

Thu 28 Jan 10

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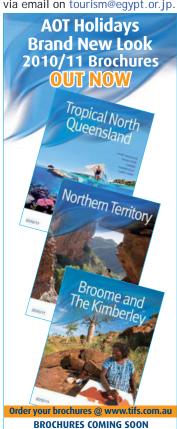




No Egypt office

EGYPT Tourism will next Mon cease to have any representation in Australia, less than a year after appointing Passport Marketing as its local representative.

Effective 01 Feb the Australian market will be looked after by the Egypt Tourism Authority office in Tokyo, which can be contacted via email on tourism@egypt.or.jp.



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JQ 100% self-service aim

JETSTAR has today confirmed plans to "transform the check-in experience" for its domestic customers in Australia and NZ, with a target of 100% customer self-service.

Speaking at a conference in Singapore, ceo Bruce Buchanan said Jetstar would this year double the number of Self-Check Kiosks, which would cover all domestic ports in both countries.

Other initiatives include the rollout of Jetstar's previously announced world-first SMS boarding pass technology (*TD* 04 Aug) during 2010, and Automatic Web-Check at the Jetstar website.

The SMS system allows boarding passes to be sent to mobile phones via a standard text message, and will be trialled on Sydney-Melbourne Avalon flights from late Feb.

Buchanan said airport staff numbers wouldn't change, with the moves allowing staff to focus on customer service and "revenue generating activities."

He said the initiatives were "firmly designed around

KEITH PROWSE

WIMBLEDON 2010

improving, not reducing, the customer service and airport experience at increasingly busy terminals, and of empowering both regular and irregular Jetstar flyers to use technology to take control of the airport experience."

The moves would save Jetstar "real costs, which we are able to directly pass onto our customers with our low fares," he added.

Buchanan also announced one of Jetstar's largest deals ever, an engine purchase agreement valued at up to US\$3.5 billion with the International Aero Engines consortium, to have its engines power a new fleet of 50 extra A320 family aircraft, with options and purchase rights on engines for up to 40 more planes.

AAT, Contiki moves

THE Travel Corporation has today announced that Les Cox will stand down from his role as managing director of AAT Kings in mid-Jul and be replaced by Tammy Marshall, who's currently md of Contiki Holidays.

Flight Centre brand leader and national marketing manager Nicole Moy has been named as the new md of Contiki, while Cox will relocate to Melbourne and remain as an AAT Kings director, with responsibilities relating to international sales.

More industry appointments on page five of today's issue.

Today's *Travel Daily*

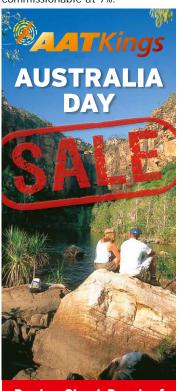
Travel Daily today has six pages of news and photos plus full pages of jobs from: (click)

- TMS Asia Pacific
- AA Appointments

EY boosts Q charge

ETIHAD Airways will increase its Q surcharge levels by \$5 per sector next Mon 01 Feb, with existing bookings having to be paid and ticketed no later than 2pm tomorrow to avoid the increase.

GM Lindsay White said the Q surcharge remains fully commissionable at 7%.



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Walshe signs LAN gsa in Singapore

THE Walshe Group has announced that it's been appointed as the Singapore general sales agent for South American carrier LAN Airlines.

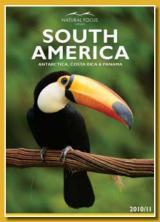
The move is effective immediately, and aims to develop LAN sales activity in Singapore.

It follows LAN's successful launch of offline sales activities in Japan, South Korea, China and Hong Kong, with the carrier saying "demand is strong and bookings are growing for travel to and within South America.

"We are already achieving excellent results in north Asian markets, and the next step in our strategy is to build our presence within South East Asia," said LAN gm Asia, Australia and NZ, Rodrigo Contreras.

