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Travel Daily AU
First with the news

Wed 22 Sep 10 Page 1

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

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Kenilworth debut

RADISSON Edwardian Hotels is offering a special rate for Australian travellers of just £169+VAT per night at the newly refurbished Kenilworth Hotel London including full English breakfast, priority early check-in, late check-out to 4pm and complimentary wi-fi.

For details see page nine.

Sabre's fare revolution

SABRE Pacific has launched its Agency Fares product onto the new Sabre Red desktop (TD 16 Jun) which it says will revolutionise agents' businesses.

The system makes all published, corporate, nett and low cost carrier fare content for international flights out of Australia available for agents to shop, price, book and ticket from a single screen.

And in a significant move, all content including fare rules is validated and guaranteed by Sabre Pacific, meaning "the end of ADMs," according to the company's ceo Gai Tyrrell.

"With Agency Fares, agents will have the broadest fares content ever available at their fingertips. "This means they can do quick price comparisons of all fare types at once," she added, with

Trip agent referrals

QANTAS Holidays and Viva! Holidays are on a membership drive from now until 31 Oct, offering members of the Trip loyalty program the chance to earn 500 bonus points by referring a consultant.

For details click on the 'Refer a Consultant' tab on the Trip portal at www.accumulate.com.au/trip.

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Today's Travel Daily

Travel Daily today has seven pages of news and photos plus a full page from:

- AA Appointments
- Radisson Edwardian



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Page 2

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2 A French Experience

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Viva! adds VS to London

JETSET Travelworld's Viva! Holidays wholesale operation has expanded its existing relationship with Virgin Atlantic to offer London packages flying on VS services via Hong Kong.

The move is effective immediately, and continues the Qantas Holidays strategy of expanding its Viva! offerings to more carriers other than Qantas.

In its recent annual report, JTG revealed that Viva! Holidays now contributes 42% of its wholesale air revenue (TD 16 Sep).

Other airlines sold by Viva! include Aircalin, Air Canada, Air Tahiti Nui, Air Vanuatu, Cathay Pacific, Emirates, Etihad, Garuda,

QF daily to Jo'burg

QANTAS yesterday began daily operations between Sydney and Johannesburg, up from its former six weekly service between the NSW capital and South Africa.

QF ceo Alan Joyce said the extra service provides customers with greater flexibility.

The Tue service operates on a 350-seat four class Boeing 747-400, and complement's QF's daily codeshare with South African Airways between Perth-Jo'burg.

Fares on the route are now on sale priced from \$1,609 ex SYD, for travel 21 Sep to 30 Nov, on sale until 28 Sep.

Hawaiian, Malaysia, the various Virgin Blue carriers, Royal Brunei, Thai and Singapore Airlines.

JTG said its Viva! Holidays business had "grown 17% as Qantas withdraws from a number of leisure routes".

Viva! established a relationship with Virgin Atlantic in Jul 2009, but the arrangement only covered flights and packages in Hong Kong.

The addition of VS London services means Viva! now offers wholesale air to the UK capital with seven carriers.

Etihad 2020 vision

ETIHAD has outlined plans to carry 25 million passengers a year by 2020, with a presentation at the Routes 2010 conference in Vancouver detailing the strategy aiming for up to 120 destinations.

Guaranteed tours

EVERGREEN Tours says it's guaranteed 94% of its Europe tours for 2011, so guests can book a 2011 departure date and be confident the tour will operate.

Evergreen is also offering earlybird 1 specials offering Fly Free to Europe deals on cruise tours and savings of up to \$600 per couple on coach tours, when booked by 30 Sep 2010.

Info on 1300 364 414 or evergreentours.com.au.

Window Seat

SKIERS who want to really enjoy a luxury northern hemisphere vacation should avail themselves of a special 'Platinum Package' at the Resort at Squaw Creek in Lake Tahoe, California.

The US\$20,000 package is the ideal way to enjoy the snow, including five night's penthouse suite accommodation along with lift passes and ski hire.

If you want a break from the snow the deal also includes spa treatments, champagne and a private dinner in the suite.

There's also a dog sledding tour and a horse-drawn sleigh ride, and to top it all off the package also includes a US\$1000 shopping spree and a commemorative diamond pendant - all to help celebrate the resort's 20th anniversary.

