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# Travel Daily AU

First with the news

Mon 06 Sep 10

Page 1

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

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## Brochures galore!

UNIWORLD, Adventure World and Trafalgar are just some of the firms featured in *TD's* 'Brochures of the Week' column today - pg 5.



## Earn\* your way to the 2010 Toyota AFL Grand Final

\*Conditions Apply



[qantasholidays.com.au/agents](http://qantasholidays.com.au/agents)

## No appeal for fuel case

LAW firm Slater and Gordon will shortly invite travel agents who didn't opt out of the long-running fuel surcharge commission case to identify themselves for the purposes of making a claim.

The move comes after Qantas lost its last possible avenue for appeal on Fri, when the High Court declined to hear an appeal against the decision made in favour of the travel agent claimant by the Federal Court earlier this year (*TD* 28 May).

Slater and Gordon said the Fri decision means the case now goes back to Justice Moore in the Federal Court to determine the amount of commission which is payable by the airline to travel agents.

Steven Lewis from the law firm told *TD* on Fri that he will be urging agents to retain him to handle their claims, but there is no obligation to do so.

"By using me the agent gets the litigation funder to pay for the upfront costs, but the agent agrees to pay the funder a commission on the amount recovered from the airlines," Lewis said.

There's likely to be significant amounts involved, with Qantas previously testifying that the cost of paying commissions on fuel surcharges up to 2007 would be more than \$26 million, and "this figure will have increased considerably over the past four

years," Slater and Gordon said.

Agents who previously opted out - mostly at the urging of QF - are unlikely to be able to rejoin the action at this stage, with the agreements signed meaning they gave up any claim for commission on the fuel surcharges - and the opt-out also applied in respect of other claims against British Airways, Air New Zealand, Cathay Pacific and Singapore Airlines.

Lewis said that as the law currently stands it's not possible for agents who have opted out to now join the case without an order of the court, which would require the showing of exceptional circumstances.

But he said that the ruling meant it was "now time for Qantas to sit down with the travel agents and resolve this long running dispute.

"The mum and dad travel agents, which make up the bulk of our clients, now need to be paid what they are owed and allowed to get on with their businesses," he said.

In dismissing the application the High Court said that "in the construction of the Passenger Sales Agency Agreement, the contract between airlines and travel agents, as determined by the full Federal Court, is correct".

## Vive La Travel Daily

TODAY'S *Travel Daily* has a tricolour front page in honour of this week's French Travel Workshops, which will take place at the Sofitel Sydney tomorrow and at the Sofitel Melbourne on Wed - after a gala dinner tonight at the Sydney hotel.

More information and regos at [www.franceguide.com/workshop](http://www.franceguide.com/workshop).

## Air NZ "not liable"

AIR New Zealand has today said it is not liable to pay Australian travel agents commissions on the fuel surcharge element of airfares.

NZ says it separated from the class action claims against Qantas and other airlines in 2007.

"As a result of the High Court decision these class action claims will now proceed on the basis of each airline's own defences," Air New Zealand said.

## Daydream deal

DAYDREAM Island has released a four-night package priced from \$580ppts - see page 9 for details.

## Today's Travel Daily

*Travel Daily* today has six pages of news and photos, plus full pages from:

- AA Appointments
- Consolidated Travel
- Daydream Island

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# Travel Daily AU

First with the news

Mon 06 Sep 10 Page 2

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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## JTG trading halt

THE Jetset Travelworld Group this morning called for a trading halt just before shareholders were scheduled to vote on the group's planned merger with Stella Travel Services at its General Meeting.

JTG says the trading halt will be in place until the results of the GM are announced to the market.



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## Agents warned of fraud

FRAUDSTERS targeting the Australian travel industry are becoming increasingly more sophisticated, with *TD* today being asked to warn readers of an elaborate credit card scam which has taken in at least one agency.

In particular it appears that having a local phone number for contact is no guarantee of the authenticity of a supposed client, with this case involving two separate scammers both of whom supplied and answered Australian phone numbers.

The affected agency, which has asked to remain anonymous, is a member of one of the large franchise groups and followed all of the relevant guidelines in terms of ensuring the identity of the two clients.

The agent involved is concerned that others may also be duped, with the scammers likely to move onto another travel agency victim.

