

eXperts



Introducing the new eXpertsplus Visa card.

Shop till you drop.

lufthansaexperts.com

Travel Daily AU

First with the news

Fri 24 Dec 10

Page 1

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

Refer a skilled TRAVEL TEMP to TMS and receive \$100 voucher

* conditions apply

Contact Sharon on 02 9231 6444 or email sharon@tmsap.com



C&K clarification

TRAVEL agents who use eNett to remit funds for bookings to Cox & Kings Australia should factor in a delay of at least 48 hours for clear funds to reach payees from 04 Jan, not for the holiday period, as mentioned in TD yesterday.

The extra time requirement is the result of a change to the remittance process employed by eNett.

C&K suggests travel agents use other electronic payment carriers, bank transfers or credit cards to best ensure that their remittances reach C&K ahead of ticketing/cancellation deadlines.

Magellan adds 50th

THE Magellan Travel Group has signed its 50th agency, with QLD's CruiseMart (which has offices at Hope Island and Nundah), set to join its network from 01 Jan 2011.

JQ Asia drops BKI

JETSTAR Asia is pulling out of its direct Singapore-Kota Kinabalu link, effective 15 Feb, due to the "ongoing poor commercial performance of the route."

3K has operated flights to BKI for the past two years, but the decision to axe the four times weekly service was necessary to enable the carrier to relocate its A320 to higher demand routes.

Pax booked on 3K flights to Kota Kinabalu after 15 Feb are being offered a refund, or the option to travel earlier or re-route to another Malaysian destination or another Jetstar Asia destination.

Enquiry into LHR chaos

THE organisation responsible for the operation of London Heathrow Airport has launched a Winter Resilience Enquiry to establish the lessons which can be learned from

Starwood vs Hilton lawsuit settled

STARWOOD Hotels & Resorts has settled its lawsuit against Hilton Worldwide over alleged trade secrets and confidential and proprietary information (TD 20 Apr 09) for an undisclosed amount.

Last year, Starwood accused Hilton of stealing hundreds of thousands of documents on their W Hotel and St Regis brands, and information on staff training, hotel conversions and finance details, when it poached two of its executives in 2008.

The settlement requires Hilton to be subject to an injunction to assure that the conduct which occurred last year does not happen again, and requires certain business restrictions for two years.

"Starwood is proud of its leadership position in creating lifestyle brands that connect with consumers, drive loyalty and are highly profitable for our owners," said Starwood ceo and president, Frits van Paasschen.

He added that, given the facts Starwood needed to protect its brand, and the "settlement reinforces this protection and restores a level playing field for fair competition."

last week's flight chaos, at one of the world's busiest airports.

Announced this morning, the enquiry panel of five int'l experts from airports or airlines, will investigate BAA's actions with the planning, execution and recovery of Heathrow's operation during the recent snowstorm.

BAA chief executive officer Colin Matthews said: "The enquiry will forensically examine what went wrong at Heathrow, and look fundamentally at our ability to prepare and respond more effectively to periods of bad weather at an airport operating at its maximum capacity."

The report is expected to be made public in Mar.

In the meantime, BAA has set aside a further £10m (AU\$15.3m) for LHR's airside operations team to boost winter resilience.

MEANWHILE, Matthews has said he will forgo his 2010 bonus after criticism received for Heathrow's extended snow disruption.

Today's Travel Daily

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

The staff at TD would like to wish all its readers a very happy Christmas tomorrow.

The next issue of TD will be published on Wed 29 Dec.

ROAD TEST

Walt Disney World Resort, Orlando

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

DISNEY'S ANIMAL KINGDOM is the fourth theme park at Walt Disney World, and in true Disney style it features a range of amazing attractions including a recreation of a real African safari.

The Kilimanjaro Safari ride sees guests transported in large safari trucks through a simulated African savannah - but contrary to animatronic expectations, the animals here are real and are part of a large scale conservation effort.