HERE'S how to deal with those troublesome airline workforces.

Officials at Air Zimbabwe have told striking pilots and cabin crew that they should consider themselves fired, after they defied a 24-hour deadline to return to work.

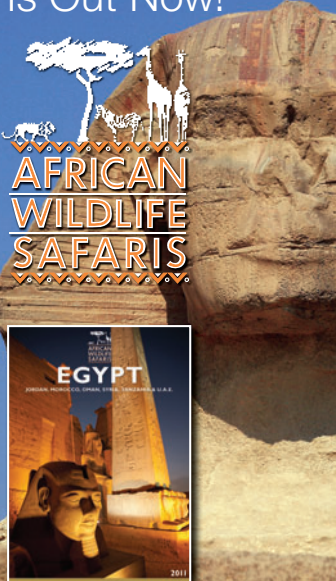
The crew walked off the job on Wed seeking payment of allowances which were cut off in Feb, but the ailing Zimbabwean flag carrier says it can't afford to meet their demands.

AMERICA'S best restroom has been revealed as a toilet at an ice cream parlour in St Louis.

The winner of this year's annual poll by lavatory products maker Cintas Corp offers "hand-painted murals, intricate mirrors and ceilings and ornate bathroom fixtures," says USA Today.

The runner-up was the toilet in the lobby of the Grand America Hotel in Salt Lake City, with New York's Bryant Park public toilets coming in third place.

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Wed 22 Sep 10

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Airline of
the Year 2009
TTG Travel Awards 2009

QATAR
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Malay MICE push

TOURISM Malaysia is hopeful of capitalising on growth in the meeting, incentive, conference and events markets, after Kuala Lumpur leapt five spots on the latest International Congress and Convention Association's city rankings, moving up to 22nd.

Of the number of short term Australian visitor arrivals into Malaysia between Jan-Jun, 2.7% were attending a conference or meeting.

"Malaysia has been able to capitalise on conference organisers looking for destinations that offer value for money, are close to Australia and still offer attractions with a point of difference," said Tourism Malaysia Sydney director Sharin Moktar.

AirAsia X to Tokyo

AIRASIA X has announced a new direct thrice weekly service between Kuala Lumpur and Tokyo Haneda, starting in Dec.

Introductory fares lead in at \$37 one way, with the low-cost carrier understood to also be looking at a further three Japanese destinations.

Air India to BNE

DESPITE the uncertainty surrounding its mooted flights to Melbourne, Air India is definitely set to operate flights to Australia next month.

Two special Air India charter services between Delhi and Brisbane will operate on 03 Oct, to carry officials and players for the Commonwealth Games.

The special Games services will also operate through to Auckland.

United on NYSE

THE merged United and Continental Airlines have announced plans to list their common stock on the New York Stock Exchange.

If approved by directors and the NYSE the combined carrier will trade under the ticker symbol UAL, and with the closing of the merger will be renamed as United Continental Holdings Inc.

Air China routes up

AIR China is releasing new summer and autumn routes including Beijing-Manzhouli, Chengdu, Urumqi, Korla Sinkiang, and Chongqing to Qingdao.

Sabre Red in the pink



SABRE Pacific is well into the rollout of its new Sabre Red agent workspace in Australia, with plans for all Sabre connected agencies to be upgraded by Dec.

The system has been written from the ground up using a Java-based system called Eclipse, which allows "plug-ins" to be easily added to increase functionality.

As well as the launch products which include Sabre Agency Fares (see p1) and travel insurance fully integrated into the booking process, it's likely that other content will be added as Sabre negotiates with other suppliers.

Yesterday Sabre Pacific manager, products Simon Roll told TD that the company was in talks

with various content providers.

"We can integrate with booking systems such as Calysponet," he confirmed, and said discussions were ongoing with wholesalers.

More than 22,000 agents have already been upgraded worldwide to the Sabre Red platform, which provides faster start-up times, a combination of traditional as well as point-and-click booking screens and full integration with Sabre VirtuallyThere, TripCase and mid/back office tools.

