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Travel Daily AU
First with the news
Fri 22 Jan 10 Page 1
EDITORS: Bruce Piper and Guy Dundas
E-mail: info@traveldaily.com.au Ph: 1300 799 220

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Canberra quota dropped

A FEDERAL government directive to force public servants to increase their use of alternatives to Qantas when flying between Canberra and Sydney has been discontinued.

The Finance Department issued the order two years ago, asking bureaucrats to ensure that at least 25% of flights between the cities were not on Qantas.

\$690m SYD profit

SYDNEY Airport has weathered the global financial crisis well, today reporting a 5.6% increase in EBITDA earnings for the year to 31 Dec to \$690.2 million.

Total revenue was up 5% to \$812.7m while operating costs grew 1.2% to \$158.3m.

Aeronautical revenues (excluding security recovery) were up 8.2% to \$343.7m while retail revenue was up 0.4%.

Almost all of the 118 tenancies in the revamped Terminal 1 have now been leased, the airport said.

Pullman Pattaya

ACCOR has announced the opening of the new 353-room five star Pullman Pattaya Aisawan, with rates from \$75 per day.

It's the third Pullman in Thailand, after the Pullman Bangkok King Power and Pullman Khon Kaen Raja Orchid.

However this quota has never been met, and the targets have been discontinued from 01 Jan.

During the three months to 31 Dec, Qantas market share of govt business on the route was 89%, with departments citing a range of reasons for non-compliance with the directive including more frequent QF departures and deeply discounted QF fares.

Parliamentarians and their staff gave 95% of their business to QF.

The new policies also replace a former 'Use of Best Fare of the Day' circular with a new 'Use of the Lowest Practical Fare' rule - which allows public servants to fly only if videoconferencing or using the phone is "an ineffective option."

QF any seat push

QANTAS is promoting a range of 'Any Seat' reward deals for bookings made by 29 Jan.

The offers are valid for any available seat, and include Sydney to Melbourne or Brisbane for just 9600 frequent flyer points - only slightly more than the 'Classic Award' cost of 8000 points.

Today's Travel Daily

Travel Daily today has six pages of news and photos plus a full page of jobs from AA Appointments.

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New SATC chief

IAN Darbyshire has been appointed as the new chief executive officer of the South Australian Tourism Commission, replacing Andrew McEvoy who's become md of Tourism Australia.

The SATC said Darbyshire was the "standout candidate" in a strong field from overseas, interstate and South Australia.

He emigrated from the UK to Adelaide in 2007, and his career has included roles as the managing director of a large UK public company, as well as the ceo of a UK-based insurance firm.

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Mirvac into hotel alliance

MIRVAC Hotels & Resorts has become the newest member brand of the Global Hotel Alliance (GHA), which is the world's biggest alliance of independent hotel brands.

Mirvac ceo Andrew Turner said membership of the group is the best way for the 45-strong portfolio to gain new, international customers cost effectively.

"Most of Mirvac Hotels & Resorts customer base comes from our own domestic markets, even though Australia and New Zealand are extremely popular destinations, especially for international leisure travel.

"GHA gives us the chance to compete with the mega-brands for that international business and gain a fare share for our hotels, by offering the brand recognition and distribution power that the big players have," Turner said.

Other members of GHA, which is based on the airline alliance model, include Dusit, Parkroyal, Kempinski and Anantara resorts.

Insight appointment

INSIGHT Vacations has named Steve Farrelly as its new NSW Sales Manager.

Farrelly comes to Insight after two years as a bdm for Contiki Holidays in Canada.

The Mirvac move extends GHA's reach into the Australasian market, and follows the signing of Tivoli Hotels & Resorts which saw GHA enter Portugal and Brazil.

GHA was created in 2004 and uses a common technology platform to drive incremental revenues and create cost savings for its members, while offering enhanced recognition and service to customers across all brands.

It currently comprises more than 265 "upscale and luxury hotels" with more than 60,000 rooms across 47 countries.

Discounts'selfish'

THE manner in which some travel companies have been doing mass generic discounting over the last six months has been "totally selfish", according to the local manager of GAP Adventures, Peter Rawley.

He was responding to comments by his boss Bruce Poon Tip (*TD* yesterday) about discounting, saying that any price cuts offered by GAP had followed dialogue with trade partners.

In contrast, competitors who have just announced generic discounts "have not given any partner the 'choice' of taking on a reduce yield; they have simply dictated it," he said.

"Under the guise of 'we are supporting you' they have placed mass generic deals into the market place that have eroded yields and revenue earning opportunities, at a time when the trade needed our support more than ever."

