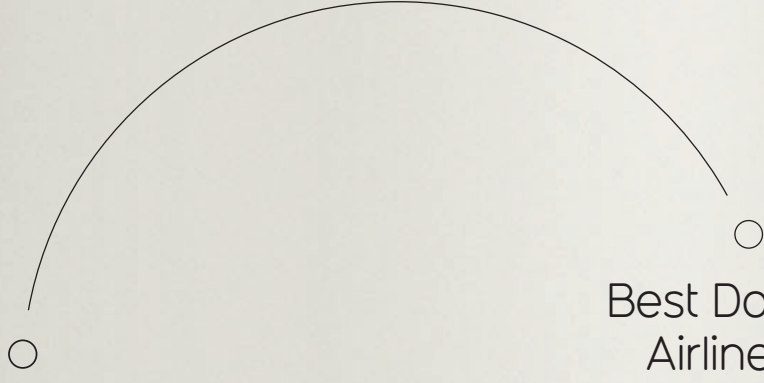




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# Travel Daily

First with the news

Monday 1st August 2011

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## Qantas celebrates

**QANTAS** is celebrating its NTIA Best Domestic Airline 2011 win on the opening page of **TD** today.



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## Viva! Holidays tactical push

**QANTAS** Holidays will stop producing most of its dedicated Viva! Holidays brochures from next year, according to Jetset Travelworld Group head of wholesale, Simon Bernardi.

Just the Arabian Peninsula brochure will be produced, with Viva! instead set to become a more tactical brand, with five or six Viva! 'Great Deals' brochures produced through the year.

Speaking to delegates at the Travelscene American Express National Consultants Conference in Melbourne over the weekend, Bernardi said "agents get that Viva! is basically Qantas Holidays but using another airline".

The first Viva! Great Deals brochure will hit stores in the

next week or two.

The ongoing evolution of the Jetset Travelworld wholesale operations will also see the introduction of a new phone system in Oct, which Bernardi said would eliminate some of the previous call congestion.

It will allow for a call back phone facility, while JTG Wholesale is also introducing a procedure whereby agents will receive a guaranteed response to enquiries made via email.

Bernardi revealed that 88% of Qantas Holidays sales come through travel agents, with Jetset Travelworld Group members contributing 75% to the figure.

And the popular Qantas Holidays Global Achievers program is set to be expanded, with the addition of sales through Travelscene Holidays, Travelscene Rail and Travelscene Cruise meaning more consultants will have the chance to become Global Achievers, Bernardi added.

More from the Travelscene NCC throughout today's **TD**, with a full page of pictures on **page 9**.

## Hayman reopens today

**HAYMAN** Island is offering a special Hayman Escape deal in conjunction with its reopening today after a five month makeover.

Guests can enjoy the fully refreshed and rejuvenated resort for just \$885pp for three nights incl daily breakfast and a bonus \$400 Resort Voucher per stay.

Families also receive a 25% discount on a second room plus other bonuses and activities - see the **last page** of today's **TD**.

## Nine pages of news!

**Travel Daily** today has a huge nine pages of news and photos, a front full page for Qantas plus full pages from: (**click**)

- AA Appointments jobs
- inPlace Recruitment
- Hayman Island

## FC takes \$28m US hit

**FLIGHT** Centre has announced a \$28 million non-cash goodwill impact due to underperformance of its US-based Liberty Travel division (**TD** breaking news Fri).

FC said its full year profit will be between \$211m and \$215m.

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Monday 1st August 2011

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## Travel Daily

on location in  
**Melbourne, Vic**

Today's issue of *TD* is coming to you from the **Travelscene National Consultants Conference at the Crown Promenade Hotel.**

**OVER** the weekend Travelscene consultants from across the country gathered to network, learn and celebrate excellence, under the group's very appropriate 'I♥Travel' theme.

More than 40 preferred industry partners also attended, including Qantas Airways, Qantas Holidays, The Travel Corporation and Tourism Victoria.

GM Jacqui Timmins said the event "struck the right balance between sharing knowledge, acquiring new skills, and remembering the reason why we are all in this industry in the first place".

As well as getting details of the latest products and having lots of fun the conference culminated in the gala Star Awards Dinner last night where Paul Moran from Travelscene Hampton in Vic was named Consultant of the Year.

More on p1, p4 and pics on p9.

## Aerius into administration

**SYDNEY**-based Aerius Travel has been placed into administration, with the Bank of Queensland formally appointing insolvency specialists BRI Ferrier on Fri.

As well as operating as a corporate agency, Aerius operates a representation division with clients incl Air Zimbabwe and the Hahn Air interline ticketing platform.

The two directors of Aerius are Adrian Miller and Michael McAuliffe, who is also a partner in the Worldnomads/Suresave.net

travel insurance business.

Miller told *TD* today the move had been precipitated by the inability of Aerius to collect on a significant debt owed to it by the suspended Micronesian carrier Pacific Flier (*TD* 02 Feb), which it previously represented.

He said Aerius had incurred significant costs incl repatriating stranded pax after Pacific Flier stopped operating in Aug.