He said the fast-growing Asia-Pacific region "is a market which we want to develop."





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Amex Webjet points pact

AMERICAN Express today confirmed a new deal which will see Cardmembers enrolled in its Membership Rewards loyalty scheme able to use points to book flights online via the full inventory on offer through Webjet.

The system will also offer a "points plus pay" option, with Webjet ceo Richard Noon saying it's the first time that points have been offered as a form of currency on Webjet.

"Our partnership with American Express succeeds in removing the frustrations commonly associated with other loyalty programs such as limited availability, long lead times for bookings or having to pay fees for redeeming a reward," he said.

NZ numbers slide

AIR New Zealand today released its Dec passenger figures, showing numbers down 2.6% year on year to 1.203 million.

Tasman/Pacific capacity was 12.9% lower through use of smaller planes and dropping some frequencies, while long haul pax numbers were 6.4% lower.

NZ's overall Dec load factor improved 4.8 points to 85%.

PHT cruise focus

PHIL Hoffmann Travel plans to transform its seven SA retail outlets into cruise offices, with the move following the company's success in last weekend's International Cruise Council Australasia awards (*TD* Mon) in which PHT was named the top cruise agency in Australia.

Full exclusive details in today's *Cruise Weekly* - subscribe free at www.cruiseweekly.com.au.

The move is effective 02 Feb, with Amex points having a value of \$100 per 10,000 points - the same as that on offer directly through Travelscene and Harvey World Travel, as well as via Flight Centre travel youchers.

Amex spokesperson Corrina
Davison confirmed that the
partnership was a world first for
American Express, with points
redeemable via Webjet on more
than 30 airlines - including Tiger,
Qantas, Jetstar and Virgin Blue as
well as int'l carriers.

Webjet also today announced a 40% rise in first half profit to \$5.2m (*TD* breaking news), claiming it had increased its market share despite maintaining service fees and charges - in contrast to the move to 'zero fees' by Expedia and Zuji.

PwC to conduct industry review

CONSULTING firm

PricewaterhouseCoopers has won the tender for the review of consumer protection in the travel and travel related services market (*TD* breaking news).

The Ministerial Council on Consumer Affairs ordered the review last May, with the final report due in Jun this year.

"This is the next very important step in the travel industry having its opportunity to get regulations that are more in line with the modern travel and distribution system in Australia," said AFTA ceo Jayson Westbury.

"We welcome the announcement of PwC and look forward to working through the review process with all concerned," he added.

Window Seat

IT'S amazing what you find when you tidy up a bit.

A clear-up at the Alton Towers theme park in the UK has found some bizarre items under the iconic Corkscrew Ride - including a false ear and a prosthetic leg.

"As the Corkscrew is the oldest rollercoaster in the park, we were expecting to find some strange items when we started clearing the area, but a prosthetic leg definitely tops the list as the most bizarre," said spokesman Russell Barnes.

He said usually lost property consisted of car keys and phones.

The 28-year-old ride is being closed this year, and will run for the last time on 09 Nov on a special day being hosted by the park for aficionados who would like to ride it one last time.

SYDNEY Opera House is set to attract even more international attention in Mar when several thousand people strip off on the front steps for a photo shoot.

US artist Spencer Tunick, who is famous for photographing mobs of naked people in public, is seeking volunteers for the "installation" on 01 Mar.

"The people will be either standing, intertwined, reclining," he said, fortunately adding: "No yoga positions."

The work has been commissioned by the Sydney Gay and Lesbian Mardi Gras, but Tunick said it was for people of all sexual orientations.

OFFICIALS at Adelaide Zoo have withdrawn an advertising campaign which offered free entry to all redheads to highlight the plight of orang-utans.

"We had a campaign over the school holidays because of orang-utans being an endangered species - and so are human redheads," said Zoos SA spokesman Kevin Evans.