An initial approach was made via a web contact form from the agency's website, with one of the alleged criminals requesting a

flight booking from Australia to South Africa for a conference.

A follow-up phone call from the client requested a date change, and then a further request for tickets for additional travellers and a number of internal sectors within Africa.

The client supplied a photocopy of his American passport, and the agents also asked him to provide a local phone number to call him back on - which was duly answered by the perpetrator.

They also contacted the credit card supplier, Visa, and were told they would have to contact the bank which supplied the card.

However the signature on the credit card authorisation forms matched the signature on the passport, and the credit card 'security code' was accepted by the agent's merchant facility.

In the other case a second scamster emailed first then rang the store, and again everything matched, with a local phone number supplied which was answered by the supposed "client".

The agents are now being hit by credit card reversals and have cancelled unflown sectors, but it appears the scams may see the agency put out of business.

Agents are being told to beware of anyone using passport numbers 249930719 and 313586404, as well as the phone numbers 02 8003 4062 and 07 3121 3322.

The affected agent told *TD* that "It is time for the banks to step up and start taking some responsibility for this kind of fraud, and to start using some of those enormous profits and come up with a foolproof system".

## Window Seat

A SPILLED cup of tea forced a flight by Irish low-cost carrier Ryanair to make an emergency landing last week, after it caused scalding to a 56-year-old female passenger.

The service was en route from Liverpool to Poland when it had to divert to Bremen in Germany, with the British victim treated for burns at the airport before being released to continue her journey by train.

A CUSTOMER toilet in a shop in the US town of Melvindale, Michigan has become a tourist attraction after the facilities were recently utilised by movie star Gerard Butler.

The *National Enquirer* reported that the "back room of the Ace Sprinkler Company" has become infamous, after Butler stopped to use the rest room one day while shooting a movie in the Detroit area.

He posed for pictures with the owner's two daughters, who later started conducting tours of the facility.

AND that's not the only toilet tour going around.

A guide in Berlin has come up with a new tour of the German capital's most famous dunnies.

Highlights include a visit to an amenities block dating from the late 1800s, as well as taking in the fully restored bathroom of the former Kaiser at the Potsdamer Platz square.

Appropriately, the tour ends up at a restaurant called 'The Loo'.

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Mon 06 Sep 10

Page 3

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**Airline of the Year 2009**  
TTG Travel Awards 2009

**QATAR**   
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## C&K agent incentive

COX & Kings Australia is giving agents a chance to win some great prizes from now until 30 Jun 2011 when booking its Highlights of India & Nepal tour or any other Small Group Journey.

Prizes include bottles of Moët for booking two pax, or \$250 and \$1000 Visa Money Cards for booking five or eight pax respectively.

## Trip range expands

QANTAS Holidays/Viva! Holidays' travel agent rewards program Trip has been expanded to allow members to redeem points on a selection of new gift vouchers.

New options include vouchers valid at Harvey Norman, Freedom Furniture, JB Hi Fi, The Good Guys, Domayne, Mitre 10, iTunes, Footlocker, Country Road and ABC stores - [accumulate.com.au/trip](http://accumulate.com.au/trip).

## New SQ CEO named

SINGAPORE Airlines has named Goh Choon Phong as the carrier's new ceo replacing the outgoing Chew Choon Seng, from 01 Jan.

Goh will join SQ's board on 01 Oct and is currently chairman of regional offshoot SilkAir.

## CHC flights shaken

AIR services into Christchurch were thrown into disarray on Sat following a 7.0 magnitude earthquake which struck the Canterbury region in the early hours of the morning, shutting down the cities airport.

Jetstar was forced to cancel seven domestic and international flights into and out of Christchurch on Sat, along with its SYD-CHC-SYD service yesterday.

Pacific Blue also cancelled eight domestic and int'l flights on Sat.

MEANWHILE, Qantas is allowing passengers holding valid tickets to Christchurch up until today the option to defer, bypass or change their destination, so long as the new travel dates are before 18 Sep 2010.

## Celeb comp winner

CONGRATULATIONS to Margaret Scott of Gateway Travel, Bracken Ridge QLD, who was the winner in *Travel Daily's* exclusive celebrity interview comp with Channel Seven's Rob Palmer, on Fri.

Margaret has won a signed hammer and a Better Homes & Gardens magazine subscription.