Rawley said instead GAP had discussed with partners what they needed or are comfortable with, supporting individual deals for campaigns, Expos or mailouts but only at their request.

"We backed our brand, product offering and departure date diversity to offer trade partners what they really needed," he said.



Window Seat

IT looks like the "pee fee" proposed by Irish low-cost carrier Ryanair may not be just a joke.

The airline has confirmed that it is planning to begin charging to use the bathroom on flights of one hour or less.

The *Irish Times* says Ryanair is in talks with Boeing about retrofitting 50 of its 737s with one coin-operated toilet, with the other two loos to be removed to create space for six extra seats.

"There is nothing in the rule book to say that an aircraft has to have any seats at all...we believe three toilets are excessive," said Ryanair spokesman Stephen McNamara.

THE upcoming winter Olympics in Vancouver is certain to boost visitation to Canada, with interest in winter sports set to be at an all time high.

And some will be attending the games just to see the British bobsleigh team live - having had a titillating sneak preview via internet video site YouTube.

In fact more than 500,000 people have viewed a recent race performance by the team during a world championship event in Switzerland.

Unfortunately for one of the team members, Gillian Cooke, her ultra-skin-tight Lycra racing suit burst open at an extremely unfortunate moment, just as she was about to jump into the sleigh with a teammate (below).

It's now live on *Travel Daily TV* at youtube.com/user/traveldaily.



Judges are expecting a split decision.

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Design gong for QF

THE First Class suite in the Qantas Airbus A380 has been awarded a Good Design award by the Chicago Athenaeum.

Described as "the world's most prestigious global awards for new product design and graphics," the Qantas seat was one of more than 500 products given a 2009 award by the New York-based jury.

The Qantas Skybed also won a Chicago Athenaeum Good Design Award in 2004.

New Sabre chief

SABRE Holdings in the USA has announced that Tom Klein has been appointed to the newly created role of President.

The move is effective immediately and sees Klein's role expanded from his previous position as the firm's Executive Vice President, responsible for Sabre Travel Network and Sabre Airlines Solutions.

Sabre chairman and ceo, Sam Gilliland, said the creation of the new role for Klein "underscores the confidence we have in his leadership to drive future growth for our business."

CUPPS for BKK

AIRPORTS of Thailand has announced that its Suvarnabhumi International Airport in Bangkok will be one of the first international gateways capable of providing the new global IT CUPPS platform for passenger check-in and boarding.

The airport is migrating to SITA's AirportConnect Open solution, which will see it offer the system across 800 workstations serving 56 carriers.

CUPPS, or Common Use Passenger Processing Systems, allows carriers to share IT infrastructure at airports and bring down costs, with the platform also supporting CUTE (Common Use Terminal Equipment) and CUSS (Common Use Self Service) kiosk applications.

Extra HBA X-Ray

QANTAS has reopened a second security scanner at Hobart Airport, after outrage at queues of up to 150m at the single security checkpoint which was previously operating.

QF holds the contract for security services at Hobart Airport.

NZ set to purr for Dreamworld

DREAMWORLD and WhiteWater World on the Gold Coast have launched a new office in Auckland appointing Alice Cryer as their NZ sales executive.

Cryer, who's pictured right with one of her new pets, has worked in the industry for seven years, incl roles with AAT Kings, Contiki and The Rarotongan Beach Resort.

CEO Noel Dempsey said: "New Zealand is our biggest single international market and it is critical to our bottom line."

"We've tried working the relationship from a distance, but the agents and wholesalers told us that they wanted more face-to-face contact," he said.

Around 95,000 Kiwis visit DreamWorld and WhiteWater World every year, and Cryer will also introduce the QDeck observation deck to the NZ market.



New Canada Value

VALUE Tours has released a new 24-page 'Canada Holiday & Travel Guide' featuring a range of self-drive itineraries, independent and escorted coach tours and rail trips.

Marketing mgr Neil Rodgers said the program, featuring many prepaid inclusions, is aimed at the "middle market looking for value for money".

The brochure also offers a wide range of car and motorhome rental, which can be combined with special hotel rates in Jasper, Vancouver, Whistler, Sun Peaks, Lake Louise, Banff and Calgary.

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Invictus...It's possible



LAST night, South African Tourism (SAT) hosted a group of travel agents, suppliers and media to a private screening of the movie, *Invictus*.

As guests arrived at the eVent Cinemas complex in Sydney, they were treated to a colourful World Cup 'diski dance' performance.

