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# Travel Daily AU

First with the news

Tue 23 Nov 10

Page 1

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

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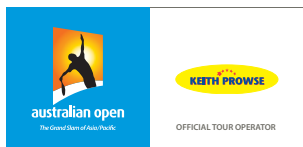
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## QH/Viva! Achievers!

TODAY *Travel Daily TV* features our latest exclusive video, highlighting the Qantas Holidays/Viva! Holidays Global Achievers Gala Awards which took place in Sabah earlier this month.

As well as the awards, *TD's* Barry Matheson went along with the agents as they explored Sabah and Kuala Lumpur - and there's a cameo performance from JTG wholesale head Simon Bernardi - [www.traveldaily.com.au](http://www.traveldaily.com.au).



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## QF to reintroduce A380s

QANTAS ceo Alan Joyce today confirmed the reintroduction of A380 services from this Sat 27 Nov - as exclusively foreshadowed four days ago by *Travel Daily*.

Joyce said that QF31 would operate from Sydney to Singapore via London, with the aircraft to be ferried from Los Angeles tonight (*TD* breaking news).

A second QF A380 will leave LAX for Sydney later this week, with the decision to resume services following an intensive Trent 900 engine inspection program.

However QF is voluntarily

suspending Los Angeles flights, which require maximum take-off thrust, "until we have sufficient information going forward about the performance of the engines as we put them back into service".

Joyce said that the 19-day grounding would emphasise the Qantas commitment to safety, saying that it would actually boost the QF brand "in the medium to long term".

He said that 16 Qantas A380 engines would be modified before the other A380s return to service.

And the aircraft which suffered the QF32 engine explosion will remain in Singapore for major rectification work by Airbus before returning to the fleet "in the medium term," Joyce said.

## HA goes daily

HAWAIIAN Airlines today announced that it would boost its flights between Sydney and Honolulu to a daily operation over the winter peak next year.

The services will go daily from 06 Apr-01 Aug, increasing from the current four times per week.

After the peak period HA will operate flights five times per week, with the increase boosting capacity by about 19000 new seats between Hawaii and Australia.

## QH Bali out now

QANTAS Holidays has released its 2011/12 Bali and Lombok brochure - details on last page.

## Today's Travel Daily

*Travel Daily* today has six pages of news and photos, a full front page promoting this week's Qantas Holidays special sale, plus full pages from:

- TMS Asia Pacific jobs
- AA Appointments jobs
- Qantas Holidays Bali

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Page 2

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**ETIHAD**  
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## Webjet slams AA

WEBJET this morning blasted American Airlines for its new GDS fee (*TD* yesterday), saying the AA initials could actually stand for 'Agency Annihilation'.

MD David Clarke said the carrier is encouraging agents to bypass the GDS and instead use its Direct Connect system, claiming this is "nothing to do with cost; it is all about American Airlines selectively controlling content".

He said that in today's world of intense consumer bargain hunting GDSs are "not costly intermediaries - they are value adding on a massive global scale".

"The cost of [AA's] ill-conceived plan will...be incalculable," he said.

## 2011 conferences

TRAVELLERS Choice will hold its 2011 Shareholders Conference in Singapore, while Harvey World Travel's 2011 Symposium will take place in Sydney.

## More HWT-owned shops

HARVEY World Travel is set to open more company-owned stores in the next year, with md David Rivers telling *TD* that "we are looking at a number of key locations around Australia".

HWT already has 11 company owned stores, including one which has just launched in Woden, ACT, but Rivers said the long term strategy is to build up the operations and sell them off, rather than have large numbers of shops owned by head office.

He said that the HWT budget includes funding for about 4 new stores this year and perhaps a similar number in 2011/12.

During the HWT Symposium in Hong Kong on the weekend Rivers also confirmed that a trial Mystery Shopping program conducted across the group would

## Review report in Dec

AFTA has confirmed that it expects the Pricewaterhouse Coopers report into consumer protection in the travel industry to be on the agenda of next month's Ministerial Council on Consumer Affairs meeting which is scheduled for 02 Dec.

Speaking at the Harvey World Travel conference in Hong Kong on Sat, ceo Jayson Westbury said that he's not aware of the detail of the report, but believes it contains six key recommendations.

He said that once the report is tabled AFTA will be urging the council of tourism and consumer protection ministers from across Australia to arrange an industry consultation on the findings of the report to "come up with the outcome which is most palatable for the industry".

be extended on a permanent basis, and after discussions with JTG ceo Peter Lacaze this would be funded without any extra cost to franchisees.

