



OPRAH AT THE SYDNEY OPERA HOUSE

Qantas brings you the chance to be in the audience for the recording of *Oprah's Ultimate Australian Adventure* at the Sydney Opera House on Tuesday 14 December 2010.

For a chance to win* a seat, simply book and ticket 5 Qantas Domestic or 2 International flights between 3–26 November and answer this question, in 25 words or less: ***What is your favourite all time Oprah Show moment?***

Eligible interstate winners will also receive return flights to Sydney and one night's accommodation as part of their prize.

▶ To enter, visit **qantas.com/agents** and click on the competition banner.

*Entries close 26 November 2010. Conditions apply. For full terms and conditions, visit qantas.com/agents. Qantas Airways Limited (ABN 16 009 661 901).



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Travel Daily AU

First with the news

Fri 26 Nov 10

Page 1

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

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* must have travel industry experience

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TMS
ASIA-PACIFIC

New CTC representation

THE Canadian Tourism Commission will close its Australian office on 15 Dec - as exclusively revealed by *TD* on 19 Jul - but the next day current CTC head Donna Campbell will open up a local Canada gsa instead.

DC & Associates Worldwide will initially operate as a two person business, with Campbell joined by

QF rescheduling

QANTAS has today issued an extension to its modified flight schedules due to the grounding of its A380 fleet, with the new details providing timetables and availability through to 31 Dec.

The revised schedules include the resumption of A380 services to London tomorrow.

A new waiver policy has been issued covering tickets issued before 26 Nov for travel through until the end of the year.

See Jay Z and U2

TRAVEL recruitment specialists AA Appointments are reminding the industry that there are just a few days left to register for a chance to see U2 and Jay Z in concert on 13 Dec.

Registrations are open until next Tue 30 Nov, with the winner to be announced in *TD* on Wed.

More details on page seven.

Nathan McLoughlin, currently CTC Manager Marketing Services.

Campbell told *TD* this afternoon she was thrilled at the news, and is expecting a "seamless transition."

"The GSA operation will have a very different look and feel to it, but outward facing it will continue to be the same," she said.

The emphasis for the new organisation will be continuing the ongoing work on key programs with trade partners.

"Canada advertising will be on a global scale, but with local input," she said.

JTG brand review

ATTENDEES at the Jetset Travelworld conference in Hong Kong will later today see details of new branding for the Jetset and Travelworld brands, after a review undertaken over the last few months.

The revamp is believed to include revised logos, jingles and creative, but will definitely not see any departure from the multi-brand retail strategy operated by the merged company, ceo Peter Lacaze reaffirmed this morning.

JTG's Chris Phillips is also set to unveil details of enhancements to the group's Cruise Centre tomorrow - for all the details on the conference see Mon's *Travel Daily*.

Oprah registrations

TODAY is the last day for agents to enter the Qantas incentive offering money-can't-buy tickets to be in the audience for Oprah's Ultimate Australian Adventure at the Sydney Opera House.

Entries close at 11.59pm tonight - details on the special first full page of today's *TD*.

Jewel sailing again

P&O Cruises' highly anticipated sea trials of the *Pacific Jewel* (*TD* yesterday) have commenced from Sydney Harbour, after the vessel left its dry-dock berth at Garden Island earlier this morning.

Jewel is scheduled to sail a New Zealand voyage from tomorrow.

Viva! Bali out now

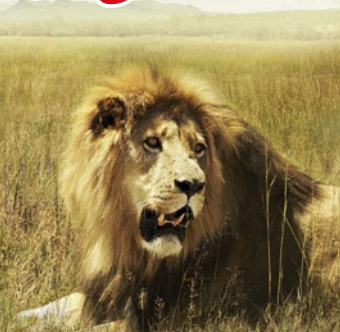
VIVA! Holidays has released its 2011/12 Bali & Lombok brochure, valid for travel 01 Apr 2011-31 Mar 2012 - see last page.

Today's Travel Daily

Travel Daily today has six pages of news and photos, including another full page of photos from last weekend's HWT Symposium in Hong Kong, a special Oprah first full page, plus full pages from:

- AA Appointments
- China Holidays
- Viva! Holidays Bali & Lombok

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EDITORS: Bruce Piper and Guy Dundas
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Travel Daily AU

First with the news
on location in
Hong Kong

Today's **TD** is coming to you from Hong Kong Disneyland, courtesy of Jetset Travelworld Retail Group which is holding its 2010 Conference here.