## Happy Birthday, Courtyard!



ABOVE: The Courtyard by Marriott Hotel in the Sydney suburb of North Ryde last week celebrated its sixth birthday, which has coincided with a number of technology upgrades.

The property invited corporate clients and the local community to celebrate with the event including an "adult-sized" jumping castle, showcasing new facilities which include a new big-screen 'go-board' (pictured above) which displays weather reports, the latest news, local information, attractions and maps.

The Go Boards are a popular feature in Courtyard by Marriott properties in the US, with the North Ryde hotel being the first one to offer them in Australia.

New flat screen TVs have been installed in all 188 guest rooms and eight Loft Suites, while the hotel restaurant now offers iPads which guests can use to browse the internet and check email while they are dining.

Pictured above in front of the new Go Board are the hotel's sales manager Steven Cook and gm Louise Byrom.

## US CBP in Paris

OFFICIALS from the US Dept of Customs and Border Protection are now based in Paris as well as seven other European countries, as part of a program which aims to identify high-risk passengers travelling to the USA.

The scheme was implemented after a passenger on board a flight from Amsterdam to Detroit last Christmas attempted to blow up the plane, with the US officers able to recommend that airlines block suspects from boarding, according to *USA Today*.

## Qantas eyes Brazil?

QANTAS is reportedly looking at ditching its Buenos Aires service in favour of either Rio de Janeiro or Sao Paulo in Brazil, according to *The Sydney Morning Herald*.

Qantas launched its first direct South America service between Sydney-Buenos Aires in Nov 2008.

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# Benefits of Virgin/Etihad Alliance

VIRGIN Blue and Etihad Airways say in their submission in support for authorisation of a proposed Alliance (covered extensively and exclusively in *Travel Daily* on Fri), that the pact will "significantly enhance both applicant's revenues and reduce costs".

The Alliance's analysis suggests a "deep and lasting" relationship will provide healthier profits and lower operating costs "by integrating networks and improving synergies".

Benefits and cost savings for the carriers will come from a

reciprocal lounge and frequent flyer program, as well as an interline ticketing agreement.

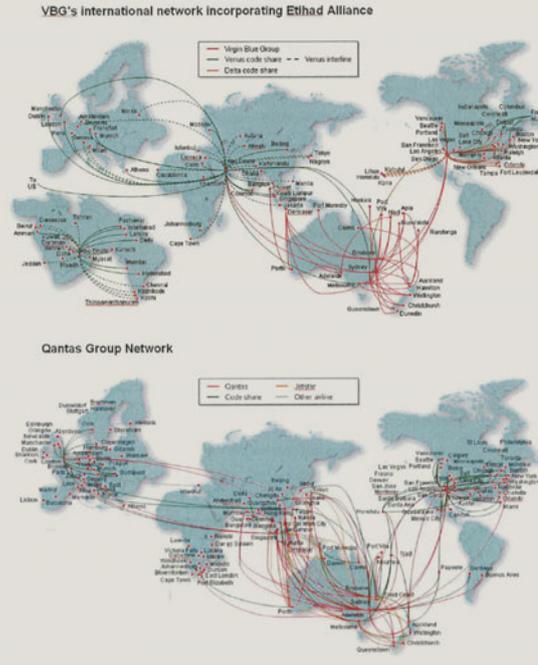
The Virgin Blue commissioned InterVISTAS analysis said that DJ should not enter the Australia-Middle East market, nor the Brisbane-Singapore route, without an Alliance as it would be "highly unprofitable for them."

With a pending judgement on Virgin Blue's alliance with US juggernaut Delta Air Lines, and Air New Zealand on trans-Tasman services, the combined DJ/EY/NZ Alliances would see Virgin use

hubs in Los Angeles and Abu Dhabi to compete with Qantas (see network maps comparison left).

Virgin Blue also said any possible partnership with Emirates would be unlikely to match the Etihad Alliance, "in terms of depth and strategic benefit", because of EK's regional and global strength.

Figure 2 - Alliance will give Virgin Blue an international network competitive with Qantas



## OZ ecotourism slip

ONLY two Australian properties have made the cut in a guidebook to the best ecolodges located around the world, a "faint echo" of previous editions, according to ecotourism veteran Tony Charters.