MEANWHILE HWT yesterday also confirmed that its customers will be among the first to experience Orion Expedition Cruises' new *Orion II*, with Harvey's Choice Holidays gm Alistair Fernie telling *TD* on Sat that the vessel will be exclusively chartered by the group for a voyage between Bangkok and Ho Chi Minh City in Vietnam departing 17 Oct 2011 - with the trip including an overnight stay to view Angkor Wat.

Other Harvey's Choice exclusives next year will include two Island Escape Cruises charters and a large allocation on Cunard's *QM2* Presidential Voyage across the Atlantic (*TD* yesterday).

## TD winners

CONGRATULATIONS to Rebecca Hamerton from Globus who was the lucky winner of last Fri's Bucket List competition in *TD*.

Rebecca has won two tickets to tomorrow night's 'Hundreds and Thousands' presentation by adventurer Seb Terry, for her aspiration to "Try every deep fried bug at the markets in China and not end up over a bucket".

If you missed out, you can still purchase tickets for the event at [hundredsthousandssydney.eventbrite.com](http://hundredsthousandssydney.eventbrite.com).

AND congratulations also go to the winner of our Antarctic Flights competition, Anna Antonuzzo of MP Travel, who will be viewing the south pole from a Qantas 747 early next year.



## Window Seat

MELBOURNE-based Sarah Whitty from Radisson Edwardian Hotels brightened up the business section of Saturday's *Australian* newspaper.

Whitty was one of "150 business suits" who attended an Australian British Chamber of Commerce lunch in Melbourne, where the guest speaker was Ralph Norris from the Commonwealth Bank.

The report included a photo of eye candy Whitty who apparently "listened intently when Norris handled some sticky questions at the end of his talk".

A 56-YEAR-OLD woman in Russia has been arrested after falsely accusing her daughter of being a suicide bomber - in an attempt to stop her eloping.

Officials at Moscow Domodevo Airport scrambled police to intercept the unsuspecting bride-to-be while her aircraft was on the tarmac, but once they realised that the tip-off was incorrect they traced the anonymous call to her mother.

"Her daughter recently fell in love with a Moroccan citizen and was planning to get married to him and move to Morocco," said an airport spokesman.

"The woman was against the marriage and did not want her daughter to move abroad".

AIRLINE passengers concerned about new scanning technology now have a way to protect their modesty, with a range of special radiation-proof underwear being produced by Colorado firm Rocky Flats Gear.

The knickers feature a range of special designs to cover sensitive areas, made of material which can "block natural and man-made radiation".

Designs include a fig-leaf boxer design for men, clover leaf and flower-shaped brassiere inserts, and a "woman's brief blocker" demurely depicting clasped hands over the genitals.

And recommended for male frequent flyers is a heavy duty "Radiation Blocking Trunk Boxer" which can be worn every day to "protect the family jewels".

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Tue 23 Nov 10 Page 3

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## WA Flighties on the rocks



ABOVE: Virgin Blue and AAT Kings recently hosted nine Flight Centre consultants from WA on a NZ South Island familiarisation.

Highlights of the trip included the Tranz Alpine train journey to Arthur's Pass, a trek to the base of Franz Josef Glacier, an overnight stay at the beautiful Te Waoanui Forest Retreat and a bungy jump in Queenstown.

Pictured here rugged up at Franz Josef Glacier, clockwise from left are: Marty Paranihi, AAT Kings tour guide; Caitlin Burgall, FC Meadow Springs; Amy Spata, FC Midland; Shane Lowe, AAT

Kings sales WA; Daniella Fahey, Virgin Blue Sales WA; Jessica Daley, FC William Street Northbridge; Tek Green, FC Kerrinyup; Jasmine Kyle, FC Fremantle; Kate Wilkie, FC Mt Hawthorn; Jennifer Parker, FC Ocean Keys; Natasha Broadbent, FC Victoria Park; and Amy Harrod, FC Baldivis.

## Harrah's ditch IPO

HARRAH'S Entertainment Group has announced plans to scrap a planned initial public offering of common stock, (TD 09 Nov) "due to market conditions".

## NTIA consumer link

AFTA is working with key industry partners to highlight the importance of the National Travel Industry Awards, as part of its planned Travel Agent Awareness consumer campaign (TD 26 Oct).

At the HWT conference in Hong Kong on Sat, AFTA ceo Jayson Westbury highlighted the recent Qantas billboard campaign which showcased the carrier's NTIA win last year (TD 01 Oct), and said other winners were also being encouraged to include NTIA details in their promotions.

HWT agents were also given a sneak peek at the proposed AFTA consumer campaign collateral, while Jetset Travelworld members will see it at their conference next weekend, Westbury said.

Travel Daily is proud to be the media sponsor of the NTIA, alongside *travelBulletin*.