It's believed that a sale of the Aerius corporate travel business to another Sydney-based TMC is set to be announced later today, in order to protect staff and clients of the business.

## SIA/DJ launch pact

**SINGAPORE** Airlines and Virgin Australia have today kicked off the first phase of their alliance, with an initial interline agreement plus reciprocal lounge access.

Effective immediately, SIA customers are able to connect to a range of DJ destinations on a single ticket, with terminal transfers, in-flight entertainment and meals included in the deal.

The ACCC is currently reviewing submissions on the full alliance which covers codesharing, joint marketing and coordinated flights.

## Star ditches Air India

**AIR INDIA'S** prospective membership of the Star Alliance has been suspended, after AI "failed to meet contractually agreed joining conditions".

Star said that existing bilateral relationships with member carriers are not affected, and the decision also leaves room for a potential Alliance membership for Air India "at a future stage".

## APT sells Connections

**APT** has sold its half share in the Intrepid Connections domestic tour operator to the other partner in the operation, the TUI Travel-Intrepid JV PEAK Adventure Group headed by Intrepid founder Darrell Wade (*TD* breaking news Fri).

The move to 100% ownership of Connections by PEAK comes despite the "gloomy outlook for inbound tourism," according to Wade, who said the company was confident that the downturn was cyclical "and the industry will recover in the long term."

"This move places us in a strong position when the industry does return to health," he said.

PEAK's local offshoots also include Adventure Tours Australia (ATA), which will continue to operate as a separate division and there will be no impact on pax already booked on Intrepid Connections trips.

Intrepid Travel will support Connections' trade partners with its industry support line and dedicated full-time BDMs, while Intrepid and ATA will consolidate their operations into a PEAK NT Operations Centre in Alice Springs and Darwin.

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## Commission on Virgin Lounge m'ship

**VIRGIN** Australia has from today overhauled its Lounge entry fee structure with agents able to earn \$50 commission on new membership purchases.

Standard annual membership is now \$420, while a renewal of membership for a Velocity Silver patron will be \$300 with no joining fee.

A Joining Fee of \$280 applies as a one off if renewing membership within 30 days of expiry.

A Casual entry pass can be purchased at the lounge for \$65, or save \$10 and prepay online.

Lounge access for Virgin Aus. passengers has also been extended through its alliance with Air New Zealand (**TD** Wed).

DJ lounge members now have access to Air NZ's domestic and regional lounges in Auckland, Wellington, Dunedin, Christchurch, Queenstown, Nelson, Napier, Palmerston North, New Plymouth, Hamilton, Invercargill & Tauranga.

They can also get access to Air NZ's International lounges in Sydney, Brisbane, Melbourne, Auckland, Wellington and Christchurch, plus Velocity Gold members are eligible to enter Air New Zealand's Los Angeles and San Francisco lounges.

To be eligible for lounge access, eligible members and guests must be travelling on a trans-Tasman journey with Pacific Blue or Air New Zealand, domestic Air NZ or domestic Virgin Australia flight on the same day.

Lounge access is not allowed when flying Polynesian Blue or Pacific Blue to the Pacific Islands.

### 25% off Kumuka trips

**KUMUKA** is offering 15% off tours to Africa, Asia, Central & South America, the Middle East and Europe made before 08 Aug, which can be combined with a 10% currency reduction.

## Adventure World links with ski juggernaut

**ADVENTURE** World and Value Tours have rolled out their latest Ski Northern Hemisphere brochure which features ski offerings in the USA, Canada, Japan and Korea.

Now branded under Adventure World, the brochure "is the most packed edition we have ever produced, offering even more choice of packages, across a wider range of destinations," said AW head of product & marketing, Di Moynihan.

It includes a new range of inclusive ski packages in France, Austria, Switzerland & Italy, made available through a business tie with UK ski specialists, Inghams.

The European product includes internal flights, resort transfers, Chalet accommodation, meals and lift tickets.

The 116-page program also features a luxury section focused on winter snow experiences in Canada and the United States.



## Window Seat

**ATTENDEES** at the Travelscene National Consultants Conference in Melbourne on the weekend (see p1, p2, p9) enjoyed lots of quick quips from the presenters, including the event's host Steve Jacobs who described the Victorian capital as the "underbelly heart of Australia".

Travelscene ceo Mike Thompson was also on the same wavelength, joking that originally the NCC stood for the National Criminal Conference.

Jacobs also decided to break down the word Con-Sul-Tants.

"Con" is a 'large Greek taxi driver, 'Sul' means 'sullen' and 'Tant' means to have a tantrum, so in total it means 'a big pissed off Greek taxi driver who will throw a fit as soon as you ask for directions,' Jacobs said, adding: "that's Melbourne".

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## TS Quantum drives preferreds

**TRAVELSCENE** paid out over \$16.7 million to members last year, with key drivers including the Quantum program which rewards agents for selling the group's preferred suppliers.

The figure included a strong 47% growth in airline sales, according to gm Jacqui Timmins, who revealed the figures at the Travelscene National Consultants Conference over the weekend.

About 55% of Travelscene sales are going through preferred suppliers, with Timmins admitting "there's still an element of leakage" from the program.