ABOVE: At a function yesterday to launch Sabre Red in Sydney: Simon Roll, manager products; ceo Gai Tyrrell; James Quinlan, gm customer service; and Carl Frier, gm sales Australia/NZ.



4

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Ski Express is all white

ABOVE: Ski Express and Air New Zealand were the hosts of 12 travel agents from Victoria recently, participating in a family to Queenstown.

The action packed educational included skiing in Coronet Peak and The Remarkables as well as jet boating on the Shotover and lugging at Skyline.

Pictured above enjoying their time in the white stuff are some of the group at Coronet Peak, back row from left: Russell Wilkie, HWT Waverley Gardens; Michael Stephenson, Ski Express Sales Manager VIC/TAS; and Emrys Black, STA Acland St.

Front row: Abbey Reeves, Travelscene Southbank; Lauren Janeway, Flight Centre Warrnambool; Raja Bhattacharya, Student Flights Knox City; Chris "Cheese Man" Ritchie, STA Victel; Elizabeth Madsen, Flight Centre South Melbourne; and Estella, Ski Express Ski Host.

CX adds more 777s

CATHAY Pacific has exercised purchase rights with Boeing for six more 777-300ER aircraft, worth A\$1.68b at list price.

The expanded order means CX will eventually operate 36 of the 300-ER aircraft, of which 18 are already in service and another 12 scheduled for delivery 2011-13.

CX said the deal highlights its "continued commitment to developing Hong Kong as one of the world's leading international aviation hubs".

Health conference

ATEC will tomorrow hold its second annual International Health and Wellness tourism conference at the Sofitel Broadbeach on the Gold Coast.

More than 70 delegates have RSVP'd to learn about how Australian tourism businesses can capture the health dollar.

GlobalCARS deals

GLOBALCARS is offering advance purchase specials on Renault lease cars in Europe, when booked by 29 Oct and for travel 01 Feb to 31 Dec 2011.

A range of cars are available, with deals such as a bonus seven free days plus 50% off collection and return fees outside of France for a compact sized Megane Coupe 1.4L, including full insurance and 24 hour assistance from more than 30 locations in France and Europe.

See www.globalCARS.com.au.

AA SFPD queues

AMERICAN Airlines is advising agents that it has implemented a 'Search and Send' application that finds PNRs which don't have compulsory Secure Flight Passenger Data (SFPD), such as gender, DOB and middle names.

Agents with bookings and ticketed reservations made prior to 15 Sep, for travel from 01 Nov, will be sent a queue message advising them of urgent action required to enter the SFPD.

Unticketed bookings made prior to 15 Sep must have SFPD entered into a PNR at least 72hours before flight departure.

See www.AA.com/secureflight.

Ayers Rock deals

AYERS Rock Resort is offering three night packages priced from \$347ppts at the Outback Pioneer Hotel including airport transfers and shuttle bus use, with Sails in the Desert from \$481 - more details at ayersrockresort.com.au.

\$1.5b in airline fees

US AIRLINES accumulated close to US\$1.5 billion revenue from fees in the three months between Apr and Jun, according to stats from the US transport bureau.

Baggage fees tallied to US\$893 million and airline reservation change fees were US\$594 million during the second quarter.

On top of this, ancillary revenue from frequent flyer award program mileage sales and pet transport fees was \$618m.

Combined fees and ancillary revenue represented 6% of the total revenue of 28 US carriers.

MEANWHILE, low cost carriers in the US recorded a greater percentage of profit margins to their full cost rivals in Q2, with an average of 9.9% vs 9.0%.

Regional US carriers posted a 6.1% profit margin.

Greyhound holiday

GREYHOUND Australia is offering specials on travel from Sydney to Canberra, Wagga Wagga, Albury, Port Macquarie, Newcastle and Tamworth from as low as \$15 one way.

Also a 50% discount is being offered to kids travelling before 30 Nov across the entire network. Info at greyhound.com.au.

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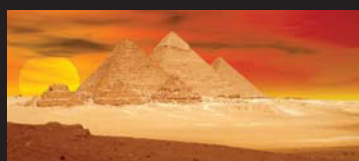
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APT adds depts

APT has announced two extra departures of its 15 day Magnificent Europe river cruises between Amsterdam and Budapest in Mar 2011.