"We seem to be getting quite a bit of a negative reaction. People are possibly more sensitive about it than we thought."

He said the zoo had dropped the ads but will continue to offer free entry to 'rangas' for the next two weeks.







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A 5-star transit experience. Premium Terminal in Doha for

Premium Terminal in Doha for First & Business Class passengers



Trave Daily 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, courtesy of the Austrian National Tourist Office and Emirates.

JUST 45mins by car from Vienna is the stunning Wachau valley, in the Danube Lower Austria region and alongside the Danube river.

The 33km long Wachau region, spotted with vineyard terraced slopes, historical townships, castles, palaces and abbeys is a 'must-see' for visitors on self-drive itineraries who are connecting to Vienna from Salzburg, Innsbruck or Munich,

Located at the eastern end of this World Cultural Heritage area is the town of Krems - a hub of historical, cultural and culinary attractions.

18 grape varieties are grown in the Wachau, with 1,338 members of a cooperative spread over 2,170 hectares hand-picking their product before sending it onto the Winzer Krems Sandgrube 13 for pressing.

The main wines produced are the Grunen Veltliner and Riesling.

About 20 minutes by road from the town of Krems is the town of Melk, home to Austria's Benedictine abbey, Melk Abbey.

Completed in 1736 and perched on a rocky outcrop overlooking the Danube, the baroque structure is open to the public for tours, with guests able to access the abbey museum, the Marble Hall, Library, Abbey Church and Abbey Park.

In the summer, visitors can jump on board a number of daily cruises connecting Melk and Krem for the two hour sailing, each way.

For suggested itineraries and more info see donau.com.

Waltzing home from Vienna



ABOVE: The Austrian & Central European Travel Business (actb) wrapped up in Vienna yesterday, with delegates from the Australian and NZ contingent telling *TD* it was a highly successful conference.

Pictured here at the Austria Center Vienna (escaping the bitter -5°C temperatures Vienna has bestowed on visitors this week), *from left* are: Barbara Lischka, Renaissance Tours; Yvonne Chapple, Flight Centre global product; Astrid

Salzburg gets tasty

THE Austrian state of Salzburg has this year introduced a product focused on the province's wine and gastronomic experiences.

The 'Via Culinaria' program is a compilation of seven culinary theme tours, covering authentic regional cooking to gourmet restaurants and weekly markets.

The 'Pathway' titles include Gourmet, Fish Fans, Sweet Tooths, Beer and Schnapps Aficionados, Cheese Freaks, Meat-Eaters and Hut Lovers.

Details of the guide can be located at via-culinaria.com.

Mulholland-Licht, ANTO; Trevor Sheahan, Austria Travel Direct; Jill Grant, A Walker's World/ Cycling Europe and Tony Franklin-Ross, Eurolynx Travel Ltd (NZ).

SSO at Grafenegg

NICHE Australian tour operator Renaissance Tours has released a 5-day package timed to coincide with the Sydney Symphony's performance in Vienna, Austria.

The music lover's tour begins on 02 Sep and includes visits to the Vienna State Opera, Hofburg Imperial Palace, the Museums of Fine Arts and Natural History, along with other city sights.

Participants will enjoy two evening shows at the Grafenegg Festival, one of which being an open-air concert by the Sydney Symphony Orchestra (SSO).

A-Reserve tickets to these two concerts, and another in Vienna, are included in the trip, with prices starting at \$2,024ppts, while a 17-day 'Autumn Festivals of Europe' package which takes in the SSO event at Grafenegg along with other concerts in Bonn and Berlin starts at \$8750 ppts.

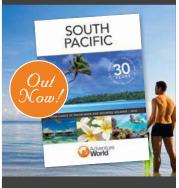
See renaissancetours.com.au.

Serbia shows rise

INTERNATIONAL arrivals into Serbia in 2009 rose by 2%, the National Tourist Organisation of Serbia reported at actb this week.

