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First with the news

Thursday 7th April 2011

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empowered  
with James Tobin

This month we examine the evolution of the Sabre Red Workspace



**Sabre** | Travel Network

## OETG's independent push

**ORIENT** Express Travel Group is predicting that its 1Independence group will triple in size to 300 agencies within two years, after the launch today of a major push for the brand.

A website touting the benefits of the program is now online, which details a new "1Travel" branding option, while a national roadshow will be conducted next month for suppliers and agents.

The move was foreshadowed last year (*TD* 16 Nov 10), with OETG ceo Tom Manwaring saying the sessions will highlight the 1Independence service offerings which cost just \$500 a year.

This includes access to airline contracting, wholesaler deals, operations support and the Express Fares and Ticketing suite.

A "comprehensive range of optional customised partnership services" is also on offer, including 1Travel branding, Sabre Red, training and participation in the Annual Member Forum.

Also optional is a new marketing system developed by OETG's IT boffins which enables members to produce "automated

PDF flyers featuring their details and store logo," complemented by an email marketing tool.

"It's a user-pay business model," Manwaring said.

"We're here to help independent agents make money and help them control their destiny in a market dominated by just a few big players," he added.

OETG's Select Group of Asian-focused Chinatown agencies already has about 300 members.

### Emirates to GIG/EZE

**EMIRATES** will early next year expand its operation in South America, with new daily services between Dubai and Rio de Janeiro (GIG) and onto Buenos Aires (EZE), effective 03 Jan 2012.

### Seven pages of news

*Travel Daily* today has seven pages of news and photos, plus full pages from: (*click*)

- TMS Asia Pacific
- AA Appointments
- V Australia incentive
- Consolidated MH incentive

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## Bayliss to DJ board

**VIRGIN** Blue Group announced today the promotion of Joshua Bayliss, a senior executive for the carrier and its General Counsel, to the role of non-executive director, effective immediately.

Geneva-based Bayliss has been with DJ since 2005, and he joins Neil Chatfield, John Borghetti, Rob Thomas, Mark Vaile, David Baxby & Sam Mostyn on the board.

For more of the latest industry appointments, *see page six*.

## Travel industry jobs soaring

**TRAVEL** recruitment firm AA Appointments says current levels of business are the highest it's ever seen since the company launched in Australia in 1999.

MD Adriana D'Angelis told **TD** the market is "reminiscent of the boom in the UK in the 90's," with the demand all the more remarkable given that just 18 months ago the industry was in the depths of the GFC.

She said AA's clients are seeing exceptional demand from international leisure travellers due to the strong A\$, as well as a rebound in corporate travel.

"The market has delivered some very exciting opportunities for candidates across all levels of the industry - especially at the executive level," she said.

This "spells blue skies ahead for those thinking of moving roles".

Other recruiters are also seeing a recovery, with Sandra Chiles of

inPlace Recruitment saying the market has definitely bounced back from the lows of 2009 and is now "very gung-ho".

She said the demand is seeing travel salaries creep up, as well as the return of the skills shortage.

TMS Asia-Pacific gm Australia/NZ, Fujio Shibata, told **TD** that jobs lost through the GFC have returned, with "many companies creating new roles to cope with renewed business demand".

And Melissa Schembri of C&M Recruitment said all areas of the industry are growing, with a "lack of good travel talent in the marketplace".

**Travel Daily** has also seen very strong levels of demand for industry recruitment advertising, while the boom is also confirmed by Flight Centre's Andrew Flannery (**TD** yesterday) who forecast a record profit of up to \$240m for the company this year.

## Disney ports expand

**DISNEY** Cruise Line says it will make its product available to an increasing number of markets, by adding new ports in 2012.

*Disney Magic* will offer sailings from New York to the Bahamas & New England before relocating to Galveston, Texas for a series of Caribbean cruises, while *Disney Wonder* will offer new Mexican Riviera and Hawaii sailings ex LA.

For further details see today's issue of *Cruise Weekly*.



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## GDS scramble for QF seat selection

TRAVEL agents have been given a one week reprieve on the introduction of the new \$20 Qantas fee for Advance Seat Selection (TD 31 Mar).

A frequently asked questions document published on the QF

trade website overnight confirms that in the short term the product will "remain complimentary to the trade".