*Authentic Ecolodges*, to launch in late Oct, recognises Daintree EcoLodge & Spa in Far North Qld and Bay of Fires Lodge in Tassie.

"Australia was one of the ecotourism leaders in the 90's and the industry was especially revered for its innovation in the design and technology of ecolodges," Charters said.

"We set a new standard for products, integrating and interpreting the environment, giving visitors a tangible experience that made an impression on their lives."

But "we have lost our voice, and many of our competitors have overpowered us," he said.

Charters is calling for the industry to "vigorously pursue" funding for tourism facilities from the next Prime Minister and federal tourism minister, to support projects including lookouts, camp sites, tracks and trails, which provide a foundation for the industry to invest in ecolodges and commercial attractions.

## Indo commission

TRAVEL Indochina is offering travel agents 15% commission on its Small Group Journeys up until 31 Oct, when booking tours departing through to 31 Dec.

## UPS crash in Dubai

A UPS (United Parcel Services) cargo Boeing 747-400 heading to Cologne, Germany crashed shortly after take-off in Dubai on Fri, killing the two crew flying the jet.

The aircraft came down in a "ball of flame" according to witness accounts, impacting with an un-manned military compound, not far from Dubai's airport.

## Peregrine's newest

PEREGRINE Adventure has launched new 2011 adventures in Latin America including the 11 day Colombia's Coast and Craters tour, which is priced from \$4675ppts.

For more info call 1300 854 500.

## QF domestic fees

QANTAS has announced an increase in its domestic taxes for travel to Horn Island and Charleville, effective 15 Sep.

The QR tax for Charleville will increase to \$8.64 for adults and \$4.32 for children, while the QR tax to Horn Island will rise \$0.91cents to \$22.64, for both adults and children.

## MAp investment up

MACQUARIE Airports has today advised it has raised its foreign ownership level by 0.5% to 39.1%.

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## THAI switches 777s

THAI Airways International will boost capacity to Brisbane from 31 Oct, swapping its Boeing 777-200ER aircraft from Bangkok to the larger 777-300, according to travel agent GDS displays.

At the same time, THAI will replace the 777-300 aircraft used on Flight TG465/466 to Melbourne with the smaller 777-200ER.

## WIN TIM MCGRAW TICKETS



Travel Daily has teamed up with Macau Government Tourist Office again and is giving subscribers the chance to join in the experience of World Class Entertainment at Sydney's Acer Arena.

On Tuesday 21st September, Tim McGraw will be performing and the Macau Government Tourist Office is giving seven lucky winners and their friends a chance to join them in their very own Private Suite.

All you need to do to is answer all 4 questions featured in *Travel Daily* this week for your chance to WIN...

### Q.1: Name the two official languages used in Macau

Email your answers to [timmcgraw@traveldaily.com.au](mailto:timmcgraw@traveldaily.com.au)

Click here for terms & conditions



Macau Government Tourist Office



## Harbour strength

HARBOUR Town has become a 12 month Premium Corporate Partner of the Australian Tourism Export Council (ATEC) that will see it concrete its relationship with inbound tour operators.

The partnership will include exposure at the ATEC Meeting Place 2010 and ATEC Symposium 2011 as well as its membership database, with holiday makers able to access tourism lounges in the Gold Coast, Melbourne, Perth and Adelaide.

## Legionnaires in Bali

TRAVELLERS to Bali are being warned by the Western Australia Health Department to look out for symptoms of Legionnaires' disease after three Aussies come back with severe Pneumonia due to an infection caused by Legionnaires.

People returning from Bali are advised to be mindful of flu-like symptoms including a dry cough, fever, chills, and feeling run down.

## SA's new A330-200

SOUTH African Airways has announced new routes and configuration of its new Airbus 330-200 aircraft, scheduled to debut on the Johannesburg-Lagos route, effective 01 Feb 2011.

The two-class A330-200 will feature 36 Business class and 186 Economy class seats.

Other routes planned for the new A330s include JNB-CPT, CPT-LHR and JNB-MUC.

## Design Hong Kong

DESIGN Hotels has partnered with The Mira Hong Kong, its first member in the city, containing 492 rooms, including 56 suites and six dining and bar establishments.

## AA extends deadline

AMERICAN Airlines has extended its offer of assistance to pax whose flight plans were disrupted by Mexicana's suspension of all flights (TD Wed) until 12 Sep.