The Imperial Palace Sirmium in Sremska Mitrovica (the former capital of the Roman Empire) has also opened up to tourists and is expected to become a top tourist destination in the future.





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VACANCY

Getting on track for 2010



ABOVE: The sales team from Rail Plus spent three days and nights together in Melbourne last week in an intensive planning exercise for 2010.

Rail Plus is expecting a very busy year, with travelling by rail going from strength to strength and new high-speed product being launched almost monthly.

Pictured above in a lather of excitement over their new brochure, which is being delivered to agents this week are, from left: Larry Burrows, Old sales exec; Kirsty Blows, Vic sales exec; Greg McCallum, sales & marketing mgr; Monica Romeo, SA

sales exec; Matt Symonds, NSW and ACT sales exec; Ingrid Kocijan, Tas sales exec & sales and marketing coordinator; and Pauline Walker, WA sales exec.

UA improvement

UNITED Airlines has reported a loss of US\$240 million for the three months to 31 Dec - and while not quite a turnaround, it's a big improvement on the US\$1.32 billion loss for the same period in 2008.

The carrier said it was seeing "improving revenue trends" and that it was "well on the road to closing the profitability gap".

AC Toronto growth

AIR Canada has announced new services to seven more American cities, with daily flights from Toronto to Orange County and San Diego in California; Portland, Oregon; Memphis, Tennessee; Cincinatti, Ohio; Portland, Maine; and Syracuse, New York.

The carrier's Toronto expansion also includes new flights to Athens, Copenhagen and Barcelona, as well as "same-plane direct service" to Brussels via Montreal.

AC Chief Commercial Officer, Ben Smith, said the move was part of a strategy to leverage the Toronto hub "to make it a global transfer point for domestic, transborder and international travellers."

EY Europe combo

ETIHAD Airways has launched a special offer combining Pearl business class flights between Australia and Abu Dhabi, with Coral economy seating on the shorter sector through to Europe.

Fares lead in at \$5602, on sale until 12 Mar, and the fare also offers chauffeur service when departing from and arriving back in Australia, as well as Abu Dhabi lounge access on the return leg.

Webjet on iPhone

WEBJET today confirmed that it would shortly launch a free application for the popular Apple iPhone, which would allow full booking functionality for flights offered on the Webjet website via the mobile device.



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Frequent flyer scam

POLICE in Germany have confirmed an investigation into the activites of a Dutch man who's allegedly scammed airlines out of more than 5.6 million frequent flyer points.

Officials in Frankfurt said an airline staffer noticed that the 26-year-old had an "unusually high number of bonus miles," and alerted police who found him in possession of a number of falsified boarding cards.

He was allegedly using the cards to have airlines add the miles to his account, with the total scam worth up to \$200,000 in possible fare redemptions.

Toyota hit by recall

A MASSIVE recall of Toyota vehicles in the USA will see the models removed from the car rental fleets operated by Avis and Enterprise Car Rental.

Toyota announced this week it was suspending production of 8 models due to sticky accelerators which could make the cars speed up without warning.

Avis said it was immediately removing about 20,000 Toyotas from its fleets in the US, Canada and Puerto Rico.



*Airfares are inclusive of taxes and surcharges correct at 7th December 2009. Offer ends 8th March 2010 for Economy Class for travel between 1st February and 30th November 2010. Business Class fares also on sale until 11th February 2010. Valid on the EK409, EK415, EK425, EK433 services. Prices listed are for Perth departures. Seats subject to availability. Amendments and cancellation fees apply. Prices quoted are for the low season. Blackout period applies for Cape Town, Johannesburg and Durban between 4th June and 18th July 2010. For more information contact your Emirates Sales Team or the Emirates Customer Service Centre on 1300 880 599.



AW Peru pax OK

ADVENTURE World says all of its passengers in Peru have been accounted for, with the majority already airlifted to safety after being stranded by floodwaters at Machu Picchu (*TD* yesterday).