Strong demand for the 64 already scheduled cruises was what prompted APT to add these two new cruises departing 11 and 25 Mar - one from Amsterdam and the other from Budapest.

Both departures are entitled to free airfares from Australia on all suite types when booked by 30 Sep.

Free AA booze

AMERICAN Airlines has announced that it will begin offering complimentary alcoholic beverages in its US Domestic Admirals Club lounges, with the move effective 01 Oct.

The free drinks include wine, beer and branded spirits and are part of AA's "commitment to reinvest in our premium products" said an AA spokesperson.

Premium liquors & wines will still need to be purchased.

CO moves to T3

CONTINENTAL Airlines has started its move from Terminal A to T3 today at Orlando International Airport.

The move will centralise CO with other Star Alliance carriers United and US airways who are already operating out of T3.

From tomorrow CO will occupy gates 33, 35, 36 & 39 on Airside 3.

BA rejigs routes

BRITISH Airways has announced a range of new routes including five times per week flights between London Heathrow and Tokyo Haneda airport from 19 Feb next year.

The new Japan service will operate in addition to BA's existing daily LHR-Tokyo Narita flights, with the carrier saying it hopes to "open up the domestic Japanese market to UK travellers".

BA said the new Haneda flights would be operated by a four-class 777 with the extra Japanese route also providing customers with greater flexibility.

Other changes will see the current route to Buenos Aires and Sao Paulo in South America decoupled to offer daily direct flights to both cities from 27 Mar, while BA will also expand frequencies on a number of its longhaul leisure routes from London Gatwick to the Caribbean.

The carrier also said it would increase flights from Gatwick to Tampa to seven services a week, but the LGW-Orlando route will decrease from nine to seven flights a week.

Bargain destinations

EXPEDIA has released its top destinations for shopping and spending based on its Foreign Exchange Index, with six Eastern European countries in the top 10.

The strength of the Australian dollar has made travel to Hungary and Latvia exceptionally affordable, with their currencies falling almost 28% against the A\$ in the last 12 months.

Countries offering the Euro have also become significantly cheaper, according to Expedia, with the Aussie strengthening 23% against the currency.



Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.

Quest Serviced Apartments is scheduled to open a new property in Palmerston, Northern Territory on 04 Oct following the completion of the \$14 million development. The Northern Territory community is expected to benefit from the new property with the employment of around 18 locals and approx \$4 million injected into the economy.



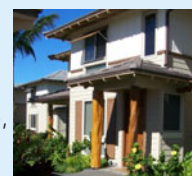
Mercure Cairns Harbourside has completed a \$3 million refurbishment of the four star Trinity Bay property. The lobby has been transformed with a neutral colour palette and airwork commissioned from Australian artists. All the 173 rooms have been refurbished including the 10 Privilege rooms.



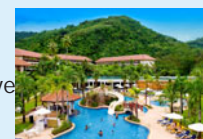
Chateau Elan in the Hunter Valley has unveiled the Founders Room - a conference and event venue offering 300sqm. The room has the capacity to hold up to 300 people theatre style or 142 in the classroom set up. Also available are dual screens for presentations, and the AV is fully integrated with screens and projectors mounted in the ceiling.



Outrigger's Kohala Coast Collection in Hawaii has had a redesign to include five new luxury condominium options. Each unit provide all the conveniences of home including fully equipped kitchens with cook top, stove, oven, microwave, refrigerator and dishwasher plus cookware and tableware and washers and dryers.



Centara Karon Resort Phuket has introduced two new waterslides at its Lagoon Pool area. The 15 metre slides are designed to bend and wind around the pool, while coconut trees have been planted around the side to create shade for the swimmers.



The Radisson Hotel Kaliningrad has opened its doors in the Russian Federation. The Russian hotel is part of The Rezidor Hotel Group's portfolio which currently has 400 hotels in operation over 60 countries around the world. The hotel has 178 rooms offering free high speed internet access, a gourmet restaurant and shopping facilities within the complex. Room types consist of standard, business class, executive and presidential suites.