AA and sister carrier American Eagle are offering a 20% discount on published fares for customers who were holding confirmed bookings on MX services.

# Brochures of the Week

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

### Intrepid Connections - Australia and New Zealand

This inaugural Australia and New Zealand brochure features 18 new trips, including Victoria, Central Australia, the Top End, The Kimberley, Western Australia, South Australia, New South Wales and Tasmania. Also included are longer overland tours to appeal to the backpacker market and short break options. Eight new trips will be offered via the web only. For info visit [intrepidtravel.com](http://intrepidtravel.com).



### Central Coast - Conference and Events Planner

This new 2010/11 catalogue is the A to Z guide filled with conferencing options in the Central coast. There is also an online version available at visit [centralcoast.com.au](http://centralcoast.com.au) with both versions starting with Australis Retreat at Wisemans and finishing with Zenith Business and Conference Centre in Tuggerah. Included are hotels, beach clubs and conference centres.



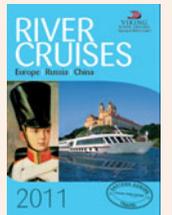
### Great Experiences New Zealand

This new brochure offers a range of different coach tours around New Zealand. New tours, unique inclusions and more destinations are on offer in this new brochure that also offers year round pricing. The seven page catalogue offers tours from seven days up to the Ultimate New Zealand 19 day tour. For copies and info call 1800 195 582 or visit - [greatexperiencesnz.com.au](http://greatexperiencesnz.com.au).



### Eastern Europe Travel - Viking River Cruising

This 2011 brochure has been released including 15 full itineraries. The brochure offers a detailed description of the 18 ships used, giving deck and cabin plans including pictures. Also included are Early bird discounts up to \$4000 per couple with a bonus Exclusive Flexi Bonus of \$200 per couple to spend as they wish. Six pages are dedicated to the Exclusive Extensions offering a 10% discount for bookings paid in full by 31 Oct. More info on - 1300 668 844



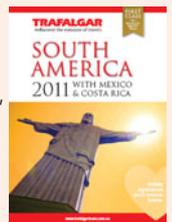
### Adventure World - India, Nepal, Bhutan and Sri Lanka 2011

This new brochure offers in-depth tailor made journeys with three segments to choose from including budget, traditional and luxury. New tours include the five day Kerala Backwater Cruising Extension, and the seven day Himalayan Village Walk Tour. Prices for the five day tour start from \$855ppts and \$1678ppts for the seven day Walk tour. Brochures are available through TIFS.



### Trafalgar - South America 2011

This 31 page South America brochure also offers tours in Mexico and Costa Rica. The program has been expanded to include a new eight day Monkeys, Jungles and Volcanoes Family Experiences tour priced from \$1625ppts. The Be My Guest program has been increased to include three more unique dining experiences. For more information go to [trafalgartours.com.au](http://trafalgartours.com.au).



### Uniworld Luxury Boutique Cruises - China River Cruises & Tours

This 2011 brochure offers six new itineraries that travel through Xi'an, Beijing, Shanghai, Hong Kong, Suzhou, Guilin, Tongli, Lhasa and Tibet and the Yangtze River. Onboard the *Victoria Anna*, *Victoria Prince* and *Victoria Jenna*. More info at - [uniworldcruises.com.au](http://uniworldcruises.com.au).



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## UA/CO leaders

THE United Airlines/Continental future merger is progressing with the announcement of the next round of senior management.

The new appointments show marketing, sales, revenue and network have come mostly from Continental while the "nuts and bolts" operations are headed by staff from United.

Managers incl Fred Abbott, CO Flight Operations; Mark Bergsrud, CO Marketing; Scott Dolan, United Airport Ops; Greg Hart, CO Network Planning and Scheduling; Dave Hilfman, CO Worldwide Sales; Jim Keenan, UA Technical Operations; Leon Kinloch, CO Pricing and Revenue Management; Gerald Laderman, CO Corporate Finance and Treasurer; Alex Marren, UA System Op Control & United Express; Doug McKeen, UA Labor Relations; Tom O'Toole, UA Loyalty Business; Rohit Philip, UA Corporate Strategy and Business Dev; John Rainey, CO Financial Planning & Analysis; Mark Schwab, UA Alliances.

