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Travel Daily AU

First with the news

Mon 25 Jan 10 Page 1

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

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18% Europe comm

EASTERN Eurotours is offering agents 18% commission as it celebrates the launch of its latest European program this month.

The generous deal is available for bookings made up until the end of the month.

See page 4 for details of other new releases in our popular *Brochures of the Week* feature.

AATKings

AUSTRALIA DAY SALE

SHORT BREAKS 50% OFF 2ND PASSENGER

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Flight Centre SME push

FLIGHT Centre has announced a restructure of its business travel divisions to "capture the growing needs of the SME travel market."

From 01 Feb the Flight Centre Business Travel brand will be rebadged as Corporate Traveller, and some FCM teams that service SME clients will also operate under the Corporate Traveller brand.

FC executive gm, Shannon O'Brien, said the company had seen substantial growth in the small-medium enterprise market, with Corporate Traveller offering a "boutique travel management service that drives cost and time efficiencies."

O'Brien said Corporate Traveller

New Aussie gsa

GLOBAL GSA organisation Tal Aviation has opened an office in Melbourne, via a joint venture with Astjet Pty Ltd.

Tal Aviation Australia will be managed by Romy Liebler - son of Jetset Tours founder Isi Liebler - and intends to acquire additional GSAs interested in expanding in the Australian and NZ markets.

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P&O
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would be closely aligned with FC's global corporate travel division FCM Travel Solutions, and ensure a high standard of service via dedicated account managers.

Take your friends to the tennis!

V AUSTRALIA is celebrating its sponsorship of the Australian Open Tennis this week by offering *Travel Daily* readers the opportunity to take their friends to the Grand Slam tournament.

There are eight ground passes available for each day of play from Wed 27-Sun 31 Jan - so five lucky winners will each be able to take seven friends.

Flights and accommodation are not included, and tickets must be picked up at Rod Laver Arena.

For the chance to catch the tennis action, simply email vacom@traveldaily.com.au by close of business today and in 25 words or less explain what destination you would like to fly to on the V Australia network and why - and include in the subject heading the date you'd most like to attend the Australian Open.

The five winners of 8 tickets each will be advised as soon as possible and published in Wed's issue of *Travel Daily*.

UK travel advice

THE Dept of Foreign Affairs has reissued its travel advice for the UK in the light of authorities there raising the Terrorism Threat Level from the previous 'Substantial' level to 'Severe'.

DFAT said this means officials have assessed the threat of a terrorist attack as 'highly likely'.

Today's Travel Daily

Travel Daily today has five pages of news, plus full pages:

- AA Appointments
- Explore Holidays

We're all proud Aussies here, so there will be no issue tomorrow as we celebrate the Australia Day public holiday, with the next edition of *TD* published on Wed 27 Jan.

Travel Daily AU
First with the news on location in Vienna, Austria

Today's issue of TD is coming to you from Vienna for the actb trade show (see p3) courtesy of the Austrian National Tourist Office and Emirates.

ANY holidaymaker's trip to Europe is incomplete without a visit to Austria's historic capital, Vienna.

Travellers should allow at least a three night stay in Vienna to provide them adequate time to explore the city and its surrounds.

Vienna lies on the Danube River and is home to over 110 museums and art galleries, 4 opera houses and 27 churches and cathedrals - most of which feature the Baroque architecture of a bygone era.

Major attractions within the 'First District' include the Imperial Palace - Hofburg, the Schonbrunn Palace, and, right in the heart of the city is the gothic edifice of St. Stephen's Cathedral, dating back to 1263.

The Schatzkammer (Treasury) is also a must see - it houses the Crown of the Holy Roman Emperor and the Crown of the Austral/Hungarian Empire, along with The Holy Lance (reputed to be a lance which pierced the side of Jesus Christ).

See www.vienna.info.

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Page 2

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RENAULT EURODRIVE



TD's winners

THANKS to the hundreds of TD readers who enter our competitions each day - we love to get your feedback and really enjoy reading the entries.