However effective 13 Apr the \$20 fee per international flight segment will apply for "all Advance Seat Selection requests for customers travelling in economy class, where their booking is managed via travel agents and through Qantas direct channels".

The carrier said it's been working closely with GDS providers to facilitate the product to agents via the GDS to mirror qantas.com website bookings.

But it's likely that it will only be available on "selected GDSs" - and payment of the \$20 fee per sector per seat is due by close of business on the same day as seats were selected.

If a GDS doesn't support the feature, the requests can be done online using the Manage Your Booking feature at qantas.com.

And rather than being settled by BSP, agents must use the GDS to send a valid credit or debit card number to QF, which will be processed by the carrier.

Only one card will be accepted for each transaction, and once payment is successful a receipt will be sent to the agent via a vendor remark - and travel agents must then include this detail in customer documentation, as it may be required at check-in.

Seating requests will also not be accepted via the Qantas Industry Centre, the carrier said.

## Icon to replace Luxury

ICON Resort Apartments will replace the Gold Coast Luxury brand currently associated with seven 4-4.5 star properties in the region, giving the group greater flexibility to add more resorts.

Other changes for the network include a real time booking engine.

Icon resorts include Towers of Chevron Renaissance, Artique Resort, The Wave, Ocean Pacific, Freshwater Point and South Pacific Resorts and Belle Maison.

## New Melbourne pass

BUNYIP Tours has launched a new Melbourne Attractions Pass at ATE, incorporating access to the Melbourne Aquarium, the Old Melbourne Gaol and the Eureka Skydeck 88.

Valued at \$73, the pass is free when visitors buy two Bunyip full day tours - [bunyiptours.com](http://bunyiptours.com).

## Air France to Shanghai

AIR France is understood to be considering expanding its operations further into Asia, with a new route from Paris Charles de Gaulle to Shanghai rumoured to be in the pipeline.

MEANWHILE, the French flag carrier has announced new thrice weekly services will commence between Paris Charles de Gaulle and Cape Town from 03 Nov.

AF will operate the new route using 309-seat Boeing 777-200s featuring Business, Premium Voyageur and Voyageur class.



## Window Seat

INTERNET bookings? Not in the Eastern European countries of Armenia and Georgia this week.

A 75-year-old woman singlehandedly cut both nations off from the information superhighway when she dug up a cable while scavenging for scrap metal yesterday.

She's now been arrested and could face three years in prison for property damage - not to mention taking several million internet users offline for some hours while the breach was repaired.

VIRGIN founder Sir Richard Branson was clearly impressed at a stunning picture snapped in the US yesterday, in which a Virgin Galactic experimental space flight vehicle was captured adjacent to a Virgin America A320 in the skies above San Francisco (below).

The stunt was to celebrate the opening of SFO's new Terminal 2, which will be VX's home base.

Branson got into the US idiom on Twitter, sending a message that the picture was "how shall I put it...simply bad ass".



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## Agents Venture to Turkey



**ABOVE:** Venture Holidays and Consolidated Travel hosted a select group of Australian travel agents on a familiarisation trip to Turkey recently.

Highlights of the trip included visits to Gallipoli, Troy, Ephesus, Pammukale, Cappadocia and Istanbul.

The agents reported being most impressed by the Topkai

Palace in Istanbul.

Pictured here *from left* are: Kate Graff, Venture Holidays; Kerry Harrison, Travel Concepts; Michelle Ramplin, Traveller's World Darwin; Monika Kaspari, Worldmark Travel; Vicki Maylin, Consolidated Travel; Katie Byrne, Travelmaster; Mandy Partington, Glenelg Travel; and Bill Cooper, Coopers Travel.

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### ACCC air pricing review

**THE** Australian Competition and Consumer Commission has today released an issues paper seeking comment on a new Airservices Australia pricing proposal.

On average the organisation is proposing a 0.6% increase in terminal navigation services, while aviation rescue and fire fighting costs will increase by 6.1% under the plan.

Charges for en route navigation services won't change, with the ACCC seeking submissions by 10 May on the issues paper which is online at [www.accc.gov.au](http://www.accc.gov.au).

### No QF Easter strikes

**UNIONS** representing Qantas staff have ruled out taking industrial action over the upcoming Easter holiday break.

**MEANWHILE** also on the industrial front, today as many as 200 QF managers are likely to be offered redundancy as part of cost cutting moves (**TD Thu**).