## Free China airfare

SCENIC Tours has a partner fly free promo available on its 20-day China and City of the Sun, Lhasa tour for 2011/12 departures representing a saving of \$930.

Tour prices for the first pax start at \$14,475.

## DJ agm tomorrow

VIRGIN Blue will tomorrow at 11am hold its annual general meeting at the Marriott Hotel in Brisbane.

## Wotif board addition

WOTIF.COM has named Kaylene Gaffney as a new director for its board, effective immediately.

Gaffney, a chartered accountant, has previously held senior finance and accounting positions with Virgin Blue Airlines.

## UL flags Oz flights

THE chairman of SriLankan Airlines, Nishantha Wickramasinghe, has confirmed that direct flights from Colombo to Australia are "on the radar" for the carrier, which is returning to profitability after the cessation of the country's civil war.

Speaking at World Travel Market in London, he said UL's immediate plans were to boost frequencies to the UK and India and add services to Guangzhou and Russia, with Australian flights later on the agenda.

He also said UL was hoping to run a shuttle service to the Maldives, with Colombo becoming a hub for travellers on their way to the Indian Ocean destination.

## Expedia deals

EXPEDIA yesterday announced the acquisition of mobile travel application producer Mobiata, which it said would accelerate its ability to enable mobile travel shopping and booking across multiple platforms.

Mobiata was founded in 2008, and has since developed a range of top selling Apps including FlightTrack, which has ranked among the top 5 on the iTunes App Store for 18 months straight.

Expedia said that mobile traffic currently accounts for just 5% of all visitors to its website, but mobile bookings in 2010 are up more than 500% this year.

MEANWHILE Expedia also overnight announced the renewal of its long-term agreement with the Wyndham Hotel Group, which sees more than 90 Expedia and Hotels.com websites around the globe offer the 12 Wyndham brands incl Ramada and Days Inn.

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## Tiger flags fourth Australian base

TIGER Airways ceo Crawford Rix has confirmed that the carrier is currently "evaluating options for our fourth Australian base".

TT already operates services from hubs in Adelaide, Melbourne Tullamarine and the recently launched Avalon services, which have seen the carrier's network rejigged (TD 15 Nov) and the introduction of flights from Brisbane to Sydney, Avalon to Canberra and Avalon to Brisbane.

Rix told TD yesterday that the

Brisbane to Rockhampton route would cease operations from 07 Feb and will "resume as soon as operational conditions allow".

Melbourne (Tullamarine) to Darwin will also be suspended from 01 Feb-26 Mar, with affected passengers being offered a range of options to make alternative arrangements.

From 01 Feb Tiger will launch its biggest ever new season flight schedule, with 30% more services than in the same period this year.

And the growth is set to continue, with Rix also confirming that: "we will continue to pursue regulatory approval for international flying rights."

## Another Choice

CHOICE Hotels has added its 15th airline partner to its Choice Privileges program, airberlin.

The German carrier now allows topbonus members to earn 500 award miles per stay at all participating properties, and Choice Privileges reward members can redeem 5,000 points for 1,000 topbonus award miles.

## HWT loyalty push

HARVEY World Travel is set to significantly expand the agent loyalty components of its Phoenix program, with the imminent launch of a system which allows individual consultants to accrue points under the scheme.

Phoenix is HWT's very successful system for helping drive compliance with preferred partners, with the group currently tracking at around 87% of sales via preferreds.

A new updated Phoenix website will launch shortly providing real-time access for agency owners to their performance results.

A 'dashboard' will detail monthly sales performance, tier performance, air performance criteria and loyalty point eligibility conditions, as well as providing the ability to transfer points into individual consultant accounts.

Consultants will also be able to log into the site, with the program identifying and rewarding them for their individual sales effort.

Agents will also be able to redeem rewards more easily using a new 'points + pay' option.

## Tennis educational

QANTAS Holidays, Tourism Victoria and Novotel Melbourne are offering 19 top selling agents a place on an educational to the Australian Open 2011 and the Mornington Peninsula 15-18 Jan - [qantasholidays.com.au/agents](http://qantasholidays.com.au/agents).

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Tue 23 Nov 10 Page 4  
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## Hanging with the Coopers



## CA to DUS and MXP

AIR China is boosting capacity to Europe, with a new thrice weekly Beijing-Milan Malpensa route from 15 Jun, complementing its current five times weekly Shanghai-Malpensa operation.

The Star Alliance Chinese carrier will also introduce a new thrice weekly service planned to operate between Beijing and Dusseldorf from 17 Jun 2011.

DUS becomes CA's third German gateway city.

Both services will be operated on an Airbus A320-200 aircraft.

## Burma exit tax

THE Dept of Foreign Affairs and Trade is reminding Burma-bound travellers that there's a departure tax of US\$10 for pax exiting the country on an international flight.

