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Travel Daily AU

First with the news

Thu 03 Jun 10

Page 1

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Tiger commits to Victoria

IT'S probably not much of a surprise, but Tiger Airways today confirmed that the first route from its new base at Avalon Airport in Victoria will operate to the Gold Coast (*TD* breaking news).

The announcement by the carrier's new ceo Crawford Rix was part of the launch of a new agreement with the Vic govt to double the number of aircraft based in the state to 10.

One of the five extra planes is already based at Tullamarine, with a further two to operate from the new Avalon base - and two more committed to the state for "delivery in due course".

Rix said the extra planes would provide 2.5 million more low fare seats to and from Vic a year, with the state govt saying they would

also generate "further significant economic and tourism benefits for the state".

Once all of the new planes are operating TT will have a 13-strong A320 fleet in Australia, with the additions enabling the carrier to "continue to add more capacity on popular low fare routes to and from Victoria".

Tourico targets Oz

GLOBAL wholesale travel provider Tourico has appointed Tony Marshall to the newly created role of Vice President of Product for Asia-Pacific, signalling the company's move into the Australasian market.

Tourico operates more than 150 international distribution websites and offers a range of integrated technology solutions including a full XML platform, white label websites and systems to instantly distribute deal alerts automatically to clients.

Tourico offers more than 17000 net rate contracts with hotels around the world as well as dynamically packaged flights, cruises, attractions and transfers.

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

TA ad going off

THE viral spread of the new Tourism Australia TV commercial is continuing, with the version uploaded on *Travel Daily TV* now viewed by more than 14,000 people around the globe.

TA has confirmed that the new ad will be screened in British cinemas from 18 Jun, with a total investment in the UK market of more than £450,000.

We're continuing to run our survey on industry opinion of the ad, and will report results in *TD* next week, so click below to give your feedback.

Vote on new TA ad

RCC loyalty revamp

ROYAL Caribbean has announced big changes to its 'Crown & Anchor Society' loyalty scheme to provide better recognition and rewards for frequent cruisers - details in today's *Cruise Weekly*.

Today's Travel Daily

Travel Daily today has five pages of news and photos, plus full pages of jobs from:

- TMS Asia Pacific
- AA Appointments

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Oz fares drop

EXPEDIA'S corporate offshoot Egencia has released its 2010 Corporate Travel Global Benchmarking Study, confirming "substantial decreases" on domestic airfares in Australia.

Increased or maintained capacity in the international market also saw int'l fares drop into some markets, but there were increases in prices to China and India due to ongoing strong demand from business travellers.

During the first quarter of 2010 average daily rates for hotels have dropped in most major business destinations, with San Francisco down 9%, Washington DC down 12%, Los Angeles down 3% and Brussels dropping 6%.

Hotel rates in Singapore remained steady, while London prices went up 4% and Hong Kong was up a strong 17%.

Average Q1 2010 daily rates in Sydney were up 2% - compared to a 4% decline in Melbourne.

The Egencia report also confirms that daily rates for car rental in North America fell 10%.

Global partnership for QBT

JETSET Travelworld has announced that its Qantas Business Travel subsidiary has become a Global Partner of TMC alliance UNIGLOBE Travel.

JTG ceo Peter Collins said the deal would combine QBT's local expertise and established brand in Australasia with UNIGLOBE's international coverage, providing access for clients to locally negotiated airfares and hotel rates via the expertise of the group's members around the globe.

David Hughes, QBT gm, said the move created an "exciting opportunity for customers that want locally-owned expertise but also need access to global reporting, ticketing and purchasing power".

The pact also builds on QBT's existing relationship with conTgo to provide real-time identification of traveller location and status.

Canada-based UNIGLOBE says it's the "world's largest single-brand travel franchise company" with more than 700 locations in

over 50 countries.

UNIGLOBE only recently established a presence in Australia, when the Platinum Travel Corporation - founded by former HRG Australia md Carl Buerckner with Greg McCarthy and Ross Contarino - became part of the group (TD 29 Oct).

Platinum Travel is part of the Jetset Travelworld Group's Business Select corporate brand.

QBT said the UNIGLOBE deal would allow it to provide its customers with globally consolidated management information reporting via a user-specific web-based system which consolidates travel information and provides a snapshot of travel expenditure - as well as saving time tracking e-tickets, refunds and service fee billing.