An increase in Quantum's cruise partners is hoped to raise the figure "significantly" along with a challenge over the next year for members to cross sell product offered by preferred wholesalers.

Travelscene has relaunched its Quantum Consultant Program which recognises individuals and

teams, offering points which can be redeemed for gift vouchers.

The program is also set to expand, with participants including Qantas Holidays, APT, Etihad, Uniworld, Trafalgar, United Airlines and Virgin Atlantic.

Consultants are also set to be offered more webinars and online training modules, particularly focusing on the domestic market.

With Travelscene Hols offering product created exclusively for the brand, agents are seeing the benefits of an inhouse supplier, with a "significant +25% growth" in sales last year, Timmins said.

### Cruise sales strong

**TRAVELSCENE** is seeing strong demand from clients for cruise holidays, with the group recording good sales on Princess, P&O Cruises and Royal Caribbean.

"The cruise market is only going to get better," said Jacqui Timmins.

## Stay Connected soars

**TRAVELSCENE'S** 'Stay Connected' training/famil program has seen strong results over the last 12 months, and will evolve to focus on the domestic market in 11/12.

Tourism Tasmania will host a mega famil before the end of the year, and Travelscene is working with Tourism Victoria to offer something similar for agents.

"The Stay Connected program gives us the opportunity to work with preferred partners and showcase domestic destinations," said gm Jacqui Timmins.

The Travelscene product team also has famils in the pipeline to Africa, the Philippines, Malaysia and Thailand, she added.

A coach touring workshop, combining all of Travelscene's preferred coach holiday suppliers, will be added to the annual Stay Connected training event.

Timmins said there were good opportunities to combine coach and cruise itineraries.

## 13 Travel and 13 Cruise

**TRAVELSCENE** American Express is set to utilise two special new phone numbers in its marketing, after securing the key phone numbers 13 TRAVEL and 13 CRUISE for the next five years.

The numbers were acquired from two separate people, in a project six months in the making.

"These easy to remember toll free phone numbers will deliver a real market advantage for our members, particularly given the strong growth of cruise within the Australian market," said Travelscene gm Jacqui Timmins.

The numbers will be "supplementary" to the individual agency phone numbers currently used in advertising.

Calls are automatically distributed to local agencies through the Travelscene phone system, with customers able to choose a specific outlet or to be automatically put through to their closest agency.



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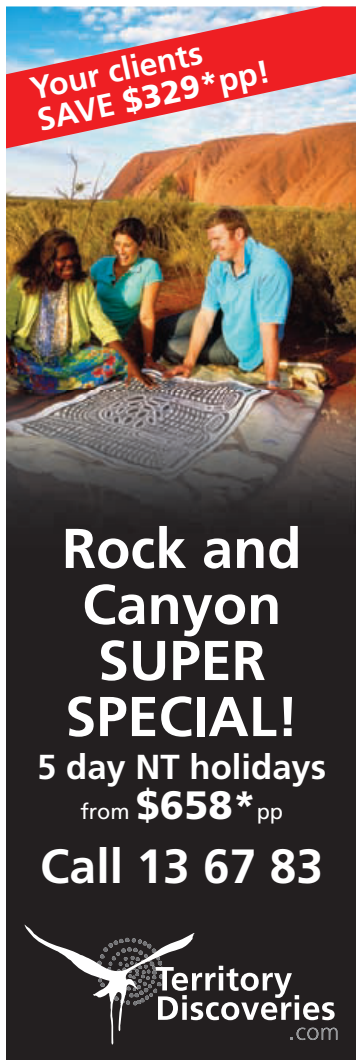
## Otahuna open again

**NEW** Zealand's Otahuna Lodge in the Canterbury region is today re-opening its doors, five months after the Christchurch earthquake forced the properties closure.

Restoration work included seismic strengthening.

## TCF terminations

**THE** Travel Compensation Fund has non voluntarily terminated **Pacific Green Travel** (Tourland) of Lindfield NSW and **Rewardweb** of Silverwater NSW as both agencies had their licences cancelled.



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## QF 4 points clear of DJ

**ROY** Morgan Research figures released on Fri show Qantas has raised its Customer Satisfaction level on rival Virgin Australia by 4 percentage points, now at 84% for the 12 months to May 2011.

80% of those people surveyed on domestic flights gave Virgin Australia either a 'very' or 'fairly' satisfied rating over the period, moving the carrier to third place on the poll.

QantasLink leapfrogged DJ for the first time since Dec, moving into second place in the latest poll, with an 81% score.

At the opposite end of the table, Tiger Airways continued its downwards trend, with just 45% of people satisfied, and this was prior to CASA's suspension of TT's flights in Jul.

## CTC winter drive

**CANADA'S** national tourism organisation has partnered with Tourism BC, Tourism Alberta, the Canadian Destination Ski Consortium and others in a new push to lure Aussies for winter.

The campaign hopes to cash in on a growing number of Aussies who are travelling abroad.

Canadian Tourism Commission Regional GM Core Markets, Rupert Peters says the promotion makes Canada stand out from its competitors and aims to secure bookings now, instead of having prospective travellers "merely thinking about it."