Agents with affected pax have been advised, and those with future bookings are also being consulted about cancelling or changing itineraries.

LAN SFO to Lima

LAN Airlines has announced the 01 Jul debut of the only non-stop service from San Francisco to South America.

The new Lima-SFO flights will operate four times per week.

BA drops bmi

BRITISH Airways will terminate all of its codeshare services operated by bmi from 27 Mar.

The codeshares commenced in 2007 when bmi purchased BA franchisee British Mediterranean.

Hamilton campaign

HAMILTON Island has launched a "major new brand campaign" targeting consumers with the tag line 'Where in the world would you rather be?'

Print, outdoor and online advertising will debut next Mon and run until the end of Mar, highlighting developments including qualia, the Golf Club, Yacht Club and Villas.

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Vanuatu website

VANUATU Tourism has launched a completely revamped website after six months of development.

It can now be found at the new address www.vanuatu.travel.



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



Industry Appointments

WELCOME to *Industry Appointments, Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Japan Airlines has appointed Masaru Onishi as the president of the group's holding company, Japan Airlines Corporation, and main air transport operator Japan Airlines International. Hisao Taguchi will be assuming the role of executive vice president of the group, with the carrier to be led by chairman Kazuo Inamori.

Matthew Horvat has been promoted to the position of Area General Manager Perth for the Rendezvous Hospitality Group, moving from his previous role as Rendezvous area gm for Brisbane.

Trafalgar Tours has appointed Suzy McPhail as its sales manager for Victoria. She returns to the Travel Corporation after three years with Cover-More Travel Insurance.

Sydney Convention and Exhibition Centre has announced the appointment of Uwe Habermehl as its Executive Chef. He's been one of the top chefs at the centre since 1998, most recently holding the title of Kitchen Operations Manager. His appointment follows the departure of Detlef Haupt who's moved to a role at the Qatar National Convention Centre in Doha.

Mantra Group has named Neil Munro as general manager of Mantra Circle on Cavill, replacing Tamie Butler who moves to the group's Area Revenue Manager for Brisbane and North Gold Coast. Peter White has also been named as gm of Mantra Broadbeach on the Park, while on the Sunshine Coast Jason Isbester has been appointed as gm of BreakFree Noosa International.

Carlson Hotels Worldwide has named Mika Koponen as its Singapore-based vice president of Technical Services for the Asia-Pacific region. Carlson plans to more than double its Asia-Pacific presence by 2012, focusing on India, China, Thailand and the Pacific.

Tom Klein has been appointed to the newly created role of President of Sabre Holdings, giving him leadership of the company's entire portfolio of businesses.



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www.hrgworldwide.com HRG Australia. A Hogg Robinson Group company



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EDITORS: Bruce Piper and Guy Dundas

Demand taking off

IATA says it's seen "encouraging year-end improvements" in passenger demand, with overall Dec revenue passenger km growth of 4.5% compared to a year ago.

Asia-Pacific traffic improved 8% with an overall 79.2% load factor.

Mind the GAPpers!



ABOVE: Staff from Gap Adventures recently went away for a weekend retreat in Vic, with a party on the Sat night themed as 'Scaredy Gap: dress as your fear or phobia'.

The frightening group pictured are, from left: Matt Drummond, Bruce Poon Tip, Jolene Brown, Erika Gerritsen, Dan Coleman, Pete Rawley, Natalie Whiston, Melinda Baxter, Will Matthews.

In front are Tenille Hunt and Chris Catanzariti.

Make up your mind!

IRISH flag carrier Aer Lingus has signalled plans to drop its "nofrills" business model, and also aims to join a global airline alliance to expand its network.

The airline went down the lowcost route in 2006, withdrawing from the **one**world alliance.

CEO Christoph Mueller said this week that plans include offering paid-for extras such as lounge access and fast track security.

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.

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*Itinerary subject to change.