The release of the movie will help to kick-off the 2010 soccer World Cup in South Africa, and showcase to the world all that South Africa has to offer.

Invictus is based on the true story of how Nelson Mandela joined forces with the captain of South Africa's rugby team in 1995 to help unite their country.

CZ to boost fleet

CHINA Southern Airlines has confirmed an order with Airbus for 20 new A320 aircraft, to be delivered 2011-2013, with the capacity boost "enhancing the competitiveness and core competence of the group."



SAT gm Australasia, Bangu Masisi, said "Invictus shares Mandela's story and shows what soccer and the World Cup means to South Africa".

Pictured above with the South African Tourism diski group is the SAT team, from left: Rob Gurr, Connie Phalakatshele, Janaya Birse, Bangu Masisi and Eric Lewanavanua, and inset are the dancers in action.

CELEBRATE AUSTRALIA DAY WITH AN OZ CRAWL BOARD GAME



CONGRATULATIONS to Peter Tsang of CVFR Travel Group who was the first person yesterday to tell us 'Western Australia' is home to Eighty Mile Beach. Peter is now the lucky owner of the hit

party game, OzCrawl.

There's just under a week to go before Australia Day, our biggest annual holiday celebrated right across the country, and to celebrate OzCrawl has been giving TD readers the chance to win their very own Oz Crawl board game every day this week, valued at \$59.95 - and today is your last chance to win!

Encapsulating Aussie culture and humour in an interactive and strategic race around the country, each roll of the dice will have you and your mates in stitches as 12 colourful characters - such as Bruce the Truckie and Shazza the Checkout Chick - answer trivia, sing, act, dance their way across Australia.

To enter, simply be the first person to email the correct answer to the question below to: ozcrawlcomp@traveldaily.com.au.

What is the name of the film starring Michael Caton as Darryl Kerrigan?

For further information, visit www.ozcrawl.com.au.



New UK airline

A NEW regional carrier has launched in the UK, with its first scheduled flights from Oxford Airport to Edinburgh on 01 Mar.

Varsity Express will operate 18-seat BAe Jetstream 31 aircraft on the route, with forecasts of 6500 passengers in its first year of operation.

Flights are timed to allow a full business day in the Scottish capital. See www.flyvarsity.com.

LHW additions

THE Leading Hotels of the World has announced a number of new members, including the Taj Cape Town which is scheduled to open later this month.

Also new for LHW is the Banyan Tree Mayakoba on Mexico's Riviera Maya, while the Leading Small Hotels of the World has added the Capella Singapore, the Hotel Guarda Golf in Switzerland, and the Royal Mansour Marrakech.

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Bali reacts to Smartraveller alerts

THE Bali Hotels Association has defended Bali against reports of a "revised travel warning" issued by the Dept of Foreign Affairs and Trade on Wed, relating to the 'Nyepi' public holiday on 16 Mar.

The Smartraveller update is simply to advise travellers that "Authorities require that all people in Bali stay indoors, make no noise and switch off all lights for the duration of this period."

However apparently it's popped up as a new travel warning about travel to Bali in some mainstream media reports.

The BHA reiterated that the statement is only offering advice for visitors to Bali during the Balinese New Year, and is not related to a renewed level of security or threat the region may experience.

BHA chairman Jean-Charles Le Coz said, "We can only deplore, as we have done so for the last couple of years, that the Australian travel warning system

Pacific Blue sale

VIRGIN Blue's NZ offshoot Pacific Blue has launched a sixth birthday sale, offering Kiwis domestic flights from NZ\$29.95 and discount international fares too, including trans-Tasman from NZ\$99 and also reduced prices to a number of South Pacific destinations.

Erebus memorial

AIR New Zealand staff have erected a monument at Mount Erebus in Antarctica, to remember the 257 passengers and crew who died when one of the airline's DC-10s crashed into the mountain 30 years ago.

relays information that is often linked to hearsay.

"It is not location specific and most importantly, each time new information (regardless of its importance to security) is posted, it pops up as a 'change in travel warning' and every time replicating fears that are not founded."

Le Coz said security measures in place are constantly audited, monitored, and reviewed, and wanted to reassure travellers and partners that the situation has not changed.

However the DFTA Indonesia travel advice does continue to warn of ongoing "credible information that terrorists could be planning attacks", and is still at the second-highest 'Reconsider your need to travel' alert level.

Despite this travel by Aussies to Bali continues to soar.

KRUSE through NZ

A NEW audio guide system has been created which uses GPS information to provide context-specific commentary on more than 2300 points of interest across New Zealand.

