in the area and features 252-rooms, a Club InterContinental Lounge, fitness centre, pool, terrace bar, and restaurant.



## Product and Pricing Team Leader

- Australia's Leading Car Rental Wholesaler
- North Sydney based location
- Outstanding Career Opportunity

DriveAway Holidays is looking for a dynamic team leader to work with the Product and Pricing teams. This is an outstanding opportunity for the right professional with vision and leadership skills.

The successful candidate will be responsible for the following:

- Assisting the CEO with competitive analysis of both the domestic and International marketplace
- Assisting the CEO with pricing and product negotiating
- Maintaining relationships with key domestic and some international suppliers.
- Delivery of product internally

The following skills are required:

- Excellent knowledge of Microsoft Excel
- Outstanding attention to detail
- Excellent communication and negotiation skills
- Proven ability to work autonomously as well as within the team to achieve optimum results
- Previous experience in Self Drive Products ideal but not necessary
- Experience within the travel industry is ideal

To apply for this exciting role, please email your application to [michellec@driveaway.com.au](mailto:michellec@driveaway.com.au)

Applications close 23 December 2010



## 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).

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



## Peppers' assurance

PEPPERS Broadbeach in QLD says its day to day operations will not be affected by the receivership of Oracle developers, South Sky Investments.

Since its opening last month, the Mantra Group has reported strong leisure bookings over the summer period and excellent forward bookings into 2011.

## Tempo Italy 2011

TEMPO Holidays has released its new Italy and Malta brochure for 2011 offering 'Taste of' packages and food and wine themed tours.

New food tours include the three day Ancient Flavours of the Tuscan Countryside; and the three day Olive Oil Immersion.

## Disney land options

DISNEY Cruise Line and Adventures by Disney has partnered up to offer privately guided tour packages on select 2011 itineraries.

The new family friendly shore excursions are available in the Mediterranean and Alaskan ports or as a pre-cruise adventure.

Excursions include three-night Vancouver and Barcelona Escapes which can be linked to Alaskan and Mediterranean voyages.

## Central Coast Guide

THE Central Coast has released its 2011 Official Guide, which is focusing on leisure experiences in the six main regions, along with a page of special discounts - see [www.visitcentralcoast.com.au](http://www.visitcentralcoast.com.au).

## Broome agent offer

CABLE Beach Club Resort & Spa in Broome WA, is offering an 'Agent Only Rate,' with rooms priced from \$99 per night in a garden view studio room.

Valid for travel until May 2011, agents need to email the resort at [sales@cablebeachclub.com](mailto:sales@cablebeachclub.com) to make a reservation.

## Air NZ Nov stats

AIR New Zealand saw an 11% year-on-year rise in pax numbers during Nov, lifting to 1,055,000 movements.

Short haul pax numbers rose by 12.4%, with the load factor rising by 5.5 points to 83%, and long haul numbers were up by 1.6%.

## Hilton Egypt addition

HILTON Worldwide has signed a management deal for a fourth property in Hurgada, Egypt.

Stage one of the 676-room Hilton Makadi Resort is expected to open in Jun next year and is Hilton's 17th property in Egypt.

## Tonga on Wotif

WOTIF.COM has added hotel options in the Ha'apai Islands, Nuku'alofa, and Tongatapu regions of Tonga to its online accommodation listings.



## Consumer Marketing Manager

### Fantastic Marketing Opportunity Dynamic Organisation

The South Australian Tourism Commission (SATC) is looking for a marketing professional with experience in the travel industry to join its Marketing team. With excellent growth figures in 2010, above the national average, we are on track to meet our target of \$6.3 billion in tourism expenditure by 2014.

You will have a chance to work with a dynamic team in charge of all domestic consumer campaigns including online operations. Your experience in handling advertising agencies, familiarity with digital marketing, budgeting and research skills will be an asset as will your ability to seek out new opportunities for leveraging growth.

A qualification in Marketing or equivalent will be highly regarded. You will be a dynamic individual with a passion for travel and tourism. The successful candidate will be looking for a strong career challenge and the chance to be a part of this exciting growth in South Australia.

The role will be offered as a three (3) year fixed term appointment. A salary commensurate with experience will be negotiated.