The latest campaign is targeted at consumers in Sydney, Brisbane and Melbourne, and is based on skiing, snowboarding, ice skating, polar-bear viewing and other winter activities.

Print advertising features Quick Response codes for smartphones, which direct traffic to a CTC microsite that provides reviews and images of winter options.

Australian Facebook fans of the Canadian Tourism Commission's Canada Keep Exploring page can also enter a 'Winterscope' contest to win a \$10K trip for two to Canada with SkiMax.

## Record year for Tauck in Aus



**ABOVE:** Travel the World is thanking the local travel agency community for their support in promoting and selling Tauck with figures showing the local operation has achieved record growth from this region in 2011.

"We are focused on growing Tauck's brand awareness and sales in the Australian market and look forward to a very big year ahead on Tauck sales," said director of sales & marketing, Michelle Taylor.

Pictured above are the Travel the World - Tauck specialist team celebrating this success.

## Oneworld & Global Explorer fare changes

**QANTAS** is advising agents of a number of changes to oneworld and Global Explorer fares which come into effect from today.

Oneworld Explorer, Circle Trip Explorer Fares and Global Explorer Fares ex Indonesia have been increased, while the wording for stopovers on Circle Trip Explorer Fares and Global Explorer Fares has been modified.

Effective 01 Aug, if CTE or GE fares have a surface sector between two regions, it will now count as a stopover in each of the two regions, however for the purpose of the total stopovers permitted it will only count as one stopover, Qantas says.

## Bangkok short stays

**VENTURE** Holidays has a 4-night land only deal at the Rembrandt Hotels & Towers priced from \$203ppts, which includes a grand palace tour and transfers.

Packages at the AETAS Bangkok and Dusit Thani start at \$241ppts and \$328ppts - 1300 303 343.

## MEL-BNE line upgrade

**STEPS** towards developing a Brisbane-Sydney-Melbourne rail line into a high-speed corridor have taken a step forward following the completion of a \$25.9 million passing loop near Donnybrook.

The new section of track will allow for increased capacity and reduced transit time between Sydney and Melbourne.'

## Bali Indo Weddings

**WA-BASED** Bali Indo Weddings has launched nationally, offering agents 10% commission on all bookings or referrals made via their agency in Perth.

Training on the product to equip consultants with the knowledge to sell the product is offered.

Bali Indo Weddings operates its own wedding Chapel in Uluwatu, which can be used for blessing ceremonies, commitment and legal ceremonies.

For more info on the product and selling enquiries email [info@bali-indowedding.com](mailto:info@bali-indowedding.com).

## world of accor expo 2011

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## QF change fee increase

**QANTAS** is boosting the change fee on Australia to New Zealand and the Cook Islands one-way and return Red-e-Deal Fares to \$80, effective 31 Aug.

## Latin At Leisure

**TRAFALGAR** has today launched its 2012 South America brochure which features for the first time the tour operator's At Leisure program among 12 itineraries.

The brochure covers not only South America but Mexico and Costa Rica in Central America.

Trafalgar has converted its Glimpse of South America tour over to the At Leisure format, and included its Be My Guest intimate dining experience in Buenos Aires.

MD Matthew Cameron-Smith says this year's program features more regional highlights and hidden treasures on each trip.

Also new for the 2012 season is a 13-day Best of South America At Leisure tour, a 12-day Argentina and Across the Andes to Chile trip and the 11-day Conquistadors, Sacred Valleys and Inca Mysteris family touring itinerary.

Additionally, there are now 10 pre- and post-holiday extensions available to choose from.

## Vienna visitor record

**VIENNA** Tourist Board has reported a 5.3% year on year rise to 5m visitor bed nights for the six months from Jan to May, setting a new record for the period.

Director Norbert Kettner said that only 4 of Vienna's top 30 source markets showed decline over the period.

Strong growth was shown from Central and South America (bed nights up 48%), China (40%) and Arabian countries (32%).

# Rafter tastes Peppers at Salt



**ABOVE:** Mantra Group held its 2011 Annual Awards at Peppers Salt Resort & Spa on the Tweed Coast last week, with Ambassador Pat Rafter (**TD 05 Jul**) attending the gala award ceremony.

Mantra Group GM of the Year was awarded to Aaron Bond, from Mantra Southbank (centre).

He's pictured with Mantra Group Executives GM Operations (Northern States) Mark Hodge and (Southern States) Tomas Johnsson, Pat Rafter and Mantra Group CEO Bob East.

## No Virgin Aust./Air NZ boarding passes

**VIRGIN** Australia has outlined to the trade that through check-in from a domestic Virgin Australia service to a trans-Tasman Air New Zealand flight will require pax to line up for an int'l boarding pass at Air NZ counters.

The information was provided in a summary of conditions made by DJ on its trans-Tasman alliance which kicked in last week.

The update said that passengers booking a DJ domestic flight, sold in conjunction with a Pacific Blue Tasman service, will receive boarding passes for both flights.

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CONGRATULATIONS

**Michelle Broad**

from Virgin Australia

Michelle is the top point scorer for Round 19 of *Travel Daily's* AFL industry footy tipping competition, and has won a complimentary family pass (two adults and two children) to Sydney Aquarium, courtesy of Sydney Attractions Group.