## Virgin hires Hans

THE Virgin Blue Group has named Hans Hulsbosch as the creative director to oversee the brand makeover for the airline.

Hulsbosch previously worked with the new Virgin Blue ceo John Borghetti when he rebranded the Qantas logo four years ago as executive general manager.

The appointment will see Hulsbosch redesign DJ's livery and corporate identity for Virgin Blue, V Australia, Pacific Blue and Polynesian Blue.

## Scenic NZ fly free

SCENIC Tours is offering free return flights from Australia on its 20 day 'Hole in the Rock' tour to NZ, departing 13 May 2011.

The itinerary includes an overnight cruise on Milford Sound, a Tranz Alpine Railway journey and a jet boat ride over the Haast River, and much more.

It's priced from \$5260ppts ex Syd, Mel and Bne, \$5559 ex Adl, and \$5859 ex Per.

See [www.scenic tours.com](http://www.scenic tours.com).

## KEA's b'day deals

KEA Australia is celebrating its birthday by offering a \$50 grocery voucher on campervan or motorhome hires priced from \$195.00 a day for travel 15 Oct to 15 Dec, and sales from 01 Sep.

An extra bonus includes bedding and living equipment, extra driver fees, unlimited kilometres, gas bottles, cleaning and credit card fees in the rental rates - [www.keacampers.com.au](http://www.keacampers.com.au).

## Adventure nights

ADVENTURE South, a division of World Expeditions is hosting an info night at its offices featuring cycling, trekking, climbing and kayaking holidays in NZ.

The event at Level 5, 71 York St Sydney begins at 6pm tomorrow.

## Thredbo's future

THREDBO last week unveiled its plans for a new lift ticket system, new skiing trails, high speed lifts and increased snow making machines to be completed over the next couple of seasons.

Next year the resort's gm Kim Clifford has said an expansion of Friday Flat, the beginners area, snow making off the peak of Crackenback and the second stage of the lift ticketing system "could be in place".

## Celebrity honours first booker



CRAIG Chilsolm, managing director of Ozcruising is pictured right with the first agent in Australia to book a Celebrity Century 2011 cruise from the Australia/New Zealand program.

Chilsolm is pictured with Peter McCormack, national sales manager for Royal Caribbean Cruises Australia being offered a certificate in recognition for his quick and successful selling prowess for Celebrity Century's up-and-coming season down under.

## WIN A HOLIDAY FOR TWO TO HAWAII



During September, *Travel Daily* is giving readers the chance to win an incredible seven-day holiday to Hawaii, courtesy of Hawaii Tourism, Hawaiian Airlines and Aqua Hotels and Resorts.

This fantastic prize includes return economy airfares from Sydney to Honolulu with Hawaiian Airlines, six nights accommodation at your choice of an Aqua property in Waikiki and return transfers with a lei greeting.

Each day *Travel Daily* will ask a Hawaii-related question – just read the issue and email us your answer. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Hawaii holiday.



**Q.4: The earth has 13 climate zones. How many of these can be found on Hawai'i's Big Island?**

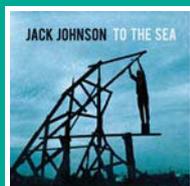
Email your answer to: [hawaii@traveldaily.com.au](mailto:hawaii@traveldaily.com.au)

Hint! Visit [www.hawaii tourism.com.au](http://www.hawaii tourism.com.au)

Plus, a daily prize of the new Jack Johnson CD - To The Sea (pictured to the right) will be awarded for the first correct entry received, thanks to Universal Music Australia.

Congratulations to yesterday's lucky winner: Melita Zaknic from Travelscene American Express.

Click here for competition terms & conditions



## Q Station for agents AAA appointment

SYDNEY'S Q Station is offering a 'Mystery Room' rate of \$99 incl accom and brekkie, for all travel industry professionals until 10 Oct.

The deal excludes Sat nights, and room types are confirmed on arrival with ID - call (02) 9266 1500 and quote 'Industry Special'.

THE Australian Airports Assoc. has appointed Caroline Wilkie as executive director, replacing the retiring Ken Keech.

Wilkie has held the position of National Manager Airports and Transport with the Tourism and Transport forum for seven years.