The 2010 Jetset Travelworld Retail Network conference is being held under the theme 'Connect, Communicate, Collaborate' with more than 450 delegates including travel agent members of the group, JTG management and preferred partners and suppliers.

It's the first gathering for the group since the completion of the merger with Stella Travel, and a range of initiatives are set to be unveiled including new branding for both Jetset and Travelworld, as well as the long-awaited evolution of the JTG cruise booking engine.

There will be presentations from key partners of the group, as well as lots of networking.

Tonight delegates will enjoy a magical experience within the Hong Kong Disneyland theme park, which will be opened after hours for the group to enjoy a special dinner and exclusive access to rides.

And the event will culminate on Sat night with a Qantas-sponsored Gala Dinner Awards night.

\$500m PER integration

THE owner of Perth Airport has announced further details of the planned development (TD 03 Nov 2009), which includes a \$500m investment over the next 3 years.

The first stage of the project will commence early next year and will include a significant expansion of the PER international terminal, including the ability to handle A380s.

A shared domestic/international pier will be added to the current international terminal, which will allow airlines to "swing aircraft between domestic and international markets," said Westralia Airports ceo Brad Geatches.

There will be more space for

Infinity Luxury brox

FLIGHT Centre's wholesaler division Infinity Holidays is soon to launch a new Luxury brochure, covering product in Australia, NZ, the Pacific, Asia and Indian Ocean.

TA laud AirAsia X

TOURISM Australia has praised AirAsia X's decision to launch flights to Paris (TD 19 Nov) with managing director, Andrew McEvoy, saying it will bring many new overseas arrivals to Australia.

"Aviation access is key and new capacity out of a growing market such as France will be welcomed by the Australian tourism industry with open arms," McEvoy said.

In celebration of the new route AirAsia has released 30,000 seats from the Gold Coast, Melbourne and Perth to France for less than \$1000 return - see airasia.com.

SQ/GA codeshare

SINGAPORE Airlines and Garuda Indonesia have announced a code-share on a reciprocal basis on all flights between Singapore and Denpasar (Bali).

SQ flies the route thrice weekly and GA operates daily services.

aircraft parking, as well as the development of a "new terminal designed to meet the needs of the growing Western Australian regional market, including the resource sector," he added.

The capacity created by the redevelopment is expected to meet projected demand for the next 8-10 years, and are part of making a "phased transition to a consolidated airport precinct over the next decade".

New air alliance

VIRGIN Blue, Emirates, Etihad, Korean Air and Irish low-cost carrier Ryanair are among a group of airlines which have formed an unlikely coalition over a global dispute about how aircraft purchases are financed.

They're squaring off against 24 other carriers including AA, Delta, British Airways and Lufthansa over the so-called 'home country rule' which prevents countries where Boeing and Airbus aircraft are built from providing government backing to their own airlines to help them purchase aircraft.

BA ceo Willie Walsh claims the rule amounts to Europe "funding the expansion of Emirates," with the US and European airlines wanting it scrapped and the capping of export credit levels at 20% of aircraft deliveries.

The issue is currently under consideration by the OECD which is planning to develop a new set of global rules this year.

Air Pacific changes

AIR Pacific has made changes to its regional marketing team by adding long time associates John Nickel and Humphrey Jansz to its Australian based team.

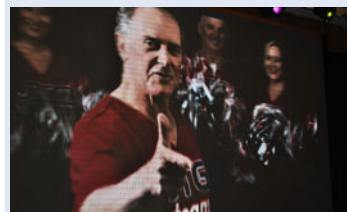
Nickel will take on the role of commercial manager Australia, while Jansz has been appointed to the role of pricing manager for Australia and New Zealand.

Window Seat

CHEERIOS eat your hearts out.

This morning delegates were welcomed to the Jetset Travelworld conference with an all dancing, all singing routine performed by the JTG team dressed as cheerleaders.

A big screen video show included the inspiring performances below along with a catchy jingle and lots of ra-ra from the pom-pom waving JTG staff.



Warwick Blacker - give me a 'J'.



Julie Primmer has it down to a 'T'.



'G' doesn't Peter Lacaze look good.