## Bye-bye Blitz

THE former owner of Sydney eastern suburbs agency Travel Blitz, Ricky Brisson, says that the business will close at the end of the month.

Brisson sold the Travelscene American Express agency earlier this year but has been working for the new owners since mid-Jan.

In a note to the industry today she advised that all existing bookings are being transferred to other travel agents.

ABOVE: Jenny and Jim Cooper of Queanbeyan City Travel & Cruise took out five top achiever awards from preferred suppliers on top of their prestigious Gold office award at last weekend's Travellers Choice Shareholders Conference in Melbourne.

Speaking to TD, Jenny said since 2008 she had refused to put any awards on the wall of her agency unless they were gold.

The couple stashed away their Bronze Choice award in 2007, and in 2008 she was still not happy with her Silver Choice award.

But last year the couple happily left the conference with the coveted Gold Choice award for the first time, achieving pride of place on the agency wall.

Jenny said she "thought last year was brilliant but this year was just as good," with many thanks to their staff.

"We love the Travellers Choice group," the Coopers said.

## Smisek to speak

THE ceo of the newly merged United and Continental Airlines, Jeff Smisek, is set to visit Australia next month.

During his visit he will speak at the National Aviation Press Club on 16 Dec, to provide an insight into his plans for the Asia-Pacific.

The 'new United' has flagged non-stop 787 flights between Houston and Auckland in 2012.

## YOU COULD WIN A TINTAMAR BAG!



Celebrating the release of the vibrant VIP colour range and the official arrival of the Towel Bag, Tintamar is giving away a different bag from their Aus catalogue to one TD reader every day this week.

Arriving straight from France, innovative accessories brand Tintamar creates clever, fun and stylish bags that simplify daily life. Available in 25 countries around the world, Tintamar has just launched its new limited edition collection in Australia.

The original VIP a.k.a. Very Intelligent Pocket is the pocket within a bag that carries all life's daily essentials and allows them to be transferred between bags without leaving anything behind... imagine that!

For your chance to win a Very Intelligent Bag (VIP) pictured above, simply be the first person to email the correct answer to the question below to:

[tintamarcomp@traveldaily.com.au](mailto:tintamarcomp@traveldaily.com.au)

## How many pockets does a VIP One have?

Hint! Visit [www.tintamar.com.au](http://www.tintamar.com.au) & download the catalogue

Congratulations to yesterday's lucky winner, Jenny Teo from AOT Inbound.

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## Propping up the Broome bar



**BROOME & The Kimberley Holidays** together with Tourism Western Australia and Cable Beach Club Resort & Spa recently hosted a group of Victorian agents in Broome.

Highlights included a Broome town tour finishing with a sunset BBQ on Cable Beach, a latest release movie in the worlds oldest outdoor cinema Sun Pictures, and a fun visit to Willie Creek Pearl

Farm including a spectacular aerial view by helicopter.

The group were treated to three nights at Cable Beach Club Resort & Spa with a decadent dinner in the resort's flagship restaurant 'The Club' before travelling down to Eco Beach Wilderness Retreat for a Mud n Bubbles experience, Cape Villaret sunset and an overnight stay in an eco tent.

Pictured behind the bar at Matso's brewery are, from left: Sue Watts, Platinum Travel & Cruise; Alice Dragone, Armadale Travel; Lisa Wells, Brighton Travelworld; Christopher Reid, Alma Travel; Sherryn Van Den Bosch, Harvey World Travel Highton; Narelle Welsh, Sales Development Manager Vic Broome & The Kimberley Holidays; Amanda Thaxton, Coopers Travel; Matso's host Nick; Sandii Douglas, Craigs Travel; Lorinda Hollis, Sales Executive VIC Cable Beach Club Resort & Spa; and Jennie Jakobi, Harvey World Travel Surrey Hills.

## Disney in Hamburg

DISNEY'S newest cruise ship *Disney Dream* sailed into Hamburg in Germany yesterday to undergo a week in dry dock for last minute adjustments.

The ship will be officially handed over on 09 Dec, with its maiden voyage scheduled to depart Port Canaveral in Florida on 26 Jan 2011.

## GATK codeshare

GARUDA Indonesia has begun codesharing on Turkish Airlines' flights between Jakarta and Istanbul, via Singapore, according to travel agent GDS displays.

## ET gets new 777

STAR Alliance member-elect Ethiopian Airlines has taken delivery of the first of five new Boeing 777 aircraft, which will tonight operate a flight between Addis Ababa to Washington DC.

The Ethiopian jet is the 900th 777 delivered by Boeing.