Confidential enquiries can be made to Alison Phelps quoting job ref number 1967 on (08) 8210 8585 or via email to [operations@mpsgroup.com.au](mailto:operations@mpsgroup.com.au)



For more information visit our website:

[www.mpsgroup.com.au](http://www.mpsgroup.com.au)

Mps People Solutions is a member of the Morton Philips Group of Companies





## SQ lifts Male flights

SINGAPORE Airlines is adding three weekly flights to Male in the Maldives, from 27 Mar, according to agent GDS displays.

The boost will see services rise to 10 weekly departures.

## AOT on the Daydream wave



ABOVE: Daydream Island Resort and Spa hosted nine AOT holidays Inbound Reservation consultants recently.

Highlights during the faml included Daydream's Living Reef lagoons, the Rejuvenation Spa and Mermaid's restaurant.

Pictured above back row from left are: Donna Vassilakos, Emma Flynn and Jill Jaspers.

Front: Monia Iaconi, Tina Nguyen, Sara Henry, Emily South, Heather Barling and Nicole Ahlrichs.

## LHR/JFK shuttle

BRITISH Airways and American Airlines have introduced a shuttle style schedule that will see most services depart London, Heathrow every hour on the hour, effective 27 Mar 2011.

New York's JFK will operate on select 30 minute intervals and AA is reducing daily ops from 5 to 4.

## 44 wax Presidents

MADAME Tussauds in Washington DC will display its 44 Presidents in wax form in a Gallery exhibit worth US\$2m, from 17 Feb 2011.

## Travelocity top 10

ONLINE US travel agency Travelocity has dubbed Las Vegas as the number one destination to ring in the New Year based on a flight and hotel package.

New York City, Cancun, and Chicago followed, with Cancun the only int'l destination to make its Top 10 list.

## Club Med Florida

CLUB Med has reopened its property in Port St Lucie, Florida after a US\$25m refurbishment.

Club Med Sandpiper Bay has introduced two new restaurants, four swimming pools, a new conference centre and more.

## Scenic sings into Christmas

Last week Scenic Tours kicked off their festive celebrations by hosting a bowling and karaoke dress-up themed party.

The Sydney office has sent in the photos below for entry into our Christmas photo competition, where our good friends at Fraser Suites Sydney are giving away an overnight's stay in a luxury Penthouse Apartment, sparkling wine & a fruit bowl upon arrival and complimentary car parking to the best photo received by 31 Dec, with bonus points awarded to entries featuring the TD issue.



ABOVE: We love to party with Travel Daily!

The caption "Christmas isn't a time of year, it's a destination...", was the inspiration for staff to get dressed up in attire representative of places that make up the operator's extensive portfolio.



BELOW: The rest of the teams were bowled over by this glamorous group of four.

Annette Nivien, Nymol Kim, Olga Korobko and Andrew Schweitzer light up the bowling alley with these costumes and smiles, before belting out their favourite hits and singing their hearts out in the private karaoke rooms at Strike Bowling Bar.



ABOVE: Fraser Suites is the place to be!

Angus Crichton, Rebecca Willis & Lauren Cacciola make a stop at Fraser Suites Sydney along a busy Kent St for this quirky photo before heading off to the party!

Keep those Chrissy photos coming our way and you too could be in the running to win this sensational Fraser Suites Sydney accommodation prize.

You have until the end of the month to send in your party snaps.

Email your office festive photos (including names of the people pictured) and where your party was held at to:

[xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au)

**NOW 36 Pages!**

## New Zealand

LUXURY COACH HOLIDAY SPECIALISTS

**2011/12**

**LUXURY COACH HOLIDAYS & SMALL GROUP TOURS**

**Brochure OUT NOW!**

Experience the best of New Zealand on a Grand Pacific Tours coach holiday with over 190 guaranteed departures in 2011/12

## Find a role that actually fits you...

Get a new job with TMS



### Hot Jobs (Australia) - December 2010

Sydney - 02 9231 6444 - [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne - 03 9602 1809 - [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane - 07 3221 9916 - [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth - 02 9231 6444 - [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions - 02 9231 6444 - [sally@tmsap.com](mailto:sally@tmsap.com)

Temp or Contract Executive - Alex and Sharon  
- Sally Frappe

JOB OF THE WEEK!