### Bunnik charity dinner

**ADELAIDE**-based tour operator Bunnik Tours is holding a charity lunch at midday on Mon 11 Apr at its office to raise funds for the Japan Disaster Appeal.

The lunch costs \$10, with all proceeds going to the Japanese Red Cross Society - for more info phone 1300 664 170.

### Qatar buys five 777s

**QATAR** Airways has placed an order with Boeing for two 777-300ERs and three 777 Freighters, worth around US\$1.4 billion.

### Getaway tonight

**TONIGHT'S** episode of Channel Nine's dedicated travel program, *Getaway*, features stories on;

- The island of Kauai, Hawaii
- Pumpkin Island, Queensland
- Rottne Island, WA
- Macau, China
- Las Vegas
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## 19 India HINN Express

**INTERCONTINENTAL** Hotels Group has announced plans to develop 19 Holiday Inn Express hotels across India, in partnership with Duet India Hotels Group.

## SilverLeaf on 3 routes

**ROCKY** Mountaineer president and ceo, Randy Powell predicts the new SilverLeaf class product will be rolled out on all three routes through British Columbia and Alberta in good time.

SilverLeaf is being trialled on 10 departures on the 'First Passage to the West' route between Vancouver and Banff this year, but will operate about 50 departures in 2012 (**TD** 17 Mar).

"In the future it will show up on all three routes," Powell told **TD**.

He said that GoldLeaf and RedLeaf were already offered on the other two routes (Journey through the Clouds & Rainforest to Gold Rush) and "I think Silver will be as big as those two.

"In that case, it will absolutely be on all three routes," he said.

## DINKs big for France

**THE** head of Australia's French travel authority, Atout France, says the country continues to lure repeat visitors from Australia.

Speaking to **Travel Daily** last week in Bordeaux at Rendez-vous en France, Patrick Benhamou said surveys have shown the biggest drawcards are the food & wine, culture, history, patrimony and talking with French people.

"I am totally convinced that once somebody comes to France they want to return within two or three years time," he told **TD**, with DINKs (double income with no kids) being the prime market source from Australia.

Benhamou said other lures include "the versatility of France", with scenery changing every 100kms, the variety of ways people talk and dress, and the differences in wines from one region to the next.

## TWK expands to NZ

**FAMILY** holiday experts, Travel With Kidz, has spread its wings across the Tasman, establishing offices through Business World Travel in Auckland, while another licensed office will open in Jun in Wellington, New Zealand.

Along with a new licensed office in Manuka, ACT, the network's member numbers total to over 30.

## Singapore Express winners



**ABOVE:** Singapore Airlines and Express Ticketing have announced the three major winners of their 'Trip of a Life Time' campaign.

The major winner was Mukesh Mann, managing director of Mann Travel in Melbourne pictured above (second from left) who won two Business class tickets to Singapore, two nights suite accom at Marina Bay Sands, two nights suite accom at Resorts World Sentosa, S\$5000 spending money, a YourSingapore.com experience up to S\$2000 and chauffeur driven limousine.

The second place winner was Saf Yildirim, md Vision Tours, Melbourne who will be travelling

Economy class to any of Singapore Airlines 13 European destinations.

Third place went to Angel Lee md, Joy Travel in Brisbane who walked away with two economy class tickets to Singapore.

Mann is pictured with Quynh Giang, OETG gm Australia (left) & Chris Rowe, SQ sales mgr Vic.

## Low VA fare extension

**TRAFALGAR**, Contiki and Insight Vacations have extended their \$999 economy class V Australia return airfares from SYD, MEL and BNE to Los Angeles, available when booked in conjunction with select USA tours, until 14 Apr.

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## New Air NZ int'l chief a deodorant expert

**AIR** New Zealand today announced the appointment of Christopher Luxon as its new Group General Manager International Airline.

40-year-old Luxon is a Kiwi, who will return to NZ for the new role from Canada, where he's been President and CEO of household products maker Unilever Canada since 2008.

A media release from Air NZ today detailed Luxon's experience which includes taking a senior leadership role in growing several global brands "including Dove, Rexona and Lynx".

He's also been involved in a change program at Unilever which resulted in record growth.