PERENNIAL travel industry favourite Larry Emdur kicked off the JTG conference last night at a party near Disneyland Hong Kong's fabulous garden maze.

During his opening remarks Emdur said how much he was looking forward to the event - and in particular to watching Sabre Pacific's Carl Frier find his way back to the room via the maze after several glasses of wine.

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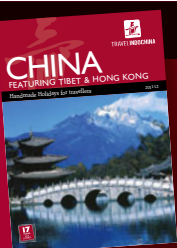
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Travel Daily AU

First with the news

Fri 26 Nov 10

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QATAR
AIRWAYS القطرية

Hamilton Airport on Virgin/Air NZ

NEW Zealand's Hamilton Int'l Airport has requested that the Australian Competition Consumer Commission "consider competitive constraints" in its determination for the proposed Virgin Blue/Air New Zealand alliance.

HIA's commercial and growth manager, Andrew Toop, told the ACCC last week that as a regional airport it is likely to see capacity reduced or "rationalised".

Currently, Air New Zealand and Pacific Blue operate services between Hamilton and Brisbane, via Auckland.

HIA argues that the planned DJ/NZ joint venture could see a cut back on capacity to Hamilton, in favour of NZ's three bigger ports - Christchurch, Auckland and Wellington.

"Our concern is that ring-fencing some routes on the basis of a limited evaluation will leave other routes exposed," Toop told

the competition watchdog.

Toop said HIA supports the proposed alliance, but is seeking assurance that capacity to Hamilton will be maintained.

"HIA would request that if individual routes are to be protected as a condition of any ACCC approval, then these routes be on those to New Zealand's and Australia's secondary international airports, as well as those airports identified as being at risk of airfare rises," he added.

GA back to Darwin?

GARUDA Indonesia is featuring Darwin as a destination option on its list of cities serviced on its portal, under 'Domestic Flights'.

GA axed its Darwin operation to Bali last year (*TD* 17 Apr 2009).

New Value website

VALUE Tours has rehased its website to offer "improved user-friendly capabilities" when searching for international ski, self-drive and coach holidays.

Users can now view and search holiday options by type, sign up for a revamped e-newsletter and check out weekly specials.

See www.valuetours.com.au.

Japan visitors drop

THE number of Aussie travellers heading to Japan during Oct has slumped 16% year-on-year to 16,700 movements, according to the latest preliminary statistics from Japan National Tourism Org.

Year to date arrivals into Japan from Australia for 2010 are up 9.2% to 185,800.

UA to Lagos in Dec

UNITED Airlines will operate services to Lagos in Nigeria from next month, around six months later than initially planned.

The daily service comes online from 12 Dec and tacks onto UA's Washington Dulles-Accra flights.

Jetset Travelworld & friends



ABOVE: Last night the Jetset Travelworld Retail Group opened its 2010 conference with the help of some very special characters.

The event is being held at Hong Kong Disneyland, and Mickey and Minnie stepped up to lend a hand.

Pictured above with the Disney favourites are, from left: Jetset Travelworld Retail Network gm Julie Primmer; JTG ceo Peter Lacaze; Hong Kong Disneyland vice president of Sales & Distribution, Aliana Ho; Jetset Retail head Warwick Blacker; and Daisy Lam from the Hong Kong

Tourism Board.

And below, we just couldn't resist this 'Rochelle-Rashelle' pic - Rochelle Chapman from Fly Buys and Rashelle Toms, JTG.

More at www.traveldaily.com.au.



Europe still favourite

EUROPE continues to be the most desirable destination for Australian travellers planning a holiday overseas in the next two years, according to the latest Roy Morgan Research.

The survey showed that 27% of Australians would consider Europe as their preferred destination abroad for the 12 months to Sep 2010, ahead of Asia (with 21%), New Zealand (15%) and the United States (12%).

The Asian figure was up 6% over a decade ago, reflecting the growing appeal in the destination, which is also supported by an increase in air access, the research firm said.

"The average Australian is becoming more open to new things and ideas, and more willing to holiday at exotic destinations," said Roy Morgan Research's Jane Ianniello, international director of Tourism, Travel & Leisure.

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Marriott renovates Thanksgiving



ABOVE: The Sydney Harbour Marriott unveiled the beginnings of its \$18 million transformational makeover yesterday, aimed at updating the property's room and lobby designs.