Congratulations to last week's winner of our Rail Plus Comp - **Barbara Best** of travel.com.au, who correctly identified last week's picture as being on board the Spanish Renfe high speed rail service, with her caption:

Travelling to work by train doesn't mean leaving your office.

Barbara has won a Eurail Office Pass for 5 days in 3 countries.

See page 5 for more details about the competition and this week's picture.

And congratulations also to **Maria Marinos** from **Air Tickets/SmartFares** who won an Oz Crawl Board Game on Fri by correctly identifying the film starring Michael Caton as Darryl Kerrigan as *The Castle*.

There's another great weekly comp offering a South Africa coffee table book on page four.

FJ winter boost

AIR Pacific has announced the addition of 18 extra return flights between Nadi and Sydney during Jun, Jul, Sep and Oct.

Regional gm Victor Sharan said the extra flights would leave SYD at 6.50am on Sat, Sun and Mon using a Boeing 737, and had been prompted by "forward bookings and anticipated demand".

More info 1800 230 151.

EK Colombo sale

EMIRATES is offering fares from \$1145 gross return + airport taxes (\$744 one way) from Melbourne to Colombo, for travel 01 Feb-23 Jun 2010 and 04 Oct-17 Nov.

Top agents cruise to victory

PHIL Hoffmann Travel has been named the top cruise agency in Australia, taking home the Gold award in Sat night's International Cruise Council Australasia (ICCA) Awards (TD breaking news).

It was a big night for PHT, with the agency's cruise manager, Christa Kinnear, also taking home the award for Cruise Consultant of the Year Australia.

And the award capped off a massive 2009 for Phil Hoffmann, which was also named Australia's Best Travel Agent at the National Travel Industry Awards in Jul.

About 360 travel agents and suppliers packed the Dockside function centre in Sydney for the awards dinner, which was the ninth ICCA industry awards event.

The evening was themed as a "formal night in a ship's casino," with the industry decked out in their finery as they enjoyed great food and company, as well as amazing card trick entertainment from magician James Galea.

But the highlight of the night would have to be when Richard Cranmer was named as this year's winner of the Neil Frazer award for Outstanding Contribution to the Cruise Industry.

ICCA Chairman Karen Christensen made the award, citing Cranmer's more than 40 years involvement with cruising which included the introduction of several cruise lines to the Australian market through Discover The World Marketing.

"He has generously shared his cruising passion, knowledge and experience over the years, and his representation of Royal Caribbean and Celebrity Cruises

laid the groundwork in the establishment of the company's own office in Australia," she said.

This year the top cruise consultant gongs were renamed the Frank Johnson Awards, to commemorate the cruise contribution of the AFTA founder.

Johnson was a key player in the huge success of the P&O Cruises 'Women's Weekly World Discovery Tours' which operated in the 1960s and 1970s - involving a full ship charter and travel arrangements for 1200 passengers on a five month European trip.

The top consumer promotion of the year award went to Cruise Travel Centre from Kotara, NSW which is part of the Hunter Travel Group, while Samantha Griffiths of Champagne Travel in Mandurah, WA won the 'Rising Star' award for consultants with less than 3 years experience.

And House of Travel Howick did well in the NZ awards, taking out the Gold agency gong as well as the Consultant of the Year award for Alison Kearney.

ICCA gm Brett Jardine said the competition for the awards grows each year "which points to travel agents around Australia and New Zealand not only recognising the boost cruising can provide to their businesses, but also the flow-on effects that winning a peer-voted award delivers."

See pictures from the night on page five, and there's also a *Travel Daily TV* highlights video now online at traveldaily.com.au.

A full report and list of finalists and winners will be published in this Thu's issue of *Cruise Weekly* - free at cruiseweekly.com.au.



Window Seat

PERHAPS it was trouble getting back in the groove after the holiday period, or maybe there was something in the water (or other substances being consumed) which led some of the presenters at Sat night's ICCA awards to be lost for words.

Angela Grant from Travel the World got stuck trying to highlight the strong Australian dollar, with several in the audience prompting "exchange rate" to relieve a very pregnant pause in her presentation.