Accor has opened the doors of its upscale hotel brand in Dubai, the Pullman Dubai Mall of the Emirates. The 481 rooms and suites hotel caters to business and leisure travellers with four food and beverage outlets, a rooftop spa including spa and steam rooms, fitness centre and treatments to pamper and rejuvenate, and the space to hold medium to large meetings.



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andrew_gould@travelctm.com (Recruitment Coordinator)



Club Med industry bargain

CLUB Med has extended its special travel industry rate sale to 29 Oct, with travel dates available until 19 Dec and seven different resorts to choose from.

Deals include the new La Plantation d'Albion and La Pointe aux Canoniers in Mauritius, as well as Club Med Bali, Kani in the Maldives, Cherating Beach Malaysia, Phuket and Lindeman Island in the Whitsundays.

More info 02 9250 9400.

EK points theft

AN EMPLOYEE at Emirates Airline has admitted to the theft of 2.6 million Skywards frequent flyer points, which he used to issue tickets to Kenya which he sold to unsuspecting consumers.

The 35-year-old man was a Skywards customer service agent, and has been charged in Dubai with electronic forgery and embezzlement.

Court records reveal that the man acquired the points by registering more than 2000 real passengers in the program without their knowledge, but using his own email address.

An accomplice, who worked in an EK call centre, was also charged for his participation on the scam, recommending to some customers that they call him on his private line for cheaper fares, which were fulfilled by redeeming the stolen air miles.

Marina Bay check-in

SINGAPORE'S Marina Bay Sands integrated resort has launched a new remote airport check-in facility for guests flying on Singapore Airlines or SilkAir.

Baggage Express counters at the property's Coach Terminal are set up to accept checked luggage from guests, with the baggage then transferred to Changi.

Boarding passes are issued on the spot, with check-in available between 48 hours and 3 hours before flights depart.

A handling charge of S\$25 applies for each two pieces of baggage, with the resort saying the service is likely to expand to other airlines in coming months.

AWS Egypt out

AFRICAN Wildlife Safaris this morning released its 2011 Egypt brochure, which also features Jordan, Syria, Oman, Morocco, Tanzania and the UAE.

The expanded program follows the success of the 2010 brochure which was released late last year, with 8 extra pages and expansion into Syria for the first time.

New for 2011 is a 19 day itinerary called 'Antiquities & Wildlife' combining a tour in Egypt with a safari in Tanzania, priced from \$8386ppts ex MEL or SYD for a Mar 2011 departure.

More info 1300 363 302.

MX update

QANTAS has issued an updated commercial policy providing options for customers booked on Mexicana, MexicanaClick and MexicanaLink which have all suspended their operations.

Passengers can re-route travel using American Airlines and Alaskan Airlines, or retain ticket value in credit for future travel.

Just to see you smile



LAST night the Macau Government Tourist Office hosted this lucky group of agents to see Tim McGraw's Southern Voice Tour, in their private suite at Acer Arena in Sydney.

The agents and their partners enjoyed a night of country music watching Tim strut down the 18 metre catwalk, set up in the middle of the crowd, so that he could shake hands and sign autographs all while singing his famous hits.

Pictured above in the suite just before Tim McGraw stepped out on stage are: Daniel Porter, Consolidated Travel; Tia Porter; Melinda Brown, AFTA; Joshua Brown; Claudine Williams; Nerida O'Brien, Scenic Tours; Janice Ralston; Helen Smith, MP Travel; Frances Cusack, Flight Centre Global Product; Jeff Clarke, Flight Centre Global Product; Yvonne Smith; Pat Zaubzer; and Samantha Galea, Sun Island Tours.

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- A tenacious and resilient outlook
- Flexibility to work outside of core business hours including weekends, with evening travel obligations and early morning agent training commitments
- A valid driver's licence

Remuneration will consist of competitive salary; company maintained vehicle and other required tools of trade.

Please register your interest by emailing your resume and remuneration expectations to: employment@scenictours.com by COB Friday 24th September 2010.

For further information on the company please visit our website www.scenictours.com.

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Key responsibilities will include booking international and domestic leisure travel packages. You will have a minimum of three years leisure experience in travel. We are looking for someone with Sabre experience who is well travelled, has excellent knowledge of upmarket hotels and tour suppliers.