## Air Tickets update

AIR Tickets is set to launch a new [airtickets.com.au](http://airtickets.com.au) website which will enable agents to use a single login to access both SmartFares and SmartTickets.

Speaking at the HWT Hong Kong conference on Sat, Annette Stin of Air Tickets unveiled a range of enhancements to the platform, including Round The World airfares, enhanced reporting features and the ability to revalidate online at no charge.

Stin also detailed the performance of the Name Your Own Price feature which allows agents to specify a selling price and which had seen HWT members generate an additional \$7m in revenue this year.

## Bentours \$900 off

BENTOURS is offering savings of up to \$900 per couple on its seven day 'The Military Glory of Russia' tour when booked by 31 Jan and for travel 31 Dec 2011.

The tour, now priced from \$2485ppts, includes private car arrival and departure transfer, four star accom, some meals, and overnight train ticket.

See [www.bentours.com.au](http://www.bentours.com.au).

## AFTA UPDATE

the latest insights from AFTA's Chief Executive, Jayson Westbury



*I AM WRITING* this week's column overlooking Hong Kong harbour having attended the Harvey World Travel Business Symposium over the weekend.

*Hong Kong is a city that just never stops. The amazing infrastructure and development that is constantly going on makes every trip to Hong Kong a different experience. Everytime I visit this city there is something new being built: a tunnel, a bridge or a new hotel opening. You can see why cities like Hong Kong can compete on a global stage and continue to attract such enormous visitor numbers, including over 600,000 Australians every year.*

*Some of our cities in Australia could learn a thing or two from the can do attitude of making infrastructure a top priority to keep a city moving. A city with 7 million people living in it and over 20 million visitors each year with an average stay of 3.2 nights - Incredible statistics really for one city.*

*The Harvey's symposium was held at the wonderful Grand Hyatt Hong Kong and it [Grand Hyatt] actually turns 21 today, Tuesday 23rd November. You would not know it.*

*The hotel is simply stunning in so many ways in what is true five star luxury. The restaurants, conference centre, staff and service, guest rooms, pool and it goes on are all wonderful.*

*All of the team at the Hyatt put in an extra special effort to make the Symposium a huge success. Never easy for any hotel with over 400 travel agents in house, but a job well done and I am sure all of the delegates will be recommending the property to clients.*

*Well done also to all of the team at Harvey World Travel head office. They certainly know how to pack an agenda at a conference with relevant and interesting speakers and practical and really useful breakout sessions.*

*This was my first Harvey's conference and it was a great change to talk to members of the group about all of the issues they are facing and the many that the travel industry has ahead of it in the coming year.*

*A great experience all round.*



## SoulFit cycle trip

SOULFIT Adventures is offering a 10% early bird discount on its 10-night Northern Laos cycle trips planned for next year.

The rides are priced from \$2895pp - [soulfitadventures.com](http://soulfitadventures.com).

## New Shangri-Las

SHANGRI-LA Hotels and Resorts has announced it will open a new 81 room Paris hotel on 17 Dec.

Shangri-La also yesterday opened its new Traders Hotel in Male, Maldives.

## Kumuka Webinars

TOUR operator Kumuka has reintroduced its weekly travel agent webinar sessions with the first destination highlighted to be Europe on 01 Dec.

The following two 25 minutes webinars are scheduled to cover Africa Overland and Africa Lodge Safaris on 08 and 15 Dec.

The first 50 agents to register will receive a free DVD; for a full list of session times and to register go online to [www.kumuka.com/webinars.aspx](http://www.kumuka.com/webinars.aspx).

## Money

WELCOME to *Money Talk*, TD's weekly feature on what the Australian dollar is doing.

**\$1AUD = US98.6c**

TRAVEL across the Tasman is set to become even more attractive for Australians, after ratings agency S&P yesterday downgraded its outlook for NZ, causing the Kiwi currency to drop by more than a cent.

In Europe there's also continuing financial uncertainty, with Ireland and Greece both formally approaching the European Union for a bailout.

This led to a comparative strengthening of the US\$ - which in turn saw the A\$ drop back from recent highs against the greenback to finish around 98.5c.

Traders are nervously watching various data set to be released this week, including a statement from Reserve Bank governor Glenn Stevens.

*Wholesale rates this morning:*

US	\$0.986
UK	£0.617
NZ	\$1.26
Euro	€0.723
Japan	¥81.85
Thailand	฿33.87
China	¥6.40
South Africa	R6.81
Canada	\$0.998
Crude oil	US\$81.70



## Starwood spas

STARWOOD Hotels and Resorts Worldwide has announced the addition of 150 new spas to its portfolio, extending the existing 300 spas already available across its brands including Shine Spa for Sheraton; Iridium Spa; Explore Spa by Le Meridien; Heavenly Spa by Westin; and Away Spa by W Hotels.