DJ route review

AN extensive review of Virgin Blue and V Australia's routes initiated by the carriers new ceo John Borghetti may see its leisure-focused routes from Australia to Fiji and Phuket cut, according to a number of mainstream media reports today.

EK LHR A380 boost

EMIRATES has announced that its second daily A380 flight between Dubai and London Heathrow will commence two weeks earlier than planned due to an accelerated delivery of another superjumbo from Airbus.

The extra daily service will operate from 15 Jun, departing LHR at 8.40pm and arriving in at DXB at 06.30am the next day.

New expedition base

WORLD Expeditions has opened new offices in Brisbane, at Level 2, 129 Margaret Street.

Valerie Waterston has been appointed as the office manager and Amanda Fletcher will join her as Adventure consultant.



Window Seat

COULD this drug smuggler have been inspired my Masterchef?

A 25-year-old man has been arrested at an airport in the Northern Territory with some unusual seasoning inside a frozen leg of lamb - more than 100 grams of marijuana.

Officials were alerted to the smuggling after seeing a bag of cannabis fall from the dress of another woman boarding the plane on the Tiwi Islands, who was also taken into custody.

AND speaking of unusual herbs, a United Airlines flight has been delayed in the US after a crew member noticed an unusual smell coming from a passenger's carry-on baggage.

The flight from San Francisco to Chicago was taxiing for take-off when the flight attendant noticed a "pungent chemical odour" coming from the bag.

The plane returned to the gate and all passengers were taken off the plane and re-screened while sniffer dogs and HAZMAT teams searched the aircraft, delaying the flight for six hours.

Eventually they concluded that the smell was due to some Chinese herbs in the bag, owned by an elderly couple who didn't speak fluent English.

A HOTEL in New York has launched a range of 'Birth Tourism' packages for expectant mothers who want to make sure their babies are US citizens.

The Turkish-owned Marmara Manhattan offers a one-bedroom suite for US\$7750 per month, with airport transfers, a gift set and a baby cradle thrown in.

The deal is centred on the Fourteenth Amendment to the US constitution which stipulates that children born on US soil automatically become citizens.



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Travel Daily AU
First with the news

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Brand new Oman brand

OMAN Tourism yesterday held a function in Sydney to formally launch its new branding, as it ramps up its activities in the Australian market.

The organisation's manager for Australia/NZ, Mona Tannous, told attendees that the new brand is part of a global marketing push for Oman, which will focus on the wide range of travel opportunities in the country - such as adventure, luxury, family and nature tourism.

The event also celebrated the recent rating of Oman by prestigious US publication Conde Nast Traveler as one of the Top Ten 'It Destinations'.

Guests also enjoyed a true taste of Oman, with the hosts at the Souk in the City restaurant in Sydney's Darlinghurst pulling out all stops to make it an authentic experience - complete with rose petals, tents and of course fabulous Middle Eastern cuisine.

Tannous is pictured above with the new Oman Tourism logo.



Air Pacific deals

AIR Pacific has released new fares between Australia and Nadi leading in at \$422 ex SYD, \$494 ex BNE and \$630 ex MEL.

The deal is on sale until 09 Jun for travel 20 Jul to 29 Mar 11.

For info call 1800 230 151.

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Deadline looming

THE organisers of this year's Avis Travel Agent Scholarship of Excellence are reminding consultants that the deadline for submissions is coming near.

Entries must be emailed through by next Tue 08 Jun for agents to put themselves in the running to win the prize package now valued at over \$40,000.

The winner will receive two Qantas Business Class return tickets to New York, along with accommodation, car rental and \$750 worth of foreign exchange products - as well as free tuition for the first year of a three year Bachelor of Tourism Management course at Southern Cross Uni.

Plus lots more including cruise training modules, entry into the Travel Industry Mentor Experience and one-on-one business coaching from Polonius Resources.

See www.avisscholarship.com.

GA back to Europe

GARUDA Indonesia is celebrating its return to Europe, with daily flights Jakarta-Dubai-Amsterdam commencing after a six year hiatus.

The landmark also sees GA return to European airspace after a ban on Indonesian airlines was lifted by the EU last July.

Garuda says it's also planning new services to Paris, Frankfurt, London and Rome.