Luxon will take the role vacated by Ed Sims, who left the carrier just before Christmas.

## Occupancy up in Dec

**AUSTRALIAN** property managers recorded a 54% occupancy rate during the Dec quarter, up 13% from the Sep figures and exceeding the 48% prediction for the same period.

According to the survey by Occupancy.com., Western Australia saw the strongest occupancy rates at 60% followed by NSW (58%) and the NT (57%).

## Trafalgar Cairo deal

**TRAFALGAR** has brought back its \$1499pp Singapore Airlines airfare to Cairo, when booked in conjunction with an Egypt guided tour, including discounted trips.

Land savings are available until 30 Apr on departures up until 31 Aug, and air deals on sale to 30 Oct and for travel until 30 Nov.

## NZ snow comes early

**NEW** Zealand's South Island has already received snow ahead of the Jun to Oct ski season, with Mt Hutt receiving 15cm of snow at the base in the last 24 hours.

The Remarkables in Queenstown also saw snow flurries.

## APT's Outback special

**APT** is discounting its 10-day The Outback Way small group 4WD adventure by \$300/couple for departures on 12 and 23 Jun, priced now from \$4545pp.

## MH A330-300 to BNE

**MALAYSIA** Airlines will launch its new Airbus 330-300 on the five times weekly Brisbane-Kuala Lumpur route, effective 20 Apr.

The aircraft offers 36 Business and 247 Economy class seats and on demand seat back IFE.

## Spending in HK up 32%

**AUSTRALIAN** travellers heading to Hong Kong were among the highest spending overseas travellers in 2010, according to stats released by the Hong Kong Tourism Board this week.

Visitors from Australia, NZ and the South Pacific spent around HK\$7,050 (AU\$870) per stay, a 32.3% jump on the 2009 figure, and around \$40 more than the overall average from all markets.

Only Mainland China residents spent more money on their stays in Hong Kong.



## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**BCD Travel** in Sydney has welcomed **Tom Milne** who has taken up the role of Sales Manager. He was previously with Tramada.

**Travelport** has announced two new National Account Managers who will begin with the company effective immediately. **Robert Clark** will oversee Travelport's strategic accounts national while **Louise Bennett** will be responsible for key online travel agency clients.

**Travel Partners** has recruited former head of Key Accounts AU/NZ for Amadeus **Kim Staughton**. She will be taking on a 'behind the scenes' role on a short term consulting basis helping the new homeworking group further set up its infrastructure and operations.

**Pamela Scott Associates** is the new and exclusive Australasian Sales and Marketing representative for **Africa Classic Escapes** and its sister company **Paws Africa Safaris**, effective immediately.

**Worldhotels** has named **Naresh Chandnani** as its new Regional Director Hotel Development India Subcontinent and Maldives. He will head up a new Worldhotels office in Delhi to support its fast-growing Indian network which currently comprises nine properties.

**Choice Hotels Europe** has appointed **Bernice Chan** as its new senior marketing executive in the UK.

**Davidson Communications** has been appointed as the public relations representative for Snow Australia, which includes a number of resorts, Tourism NSW, Tourism Snowy Mountains and the Victorian Board of Alpine Resorts Tourism.

**AirAsia X** has appointed former Pacific Blue marketing manager **Phil Boeyen** as its NZ marketing mgr, as the airline launches CHC flights.

**Ross Tutin** attended his first official engagement this week as **Brunei Tourism's** new manager for Australia. Tutin has previously worked with local government tourism in South-East Old, Royal Brunei Airlines, Flight Centre and Sunlover Holidays.

**Swiss International Air Lines** has appointed **Daniel Barlocher** as its new Head of Corporate Communications replacing Jurg Dinner, from 01 May.

**Baglioni Hotels** has named **Guido Polito** as its new Chief Executive Officer, taking over the role from founder of the Baglioni hotel collection, Roberto Polito who will remain as President of the group.

**Sabre Holdings** has made some changes to its senior level positions by moving **Hugh Jones** from president and CEO of Travelocity, to President of Sabre Airline Solutions. Current president of Gilt Groupe, **Carl Sparks** will take up Jones' role with **Travelocity** from 25 Apr.

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# Flighties in Paradise



**ABOVE:** Omniche Holidays recently hosted the Flight Centre Product specialist team to Norfolk Island.

The famil in conjunction with Norfolk Air, Norfolk Island Tourism and Norfolk Island

operators was a way for the team to experience the many activities on offer in the region.