## DL offers JFK iPads

DELTA Air Lines has installed 135 Apple iPads at three of its gates at New York JFK, which passengers can use to order food and drink from nearby eateries. The wifi-connected gadgets are also available for web browsing and customers can use them to play games while they wait for departure.

## GROW A MO AND WIN A CRUISE



**P&O Cruises World Cruising** in conjunction with **Travel Daily** is supporting *Movember* this month and is urging the industry to take part in the charity event with great prizes to be won.

The competition coincides with a reunion of some of Australia's greatest cricketing legends, including Neil Harvey and Alan Davidson at *Movember* charity lunches onboard P&O Cruises UK's superliner Oriana in Sydney on November 4 and Brisbane on November 6.

Guys can take part as a Mo' Bro by grabbing some friends and girls can help out as a Mo' Sis (see the website for more details).

### Here's what you need to do:

1. Register your details at <http://au.movember.com/>
2. Email your team name to [pomocomp@traveldaily.com.au](mailto:pomocomp@traveldaily.com.au)
3. Grow some impressive facial hair
4. Send in photos to feature on the **Travel Daily** website
5. Vote for your favourite mo
6. Win a fantastic 7 night Cruise on board P&O Cruises World Cruising's Arcadia ex Sydney to Fremantle; Cricketing memorabilia; cricket sets and gift packs

To kick-start this fabulous competition, the staff at Complete Cruise Solution have sent in their own fun mo photo (above) - however we are after the real thing - so get growing!

### DID YOU KNOW?

Oriana plays host to our Music Festivals at Sea programme where you can experience opera, operetta, and recitals all of which are presented by well-known names from radio, television and stage

[Click here for competition full terms and conditions](#)



## Thai Tiger delay

THE new Thai Tiger Airways low cost carrier will push back its start-up date by two months, to May 2011, according to reports from Thai media outlets.

The airline is a joint venture between THAI Airways and Singapore-based Tiger Airways.

## Back-Roads growth

FLIGHT Centre-owned Back-Roads Touring has expanded its UK program for 2011, with 14 different tours on offer.

The wholesaler is offering a 7% earlybird discount for bookings made by 15 Dec - 1300 100 410.

## Aeroflot offline

RUSSIAN carrier Aeroflot has closed down its Australian website, with the move believed to be related to the planned shutdown of its local operations.

Agents wanting information on the airline's flights are being advised to email Aeroflot on [callcenter@aeroflot.ru](mailto:callcenter@aeroflot.ru) or call Moscow on +7 495 223 5555.

## HWT gift cards

HARVEY World Travel is set to expand a pilot program offering travel gift cards, after the initial success of the scheme with a number of corporate clients.

Tue 23 Nov 10 Page 6

EDITORS: Bruce Piper and Guy Dundas  
E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

Travel Daily AU  
First with the news



ABOVE: Travelscene Holidays and Hawaiian Airlines hosted 10 NSW consultants on a five day 'Stay Connected' fam to Honolulu recently.

Pictured above on the last night in Honolulu at the Alii Kai Makahiki dinner cruise back row from left are: Sean Skilton, Travelscene South West Travel; D.J Halcro, General Manager, Alii Kai; Kathy Blanch, Travelscene Kempsey; and Meg Righele, Travelscene Eastern Hill.

Middle Row: Kirsty Byrne, Summerland Travel; Kay Spratt, Travelscene Nowra; Aimee Wesley, Balgownie Travel; Allana Hancock, Go Travel; and front row: Vanessa Lake, Travelscene Batemans Bay; Katelynne Ebsworth, Travelscene Camden; Kate Wright, Hawaiian Airlines; and Brooke Wilson, Travelscene Holidays.

## Ukraine visa move

THE European Union has announced an Action Plan for the introduction of visa-free travel from the Ukraine to EU countries.

Ukraine waived visas for EU citizens in 2005 when the country hosted the Eurovision Song Contest, with the new Action Plan "the first step on the way to reciprocity on the part of the EU".

## AirAsia DRW-DPS

AIRASIA Indonesia today confirmed new daily services between Darwin and Bali, with the services to debut on 23 Dec - just in time for Christmas, as predicted in yesterday's *TD*.

Tourism NT will work with AirAsia on a co-operative campaign across several destinations to promote the inbound flights.

## Cover-More explains policy move

SHANE Smyth, the ceo of Cover-More Insurance, made pains to rebuild relationships with agents at last weekend's Harvey World Travel conference, after major changes to the company's policy conditions caused chaos for some HWT members.

Smyth made a presentation at the conference at which he admitted that the launch of the new 'Trip Cost Pricing' option had not gone well, with agents not provided with enough explanation.