Chinese smart pack

SMARTVISIT Solutions' 'iVenture Experiences' brand has released its "Sydney Five in One Attractions Pack" in Chinese.

20 attractions are available in the pack from which visitors can select five, all detailed in a fold out pack to support the growth of the Chinese market.

Unfathomable deals

FATHOM Asia is giving travellers the opportunity to see the Malaysia Mega Sale Carnival with a 4 day/3 night shopping and wellness package.

The carnival takes place from 24 Jul to 16 Sep and packages lead in at \$454, including 4 and 5 star accom, dinner, dancing shows, massages and spas.

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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.

Amadeus has appointed **Fergus Park** as new Head of Product Management for Amadeus Australia and New Zealand. Park has been with Amadeus since 2000.

Conrad Bali Hotel has announced the appointment of **Samuel Gacos** as Director of Sales and Marketing. His most recent role in Bali was at The Legian as Cluster Director of Sales and Marketing.

InterContinental Melbourne The Rialto has appointed **Bianca Fameron** as a new Business Development Manager, aiming to build the hotel's meetings, incentives, conference and events markets.

QR Passenger has appointed **Beth Stewart** as Manager Sales - Retail/Wholesale. Also newly appointed is **Kelly Walker** as Manager Customer Contact for Traveltrain Holidays.

Hideaway Resorts has appointed **Karen Taylor** as the Group General Manager for **Dunk and Bedarra Islands**. Also newly appointed is **David Henry** as General Manager for Dunk Island and **Claudia McFadden** as Group Director of Sales.

The Association of National Tourism Office Representatives (ANTOR) has elected a new committee. **Sarah Anderson** from GTI Tourism has been appointed as ANTOR Chair with **Ainsley Ericksen**, Tourism British Columbia (AVIAREPS) as Deputy Chair and **Geoffrey Hutton** from Kent Marketing remains as Treasurer. Other ANTOR committee members include Hong Kong Tourism's **Andrew Clark**, California Tourism's **Tristan Freedman**, GTI Tourism's **Vera Huntink**, Finnesse Communications' **Satu Raunola**, Oman Tourism's **Mona Tannous**, while **Mike Lillie** will continue as the ANTOR secretary.

Carl Middleton is the new Executive chef at **Lilianfels Blue Mountains Resort and Spa**. Middleton will oversee the culinary operations for the five star Darley's fine dining restaurant. He's previously worked at Sydney's Quay Restaurant and most recently as executive chef at the Four Seasons in Sydney.

Clement Koh has joined the **GHM** team as Vice President Sales and Marketing. He comes over from The Mandarin Oriental Hotel Group where he was vice president sales and marketing Asia Pacific. Koh speaks fluent English and Mandarin and will be responsible for the overall strategic S&M planning of all existing and new GHM properties including business relations with all travel and trade partners and representatives.

Flight Centre's Student Flights has appointed **Carl Cross** as its new National Brand Leader, while **Philip Hancox** is its National Marketing Manager. Both move from existing roles within the Flight Centre group, and will focus on "exposing travelers to a unique mix of volunteering, overseas working holidays and ecotourism products".



TN Tahiti specials

AIR Tahiti Nui and **Coral Seas** are offering a winter short break deal from \$1659pp ex Melbourne and \$1679pp ex Sydney and Brisbane - perfect for clients to enjoy a quick warm-up.

The package includes airfares, four nights at Intercontinental Resort Tahiti, breakfasts, transfers, and a half day 'Tahiti and Tropical Treasures' tour.

The specials are on sale until 30 Jun and for travel until 31 Oct, with longer packages also available - 1300 358 382.

GPS tourist guide

CARLISLE Enterprises in Adelaide has released what it says is the first ever GPS technology to offer automatic guided audio touring.

The first application of the system has been commissioned by the South Australian Tourism Commission and Tourism Barossa, providing a guided tour of the iconic Barossa Valley.

It takes visitors from Adelaide to the Barossa, focusing on the food and wine of the region along with other experiences which can be enjoyed on a day trip - focusing on the perennial question, 'I wonder what's at the end of that dirt road?'

The system uses automatic commentary from winemaker **Wolf Blass** and chef **Maggie Beer**.

AirAsia KK-HKG

AIRASIA this week launched a new daily A320 service between Hong Kong and Kota Kinabalu.