Highlights of the educational included a cycling tour from Mt Pitt to Emily Bay, a glass bottom boat cruise, a guided tour of the 'World Heritage' area of Kingston and an adventurous car rally that finished up at the Norfolk winery.

Pictured above from left are: Elizabeth Hadwell, Flight Centre; Laura Scannell, Flight Centre; David Schofield, Flight Centre; Vao Mata'utia, Flight Centre; Mathew Christian-Bailey, Omniche Holidays Director; Jo Howard, Omniche Holidays National Sales; Sheryll Felixberto, Flight Centre; Kathleen Johnston, Omniche Holidays Product and Marketing Manager; and Kate Marsden, Flight Centre.

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# Canada

## Contiki last minute

**CONTIKI** Holidays is offering last minute deals on a number of select Australian tours departing over the next month.

A saving of up to \$435pp is available on the 14 day 'Beaches and Reefs' tour departing 17 Apr or 15 May - [contiki.com.au/deals](http://contiki.com.au/deals).

## HotelREZ/DTW pact

**HOTEL** representation company HotelREZ has partnered with Discover the World Marketing to expand its portfolio of 1,000 member hotels in 30 countries.

## New Mercure for Qld

**MERCURE** Clear Mountain Lodge, Spa & Vineyard in Brisbane's hinterland will open on 09 Apr following a \$6.5 million refurbishment and rebrand.

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To enter simply name the images displayed each day (pictured) during the month of April 2011 and send your answers to [abudhabi@traveldaily.com.au](mailto:abudhabi@traveldaily.com.au) by 5:30pm Saturday 30th April 2011.

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"BEST AGENCY SUPPORT SERVICES"**



## **VOTE FOR THE MOST EXPERIENCED EXECUTIVE TEAM IN AUSTRALIA**

### **BIG REWARDS FOR A GUN SALES SPECIALIST SALES/PARTNERSHIP MANAGER SYDNEY – SALARY PACKAGE OTE \$200K+**

This is a key role for a hard-hitting Sales professional with good knowledge of airline commercial operations and distribution. It is essential that you are experienced in creating pipelines, high level negotiations, client relationship management and strategic planning. This rare opportunity with a global organization is available now for a seasoned professional looking for wider horizons and aiming for greater success.

### **REACH THE PEAK OF ACCOUNT MANAGEMENT SENIOR ACCOUNT MANAGER X 2 BRISBANE – SALARY PACKAGES OTE \$120K**

Are you the master in keeping relationships strong? These 2 great roles are exciting opportunities to join market leaders. We are looking for polished and professional individuals who know how to deliver outstanding account management services to their clients, building rapport and analyzing data to effectively manage their high volume business. Strong communication and negotiation skills are essential.

### **HEAD NORTH FOR THE WINTER REGIONAL SALES MANAGER BRISBANE - SALARY PACKAGE TO \$115K**

This is a great leadership role with a leading Corporate travel brand. You'll be highly experienced in sales and account management with the proven ability to grow and retain your portfolio. You'll also have strong leadership skills, be a great communicator and have the ability to motivate, drive and develop a team to ensure the performance of the business is strong. With a great brand you'll go a long way in your career.

### **LOVE TO TRAVEL, LOVE TO SELL INDUSTRY SALES BDM**

#### **SYDNEY – SALARY PACKAGE TO \$65K + BENEFITS**

If you love to travel you'll love this Industry Sales role with a leading wholesaler. You will be traveling every day out on the road meeting your portfolio of travel agencies, with the key objective of driving sales growth. You'll also be traveling overseas hosting educational trips for agents, running incentives, managing relationships, and negotiating for new business. You'll need your own vehicle and clean license.

### **YOUR CHANCE TO MAKE A DIFFERENCE TRAVEL TEAM LEADER SYDNEY – SALARY PACKAGE \$70K + INCENTIVES**

Take a great sales team and make them better through your leadership and motivational skills and ability to identify training needs. This rapidly expanding travel agency needs your skills to optimize performance and take advantage of growth opportunities. Your background in retail travel sales, leadership and passion for achieving financial targets will make you the perfect candidate for this newly created position.