Lions, cheetah, giraffes, various types of deer, black and white rhinoceros, elephants and even a hippopotamus can be viewed along with monkeys and a variety of African birds, all very happy in the Orlando sunshine.

Animal Kingdom also includes the new Expedition Everest roller coaster, as well as the fun Dinosaur ride and lots of immersive experiences such as play areas and shows including the It's Tough to be a Bug 3-D presentation.

Walt Disney World also features the DOWNTOWN DISNEY precinct with dining, entertainment and shopping options for those who want a break from the theme parks.

It also features one of the biggest Disney stores in the world.

Bäst.

Business \$4,500*

Or best as you say in English. As in, the best business class airfare to 35 European cities.

On sale now until January 31, 2011.

Departures May 1 - August 31, 2011.

Copenhagen Stockholm Oslo Helsinki and more than 35 other European destinations.**

flysas.com.au or call 1300 727 707



Scandinavian Airlines

A STAR ALLIANCE MEMBER

*nett. Plus taxes & surcharges. Conditions apply.
**Including SAS code share, Blue1 and Widerøe destinations.

The lighter side of travel...



Images courtesy of CardWorks, a range of humorous travel related postcards, custom-designed with your personal message and branding. For more information visit www.cardworks.com.au or call 1800 008 825.



inPlace
RECRUITMENT

Wishing you a Merry Christmas & a Happy New Year!

Travel Daily AU

First with the news

Fri 24 Dec 10

Page 2

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



Speak French in less than 3 hours

New Caledonia is oh so close!

Aircalin
International Airline of New Caledonia

CLICK HERE

New London agency

LONDON'S tourism agency, Visit London, will be brought under the same banner as Study London (an agency set up to lure international students) and Think London (an investment body), to create a joint group called Promote London.

The change saves Visit London from an uncertain faint following the scrapping of the London Development Agency, the group which funded the organisation.

Promote London will be set the task of drumming up business and promoting tourism to the English capital ahead of, and during, the 2012 Olympic Games.

The European Tour Operators Association exec. director, Tom Jenkins, welcomed the news, saying that while its budget has been severely cut "any funding... is to be regarded as a reprieve."

Tassie trade site launch

TOURISM Tasmania yesterday launched its new travel trade resources website, which has been developed to provide agents "with the information needed to convert client interest into valuable bookings."

The organisation says the site has been developed with a goal to provide the trade with 'concise, easy to navigate, sales focused information' to aid with creating great holiday experiences.

The initial roll out of the portal includes a range of key features including a distance calculator to provide "realistic drive times" around the Apple Isle; suggested itineraries; an events calendar; and product search capability.

Themed & experiential touring itineraries are also planned.

Both interstate and intrastate flight options to Tassie cities (and flight times) are listed, along with airport shuttle services in major cities, sea access options, a detailed list of accommodation and attraction options, and dining advice.

Tourism Tasmania will further develop the site over the next six months to provide more campaign information, destination training modules, and trade events are also in the pipeline, enabling the trade to engage directly with representatives from the body.

Go to www.tassietrade.com.au.

SYD-RAR schedule

THE planned Air New Zealand 'year-round service' between Sydney-Rarotonga, to launch 04 Jul 2011 and run through to May 2014 (TD Tue), has been loaded into agent GDSs from 05 Jul, but at this stage only until 28 Oct.

Earlier this week, Air NZ flagged that the weekly non-stop Australia-Cook Islands link would become year-round from Jul 2011.

TCF termination

THE Travel Compensation Fund has non-voluntarily terminated the participation of *Music and Friends Australia*, of Budgewoi NSW (ABN: 26 124 249 896) as the agent's licence was cancelled.

CO/MQ FAA fines

THE US aviation authority has proposed fines of over \$600,000 to two carriers for their non-compliance with regulations.

American Eagle Airlines is being charged a \$330,000 civil penalty for failure to fix broken armrests and seats on two Embraer 135 aircraft, one of which flew 12 revenue passenger services.