Tibetan test flight

A NEW airport in Tibet has trialled its first jet arrival, with an A319 landing at high altitude at Gunga in the region's southwest.

Gunga Airport will be the fourth civilian airport in Tibet, with the test pilot utilising Required Navigation Performance systems.

The airport opens next month.

Track the tiger

EXPLORE Worldwide is offering a six day small group tour tracking the Bengal tiger in India's Ranthambore National Park.

The package is priced from \$1093 and includes accom, most meals and guided sightseeing activities - info 1300 414 151.



Commercial Manager - International Brands

Carnival Australia is part of Carnival Corporation, the world's leading cruise holiday company, representing iconic brands including P&O Cruises, Princess Cruises, Cunard, Seabourn and Costa. Cruising is the fastest growing segment of tourism and Carnival Australia is at the forefront of that growth.

The Commercial Manager (International Brands) role reports into the Director, Market Planning & Revenue Management is responsible for optimising revenue for Costa, Cunard, P&O Cruises UK and Seabourn in Australia and New Zealand by working with the brands and the Carnival Australia commercial group to create innovate consumer and travel agent programs and promotions and ensure excellent customer service standards are met.

- Some of the key areas of responsibility for this role include:
- Reviewing tactical pricing/program recommendations
- Analyses competitive pricing and policies; reports significant changes to brands
- Review and approves major, new marketing and sales products, promotions and programs
- Recommends strategic pricing programs and policies to brands
- Reviews deployment and strategic pricing planning
- Reviews trends in marketing, sales distribution and customer service to identify new opportunities
- Assists head offices with local itinerary development as required

You will bring with you a business degree, experience in project and financial management, business planning, strategic thinking, results driven, excellent attention to detail with excellent communication and presentation skills. The successful candidate will have at least 5+ years demonstrated experience in a commercial role with a sales/marketing focus and good analytical skills.

We are looking for a hands on, self starter who has excellent relationship skills along with being a skilled influencer. Previous experience working in a matrix organisation with multiple reporting lines would be advantageous.

Please apply with a covering letter outlining your suitability to the role by Tuesday 15th June 2010 to

e: samantha.campbell@carnivalaustralia.com

HA launches A330

HAWAIIAN Airlines has held a formal ceremony to welcome the first of its new A330-200s, which will commence service tomorrow between Honolulu and LAX.

The two-class planes have capacity for 322 passengers.

Looking good enough to eat



ABOVE: Rockhampton's Travel Crew agency held a fundraising event as part of Australia's Biggest Morning Tea earlier this month.

The team raised \$1360 for the Cancer Council selling home baked goodies, complete with a yellow and blue iced cake.

They're pictured in their spunky matching yellow aprons, from left: Louise Kenny, Kay Donnollan, Kama Burgess, Kylie Brewster, Liane Plant, Linda Daniels, and Lisa Miles.

TAT targets recovery

THE Tourism Authority of Thailand is planning a number of short-term tactical measures to help rebuild visitation in the wake of the recent political unrest in Bangkok which has led to a major slump in international passenger arrivals.

Numbers at Bangkok's Suvarnabhumi International Airport were down 20% year on year in May, and 30% lower than the boom of May 2008.

As well as targeting the domestic market, TAT aims to rebuild confidence by making "better use of online channels and social media" as well as a range of initiatives such as website competitions, lucky draws and special offers targeted at particular target segments in credit card company databases.

TAT said it would also maintain its focus on Thailand's long-standing "tourism strengths" such as hospitality, Thai culture and the environment.

The Thailand Travel Mart has been postponed to 08-10 Sep, and TAT also said it sees media such as Facebook and Twitter as a means to expand its presence into new markets such as Central Asia, North Africa and the Middle East.

Luxury Oz brand

A GROUP of upmarket properties from across Australia have launched a new combined 'Luxury Lodges of Australia' brand to promote themselves together to the international market.

Members include Bedarra Island, Lizard Island, qualia and Flight Centre ceo Graham Turner's Spicers Peak Lodge and Spicers Clovelly Estate in Queensland; the Emirates Wolgan Valley Resort & Spa in the NSW Blue Mountains; Capella Lodge on Lord Howe Island; Victoria's Lake House; Cape Lodge and Sal Salis in Western Australia; Kangaroo Island's Southern Ocean Lodge along with The Louise and Arkaba Station in South Australia; and the NT's Bamurru Plains plus Longitude 131° at Uluru.