18-months in the making, from the design brief to the kick-off of construction on 24 Oct this year, the refurbishment plans are designed to bring the location of Sydney into the rooms, giving the property a sense of place, whilst also catering to the needs of both business and leisure travellers.

As such, the rooms will make full use of Sydney's natural light, with white linens and break-out colour cushions, new furniture including a glass desk (so as not to block the rooms' Harbour and city views) and new chairs; as well as subtle Sydney touches including a graphic of a Morton Bay fig over new charcoal carpeting.

The lobby of each floor is also receiving new carpeting and Sydney art installations.

The organisation of the operation itself is fairly impressive, with workers taking just 24 days to complete three levels at a time, and the whole process is expected to be completed by May 2011.

"It has been a huge journey," said Sydney Harbour Marriott gm, Jennifer Brown.

"So far the feed back has been phenomenal," she added.

Whilst work is ongoing, Brown told *Travel Daily*, that the hotel is managing to contain noise levels so that there will be no disruption

to guests.

Following an inspection of the renovations, industry guests were treated to an Australian-ised Thanksgiving dinner laid out in the spectacular Presidential Suite of the five-star property.

Pictured above *from left* are: Kristi Wayman, project designer at CHHADA (renovation design team); Helen Raddik, Director of Sales and Marketing; John Van Der Wallen, Fund Manager Colonial First State (financial backer of the project); and Jennifer Brown, gm Sydney Harbour Sydney Marriott.

Pax demand up 10%

THE International Air Transport Association (IATA) announced a 10.1% year on year increase in passenger demand during Oct.

Director general and ceo Giovanni Bisignani said growth is returning to a more "normal pattern" since 2008 pre-crisis levels.

"Where we go from here is dependent on developments in the global economy," he said.

Greece Med comp

GREECE and Mediterranean Travel Centre is offering its top ten selling agents tickets to 'Tutankhamum and the golden age of the Pharaohs' exhibit in Melbourne.

The comp runs for three months beginning in Dec, with ten consultants being chosen each month based on the highest dollar sales of Egyptian product sold - see www.greecemedtravel.com.

St Regis Tibet opens

STARWOOD Hotels & Resorts has opened the doors to its first St. Regis branded property in China and "the first-ever" luxury resort in Tibet, the 162-guest room and suites, St. Regis Lhasa Resort.

McKay talks up LA Galaxy's visit

THE New South Wales gov't says showcasing Newcastle and the Hunter Valley to soccer legend David Beckham, and his LA Galaxy team, is a "coup" for the area.

NSW Minister for Tourism, Jodi McKay, said the state will have a chance to show off some of the regional areas outside of Sydney, which overseas visitors tend to bypass when holidaying.

The US soccer team's visit will put "the international spotlight on Newcastle", a city renowned for its laid-back lifestyle, excellent

restaurants and range of world class attractions, McKay said.

Players have the opportunity to surf at Mereweather Beach, meet koalas, sand surf, jet boat on Lake Macquarie or take a wine tasting tour in the Hunter Valley.

The LA Galaxy team will play an exhibition match against the Newcastle Jets tomorrow night in Newcastle, in front of an estimated 23,000 spectators.

"This exhibition match, with such an illustrious line-up of int'l football talent, is a real coup for Newcastle and NSW," she said.

Outrigger shakeup

OUTRIGGER Enterprises Group is asking the Fijian Government and tourism operators for greater co-operation in marketing and promotion, with chairman Richard Kelley saying the "industry cannot do it alone."

"There are so many people who do not know about Fiji, even where it is in the world geographically, therefore it is essential that we place more emphasis on destination and brand marketing," Kelley said.

NZ Aussie Oct stats

TOURISM New Zealand has reported a decline in Australian visitor numbers for the month of Oct, down 7.4% year on year to 81,200 arrivals.

Despite the drop, the year-to-date figure is still up by 5.1% to 1,115,285, with the average stay being 10 days and the average spend per visit about NZ\$1774pp.

Amadeus and GA

AMADEUS has partnered up with Garuda Indonesia to create a new booking system for pax that it says will allow the airline to achieve significant growth on online bookings for international routes.