And, a FAA penalty of \$275,000 has been proposed against Continental Airlines for incorrectly installing the wheel-tyre assemblies on two Boeing 737-900ER jets, which flew 73 revenue flights.

Laos travel tax

FOREIGN visitors to Laos will now be charged a new US\$2 travel tax when crossing the border to neighbouring countries.

The levy is a revenue earning component for the Laos Tourism Marketing Board.

Window Seat

BAMBOO's just as strong as steel right?

Japan Airlines has launched a new concept in wheelchair travel... the bamboo wheelchair.

Designed to avoid similar metal detector kaffuffles which have embarrassed airlines in the past, the bamboo wheelchairs have been compared, by the airline, to "a piece of sophisticated furniture".

Costing around AU\$7,200, the wholly handmade wheelchairs will be offered by JAL to its physically challenged passengers at some point in the new year.

TWO months in the dark and a week in the World's happiest place.

The Chilean miners who were rescued after 69 days trapped in a collapsed mine, are set to round off a rather eventful 2010 with an complimentary trip to Walt Disney World in Florida, courtesy of Disney.

With families in tow, the miners will stay at the Walt Disney Resort, and have the chance to meet Disney's most beloved characters at all four of the World's theme parks.

As an added bonus, the miners will also be inducted as honorary members into the Disney family by being invited to serve as honorary Grand Marshals of the Main Street Magic Kingdom parade.

WE are not alone!

On Tue, Ryan Air confirmed the presence of an unidentified flying object (UFO), after the Captain of flight FR1397 from Oslo Rygge to London spotted a strange aircraft soaring close to his plane.

Taking immediate action, the Captain reported the sighting to Aviation Authorities, who have today confirmed that they have received a number of "similar reports".

Below is a photo taken by a crew member of FR1397.



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.

Click here for competition terms and conditions.

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





tahiti travel
connection
www.tahititravel.com.au

Got honeymoon clients?

[Click here](#)

World's Best Business Class.
Skytrax World Airline Awards 2010

QATAR
AIRWAYS القطرية

VS cinema advert

VIRGIN Atlantic launch a new global TV advert in cinemas across Sydney following the popularity on its new global Facebook page and YouTube channel.

MEANWHILE, VS and V Australia held their 'Rockin Roadshow' trade show recently, which saw some great prize lucky door prizes and giveaways being offered for the best 'guitar hero'.

Angie Coleman of Platinum Travel won two return tickets to Hong Kong with VS and two nights accommodation at the Harbour Grand Kowloon Hotel.

And, Mark West of American Exp Platinum Centurion won two VA tickets to Phuket and three nights at the Blue Marine Resort and Spa.

Unique Finnair

THE Unique Tourism Collection has been appointed to assist Finnair with its Public Relations.

PATA to Manila

THE Pacific Asia Travel Assoc. (PATA) will hold its 2012 Travel Mart in Manila after the Philippine Department of Tourism and the Tourism promotions Board won the rights to host the event.

EK's DXB shopping

EMIRATES is promoting the Dubai Shopping Festival being held for one month from 20 Jan, with travellers being offered stay pay deals, when booking four nights accom at select hotels.

Prices start from \$55pp per night and can be purchased through Emirates offices worldwide - emirates.com/dsf.

Sheraton appoints

SHERATON Noosa Resort and Spa has appointed Tricia Cornelius as its Director of Sales and Marketing.

AYQ most punctual

AYERS Rock Airport was the country's most consistent airport to have its flights depart on time during Nov, with 97% of services taking off as scheduled.

Sunshine Coast Airport had the worst record, with only 56% leaving on time.

Extra BNE parking

BRISBANE Airport has opened a free temporary waiting parking area at the Domestic Terminal to alleviate holiday traffic congestion.

The carpark is open until 04 Jan during the hours of 5am-11pm and is located in front of Direct Factory Outlet's parking bay.

LAN orders 50 A320

LAN Airlines has signed a firm order for 50 Airbus A320 aircraft, to begin delivery from 2013.