The group is described as "a collection of independent luxury lodges and camps offering unforgettable experiences in Australia's most inspiring and extraordinary locations" with the properties showcased in a website luxurylodgesofaustralia.com.au.

It's the brainchild of the owner of The Louise, Jim Carreker, who raised the idea at a meeting with other lodges late last year.

All OK at Tanna

VANUATU Tourism says tours to Tanna Island and its active Mount Yasur volcano are operating as normal despite "some increase in ash emissions last week".

The volcano's activity has since subsided with tours operating to the viewing platform on its rim now back to normal.

Air Vanuatu says it's continuing to closely monitor the situation and isn't anticipating any flight cancellations to Tanna or other surrounding destinations.

WIN A TRIP TO THAILAND



To celebrate its 50th birthday, **Thai Airways International** has teamed up with **Travel Daily** this month and is giving travel consultant readers the chance to win a trip to Thailand for two people.

This great prize includes: two return flights with TG to Koh Samui, five nights accommodation at Sareeraya Villas & Suites, daily breakfast and airport transfers.

THAI is "Celebrating 50 years of the world's most famous Smile" and is looking for the 'Best smile on a Dial' in Thailand.

All you need to do to enter the competition is **send in a picture of your favourite 'smile' taken in Thailand during a holiday or an agent famil**. It can be a picture of anybody you've encountered during your trip and must be captioned where it was taken.

The photo to the right was sent in by **April Lord from Holidays Direct in QLD**. April and her brother are **bamboo rafting down Mae Taeng River in Hill Tribes of Chiang Mai**.



Email your entries to: smilecomp@traveldaily.com.au

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Argentina Descents

SEVEN Descents has released an Argentina ski package, to Cerro Catedral ski resort, departing from anywhere in Australia from \$2482pp.

Packages include accom at Punta Condor, lift passes, b'fast, and airfares from mid Jun to early Oct; details 1300 667 677.

SYD attracts Japan

TOURISM Australia, Jetstar and Qantas have joined together to encourage Japanese travellers to visit Sydney in a \$1.4 million marketing campaign.

Sydney will be promoted in Japan on commercials, press advertising and online marketing in Tokyo and Osaka, highlighting the Vivid Sydney festival and the Blue Mountains.

Mountains hotel

ALPINE Gables Hotel Apartments in Jindabyne NSW, near the NSW snowfields, has been added to the Aspire Apartments and Resorts network.

Aspire will be responsible for the property's marketing and technology, operations and onsite management support.

Virgin porn sacking

VIRGIN Blue has sacked as many as 20 staff who were found to be watching pornography on work computers (TD 26 May).

Public affairs chief Danielle Keighery said the move followed an extensive investigation.

While the inappropriate internet use wasn't actually illegal, she said the carrier has "a very clear code of conduct... about computer usage".

Northern lights tour

BENTOURS is offering a 'Follow the Lights Lapland Cruise' tour, for travellers to experience the Aurora Borealis in the Northern Hemisphere.

The 12 day tour departing from Helsinki starts at \$3291ppts incl accom, some meals, transfers, and a six day Hurtigruten Voyage.

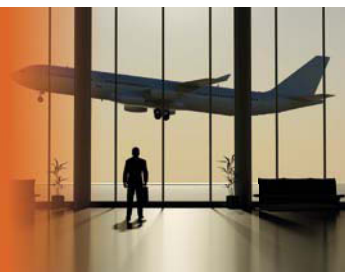
For 2010 departure dates call 1800 221 712.

Cycle tourism conf

THE Southern Flinders Ranges in South Australia will host the upcoming Australian Cycle Tourism Conference in Oct, looking at ways of further boosting Australia's cycling profile.

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Hot Jobs (Australia) - June 2010

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Operations Manager for Global Corporate Travel Company

- **Experienced Operations Manager**
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Our client is a global corporate travel company looking for an experienced Operations Manager with excellent leadership and relationship building skills. The company has a fantastic work environment and outstanding company values. You will be responsible for the day-to-day operational activities of the profit centre which include.