The refreshed Garuda website comes in time for the introduction of the new A330-200 aircraft offering services from Jakarta to Amsterdam via Dubai, and future plans for flights to Frankfurt, London, Paris and Rome.

Perth floating venue

CRYSTAL Swan Cruises is offering a new function venue with two levels of open space that can be enjoyed while floating down the Swan River in Perth.

Hospitality packages for corporate events are available - see www.crystalswan.com.au.

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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

Where does Tintamar originate from?

Hint! Visit www.tintamar.com.au & download the catalogue
Congratulations to yesterday's lucky winner, **Della Rickey** from **Travelworld Ballarat**.

tintamar INTELLIGENT DAILY BAGS **Travel Daily AU** First with the news

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NZ lodge vouchers

NEW Zealand's Luxury Lodges is offering gift vouchers in time for the 2010 Christmas holiday season, redeemable at any of its 22 lodges nationwide.

For full details log onto lodgesofnz.co.nz/gift-vouchers.

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
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?

Ventura's signature restaurant is **The White Room** by none other than **Marco Pierre White**. But there are also **11 other restaurants** to tempt you including a tapas bar and restaurant, a stunning Asian restaurant.

Click here for competition full terms and conditions



Hertz rewards more

CAR rental juggernaut Hertz has expanded its #1 Awards program in the US and Canada to markets in the United Kingdom, France, Germany, Italy and Spain.

#1 Awards Points allows members of the loyalty scheme to accrue dollars spent on rentals, then redeem them for free rental days in all seven countries.

GOL to AEP

LATIN American carrier GOL has announced it will operate flights into Buenos Aires' city airport, Aeroparque Jorge Newbery, beginning 04 Dec.

The airline will operate three regular flights from Sao Paulo, one of which begins in Confins.

Tornado stops Ghan

AROUND 200 pax travelling on The Ghan train needed to be transported by bus and plane between Alice Springs and Adelaide yesterday, after a freak tornado derailed an outback freight train, causing fuel to spill on the rail line.

Great Southern Rail, ceo Tony Braxton-Smith said passengers who were travelling on the Ghan in Red Service were transported by coach to Adelaide.

"We are presently exploring the alternatives with a number of airlines on either a charter flight or on commercial flights, to ensure the rest of our (Gold) guests arrive at their destinations," Braxton-Smith said.

Flighties hump it to Broome



ABOVE: Future Team Leaders of Flight Centre's NRG area in Western Australia were hosted on a weekend fam to Broome recently, courtesy of Broome and the Kimberley Holidays.

The group stayed at the Broome Sanctuary Resort and spent time visiting Matso's Brewery and Willie Creek Pearl Farm.

Pictured above on Cable Beach with camels, left to right, *from back* are: Valetta Hansen, Sarah Bowness, Katie Hemann, Karen

Castiglioni, Broome & The Kimberley Hols; Katie Dean, Kerry Gosling, Harriet Shaw, Jacinta Gresham, David Doe, Erin Price, Belinda Ring, Brianna Randall, Kaylie Bradford and April Brandis.

Amadeus changes

AMADEUS has reshuffled its sales team in a move aimed at improving customer service in Australia and New Zealand.

The restructure sees Yvonne Castle promoted to Head of Global Customer IT Sales and Kim Staughton moving to Head of Key Accounts - the changes accompany the recent appointment of Nick Ward, as Amadeus' new Manager, Sales and Account Management SME.

Pre-order Gap brox

GAP Adventures is giving holiday planners the chance to pre-order a hard copy of its 2011 brochures (Europe, Asia, America, Africa, Middle East & Expedition Cruises) online - www.gapadventures.com.

Sales Manager – Sydney

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Harvey World Travel's Night of Nights

LAST Sunday night the 2010 Harvey World Travel Symposium wrapped up with a fabulous gala dinner at the Grand Hyatt Hotel in Hong Kong.

The event, jointly sponsored by Qantas and Travel 2, featured a lavish Chinese banquet which guests enjoyed as awards were made honouring the group's top performers in the last year.

Pictured at right is the national HWT Manager of the Year, Guillaume Lefebvre from Harvey World Travel Alice Springs (centre) with, from left: Adam Koch, Travelex; Chris Thistlethwaite, HWT National Franchise Manager; Karen Tsolakis, Qantas; and Stewart Williams, Globus Family md.