And Globus sales manager Robert Halfpenny may want to brush up on his product knowledge, with his speech about the expanding Avalon Waterways portfolio highlighting a range of fabulous new destinations including "Egypt, the Galapagos Islands, and...." when he was struck by a stubborn mental blank.

We think the word he was looking for was 'China'.

SOME overseas television news reports might want to scratch up on their Australian geography before reporting their stories.

Last Sat night CNN Intl's sport and weather reporter Eboni Deon described part of a stage of last week's 2010 Santos Tour Down Under cycling event, which passed through the town of Snapper Point, as being "just near Sydney".

The Tour Down Under is hosted in South Australia, and Snapper Point is some 1,482kms (or about 18.5 hrs) from Sydney.

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Best Business Class White Wine
Business Traveller Cellars in the Sky Awards
QATAR
AIRWAYS القطرية

Going, going, gone

DELTA Air Lines has entered the final phase of its integration with Northwest, which will see the demise of the NW flight code.

Delta has already completed the conversion of flights on/after 05 Sep 2010, with this last stage covering flights 31 Jan-04 Sep, meaning that from the end of this month the NW code is no more.

NW-coded flights will convert to DL codes, while DL codeshare flight numbers operated by Northwest will be removed.

Tickets issued under Northwest's 012 ticket number will be available for re-issue until 30 Apr.

PHT expansion

PHIL Hoffmann Travel has expanded its network to seven locations throughout South Australia, with offices now in Glenelg, Adelaide, Norwood, Unley, Stirling, Semaphore and Victor Harbour.

Executive director Alison Hoffmann told *TD* the Glenelg headquarters will relocate to new purpose-built six-star energy rated premises in a few weeks.

Peisley resignation

DARREN Peisley has resigned as a director of Jetset Travelworld.

Peisley was a Qantas appointee, but it's strongly rumoured that he's leaving QF to join Etihad.

Peisley was Qantas Executive Manager Commercial Planning, responsible for network strategy and analysis, schedules planning, pricing and inventory and new aircraft programs.

MH adds to JKT

MALAYSIA Airlines will add a sixth daily service between Kuala Lumpur and Jakarta from 28 Mar.

New insurance push

ONLINE direct travel insurance provider 1Cover has commenced a TV advertising campaign telling consumers they can save up to 50% on their travel insurance by booking directly rather than through a travel agent.

The NSW-based company offers insurance products underwritten by Allianz, and also offers 24 hour emergency help provided through Mondial Assistance.

A 'Frequently Asked Questions' section of the website says the company is able to offer "such good value for money" because it only sells direct to the public.

"Because we do not sell through Travel Agents you do not have to pay them commissions of up to 50% on your policy," the blurb says.

New CHC Novotel

THE new 193-room Novotel Christchurch Cathedral Square opens its doors today.

The property incorporates the heritage-listed Warner's Hotel, which was built in 1863, meaning guests can choose between rooms that had their origins almost 150 years apart.

The hotel features six meeting rooms and capacity for up to 200 conference delegates - and the restaurant debuts "personal dining pods" providing solo diners with a TV screen and internet.

Trafalgar appt

TRAFALGAR Tours has named Suzy McPhail as sales manager for Victoria.

McPhail returns to The Travel Corporation after three years at Cover-More Travel Insurance, and joins fellow bdm Kathryn Clark as part of the Trafalgar Vic team.

actb kicks off in Vienna



ABOVE: The Austrian & Central European Travel Business (actb) commenced in Vienna last night, attended by over 900 delegates from 53 countries, including a small contingent from Australia and New Zealand.

The two-day travel trade show brings together buyers from across the world with exhibitors from Austria, Slovenia, Hungary, Slovak Republic, Czech Republic and the Danube Tourist Commission.

Pictured above at the Welcome Reception, held in the grand Vienna Town Hall from left are: Tony Franklin-Ross, Eurolynx Travel NZ; Jill Grant, A Walker's World/Cycling Europe (NZ); Yvonne Chapple, Flight Centre global product (Aus) and Barbara Lischka, Renaissance Tours (Aus).

Inset - Astrid Mulholland-Licht, director Australia/New Zealand, Austria National Tourist Office (left) with ANTO's chief executive officer - Petra Stolba.