Contact Emma MacPherson T: **02 9231 6444** E: **emma@tmsap.com**

Business Relationship Director – Sydney CBD

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Major Travel Organisation is seeking to fill a management position within their company. You will be strategically directing the team of Account Managers. It is essential that you have strong proven leadership skills as you will be managing a competent developed team. In addition this role requires that your immediate background includes extensive experience in business relationship management and have a strong understanding of corporate travel complexities from previous employment.

Contact Wendy Stearn T: **02 9231 6444**
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Rare Opportunity for a Team Leader

- **Sydney CBD Location**
- **Great team and supportive work environment**

Our client is a boutique inbound tour operator who specialises in tailor made experiences in the luxury travel market for Australia, New Zealand and the Pacific Islands. They are looking for a Team Leader Supervisor looking after a team as well as being apart of it. This is a great company to work for with a supportive work environment in a role that rarely becomes available.

Contact Emma MacPherson T: **02 9231 6444**
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Leisure Travel Consultant - CBD

- **Brilliant team & office environment**
- **Well respected and valued organisation**

Are you an experienced travel consultant looking to make a positive career move? This well established organisation are looking for a leisure consultant to assist in their premium retail division. In this role you will be booking all aspects of travel, including flights, exclusive accommodation, car hire and tours.

Contact Sharon Moss T: **02 9231 6444**
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STARRING ROLE!

SENIOR CORPORATE CONSULTANT /2IC SYDNEY – SALARY PACKAGE TO \$60K +

Our client, a premium boutique travel company based in the CBD is looking for a STAR. This is your opportunity to step into a leadership role and work with a fun, down to earth team. As well as consulting on a daily basis, you will be there to support and guide a team of 9 with the view of moving into management. You will have min 5yrs experience, CRS knowledge is essential.

CALLING ALL FASHIONISTAS DOMESTIC CORPORATE CONSULTANTS MELBOURNE (CITY) – PACKAGE TO \$48K

Like to be apart of a well recognised and elite travel company where your career can flourish? With ongoing career advancement opportunities & a fun & social office environment, you will be excited by the potential management positions that become available. Sabre skills are essential together with a career driven approach. Apply for this exciting opportunity today & soon see why everyone is moving to corporate!

STEP IT UP!

WHOLESALE TRAVEL CONSULTANT MELBOURNE - SALARY PACKAGE TO \$50K

Are you a well travelled and experienced leisure consultant with amazing South American or African knowledge? Prefer to organise interesting, unique travel itineraries? Our client is a luxury travel wholesaler that offers specialised, high end travel to “exciting” destinations throughout the world. Impeccable customer service and attention to detail is required together with a driven approach.

ENJOY YOUR OWN LUXURY LIVING? TRAVEL CONSULTANT – GROUPS DEPARTMENT MELBOURNE – SALARY PACKAGE TO \$65K+

Working for this global travel company, you could soon see your bank balance soar and your credit card diminished! Working Monday to Friday hours in an office environment, you will be thrilled with the clientele, together with the salary structure offered. In addition to the salary potential, you will be given discount gym memberships, amazing overseas travel benefits, together with career advancement opportunities.

STEP INTO THE LIMELIGHT

CORPORATE TRAVEL CONSULTANT PERTH (CITY BASED) - SALARY PACKAGE TO \$63K

Step into the limelight and join this forward moving boutique corporate travel company. With continuous employment opportunities, it is evident this successful company is growing dramatically. With new accounts coming on board regularly, you will be excited about variety and challenges this company can offer. Energetic & competent travel consultants need only apply.

FIRST CLASS ALL THE WAY

AIRLINE FARES AND TICKETING CONSULTANT BRISBANE INNER SUBURBS –PACKAGE UP TO \$50K

Want to take your fares and ticketing career to the next level? This innovative company is looking for an airfare superstar to join their funky team in a support role. Problem solving, fares advice and ticketing are just the beginning of this role. In addition to developing your travel career you will be earning a top salary. Strong airfares knowledge and Amadeus skills a must.. Apply today and watch your career soar!

KEEP YOUR WEEKENDS FREE

CORPORATE CONSULTANTS BRISBANE AND GOLD COAST –SALARY PKGES TO \$65K+

There is no better time to make the switch to corporate travel. Currently we have a number of industry leaders looking for experienced international consultants to join their teams. Choose the location and company that suits you best. You will enjoy fabulous \$\$, Mon – Fri hours and the opportunity to develop your travel career and progress within the company. Min 2 years consulting experience required.