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LIVE THE HIGH LIFE HIGH END TRAVEL SPECIALIST SYDNEY - SALARY PACKAGE CIRCA \$65K+

Do you love servicing VIP clients, booking first class flights, 5 star accommodation, luxury tours and cruises? Step away from the shop front and move to this high end leisure role and never look back. You will need at least 3 years travel consulting experience, CRS skills and recent airfare knowledge. In this first class role you will be rewarded with a top salary, no more low base wage! Make that New years resolution a reality and be ready for a February start.

BOUTIQUE & FRIENDLY CORPORATE TRAVEL CONSULTANT MELBOURNE (INNER) –SALARY PKG TO \$51K +

Looking for a position that will offer something a little extra than your current employer? This boutique travel company requires an experienced corporate consultant to assist in the servicing of their long standing corporate clients. As this is a small department you will need to be capable of working autonomously on occasions. Monday to Friday business hours. Amadeus & Serko preferred, however not essential.

GET THE WINNING EDGE CUSTOMER SERVICE CONSULTANT MELBOURNE (INNER) - SALARY PKG TO \$50K

Looking for a role where you can have fun at work & become apart of a growing web based travel company with future career growth potential? This online industry leader requires a travel consultant with Galileo skills to join their customer service team. Working 2 day shift weeks and then 1 week night shift, you will love the variety of this role. Great company benefits and incentives! First class customer service skills required.

FIRST CLASS ALL THE WAY PART TIME LUXURY CONSULTANT BRISBANE CBD – FANTASTIC SALARY PACKAGE

Enjoy the finer things in life? Believe the one way to travel is first class? This established agency is looking for an experienced consultant to take on a part time behind the scenes role. No more face to face consulting, Mon – Fri only and a rewarding salary package! You will enjoy compiling exciting itineraries and have a high attention to detail. Part time positions are extremely rare so don't delay! Call today for a confidential discussion, we are interviewing NOW!

BACK WITH A VENGENCE - CORPORATE TRAVEL DOMESTIC CORPORATE CONSULTANT SYDNEY SALARY PACKAGE \$45K + SUPER + BENEFITS

Have you been waiting for the perfect time to move into corporate travel? Fast track your career today and move to a domestic corporate role with one of the best employers in the travel industry. You will need at least 1 – 2 years travel industry experience in a corporate, retail or wholesale position, have used a CRS system and have great relationship building skills. Great salary and career progression on offer.

TASMANIA TEMPTATION! LEISURE TRAVEL CONSULTANT

HOBART (INNER) - SALARY PKG TO \$55K + BONUSES Are you looking to relocate to one of Australia's most spectacular States? Or maybe you are looking for a change of

scenery? This award winning travel company is seeking an experienced leisure consultant to join their fun & flexible team, working in a professional office environment. This is not your normal retail travel role! Customer service is their main focus, so say goodbye to the pushy salesman you once were!

BUSINESS WITH A DASH OF LEISURE CORPORATE/LEISURE TRAVEL CONSULTANT PERTH (INNER NORTH) – SALARY PKG TO \$60K (OTE)

Add a little variety to your day by landing this fabulous role in Perth's inner north. Your day will consist of assisting a wide range of clientele with their leisure travel whilst also assisting on corporate accounts. Working for this leading global travel company, you will have access to their fantastic commission structure giving you the opportunity to earn the big bucks!! Strong CRS skills, fares and destination knowledge essential.

SAIL THE SEVEN SEAS WHOLESALE CRUISE CONSULTANTS x 2 **BRISBANE CBD - SALARY PKG \$50K OTE**

This market leader is looking for passionate cruise consultants to join their outstanding team. Enjoy the benefits of uncapped commission, unbeatable educationals, career progression and supportive team member and much much more. This is a great step to understanding and broadening your experience in the travel industry. These roles won't last for long, if you have a min 1 years consulting experience and a passion for cruising. Apply Today!