## Major Prize Sponsors

**1st Prize:** 4-night holiday to Europe, courtesy of Emirates, Adina Apartment Hotels & RailPlus



**2nd Prize:** 4-night cruise in Fiji, courtesy of Pacific Blue & Blue Lagoon Cruises



**3rd Prize:** Apple iPad 2, courtesy of Compass Car Rental



## KE Bombardier buy

**KOREAN** Air has signed a firm order for 10 CS300 Bombardier aircraft and 10 options (making it the launch client for the CS series aircraft in Asia), as well as two Boeing 737-900ER jets.

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## MEL applauds CZ

**MELBOURNE** Airport ceo Chris Woodruff said China Southern's new double-daily service from Guangzhou (revealed to the trade by **TD** on Fri) will provide Aussies more opportunities to visit China.

"China is our number one long haul market and as Victoria's international aviation gateway, we are pleased to be able to support the strengthening of Victoria's tourism, education and business relationship with China," Woodruff said.

In 2010/11 over 386,000 pax with Chinese passports travelled through Melbourne Airport, a 26.2% increase on the year prior.

Last year CZ raised MEL capacity from thrice weekly to daily.

## Crowne Plaza on top

**INTERCONTINENTAL** Hotels Group's Crowne Plaza brand has achieved the highest customer satisfaction rating for the year ending May 2011, according to the latest Roy Morgan Research.

90% of Crowne Plaza guests said they were satisfied with their stay, with Mantra (88%), Hilton and Sheraton (87%) and Westin (86%) rounding out the top five of the 27 domestic hotels polled.

## Today show in Fiji

**WEATHER** presenter for Chl 9's *Today* show, Steve Jacobs, will be on location from hotels & resorts across Fiji from tomorrow.

Jacobs will be showcasing the InterContinental Golf Resort & Spa on Tue, the Westin Denarau Island Resort & Spa on Wed, Plantation Island Resort on Thu and Tokoriki Island Resort on Fri.

Tourism Fiji says the live crosses have the potential of reaching an audience of about 2.7m daily.

# Logas scores full CTM payout

**HELEN** Logas will receive an additional \$3.875 million in cash as well as about \$2 million in Corporate Travel Management shares, after CTM finalised the earn-out for its acquisition of Travelcorp earlier this year.

In an ASX announcement today CTM said the Travelcorp deal had significantly exceeded prospectus expectations, with an estimated net profit contribution of \$1.36 million for the six months to 30 Jun coming out at \$2.0 million.

After the issue of new shares to Logas the total issued capital of CTM will be around 71.5m shares.

CTM also confirmed it would pay out NZ\$125,000 under an earn-out clause relating to its purchase last year of NZ TMC

Cavalier Travel.

CTM md Jamie Pherous said the healthy performances continued the firm's "strong track record of successful acquisitions".

## Tiger case deferred

**TIGER** and CASA have once again jointly applied for a deferral of the Federal Court case about the carrier's suspension, with today's planned hearing now set down for Wed (**TD** breaking news).

In contrast to a statement on Fri where Tiger said it would make an announcement about resuming flights from 05 Aug, the carrier today described reports about recommencement of services as "speculation".



## Brochures of the Week

**WELCOME** to Brochures of the Week, *Travel Daily's* Mon feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including an image of the front cover plus contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au). **And don't forget our FREE brochure listing service at [www.traveldaily.com.au/brochures](http://www.traveldaily.com.au/brochures).**



### PNG Holidays - Papua New Guinea

The new brochure covers a range of holiday options including accommodation and activities. Fishing is extremely popular in PNG and the diving offers underwater lovers amazing sea life. Tourists will be able to take in more than the Kokoda Track with city tours, boat hire for game fishing/diving, volcano treks, war history treks, weddings and honeymoons, cultural stays & much more. To contact PNG Holidays visit [pngholidays.com.au](http://pngholidays.com.au).



### APT - Russia River Cruising 2012

The rebuilt *msAmaKatarina* will launch its first full season of service with itineraries featured in the new 2012 Russian River Cruising brochure. Other features include extra premium Golden Eagle rail journeys with four new itineraries including the Trans Mongolian - Moscow to Beijing; Crimean Express - St Petersburg to Yalta; Opera and Ballet - Moscow to St Petersburg and Arctic Circle. APT will also unveil the train's new Imperial Suites.



### Creative Holidays - Disney Parks and Resorts 2011

The 2011 Disney Parks brochure offers product in Paris, Hong Kong, Orlando and California as well as at the Aulani, A Disney Resort and Spa on the island of Oahu, Hawaii. Some exclusive packages, deals and ticketing options are also on offer for the new season. Agents can use the guide as an information tool and have the opportunity to upsell with the brochure packed with add ons such as Character Breakfasts and stop over packages.