The KRUSE Audio Guide plays through a vehicle's sound system and automatically gives info on the traveller's location.

It costs NZ\$10 per day and agent enquiries are welcomed - more info www.krusenz.com.



Travel Specials

WELCOME to *Travel Specials*, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of send the details to specials@traveldaily.com.au.

AVALON Waterways has released a series of new earlybird deals with savings of up to \$2437pp, available until 31 March. The deals incl a free return economy airfare with selected 15-day Magnificent Europe itineraries between Amsterdam and Budapest; a free 4-day Monograms City Stay with nine selected Legendary Danube itineraries; and free room upgrades on nine selected Romantic Rhine tours. See www.avalonwaterways.com.au.

IN celebration of Valentine's Day, The Novotel Sydney Manly Pacific is offering a 'Devil's Delight' package incl one night accom, brekkie, a bottle of Moet Champagne and a Devil's Delight pack with massage oil, milk chocolate body sauce, a tea light candle and holder, feather and bath salts from \$369. The hotel's restaurant is also hosting a 'Sexy Sunday Feast' on 14 Feb with seafood platter, Moet bubbly and a chocolate plate from \$130pp.

TEMPO is offering a 10% discount on its six-day Fascinating Andalucia tour (\$959pp), seven-day Spanish Heritage tour (\$1102pp) and nine-day Flavours of Spain and Portugal tour (\$1249pp), for bookings made and paid in full by 28 Feb for departures between Mar-Oct 2010. See www.tempoholidays.com.

Leura York Fairmont slammed

BLUE Mountains Tourism (BMT) says plummeting standards at the formerly iconic Fairmont Resort in Leura have caused immeasurable damage to the destination.

A story in the *Blue Mountains Gazette* quotes BMT chairman Randall Walker's criticism of the owners' failure to lift standards or appoint experienced management at the property.

"The loss of business and negative word-of-mouth promotion is immeasurable," he said.

"In the history of tourism in the Blue Mountains region, no single operator has ever inflicted so much damage to the industry and reputation of the destination," he added, with a swathe of negative reports on tripadvisor.com.

The owner, a company called Brighten Management Pty Ltd, was put into voluntary receivership just before Christmas but the property remains open and is now up for sale.

Bonza Bikes in MEL

BONZA Bike Tours has opened a new operation in Melbourne after almost five years of great success and growth in Sydney.

Two Melbourne tours will be on offer - the four hour Melbourne Classic Tour from \$89pp, and the five hour Yarra River Ride from \$129pp - both bookable through the company's website at www.bonzabiketours.com or via its network of wholesale and retail travel partners.

Founder Michael Herrman said the company had "proven that cycle tourism is a viable and more importantly, extremely popular tourism product in Australia."

TG Athens boost

THAI Airways International will boost its frequencies between Bangkok and Athens to four per week effective 28 Mar.

GDS displays also show that the route will be operated by a 777-300, replacing the existing A340-500 service.

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To celebrate the start of the New Year, Rail Plus is giving **Travel Daily** agent readers the opportunity to win some sensational prizes during the months of January and February. To enter this fabulous competition, subscribers will simply have to correctly identify what country the train featured below is from and come up with a creative caption to accompany this image. There will be a major prize awarded at the end of the competition period of a place on the 2010 Rail Plus European familiarisation being held from 28 Apr to 08 May 2010, visiting Northern Italy, Switzerland, France and the UK* - for the best caption overall!

A weekly prize of a Eurail Select Pass for 5 days in 3 countries will also be up for grabs for the cleverest caption received each week, as decided by the Rail Plus judging panel.

So put on those thinking caps and email your caption and contact details to railpluscomp@traveldaily.com.au.

Full terms and conditions available at www.traveldaily.com.au.



*Itinerary subject to change.

rail plus
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CO US\$282m loss

CONTINENTAL Airlines today announced a 2009 full year net loss of US\$282m, saying that the results "continue to be adversely affected by declines in high yield traffic due to the global recession."

CEO Jeff Smisek said that while there was some increase in business traffic, "we likely have a long and slow road to recovery."

He said CO, which is the world's fifth largest carrier and which joined the Star Alliance last Oct, "remains focused on achieving and maintaining profitability".

Full steam to NZ

GRAND Pacific Tours has today launched an exclusive Steam Train Journey which takes in both the North and South Islands of New Zealand.

There's just one departure of the Steam and Rail experience, on 10 Oct 2010, and space is strictly limited.