## Travel Consultant (based in Philadelphia, USA)

Swain Tours, a highly respected travel wholesaler to Australia / NZ & the South Pacific, requires an experienced travel consultant to join our Philadelphia head office.

Applicants will require a strong desire to live and work overseas and a passion for selling mainly Australia / NZ product to a mix of travel agents and direct consumers. An Australian University degree is required for visa purposes and any experience in the inbound tourism industry would be an advantage.

Swain Tours will help arrange the relevant work visas and assist in the relocation process. An excellent remuneration package applies including a highly attainable OTE commission structure.

Interested applicants should apply with resume to [jobs@swaintours.com](mailto:jobs@swaintours.com)



## NEW POSITIONS AVAILABLE NOW FOR TALENTED EXECUTIVES

### ONLINE, GDS SAVVY, AND IN CHARGE CUSTOMER SERVICE TEAM LEADER SYDNEY – SALARY PACKAGE TO \$80K + BENEFITS

This fascinating new role with a Global technology provider requires proven leadership skills in addition to experience within an online environment plus strong GDS skills. You will lead a Customer Service team engaging with industry clients, trouble-shooting problems, managing performance, and ensuring service SLA's are being met. You'll need great fares & ticketing knowledge and a highly flexible attitude to succeed.

### BRAND AMBASSADOR FOR A GLOBAL PRODUCT SALES MANAGER SYDNEY – SALARY PACKAGE OTE \$90K+

Our client needs someone with the proven ability to take full responsibility & accountability for sales results and business growth, executing a business plan and building strong partner relationships across the travel industry. You must have strong financial & budgeting skills, be self-motivated, flexible, and have the maturity to work in a largely autonomous role. Frequent travel is required.

### INDUSTRY SALES ROLES WITH A DIFFERENCE BUSINESS DEVELOPMENT EXECUTIVE SYDNEY & MELBOURNE – PACKAGES TO \$75K + BONUS

Bring your proven abilities in sales and your broad knowledge of travel agency operations and apply them to one of these roles working with a leading national travel organization. If you know how to be an autonomous, reliable and efficient sales person working on the road and managing a territory, you'll love building strong relationships with your clients providing support, product information, and helping their business grow.

### IF "VARIETY" IS YOUR MIDDLE NAME

#### TRAVEL OPERATIONS MANAGER – INBOUND & GROUPS SYDNEY – SALARY PACKAGE \$75K + Benefits

Here is a gem of a role that requires strong leadership and immense knowledge & experience in travel operations, including Inbound. You'll be a multi-talented individual happy to work in a hands-on role whilst pulling together a team to give guidance & development. You'll have a flexible attitude and a huge belief in high customer service. This role will grow once you earn your stripes, so get ready for progression.

### BUSINESS DEVELOPMENT 101 – TALK TO PEOPLE CORPORATE BUSINESS DEVELOPMENT MANAGER SYDNEY – SALARY PACKAGE TO \$90K

If you have experience in cold calling, making new friends and building a network, apply that experience in a Sales role that will see you working with a dynamic travel company and with a highly motivated team of people. Your energy and success will keep this corporate agency growing and if you put in the legwork now your rewards will be huge. If you're driven by reaching targets and earning money, please apply now.

### MARKET TO NEW CHANNELS

#### GROUPS & CHARTERS SALES MANAGER MELBOURNE – SALARY TO \$65k + car + INCENTIVES

Grow your business by developing new distribution channels creating opportunities beyond the retail travel network. This senior Sales role is responsible for implementing sales strategies, formulating new focus for the business through your ability to think outside the square and identify new opportunities. You will have strong negotiation & presentation skills along with strong commercial awareness.

### SCORE BIG POINTS FOR THE BLUE & WHITE RETAIL TRAVEL MANAGER GEELONG – SALARY PACKAGE \$60k +

Do you live in cat-land but finding no opportunities for you to progress your travel career? Think again. This role is hot off the press for a senior level travel consultant who has the skills and ability to lead a team and manage this successful office. Step into the top spot and you will earn a lucrative salary with benefits and bonuses for your hard work. Monday to Friday hours and a company which has a big name in Geelong.