The new type of policy eliminates standard cancellation cover, instead offering this as an add-on which is priced according to the amount of the trip.

He explained that this was necessary to enable Cover-More to compete with the new wave of direct online travel insurance providers, who are taking the 'cream' of short duration low-cost trips which provide good margins, which in the past balanced Cover-More's higher risk on more expensive holidays.

Smyth said that since the Oct launch of the program there have been significant changes including reducing premiums which are now capped at the \$15,000 level.

He also said that almost 80% of Cover-More policies are written under its new 'Commission + Fee' (CF) structure which gives agents flexibility to optionally cut commission in order to provide more competitive pricing.

"All of these changes are necessary to protect the travel agency sales channel," he said, saying Cover-More was trying to avoid the UK situation in which the amount of travel insurance sold through agents has dwindled by 15% each year since 2005.

## AC agent incentive

AIR Canada will take five lucky Aussie agents on a seven day Winter Ski Family next year, with places going to consultants who enter after making new AC bookings from 24 Nov-12 Feb 2011 for departures 15 Jan-10 Apr.

## Watch Your New Career Take Off!

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### Hot Jobs (Australia) - November 2010

Sydney - 02 9231 6444 - [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne - 03 9602 1809 - [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane - 07 3221 9916 - [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth - 02 9231 6444 - [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions - 02 9231 6444 - [sally@tmsap.com](mailto:sally@tmsap.com)

Temp or Contract Executive - Alex and Sharon  
Sally Frape

JOB OF THE WEEK!

#### Sales Executive - Brisbane

- On the road sales
- No day will be the same

A rare position has become available for a travel professional wanting to make the move into on the road sales. Calling on agents you will have fantastic communication skills and build rapport easily as you conduct training and updates with agents, problem solve and answer any queries relating to the product. To be considered for the role you will need to have a good understanding of the travel industry, a professional manner and full drivers licence. Regional and International travel will be required.

Contact **Karen McGrath** at TMS  
T: 02 9231 6444 E: [karen@tmsap.com](mailto:karen@tmsap.com)



#### Business Development Executive- Sydney

- A genuine market leader
- Get on board and take your career to the next level!

This is a role responsible for generating sales for this highly acclaimed travel company. You will have the ability to establish and maintain relationships with customers across multiple channels and you will be responsible for identifying new customers. This position plays a key role in achieving annual revenue targets by generating sales leads, developing proposals and closing deals. If you have a background in business development in travel technology or corporate travel this is the role for you.

Contact Stacy Balderston T: 03 96021809 E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### International Corporate Travel Consultant - CBD

- Grow with this well known TMC
- Salary up to \$45K + super + benefits

If you have excellent customer service skills, a mature attitude and an excellent work ethic, this company will provide full training to see you succeed. The role will see you assist corporate clients with all their international bookings in a helpful and professional manner. You must have a minimum 2 years experience in Retail or Wholesale Travel and a qualification in travel. Positive attitude, team spirit and willingness to learn are also essential in this role.

Contact Anna Wachowiak T: 02 9231 6444 E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or [apply online now!](#)

#### Hotel Recruitment Executive - Brisbane

- CBD location
- New & exciting product

A unique position is available for a sales driven consultant wanting to take the step away from face to face consulting. This role offers a great mix of account management and business development as you contact hotels & resorts, selling them the benefits of being part of this innovative online company. To be successful in this role you will come from a sales background, enjoy building and nurturing relationships and be a team player. This company offers brilliant training and being part of this global organisation there is no limit to where this opportunity could take you!

Contact Karen McGrath T: 02 9231 6444 E: [karen@tmsap.com](mailto:karen@tmsap.com)

#### Training Specialist - Melbourne

- Career progression
- Rare opportunity

Our client, a leader in the corporate travel industry is looking for an experienced Training Specialist. You will be responsible for the delivery of training to new starters, existing travel consultants and team leaders. To be considered for this role you must have a background in corporate travel as well as experience in training and course development. In return for your experience you will be rewarded with a great salary package, outstanding benefits and career development.

Contact Stacy Balderston T: 03 96021809 E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

#### Junior Account Manager

- Do you have solid experience with the hotel industry?
- Are you a successful account manager?

Our client is the market leading online hotel reservation service. They are currently looking for a Junior Account Manager to work in collaboration with the Account Manager in developing and managing his/her region to maximise revenues. Main responsibilities include monitoring the rate parity and locate the best rates and availabilities within your region, creating and ensuring the follow-up of commercial mailings to further develop the region, preparing and going on market visits, following up on cancellations, evaluations and complaints. You will also manage some of the hotel partners in the same region. To be successful in this role you will have previous experience in Sales or Account Management, you will be fluent in English, you will be pro-active, have sense of responsibility, independent, customer friendly and target focused. You will have good communication and commercial selling skills. You will be a team player, motivated and enjoy the sector of e-commerce and hospitality. Hotel School or University background preferred. Driver's license required.