### Corporate Travel Implementations Manager - Sydney

- Award winning Corporate Travel Company
- Sydney CBD
- Negotiable salary
- Excellent career opportunities

Our client is looking for a Corporate Travel Implementations Manager. You will sit between the Business Development Managers and the Account Managers. The BDM's source and win the business, once the business has been won, the Implementations Manager ensures the new clients have an excellent first experience with this leading Travel Company. You will manage the seamless transition from the clients travel manager over to their new travel manager.

Contact **Stacy Balderston** at TMS T: **03 96021 809**  
E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**



BNE • MEL • PER • SYD • BKK • HKG • SHA • SIN

### Business Development Executive- Sydney

- A genuine market leader
- 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.

Contact **Stacy Balderston** T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### Airfare Product Co-ordinator - Sydney

- 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/reconciliation methods. The ideal candidate will have previous experience with BSP, fares and ticketing 1 & 2 and a knowledge of Calypso.

Contact **Stacy Balderston** T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### Junior Account Manager - Sydney

- Do you have solid experience within the hotel industry?
- Are you a successful account manager?

Our client is the market leading online hotel reservation service. They are currently looking for a Junior Account Manager to work in collaboration with the Account Manager in developing and managing his/her region to maximise revenues. Main responsibilities include monitoring the rate parity and locate the best rates and availabilities within your region, creating and ensuring the follow-up of commercial mailings to further develop the region, preparing and going on market visits, following up on cancellations, evaluations and complaints. You will also manage some of the hotel partners in the same region. To be successful in this role you will have previous experience in Sales or Account Management, you will be fluent in English, you will be pro-active, have sense of responsibility, independent, customer friendly and target focused. You will have good communication and commercial selling skills. You will be a team player, motivated and enjoy the sector of e-commerce and hospitality. Hotel School or University background preferred. Driver's license required.

Contact **Anna Wachowiak** T: **02 9231 6444** E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or **apply online now!**

### Team Leader - Sydney

- Excellent career opportunity
- Great office environment

Our client is looking for a Supervisor consultant who is passionate about cruising to join this rapidly growing area of the travel industry. Working within this small team your ability to build rapport easily with your peers and clients is essential as is your solid consulting experience. Your job will be to oversee the reservations team as well as maintaining relationships with the representative cruise lines if you want to be a part of this warm and friendly team and want access to all the best family trips and industry incentives then look no further!

**To be considered for this role you must possess the following:**

- Cruise knowledge
- Solid consulting experience
- Team leading experience

Contact **Stacy Balderston** T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### State Sales Manager - WA

- Do you have extensive experience in Sales and Marketing coupled with knowledge of Trade Practices legislation within a Travel/Tourism and/or Insurance organisation?
- Do you have experience in territory management in regards to sales and distribution of products?

Our Client is the market leading Travel Insurer looking for a degree qualified professional with strong strategic and operational skills. The objective of the role is to ensure the effective sales and distribution of Travel Insurance products to customers and to maximise value through the delivery of cost effective services. You are a hands-on practitioner with strong strategic and operational skills plus demonstrated Strategic Manager and Business Planner. Our client is looking for an effective negotiator who is customer service focused and has the ability to manage small team. Preferably you will have a degree in Marketing and Sales.

Contact **Anna Wachowiak** T: **02 9231 6444** E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or **apply online now!**

### Business Partnership Manager - NSW

- Experienced BDM within travel industry
- 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.

Contact **Anna Wachowiak** T: **02 9231 6444** E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or **apply online now!**



Awarded  
Best Practice  
Accreditation  
2010

Quality recruitment for the travel and  
hospitality industries in Asia Pacific



BNE MEL PER SYD BKK HKG SHA SIN Partners in DXB UK USA







**AA wishes you all a  
Merry Christmas and  
prosperous New Year.**

**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**



**MELBOURNE TEAM**



**BRISBANE TEAM**

**IS A TOP JOB YOUR NEW YEARS RESOLUTION?  
LEISURE TRAVEL CONSULTANT - LONG TERM CONTRACT  
SYDNEY INNER - EXCELLENT HOURLY RATE**

If you are going to make one New Years Resolution, then let this be it - "I want to secure a long term travel consulting role, where I am happy, productive and rewarded!"