### PERCH YOURSELF ON THE TOP BRANCH

#### VICTORIAN STATE MANAGER MELBOURNE – SALARY PACKAGE TO \$75k + CAR

Can you motivate a sales team, drive success and build rapport with VIP clients? As the State Manager for this leading travel product you will be effective in your ability to build sales across your region while providing support & guidance for your team, implementing new strategies and focusing on client relations at the highest level. Earn a great package plus a CAR and lead your team to greatness!

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis  
MANAGING DIRECTOR  
Ph: 02 9231 1299

Kate Dalrymple  
QLD & NT  
Ph: 07 3229 9600

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

Kathryn Heblenton  
VIC, SA, WA  
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO [executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE [www.aaappointments.com](http://www.aaappointments.com)



## Consolidated Travel & Malaysia Sales Incentive!

**Simply issue your MH tickets through Consolidated Travel or via Quikticket between 23 August - 13 September 2010;**

**The first 300 return Economy class tickets will be awarded a \$30 voucher\***

**The first 75 return Business/First class tickets will be awarded a \$50 voucher\***

### PLUS!!!

### BE A TOP ACHIEVER AND REAP THE REWARDS

**First Prize: 2 Business Class tickets to Kuala Lumpur**

**Second Prize: 2 Economy Class tickets to Kuala Lumpur**

**Third Prize: \$500 Shopping Voucher**



- **IMPORTANT:** This offer is valid for MH ticketed bookings from Australia to all MH destinations. Codeshare bookings not applicable.
- All tickets must be issued by Consolidated Travel or via Quikticket on Consolidated Travel IATA only.
- Tickets must be issued between **23 August - 13 September 2010** for travel anytime.
- Child, Infant, Group Sales, Reissued and Cancelled or Refunded tickets are not eligible.
- \* 300 vouchers will be allocated to MH return Economy class tickets ex Aust.
- \* 75 vouchers will be allocated to MH return Business/First class tickets ex Aust.
- Prize winner tickets do not include taxes & subject to terms and conditions.
- Consolidated Travel and Malaysia Airlines reserve the right to alter or cancel the promotion anytime.
- Vouchers will be distributed at the completion of the promotion on a first come, first serve basis and the prize pool is capped at \$13,250 nation wide.

**To receive your vouchers, please complete the details below & fax OR email to the Consolidated Travel Sales Team in your state by Monday 20 September, 2010.**

Agency Name: \_\_\_\_\_ Consultant: \_\_\_\_\_

Ticket Numbers: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Melbourne  
Telephone: 03 9251 5044  
Facsimile: 03 9663 2095

Sydney  
Telephone: 02 9394 1402  
Facsimile: 02 9247 7907

Brisbane  
Telephone: 07 3334 2000  
Facsimile: 07 3221 3771

Adelaide  
Telephone: 08 8203 8001  
Facsimile: 08 8231 1220

Perth  
Telephone: 08 9442 6000  
Facsimile: 08 9481 0590

ABN 60 004 692 791

Date of Issue: 16 August 2010



## Spring onto Daydream

for a true tropical Island holiday experience!



**BONUS**  
 50% off\* discount  
 voucher for children's  
 Great Barrier Reef  
 Adventure Cruise with  
 Cruise Whitsundays.  
\*Must be booked in  
 conjunction with a full fare  
 paying adult.

**Spring onto Daydream** from **\$580\*** per person, twin share

- 4 nights in a luxurious Garden Balcony room
- Scrumptious full buffet breakfast daily
- Return luxury catamaran transfers with Cruise Whitsundays
- **PLUS** 1 day FREE snorkel hire
- Children stay FREE of charge
- Over 20 FREE guest activities including catamarans, kayaks, open air cinema (Mon, Wed, Fri), fish feeding show, gym, rainforest walk and much more!

For more information and bookings contact reservations on **1800 075 040** or your Travel Professional.



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 Great Barrier Reef ~ Whitsundays ~ Australia

[www.daydreamisland.com](http://www.daydreamisland.com)

Conditions apply. Subject to availability. On sale until 19/09/10, for travel 01/09/10 - 31/10/10. Extra night rates available on application. Up to 2 children 0-14 years inclusive stay free of charge when sharing a room with parents/adults and utilising existing bedding. Cots can be provided free of charge but are included in the max room capacity. Max capacity of 4 people per hotel room/suite; max capacity of 8 people per family room. Additional price applies for children's transfers.