### Antarctica Flights - Croydon Travel

Antarctica Sightseeing Flights has just released its brochure for the 2011/12 summer season. As well as the annual New Year's Eve Party Flight there are an extra two flights out of Sydney and Melbourne in early 2012. The QF flights will offer

Business, Premium and Economy class seats with passengers able to move around the cabin while the aircraft flies in a figure eight over the points of interest in Antarctica. More info at [antarcticaflights.com.au](http://antarcticaflights.com.au).

# Jetset Travel

Know the world we know

Jetset Travel Ballarat is an award winning office offering an energetic, fun and supportive work environment. We are looking for an experienced consultant who has a passion for the travel industry, has had extensive travel experience and can deliver a high level of customer service to join our team in a full time position.

### Please consider the following criteria prior to applying for this position -

- Galileo and CCT knowledge an advantage
- Minimum of 2 years full time in a retail travel agency
- Excellent international & domestic destination knowledge
- The ability to problem solve, research and work under pressure
- Fantastic organisational skills and the ability to follow through with tasks in a timely manner.
- The ability to work in a team environment sharing all tasks
- Show a high level of accuracy and absolute attention to detail
- Excellent communication skills both written and verbal

To express your interest, please email a covering letter and CV outlining your skills and experience to Nicole King at [ballarat@jetset.com.au](mailto:ballarat@jetset.com.au)

**Closing date 12/8/11**

1200520



**New QF NZ fare basis**

**QANTAS** is to introduce a new fare basis effective 31 Aug to the Australia to New Zealand OW/RT Fully Flexible Fares - full details at [www.qantas.com.au/agents](http://www.qantas.com.au/agents).

**CTM and Accor celebrate**

**CORPORATE**  
Travel Management invited over 100 guests to its Sydney Office Professional Event in Darling Harbour last week. The event was a way for clients, staff and suppliers to catch up by interacting in a social setting.



Sponsors included Accor, Avis, Virgin Australia, Climate Friendly, Event Travel Management, CTM's travel technology platforms assist-u and u-track and Etihad.

Pictured above cutting the cake in celebration of Accor's 20th anniversary from left are: Renae

Trimble and Elizabeth Ford, Accor; Aleisha Barrodeen, Downer; Matt Cantelo, CTM and Thomas Brand from Accor.

**AA stays on Travelport**

**AMERICAN** Airlines & Travelport have announced their existing full content agreements between AA and the Apollo, Galileo and Worldspan GDSs "have been extended concurrently and are no longer due to expire in 2011."

AA & Travelport have been in dispute since Nov over AA's Direct distribution system (**TD 22 Nov**).

**State QC winners**

**TRAVELSCENE** American Express wrapped up its two day National Consultants Conference in Melb. last night by announcing the winners of the state QC Awards.

The consultants who walked away with State QC me! Awards for individual support of preferred partners were: Phillip Boniface, Travelscene Carlingford ACT/NSW; Alison Hunt, Phil Hoffmann Travel Stirling SA/NT; Lenny Padowitz, Travelscene Logan Qld/Northern NSW; Phil Smethurst, Travelscene Bicton WA and Jess Tymensen, Travelscene Pakenham Vic/Tas.

The winners of Travelscene's state QCteam! Awards were: New England Travel, Armidale ACT/NSW; Travel Crew, Rockhampton Qld/Northern NSW; Eyre Travel SA/NT; Travelcentre Bendigo, Vic/Tas and The Travel Emporium WA.

**WIN A HOLIDAY TO MAURITIUS**



Throughout August, **Travel Daily** is giving readers the chance to win a fabulous Mauritius holiday package for two, courtesy of **Mauritius Tourism Promotion Authority, Air Mauritius and Beachcomber Tours.**

The prize includes:

- ◆ Air Mauritius return economy flights for two from Sydney, Melbourne or Perth to Mauritius
- ◆ Five nights twin share accommodation in a luxurious Junior Suite at the 5-star Trou aux Biches Resort & Spa - set in a tropical garden and fronted by a pure white sand beach
- ◆ Daily breakfast & dinner for two

All you need to do to enter the competition is to **send in a picture of yourself dressed in a French theme and showing how you imagine yourself escaping winter for the warmth of Mauritius.**

Email your entries to: [mauritiuscomp@traveldaily.com.au](mailto:mauritiuscomp@traveldaily.com.au)

CLICK HERE for terms & conditions



**SAA expands routes**

**SOUTH** African Airways is expanding its routes in Africa with new services to Bujumbura, Burundi; Kigali, Rwanda; and Cotonou, Benin from 31 Oct.

SAA's Head of Australasia, Thevan Krishna said the growth strategy aims to strengthen already-profitable routes and introduce new destinations.

Krishna said Aussie interest in more than standard recreational holiday experiences was growing and these new routes would give even more choice.

**AW cruise incentive**

**ADVENTURE** World has today launched an incentive to entice agents to book its new Ski, Cruise and South Pacific Holidays by offering a chance to win a luxury cruise to New Zealand.

The prize incl a trip for two on AW's rugby union legends sailing aboard Holland America Line's *ms Volendam* ex Sydney to Wellington, and a one-way Economy class fare back to Australia.

To go in the draw, consultants need to book an AW holiday during the month of Aug.