Our client is a leading travel company offering new staff a great role working Mon to Fri only, away from shop front in a call centre environment booking all aspects of both International and Domestic travel. Great hourly rate & temp to perm option.

**EARN THE SALARY SOME ONLY DREAM ABOUT  
ACADEMIC CORPORATE CONSULTANT x 2**

**PERTH (CITY & SOUTH) - SALARY PACKAGE TO \$80K (OTE)**

Step your career up a notch and take on one of the most challenging and rewarding roles in corporate travel – academic travel! Not only will you be working on some of the most intricate yet interesting itineraries, you will be thrilled with the variety this role offers. Monday to Friday business hours only with a realistic opportunity to earn in excess of \$75,000! International corporate travel consulting experience a must. Galileo highly beneficial.

**AUSTRALIAN OWNED & OPERATED  
CUSTOMER SERVICE SUPERVISOR**

**MELBOURNE (EAST) – SALARY PACKAGE TO \$50K**

This online travel reservations company is seeking a competent travel supervisor to manage their small team of consultants whilst remaining hands on in the department.

Monday to Friday business hours with the occasional Saturday (your choice of paid overtime or a day in lieu). This truly is a great back office role with a relaxed and highly social company. Travel industry & supervisory experience.

**TOP TEMP ROLE – JOIN AN AIRLINE!**

**AMEDEUS AIRLINE TRAVEL TEMPS**

**BRISBANE INNER SUBURBS– TOP HOURLY RATE**

If you are Amadeus trained and an expert in fares and ticketing we have an assignment starting NOW just for you.

This is your chance to get your foot in the door of an international airline. You will be involved in fares support and ticketing. Earn a top hourly rate and enjoy a weekly pay cheque. This is a fantastic way to strengthen your industry skills and knowledge. If you have min 1 year travel industry experience, CRS qualifications, fares and ticketing knowledge this is for you! Don't miss out – Call Now!

**DON'T WAIT TILL THE NEW YEAR - CALL OUR FRIENDLY CONSULTANTS NOW**

**SYDNEY – 8/6 O'Connell St – (02) 9231 6377 – [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)**

**MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)**

**BRISBANE – 13/97 Creek St – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)**

**ADELAIDE & PERTH – (03) 9670 2577 – [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au) & [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au)**

**MORE TOP JOBS AVAILABLE NOW AT [www.aaappointments.com](http://www.aaappointments.com)**



more **exclusive** more **inclusive**



**Book  
Now**

**3 nights FREE  
in Asia\***

Available in School Holidays



**ONE PRICE**  
Premium All-Inclusive



Return flight  
and transfers



Twin Share Superior  
accommodation with  
option to upgrade



All-day Dining  
on sumptuous buffet  
and gourmet cuisine



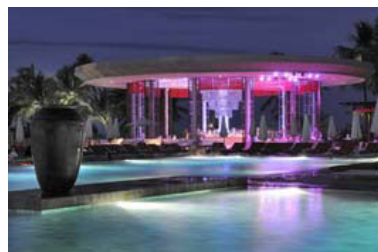
Bar drinks & snacking  
served during the  
day and night



Sports & Leisure  
activities with  
expert tuition



Supervised activities  
and childcare  
for the little ones



## CLUB MED BALI NUSA DUA

7 night-all inclusive package  
Flights with Garuda, Jetstar or Virgin

	Adult (+12)	Child (4-11)
From Sydney	\$2233	\$1483
From Perth	\$1780	\$1136
From Brisbane	\$2281	\$1759
From Melbourne	\$2233	\$1483

## CLUB MED CHERATING BEACH

7 night-all inclusive package  
Flights with Malaysia Airline

	Adult (+12)	Child (4-11)
From Sydney	\$2136	\$1490
From Perth	\$2113	\$1467
From Brisbane	\$2136	\$1490
From Melbourne	\$2136	\$1490

## CLUB MED PHUKET

7 night-all inclusive package  
Flights with Thai Airways

	Adult (+12)	Child (4-11)
From Sydney	\$2200	\$1534
From Perth	\$2158	\$1479
From Brisbane	\$2200	\$1534
From Melbourne	\$2200	\$1534

## CLUB MED BINTAN ISLAND

7 night-all inclusive package  
Flights with Singapore Airline

	Adult (+12)	Child (4-11)
From Sydney	\$2410	\$1415
From Perth	\$2160	\$1522
From Brisbane	\$2410	\$1415
From Melbourne	\$2410	\$1415