GPT has exclusively chartered two steam locomotives for the trip, which is fully escorted and includes visits to lots of unique attractions.

There's the choice of a 22 or 12 day itinerary; info 1800 622 768.

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Bristol City info

VISITENGLAND ceo James Berresford has officially opened a new tourist information centre in the city of Bristol, with services on offer including accommodation bookings and the sale of tickets for events and visitor attractions.

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E-mail: info@traveldaily.com.au

Meet the Ski Express Team



ABOVE: Last week the Ski Express reservations team visited Queenstown, Wanaka and Christchurch to boost their knowledge of NZ ski product.

As well as inspecting every brochured hotel, they toured each mountain's facilities and experienced popular apres ski activities such as the Shotover Jet and Skyline luge (and some of Queenstown's famous bars!).

Fully refreshed, the team is now back on deck with the phone lines open - just in time to accept bookings for what Ski Express is describing as the "hottest ski earlybird deal in the market".

Prices start at just \$889 ex SYD including Air NZ flights to CHC,

five nights accom, 5 days car rental, a 3 day lift pass, free night skiing and prepaid taxes - with a two-day add-on just \$102 extra, for bookings by 30 Apr.

Pictured above the spectacular Lake Queenstown are, back row from left: reservations consultants Cassandra Cordwell, Lisa Gardiner, Colleen White; Lauren Ashes, sales co-ordinator; Jo Smith, reservations; Nathan Milner, sales exec NSW; Philippa Lawson, sales exec Qld.

Front row: Laura Haverkamp, reservations; Cameron Buckingham, res supervisor; Spencer Marumaru, reservations.

For more information on the earlybird deal call 1300 130 525.

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**MIX IT UP A LITTLE
GROUP & LEISURE TRAVEL CONSULTANT
MELBOURNE (EAST) – PKG DEP ON EXP**

Add a little bit of your personality to this friendly office environment. You will love your day mixed with a little bit of leisure travel for their repeat and referral clientele market along with coordinating various group travel to here there and everywhere. If you have a bit of pizzazz and initiative you can even coordinate your own group. Be part of this exciting team today it's waiting for you!

**GAME, SET AND MATCH
CORPORATE TRAVEL CONSULTANTS X 8
MELBOURNE (INNER) – PKG TO \$55K**

Are you ready to make it through the next round? Join this corporate travel organisation and watch your career head into a positive direction that could make you feel like a grand slam winner! You will need to be an experienced international consultant with strong corporate travel skills. If you have what it takes for this role, don't miss out and send your CV in quick as interviews are taking place now!

**YOUR ACE IS SERVED!
WHOLESALE RESERVATIONS SUPERVISOR
MELBOURNE (SOUTH) – PKG TO \$55K**

Are you able to gain the best from your staff? Do you know how to motivate, bring change and develop staff skills? This position working in line with UK hours is responsible for the coordination of the team. Hours on rotation cover 5pm – 3am Monday to Friday with shortened shift on Saturdays. Being able to shine in this role will provide you with many opportunities working at this international head office.

**THE ACTION IS HOT IN W.A
CORPORATE TRAVEL CONSULTANT
PERTH (SOR) – PKG TO \$50K PLUS DEP ON EXP**

Searching for a red hot position within the WA market has never been better. This national company has room for a new consultant. Based south of the river you will be responsible for arranging many corporate bookings for the gas and mining industries. Join this new office and be proud of the company you work for which will provide you with more personal responsibility.

**A WHOLE NEW ADVENTURE!
INTERNATIONAL WHOLESALE CONSULTANTS
BRISBANE CBD
FANTASTIC \$\$\$ AND BENEFITS**

Feel it is time you embarked on a new adventure? Looking for a role which offers more than just a weekly wage? Why not take on a role in the international wholesale team of this market leader. Not only will you have the opportunity to make great \$\$\$ but also have access to unbeatable educationals, discounted holidays, career development, Friday drinks, massages and much more. Min 12 months international consulting experience and NATIVE CALYPSO skills preferred.

**TAKE CHARGE OF YOUR CAREER TODAY
ASSISTANT TEAM LEADER
BRISBANE CBD – \$45K-\$50K OTE**

Are you highly motivated and looking to take the next step in your career? This global company is looking for an experienced senior consultant who is ready to take the new step in their travel career. Your day will involve assisting your team leader in training and motivating staff along with selling domestic wholesale travel. Enjoy excellent career development and progression along with fantastic \$\$\$, free holidays and much more. Minimum 2 years travel industry experience a must. Apply now.