See Wed's issue of *TD* for more of the latest news to come from the actb tradeshow.



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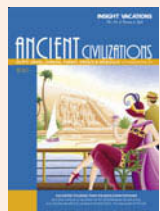
Space now online

SPACE tourists visiting the International Space Station can now use the internet. with NASA setting up a new communication link which was announced on Fri via the first "tweet" from space.

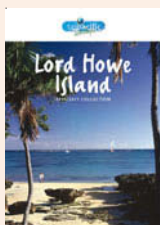
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Brochures of the Week

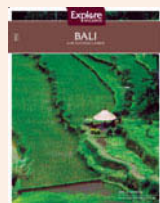
WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Insight Vacations - Ancient Civilizations 2010
Escorted itineraries featured in this program travel through Egypt, Israel, Jordan, Turkey, Greece and/or Morocco. There are a total of 27 trips including the all new 22-day 'Odyssey of the Ancient Worlds' that visits Athens, Olympia, Delphi, Kalambaka, Mykonos, Jerusalem, Cairo, Aswan and Luxor, and is priced from \$6,465ppts. Discounts are also offered for early payments. For details, visit the agent area of the tour operator's website at www.insightvacations.com.au.



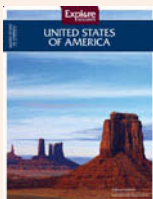
Talpacific Holidays - Lord Howe Island 2010
This 16 page brochure features an enhanced map, an "About Lord Howe" page with useful details, suggestions on what to do on Lord Howe Island, and info for groups and events. There are land tours as well as 12 featured hotels, including new this year, Pinetrees Resort, and returning once again, Broken Banyan. Brochures are available from TIFS, for bookings call Talpacific Holidays on 1300 137 727.



Explore Holidays - Bali 2010
Explore Holidays' new Bali program features products in Lombok, Kuta and Legian as well as traditional Sanur, cultural Ubud and the luxurious Nusa Dua. New product for 2010 includes Bali Adventure Tours which features Elephant Tours, Cycling and White Water Rafting experiences and new 5-star accommodation in Ubud and Tabanan and also 3 and 4-star properties in Seminyak.

Explore Holidays - USA 2010

This bumper 96-page USA brochure has a range of new products added for 2010. New options include four day rail city escapes, Highway 1 self-drive itineraries and accom, Royal Caribbean Cruising, Napa Valley short breaks and hotel options, along with days tours in Washington DC, Philadelphia, Chicago and Texas. Broadway Shows in New York City have also been added. For more info on either program see www.exploreholidays.com.au.



Travel2 - Thailand 2010/11

Travel2 has added new accom options in Phuket and Koh Samui to its Thailand brochure, and new destinations incl Koh Lanta, Koh Yao and Chiang Rai. Airfares can be arranged with 6 carriers, incl V Australia (ex MEL and BNE) and Pacific Blue (ex PER). Bookings can be made 24/7 through Calypsonet or by calling 1300 361 221.



Eastern Eurotours - Europe 2010

Eastern Eurotours and Mediterranean Holidays' 2010 program features an increased number of European escorted tours, new products in Malta and Sicily, as well as more European River Cruising, short breaks, mini-stays and Capital city combos. It also provides info on airport, bus and transfer details in major cities. To order a copy of the brochure contact Brochure Flow or phone 1800 242 353.

BLC double points

BLUE Lagoon Cruises is offering double points to accredited agents for every 'Club' or 'Gold Club' cruise booking made for travel Feb-Apr 2010, meaning consultants can earn a free cruise twice as fast.

For more information see bluelagooncruises.com/AgentsArea

Miracle A320 sale

THE US Airways A320 which survived the crash into New York's Hudson River about a year ago is being auctioned off.

The plane is being sold "as-is" by insurance firm Chartis - minus its two geese-damaged engines, and it's described as having severe water and impact damage.