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# Travelscene is all heart

**THE** Travelscene American Express National Consultants Conference in Melbourne on the weekend once again had an 'I ♥ Travel' theme, and you could really feel the love at the event as agents from across the country gathered for their annual celebration.

On Sat night attendees had a fabulous race-themed evening at Flemington Racecourse, while last night the event culminated in the Star Awards gala dinner.

Paul Moran from Travelscene Hampton in Vic was named the Consultant of the Year, while Rising Star of the Year went to Rebecca Norberry from Travelscene Kempsey in regional NSW.

Sabre Pacific was awarded Most Supportive Preferred Supplier, while Travelscene Holidays was the Most Supportive Quantum Supplier.

**Travel Daily** took these pics over the weekend, with lots more now online at our website [www.traveldaily.com.au/photos](http://www.traveldaily.com.au/photos).

**RIGHT:** What a star! Rebecca Norberry of Travelscene Kempsey celebrates her Rising Star of the Year award with Jodie Hawthorne, Travelscene bdm for NSW.

**BELOW:** Belinda Murphy, JTG Air Product Manager; Damien Borg, Travelscene Head of Product; Fiona Faulds, JTG Air Contracting Manager; Wayne Borland, Etihad national industry sales mgr; and David Padman, Travelscene Corporate head.



Monday 1st Aug 2011

**LEFT:** The event's official mascot was named 'Holi the Heart' - because everyone loves a Holiday.



**ABOVE:** David Southwick, representing Vic tourism minister Louise Asher, with magical MC Steve Jacobs, Travelscene gm Jacquie Timmins and Travelscene ceo Mike Thompson.

**RIGHT:** Travelscene marketing manager Adam Vance tees off at the golf driving range - one of the many features of the special 'I ♥ Travel Playground' at the event which also featured a massage booth, make-up pampering and a Tourism Vic 'pick a dice' stand.



**RIGHT:** Robert Klingelholler, Mary Reale and Vlado Risteovski from Air Tickets were in charge of the special 'Dance Hit' booth where Travelscene consultants could make their very own customised funky dance clip.

Lots more at [traveldaily.com.au/photos](http://traveldaily.com.au/photos).



**ABOVE:** Air New Zealand treats Rebecca Boothby from Phil Hoffmann Travel to a relaxing hand massage.

**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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## THE BEST ROLES FOR TALENTED EXECUTIVES - CALL THE TEAM AT AA

### THE BEST IN THE BUSINESS IS SOUGHT HERE

#### GENERAL MANAGER CONTRACTING

BRISBANE or MELBOURNE - SALARY PACKAGE TO \$100k NEG

This integral part of the business will see you involved in all contracting functions including negotiation of allotments, rates, setting pricing strategies and implementing campaigns for exclusive deals within the market at certain times of the year.

You will be an inspirational leader who can demonstrate a sound knowledge of wholesale contracting particularly in the domestic market overseeing your product team.

### YOUR CHANCE TO HIT THE BIG TIME

#### GENERAL MANAGER

SYDNEY - SALARY PACKAGE OTE \$100K

How would you like to manage a business, designing sales & marketing plans to promote the Brand and grow profits? Being the face of this dynamic company you'll be responsible for building relationships and driving revenue from the travel trade. This is an exciting step-up opportunity for a senior Sales & Marketing Manager looking to prove themselves at a GM level. You'll be joining an industry leader with global reach.

### THE PERFECT BLEND OF I.T. AND PEOPLE SKILLS

#### BUSINESS SOLUTIONS MANAGER

SYDNEY - SALARY PACKAGE TO \$95K+

Would you like a unique role that combines all of your experience in operations & sales with your skills in I.T. & travel systems? If you have both front and back end experience in GDS you can identify functionality problems and solutions for your clients, linking your sales, account management and operations teams and putting you in a unique position to add value to your customers and improve their business processes.

### HERE'S YOUR BIG CHANCE TO STEP UP

#### GENERAL MANAGER

SYDNEY - SALARY PACKAGE OTE \$100K

Managing both sales and operations you'll be designing and executing sales & marketing plans which promote the Brand and grow the business. Being the face of this energetic company you'll be responsible for increasing profits through revenue generation from the travel trade. This is a fantastic step-up role for a senior Sales & Marketing manager looking to prove themselves at a general management level.

### MANAGE YOUR WAY TO THE TOP

#### WHOLESALE TRAVEL MANAGER

SYDNEY - SALARY PACKAGE TO \$70K + Benefits

This position manages a small team of Res agents. You will lead from the front mentoring and coaching to your team to achieve sales targets. Being a strategic thinker you will also plan for revenue growth and ways to increase productivity. This is a career-defining role - once you join this travel industry giant you won't look back. The potential to grow here is amazing - you'll enjoy longevity, a diverse career path with global opportunity.

### INDUSTRY SALES NEVER LOOKED THIS HOT!

#### BUSINESS DEVELOPMENT MANAGER

SYDNEY - SALARY PACKAGES OTE \$80K+

We have TWO unique BDM roles that both require a driven approach to growing sales and winning new clients. You'll come from a sales focused role and be itching to work out on the road and deal with travel agencies across an assigned territory. You will be rewarded with a salary package that is sure to impress, along with ongoing career development and real opportunities. If you're hungry, you'll be a success here.