### **JOIN A BRAND THAT'S THRIVING IN THE MARKET**

#### **BUSINESS DEVELOPMENT MANAGER (maternity leave) BRISBANE – SALARY PACKAGE \$65k + CAR + INCENTIVES**

Bring your winning smile, drive and ability to this wholesale product and hit the road to service the travel industry. You will have the ability and know-how to take advantage of the popularity of this product in the market and continue to grow sales. Strong communication and presentation skills are essential. Your rewards will include a great salary, fully maintained car and additional incentives.

### **DEVELOP INCENTIVE PROGRAMS TO ENTICE PROGRAM DIRECTOR MELBOURNE - SALARY PACKAGE TO \$90K**

As an enthusiastic, creative and energetic individual you will have the ability to develop incentive programs which achieve business objectives for your clients. You'll have experience in concept design and delivery of pitches, as well as strong relationship skills with both your clients and your team. Proven experience in a leadership role is definitely required. Events Pro and CRS experience will be highly valued.

### **NETWORK WITH THE BEST AGENCIES**

#### **SALES MANAGER – LEISURE PRODUCT PERTH – SALARY PACKAGE TO \$55k + CAR + Bonus**

Looking for a brand name that shines above the rest? This successful leisure product is building a bigger and better wholesale product year after year and their name is something you should be a part of. Our client is seeking an experienced on-the-road Sales Manager who has the ability to focus and deliver the goods! You will have the proven sales and relationship skills to grow the business.

## **CONTACT OUR EXECUTIVE TEAM FOR THESE AND MANY MORE GREAT ROLES**

Adriana D'Angelis  
MANAGING DIRECTOR  
Ph: 02 9231 6377

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

Carmen Pugh  
OLD & NT  
Ph: 07 3229 9600

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

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

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

# Europe. In style.

Earn a \$300 Virgin Blue Gift Voucher for every 10 V Australia return tickets sold (departing Australia to Europe via Abu Dhabi)\*

Now departing to more than 14 destinations in Europe^ and the United Kingdom with a quick one-stop service, V Australia offers a whole new world of choice for you and your clients.

- For every 10 V Australia return tickets sold (departing Australia to Europe via Abu Dhabi), receive a \$300 Virgin Blue Gift Voucher
- Vouchers are valid for 12 months from date of issue and are fully transferable

^With our partner Etihad Airways

\*For terms and conditions visit [vaustralia.com.au/competitions](http://vaustralia.com.au/competitions)

## to claim

List all eligible ticketed bookings on the sales tracker form sent via trade release and email a scanned copy to [salesassist@virginblue.com.au](mailto:salesassist@virginblue.com.au) with the words "Europe. In Style" in the subject line no later than close of business Friday 22nd April 2011.

International airline of 



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# Explore MALAYSIA in Style

## CRITERIA FOR PRIZE 1

The top two agents in Sydney, Melbourne, Brisbane, Adelaide and Perth achieving the highest revenue sales on Malaysia Airlines between 28 March - 22 April 2011 will attend a luxurious famil to Malaysia.

## CRITERIA FOR PRIZE 2

For every return Economy class ticket issued - receive a \$20 voucher for David Jones

For every return Business/First class ticket issued- receive a \$40 voucher for David Jones

Sales Period: 28 March - 22 April 2011

Claim your vouchers by 29 April 2011, please email your local CT sales team

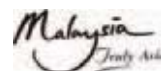


**Consolidated Travel  
Group**



Quikfares

Quickticket



**CONDITIONS:** This offer is open to all full time international selling agents only. Vouchers are capped and will be distributed on a first come, first served basis based on ticket orders received. Valid for tickets issued by Consolidated Travel or via Quickticket between 28 March - 22 April 2011 on 100% MH itineraries ex Australia plated to MH (232) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Malaysia Airlines reserve the right to alter or cancel the promotion any time. Vouchers & tickets (do not include surcharges or taxes) for this promotion are capped and will be distributed at the completion of the promotion, voucher claims must be received by COB 29 April 2011. All claims must be emailed to your local sales team. The top 2 producing agents per state (VIC/NSW/QLD/SA/WA) will be awarded Economy class (Australia/KUL) & Business class (KUL/Australia) familiarisation in June to Malaysia. Consolidated Travel Group ABN 60 004 692 791. Date of issue 28 March 2011.