Headwater Walking & Cycling Holidays Europe
Several new walking tours in England and a new cycle tour in Italy has been added to the 2010 line up in Headwater's latest Europe program. Other countries these trips venture into include France, Spain, Portugal, Switzerland and Austria. Tours are either independent or guided and graded according to the amount of walking or cycling. Call Adventure World for information, or see www.headwater.com.



Tempo Holidays - Spain & Portugal 2010
This brochure covers Spain, Portugal, Morocco and Tunisia, and new for 2010 are three private wine and gastronomy trips through Spain. Other new features include 'Flavours' packages for Madrid, Lisbon, Barcelona and Marrakesh, and a five-day 'A Taste of Golf in the Algrave' package. Visit www.tempoholidays.com for further details.



Top Deck - Australia & New Zealand 2010/11
This inaugural brochure features 12 itineraries in Australia and six trips throughout NZ. Exclusive experiences include a two day sailing adventure on East Coast Australia trips, and an overnight visit to a Maori village or an overnight cruise in Milford Sound on select NZ trips. Bookings made 6 months prior to departure date will also save 5% on the tour cost. Contact 1300 886 332 or visit www.topdeck.travel.

WIN A SOUTH AFRICA BOOK

EACH day this week, South African Tourism is giving *Travel Daily* readers the chance to win this stylish South Africa coffee table book.

To enter, simply register on South African Tourism's online training program at www.southafrica.net/fundi and be the first reader to email the correct answer to the question below to fundicomp@traveldaily.com.au.



What is South African Tourism's tagline?

Visit www.southafrica.net for hints



WIN A TRIP TO EUROPE

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.

Indian alert

AIRLINES operating in India are being advised to take extra security precautions, after a threat to hijack an Air India plane.

The biggest threat was to Air India flights to and from nearby countries, officials said.

2009 cruise awards dinner

LAST Sat night saw more than 350 cruise industry members gather at Dockside, Darling Harbour to recognise the 2009 top cruise performers.

Travel Daily and sister publication and awards sponsor, **Cruise Weekly**, snapped the photos below - see Thu's *CW* for full coverage.



ABOVE: If you can't beat 'em, join 'em!

Karenne Norling of Travelworld Taree/Foster with Chris Hall of APT and Angus Crichton of Scenic & Evergreen Tours.



LEFT: We did it again!

Gold Cruise Agency of the Year's Phil Hoffmann with the agency's Cruise Consultant of the Year Australia, Christa Kinnear.

RIGHT: Old friends enjoying a catch up.

Sharon Brown and Lisa Smith of Air New Zealand with Rob Gurr of South African Tourism.



LEFT: Three wise men.

Phil Rosser, Sydney Ports with Tim Harrowell of Emirates and Brett Dudley from eCruising.travel.

RIGHT: Let's hear it for Harvey's!

Derek and Lori Kirk of HWT Hornsby with HWT managing director, David Rivers enjoying the cruise awards dinner.



LEFT: Cheers to all of the 2009 cruise industry finalists and winners!

Peter Williams, Phil Hoffman Travel ceo, with Meg Hill of Cruise Express and Carl Frier of Adventure World.



LAN 787s sooner

A DELIVERY slot-swap at Boeing will see LAN Airlines become one of the first carriers in the world to fly the long-delayed 787.

According to an online blog at *Flight Global*, LAN now has two slots for 787 deliveries in late 2010 and 2011 - bringing forward its original deliveries from 2015.

Japan's ANA is still slotted to be the 787's launch customer.

New NZ seat

AIR New Zealand is expected to tomorrow unveil its new cabin product which is resumed to include an economy class seat which reclines into an "almost flat bed".

The seat will debut on NZ's new 777-300s which are scheduled for delivery at the end of 2010.

CZ Virgin deal

CHINA Southern Airlines has confirmed a new interline arrangement with Virgin Blue, which will allow passengers departing from DJ's Australian ports to check baggage through to China via CZ's Sydney and Melbourne gateways.

New border procedures at Guangzhou also now allow passengers travelling onwards to other destinations within China to have their onward boarding passes issued, only needing to complete inbound immigration formalities before proceeding to their departure gate, with bags checked through to the final destination.

Previously pax were required to clear both customs and immigration in Guangzhou.





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