If you believe this role is right for you or request further information send through your resume or contact David Goldman, at david@goldmantravel.com.au or (02) 8333 7700. Applications close 8 October 2010.

All applications and contact will be treated as confidential.

AC's 1 stop to MEX

AIR Canada has pointed out that its new direct services from Vancouver to Mexico City (TD 01 Sep) will allow Australians to fly to Mexico with only one stopover, and bypass US customs completely.

Trafalgar's Europe Winner



TRAFALGAR has announced the winner of its Light Your Way to Europe, Autumn, Winter and Spring incentive.

The lucky winner is Kathy Thomaidis from STA Travel, Highpoint who has won a 2010/11 Autumn, Winter and Spring guided tour for two people and €500 spending money.

Kathy sold 14 passengers on Trafalgar's First Class guided holidays from its new brochure, and is pictured (left) with Suzy McPhail, Trafalgar sales mgr.

RCC sea classes

ROYAL Caribbean Cruises has announced the introduction of Chefmakers at Sea classes on *Liberty of the Seas*, with the *Freedom of the Seas* to offer the experience in the near future.

The three hour classes are priced from US\$40 - US\$125 and cater to the experienced or beginner chef.

Aspire adds one

ASPIRE Apartments and Resorts has added the Swell Resort in Burleigh Heads to its portfolio.

Swell offers one and two bedroom fully self-contained and air-conditioned family apartments along with extensive facilities.

Aspire also has properties in Noosa, Jindabyne, the Gold Coast and Trinity Beach.

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.16: Haleakala, a 27,000 acre National Park is an awe-inspiring attraction on Maui. What does its name mean?



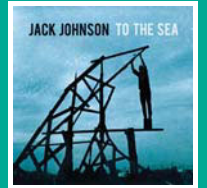
Email your answer to: hawaiicomp@traveldaily.com.au

Hint! Visit www.hawaiitourism.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: **Michelle Mitchell** from FC Noosa Village.

Click here for competition terms & conditions



HRG Australia - A leading global travel management company currently has an opportunity for an experienced Business Manager to join our dynamic Business Management team.

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For more information, or to apply for this role please visit the HRG Australia website at www.hrgworldwide.com/au.

Applications close Friday 1 October 2010

www.hrgworldwide.com
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AF's new business

AIR France has unveiled its new Business class product that will be rolled out over the next three years at a cost of €110 million.

The new almost-flat bed (pictured below) measures up to 2m in length, with a fixed shell to guarantee passenger privacy.

"In spite of the crisis, Air France hasn't stopped investing for its business-class customers," said a spokesman.

The new seats are also 5kg lighter than previously, which will also save fuel costs.

MEANWHILE AF has announced a new codeshare agreement with Russian carrier Aeroflot, covering routes to Ekaterinburg, Irkutsk, Khabarovsk, Krasnojarsk, Nizhnevartovsk and Novosibirsk.



IHG expects rises

INTERCONTINENTAL Hotels Group has said that business travellers should not expect falls in hotel prices in 2011, contradicting expectations in Egencia's Global Benchmarking Study (TD yesterday).

Anne Gill, IHG Australasia director of sales said the Egencia predictions "are already being disproven across our own network of hotels, which are running at record occupancy levels.

"Even Melbourne, which Egencia singled out to exemplify its findings, has had successive months of much stronger occupancy than anybody anticipated. Historically, Melbourne has always had the ability to absorb new supply better than any other city in Australia, which they're proving again this year," she said.

Business travel agents have said that supply is tight, with most customers expecting prices to rise next year not decrease.



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Here is an exciting new opportunity for a highly experienced retail travel consultant to take the lead in this well established travel agency with a fantastic portfolio of clients and a great team of people. Previous supervisory experience will be highly regarded however senior consultants with a mature outlook, strong interpersonal skills, proven sales record and energetic personality will also be considered. Saturday work required.

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We are looking for the very best performers in Perth to become the new shining stars in this highly successful online travel company. With a background in retail travel, you will be passionate, have excellent destination and product knowledge and be motivated to reach very achievable sales targets. With the right attitude, you will be earning a super salary in no time with no overtime required to accomplish it!

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