Parisian stay pay

VICTORIA Palace Hotel in Paris is offering a Stay 4/Pay 3 package including brekkie and taxes, valid on select dates between 01 Jan to 31 Mar 2011.

To take up the deal, email- katherine@thehotelconnection.com.au.

Penguin Encounter

SEA World on the Gold Coast will open its new \$12m Penguin Encounter, a frozen home for King and Agile Gentoo Penguins on Boxing Day.

All I want for Christmas is...

With only one more sleep until Christmas, some travel industry parties are still rolling on, and today we share with you more fun office celebration photos for entry into our Chrissy competition.

TD's 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: ...a night out with APT!

The APT Inbound Res team celebrated Christmas at the RACV Club last Sat, and pictured here in the spotlight is Justine Roditis, Stephen Gwilliam, Kristie Low, Bianca Brearley, Katie Laird, Shannon Clarke, Jessica Bell, Sarah Stephenson, Dyan Calderon.



LEFT: ...a dress replicating the tail of a TG aircraft.

Megan Barrett went to great lengths to get into the theme of THAI's Christmas party held at their building in Pitt Street, where staff were required to come dressed with 'a touch of purple, pink or gold' - that's the airline's corporate colours!

Megan's pictured here in her stunning dress with Janet Martin from the Groups team.



RIGHT: ...to be a THAI hostess for the day.

Looking gorgeous in their crew uniforms is Graham Catt (Res) & Kevin Fisher (Marketing)

To enter TD's Christmas party photo competition, email your festive photos (including names of people pictured) and where your party was held at to: masphotos@traveldaily.com.au



The Travel Industry Mentor Experience

Encourage the development of your valuable staff

Support your employees development with the opportunity to be Mentored by the most experienced people in the Travel Industry.

The purpose and vision of TIME is:
To provide knowledge, guidance and advice to aspirational individuals within the Travel and Tourism industry allowing them to advance and grow their career.

Experience and research tells us that aspirational individuals are attracted to and stay within an industry, company or organisation that offers them career development.

Go to www.travelindustrymentor.com or email us at time@travelindustrymentor.com.au

Attitude is everything!



www.travelindustrymentor.com.au



Travel Daily First with the news

klick communications

FRASERSUITES SYDNEY



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

**AA RECRUITMENT CONSULTANT PERMS DIVISION
1 X SYDNEY BASE & 1 X BRISBANE BASE
SALARY PACKAGE CIRCA \$70K++**

**Looking for a new challenge in 2011?
Then why not join the most successful Travel Recruiter
in the country?**

**With offices in the UK and Australia,
AA has earned its reputation as the largest and best
recruiter in our space. Here is your chance to join a
friendly, professional organisation where you can use
your travel industry knowledge in a whole new
direction. This role will draw on your skills in Business
Development, account management, marketing & sales.
Benefits include a fantastic salary package, generous
bonuses including annual conference to exotic
destinations, a fun team environment and the
opportunity to progress in a whole new area of travel.**

**AA RECRUITMENT CONSULTANT - TEMPS DIVISION
MATERNITY LEAVE CONTRACT
MELBOURNE – SALARY PACKAGE CIRCA \$60K+
Love working in a fast paced environment? Want to be
part of a successful, friendly team? Looking for a new
direction in your career? Then come join us! This role
requires excellent travel industry knowledge, strong
communication and sales skills & a friendly approach.**

**WANT TO WORK AT THE TOP END?
EXECUTIVE RECRUITMENT CONSULTANT
SYDNEY BASED: SALARY PACKAGE CIRCA \$80K++
Ready for a new direction in your career?
Do you feel comfortable dealing with senior
management? Understand the top level roles in an
organization? If so, here is an interesting and
challenging role that will have you networking with all
of the mover and shakers in the industry.**

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

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

BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

MORE TOP JOBS AVAILABLE NOW AT www.aaappointments.com