Contact Anna Wachowiak T: 02 9231 6444 E: [annaw@tmsap.com](mailto:annaw@tmsap.com)



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**SABRE AND TRAMADA TRAINED RETAIL TEMP.**

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Work hard and be rewarded for your fabulous efforts!

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Applications are strictly confidential.

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Melbourne is currently experiencing an influx of corporate consulting roles & one of them has your name all over it! Don't stand back & continue to service those price beaters. Move to a sector of the industry that is continuing to grow beyond belief. Here is your chance to enjoy Monday to Friday business hours, give face to face consulting the flick, gain a better work life balance & have the opportunity to progress your career in an area of the industry that is fast becoming the most popular!

**BETTER THAN WHAT YOU EXPECT!**

**WHOLESALE RESERVATIONS AGENT**

**PERTH (INNER) – SALARY PACKAGE TO \$43K + OVERTIME**

Wholesale travel is truly one of the most popular sectors of the industry & seems to retain staff more than any other division. Not only will you have a fun & vibrant environment to work in, you still get to construct exciting holiday itineraries, while also being presented with the opportunity to lead famils to some exotic destinations worldwide! The only prerequisite for these role are a minimum 6 months travel consulting experience & an energetic personality.

**CREDIT YOURSELF – EARN WHAT YOUR WORTH!**

**LEISURE TRAVEL CONSULTANT**

**BRISBANE CBD – SALARY PACKAGE TO \$55K + OTE**

Are you passionate about selling travel?

Do you love organising world wide itineraries to exotic destinations? Are you a top seller who is sick of giving all your profit to your boss? If so, then it's time to join a company that will reward your efforts with all that you deserve!

If you are a talented travel consultant with a proven track record, strong GDS and product knowledge, this is the role for you!! Apply Today – Interviewing Now!

**ARE YOU A FARES GURU!**

**TICKET AND FARES ADVISOR**

**BRISBANE CBD – SALARY PACKAGE \$45K + BENEFITS**

Consider yourself a fares guru and love dishing out fares advice? We have a great opportunity within a busy and fun team based in the city. You must have previous international retail consulting experience with Galileo, Sabre or Amadeus. A strong customer service ethic and motivation to work in this behind the scenes role. Attractive package and great incentives and bonuses are on offer!!

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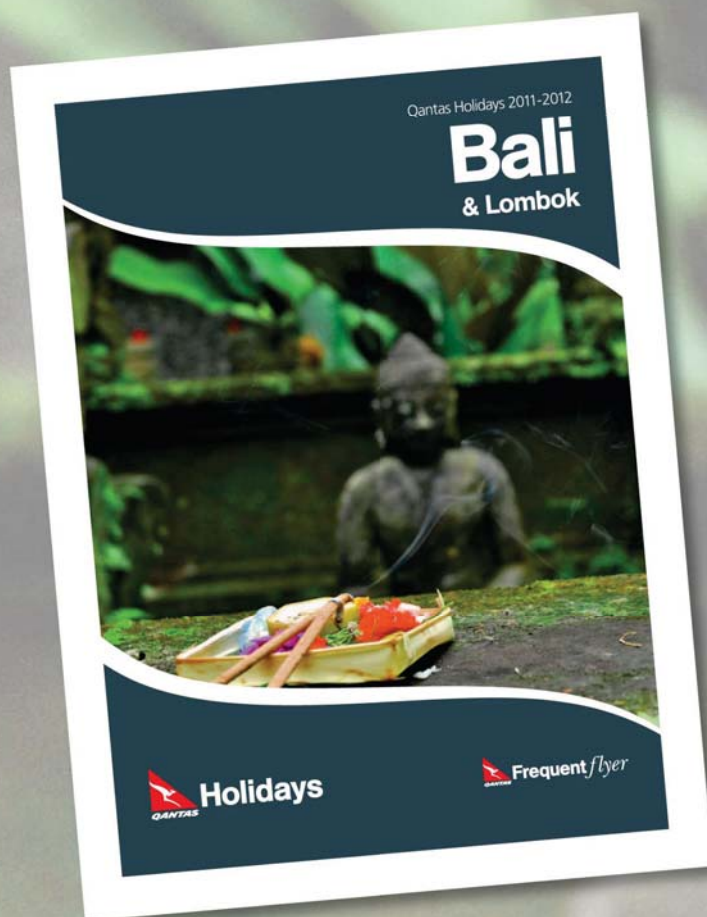
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