For more information, log on to [www.clubmedta.com.au](http://www.clubmedta.com.au)

**Call (02) 8584 6301 (Sydney Trade)  
or 1800 801 823 (all other areas)**

**Club Med**   
WHERE HAPPINESS MEANS THE WORLD

\*Offer valid for Australian residents. Offer valid for all ages. Min 7 nights consecutive stay at Club Med is required. Black Out Dates: Bali: 25 Dec 10 – 17 Jan 11, 02 Feb 11 – 09 Feb 11, Phuket: 25 Dec 10 – 25 Jan 11, 02 Feb 11 – 09 Feb 11, Bintan: 25 Dec 10 – 01 Jan 11, 02 Feb 11 – 09 Feb 11, Cherating: 02 Feb 11 – 09 Feb 11. Further black out dates may apply. For sale from 19 Dec 10 to 29 Jan 11. Travel dates: 19 Dec 10 to 30 Apr 11. Prices based on Superior Twin Share. Flight with MH L Class for Cherating, with SQ Q Class from Adelaide and TG W Class from Perth, Sydney, Brisbane and Melbourne for Phuket, with SQ Q Class for Bintan Island, with GA B Class from Sydney, Melbourne and Perth, with DJ from Brisbane and Adelaide, with JO from Darwin for Bali. Departure date: 8 March 11 for Cherating, 13 March 11 for Phuket, 1 March 11 for Bintan, 28 Feb 11 from Sydney, 01 March 11 from Perth, Brisbane, Melbourne and Darwin and 02 March 11 from Adelaide for Bali. Offer valid for new bookings only. Offer valid for all room types. Offer subject to availability and may change without notice. Open bar and snacking service within bar opening hours, excludes some premium alcoholic brands. Compulsory Club Med membership fee is included in price and valid for 1 year at time of booking. Not valid for Group travel. Not valid in conjunction with any other offer. Baby Welcome package offer service at selected resorts. Kids Clubs (4 – 13 years) are available at selected resorts and Teen's Club Facilities (11-17 years old) at selected resorts and opening times are subject to school holidays. Available at selected resorts and at extra cost: Room upgrade to Deluxe or Suite, Petit Club Med (2-3 Years) in selected resorts and subject to availability, Massage and Spa Treatments. For full terms and conditions, please contact Club Med. Taxes are included but are subject to change due to currency fluctuations and fuel surcharges.

Date of issue: 20 December 2010



# At Wendy Wu Tours we love to spoil everyone!

By now you would have received your launch box and details on how to win some fantastic prizes! To help you with this, we have a great opportunity for your customers!

## Customer Competition

### One lucky person has the chance to win back the cost of their tour!

Simply book and deposit your customer on a Wendy Wu Tours China, Indochina or India group tour from 29 October 2010 to 31 December 2010 and they will go into the draw to win back the cost of their tour!

Have you already booked your customer on a 2011 tour this year? Don't worry any eligible bookings made between 1 January to 28 October 2010 will automatically go into the draw!

Your customer also has the chance to win one of 50 x \$100 Coles Myer vouchers!

Offer excludes special group and independent bookings.

2011/12 brochures out now!



**Wendy Wu Tours®**  
*Just say 'Wu'™*

**Call 1300 727 998**  
**[www.wendywutours.com.au](http://www.wendywutours.com.au)**

Lic No 2TA4792.

Conditions: Full terms and conditions outlined at [www.wendywutours.com.au](http://www.wendywutours.com.au). Valid for bookings made between 29 Oct 2010 & 31 Dec 2010. Excludes special group & independent travel bookings and any travel extensions to the tour. Existing eligible bookings will automatically go into the draw for these prizes. Prizewinners will be determined by random barrel draw. Closing date: 31 Dec 2010. Random prize draw will take place on 17 Jan 2011, 10:00EST at Level 9, 275 George Street Sydney NSW 2000. Prizewinners will be notified on or before 19 Jan 2011. Prizewinners names will be published in The Australian on 29 Jan 11. Permit numbers: NSW - LTPS/10/10607; VIC-10/3495; SA-T10/2359; ACT - 10/04279.3. 7265K.