### MAKE YOUR MARK ON THIS OFFICE

#### CORPORATE TRAVEL OPERATIONS MANAGER

PERTH - SALARY PACKAGE NEG ON EXP

Feel at home in this intimate corporate office where you will be overseeing a team of skilled travel consultants. You will need proven leadership skills and have exceptional knowledge of corporate travel, training & development and client relationship management. This role allows you to take full management control of this boutique office environment and manage future growth and development which is on the horizon.

### THE EXCITEMENT OF LARGE EVENTS

#### INHOUSE TRAVEL MANAGER

MELBOURNE - SALARY PACKAGE TO \$70k

Join this successful organization in the events and group space where you will be responsible for managing their in-house travel desk. With your senior skills you will be able to process group flights, add in pre & post touring requirements and juggle a busy workload. This role is sure to impress those looking for a new challenge and a unique role. A great opportunity to join a market leader. Events pro essential.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis  
MANAGING DIRECTOR  
Ph: 02 9231 1299

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

Toni Francis  
NSW & ACT  
Ph: 02 9231 2825

Kathryn Heberton  
VIC, SA, WA, QLD  
Ph: 03 9670 2577

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

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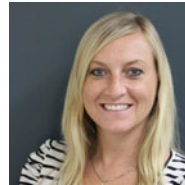
**Ben Carnegie**

## Travel Technology Sales Execs

Fantastic opportunities await in many locations across Australia & New Zealand. The travel distribution industry is seeking Sales Executives to join their rapidly expanding teams. You will be supplied with the tools of the trade & the support of a multi national company. A knowledge of the territory you will be working in is highly regarded. GDS knowledge is essential.

- ▶ Excellent training & career advancement opportunities.
- ▶ Multiple roles, Sydney, Perth & Auckland
- ▶ Excellent salary packages on offer!

**Click here for more details or call Ben.**



**Liz Vibert**

## Team Leader - Worldwide Cruise

We have a great opportunity for individuals looking to take that next step within their travel career. Whether you are working within a retail or wholesale travel organisation within reservations preferably with some cruise experience, then we want to hear from you today. You will be working within the cruise department supporting the Operations Manager.

- ▶ Min 2 years corporate account management experience ideal
- ▶ Sydney location
- ▶ Competitive salary + incentives + super

**Click here for more details or call Liz.**

## e- Marketing Analysts - 2 positions

Our client is a market leader in online hotel reservations and sales, representing properties across the nation. With the demand for experienced online marketers on the rise, 2 roles have been created to work within the online marketing team. Knowledge of PPC campaigns and website optimisation is essential. Reporting and analysing of data will be second nature and by enforcing best practice, assist the team to reach new heights.

- ▶ Asian language useful but not essential
- ▶ Sydney CBD
- ▶ Salary range between \$55K- \$65K + super

**Call or email Ben for more details.**

## Corporate Travel Consultant - Northern Beaches

Have the best of both worlds while offering personalised service to the VIP clients. This company is part of a much larger organisation offering you all the resources, career progression and incentives that only a large company can offer yet at the same time have that supportive, personal work environment that make us happy each day! In this role you will offer exceptional service and travel solutions to your clients.

- ▶ Develop your corporate travel career
- ▶ Sydney Northern Beaches
- ▶ Salary up to \$55K pro rata + super

**Click here for more details or call Liz.**



**Kristi Gomm**

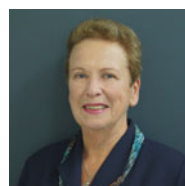
## Part time Corporate - Collaroy NSW

Working as part of a small team this role has flexibility plus! Choose your days and hours, approx 20 hours per week and the option of doing a day or two at home. This role would suit a mum returning to work or someone

looking to work close to home. This is a boutique office with mainly corporate business & some upmarket leisure.

- ▶ Corporate or Retail consulting background & strong Amadeus
- ▶ Located in Collaroy NSW
- ▶ Great salary on offer

**Call or email Kristi for more details.**



**Sandra Chiles**

## International Incentives Manager

Our client is a well established events and sales company that is really going places. They are now expanding the International Incentives Team and need to hear from you!! As an experienced International Incentives Manager you will have 4-5 years experience with a focus on corporate & incentive based clientele. Flexibility to travel is required in this role.

- ▶ Events Pro & Advanced Excel essential
- ▶ Sydney based
- ▶ Salary starts from \$65K + super

**Click here for more details or call Sandra.**

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Email: [jobs@inplacerecruitment.com.au](mailto:jobs@inplacerecruitment.com.au)

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A large, multi-level swimming pool complex at a resort during sunset. The pool is surrounded by palm trees and lounge chairs under white umbrellas. The sky is filled with warm, golden light from the setting sun.

HAYMAN

## HAYMAN RE-OPENS TODAY

Hayman celebrates its re-opening with unprecedented levels of indulgence in the new Beach Villas, inspired restaurants and exquisite landscapes by Jamie Durie.

We would like to extend our warmest gratitude to our industry partners for their unwavering support during the closure.