RIGHT: Melissa Anderson from Harvey World Travel Eltham was the winner of the HWT Sales Growth Award. She's pictured with HWT National Commercial Manager Kerri Owers-Brown.



RIGHT: Harvey World Travel Bacchus Marsh won the Agency of the Year Award for Victoria.

Pictured accepting the prize is Anne Peirce from Harvey World Travel Bacchus Marsh (third from left) with HWT Vic Business Managers James Kotsiros and Simon Clark; HWT Travel Insurance manager Damian Borg; Travel2 National Sales Manager Melissa Watt; and Shane Smyth, ceo of Cover-More Insurance.

Other state winners of the Agency of the Year award announced at the dinner were:

- NSW/ACT Metro: Harvey World Travel Emu Plains
- NSW Country: Harvey World Travel Belmont Central
- Queensland: Harvey World Travel Mackay and Mt Pleasant
- SA/TAS/NT: Harvey World Travel Barossa Valley
- Western Australia: Harvey World Travel North Perth



BELOW: Another 25 year award went to John and Rose Torrissi (pictured) from HWT Stafford City and Brookside.



LEFT: Qantas Airways was named as the HWT Airline of the Year. HWT Head of Marketing James Brodie is pictured handing over the award to Qantas Head of Industry Sales, Karen Tsolakis.



LEFT: Harvey's Choice Holidays was the winner of the HWT Wholesale Partner of the Year Award. Harvey's Choice gm Alastair Fernie is pictured accepting the award from HWT Air & Product Manager Michael O'Leary.

BELOW: A quarter of a century not out! HWT md David Rivers honoured several attendees for achieving 25 years with the group.

He's pictured with Lauris White of HWT Nambucca Heads.



BELOW: A 25 years of service award also went to Doug Norton from HWT The Junction, who's pictured receiving his honour from md David Rivers. Other 25 year recipients were Dorothy Roberts of HWT Mona Vale, and Philip & Patricia Lyne of HWT Tamworth.



BELOW: Harvey World Travel md David Rivers presented the HWT Spirit Award to Nick Missikos of Harvey World Travel East Perth and Victoria Park.



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If you are thinking of moving jobs in 2011, NOW is the ideal time to register.

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JOIN THE AA TEAM

Executive Recruitment Consultant Sydney: ote \$90K+
Travel Recruitment Consultant Sydney: ote \$70K

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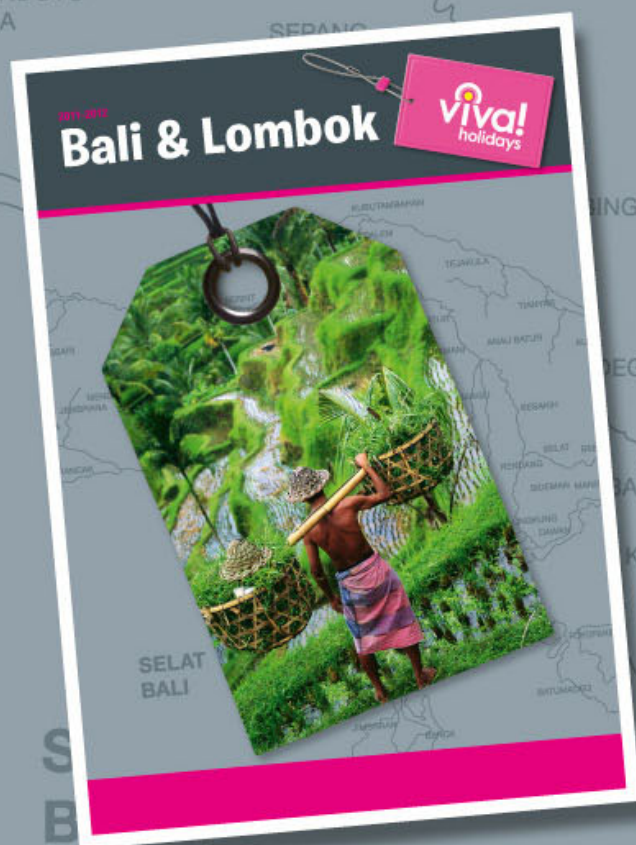


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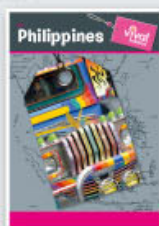
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