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# Travel Daily

First with the news

Friday 23rd December 2011

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## Happy Christmas!

THE *Travel Daily* team would like to wish our readers a very happy Christmas, and thanks for all of your support this year.

We're dedicated to bringing you the news, so *TD* will continue to be published right through the Christmas and New Year holiday break, apart from public holidays.

The next issue of *Travel Daily* will be on Wed 28 Dec, with all the latest news for the stalwart travel agents and industry staff who are also working through.

## OTAs lose share to airlines

ONLINE travel agencies are seeing a significant shift in business, with airline direct sales continuing to grow online at the expense of the OTAs.

In the USA OTAs comprised around 40% of the online air market in 2009, but this dropped to 38% this year and is expected to fall further, according to a PhoCusWright report today.

The study, which only looks at online distribution, predicts that tight airline capacity and higher fares will continue to drive online bookers to the airline sites, which

will comprise almost 75% of the internet air market by 2013.

Airlines are continuing to enhance their sites to make it easier for customers to book direct, and PhoCusWright said that "while the supplier channel has long dominated online air distribution, added incentives such as ancillary services and the potential impact of Google-ITA's new Flight Search product are expected to further tip the balance".

Qantas is currently undergoing an advertising review, with a number of ad agencies pitching for the business and the airline's digital marketing and offerings being a key part of the process.

## TCF reinstatement

THE Travel Compensation Fund has reinstated the participation of Precilla Travel Pty Ltd trading as Travelscene Deer Park in Vic.

The agency was terminated on 16 Nov because it had ceased trading as a travel agent.

## QF WA record

QANTAS says it's seeing stunning growth in the WA mining ports of Karratha, Port Hedland, Paraburdoo, Newman and Kalgoorlie, with record pax numbers recorded this week.

A total of 28,511 travellers are flying on Qantas or QantasLink from the ports - up a huge 42% on the same time last year.

Qantas Group set a one day record for departures ex Karratha on Wed, with 2430 passengers departing for their Christmas break on 16 flights.

Additional capacity utilising both 737-800s and B717s has been added on most routes.

## Christmas cheers!



ABOVE: Qantas head of industry and corporate sales, Karen Tsolakis, was spotted having a quiet catch-up with JTG chief Peter Lacaze at one of the many industry Christmas parties in the last few weeks.

For lots more festive photos see **page four** of today's *TD*.

## Air Aust boosts comm

AIR Australia has advised travel agents that it will now pay 7% commission until 31 Mar 2012, as it continues to work to resolve its insolvency insurance issues with Cover-More (*TD* Wed, 02 Dec).

## QH extra 2% comm.

QANTAS Holidays is offering travel agents an additional 2% commission on its "12 days of Christmas" celebration deals.



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Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

## Hobart QF supps

**QANTAS** has announced a seasonal expansion of flights between Melbourne and Hobart, with 9 additional return services operating between 13 Feb and 23 Mar 2012.

Regional gm Tasmania Stephen Farquer said the carrier is always focused on meeting increased market demands and responding with extra capacity.

"Hobart is a very important market for Qantas and we will continue to monitor demand to support tourism within the region," he said.

## Tonga DFAT update

**THE** Department of Foreign Affairs and Trade has reissued its travel advice for Tonga, with an addition confirming that it's a legal requirement that helmets be worn when riding motor scooters hired in the Pacific nation.

Travellers hiring motor scooters are also warned to check that their travel insurance covers them for the activity.

## CWT new appointment

**CARLSON** Wagonlit Travel has promoted Andrew Waller to be president of CWT Europe, Middle East and Africa, replacing Hakan Ericsson, who has moved to the global TMC's North America and Latin America team.

Waller was formerly CWT vice-president for United Kingdom, Ireland and the Mediterranean.

## Ticketek misuses its power

**EVENT** tickets may become more accessible in Australia, after distributor Ticketek was fined a whopping \$2.5 million following Australian Competition and Consumer Commission action to stop it misusing its market power.

The Federal Court in Sydney this week found that on four separate occasions Ticketek had "engaged in conduct with the anti-competitive purpose of deterring or preventing Lasttix from supplying its services".

Lasttix is a newly established operation aimed at promoting last-minute ticket deals for concerts and other events.

The ACCC alleged that Ticketek failed to promote deals which were to be offered through Lasttix, despite requests from concert promoters and theatre producers.

"On one occasion, in early 2010

Ticketek had created a special deal with an associated URL link in their system for the 'Warriors of Brazil' production at Sydney's Theatre Royal.

"Ticketek shut down access to the deal upon becoming aware that it was being promoted by Lasttix," the ACCC said yesterday.

ACCC chairman Rod Sims said the court decision "will ensure that event organisers have more choices in promoting their shows".

He said that consumers would also benefit because discount ticket deals would become "increasingly accessible in a variety of places - not just through ticketing agents".

## Hertz names the 7s

**HERTZ** New Zealand has signed a two year agreement to become the naming rights sponsor of the New Zealand International Sevens Tournament.

The inaugural Hertz Sevens, which is already sold out, will take place in Wellington in Feb.

## CNS o'seas visits drop

**THE** number of international passengers arriving in Cairns in Nov has slumped 11%, according to latest data from the airport's owner, Auckland Int'l Airport Ltd.

During the month, there were more than 6,000 less overseas movements at the Far North Qld gateway year on year, with numbers down to 49,479.

Over the same period the number of international aircraft movements decreased by 26 services (-4.1%).

The number of passenger transit movements skyrocketed 49.1%, to 9,021 - up around 3,000 on 12 months earlier.

## New Canada site

**THE** Canadian Tourism Commission has launched a new online trip planning tool which provides "honest, tell-it-like-it-is recommendations" through various social media websites.

Itineraries can be developed based on themes such as interests or by destination - see it at [explorecanadalikeyalocal.com](http://explorecanadalikeyalocal.com).

## Oceania winner

**BELINDA** Cleggett from Magic Travel in WA has been named as the winner of the highly sought-after Oceania Cruises incentive.

She has won a 14-day cruise for two people, and can select from any 2012 Oceania itinerary.

## These counsellors dig the gold



**ABOVE:** Travel Counsellors honoured its Gold top achievers with a series of events in Melbourne last week which kicked off with the annual Christmas Traveleague luncheon.

The agents along with Travel Counsellors' head office team also enjoyed a luxury private charter aboard *Aussie Princess*, enjoying the sunset over the Melbourne city skyline.

And the next day they took part in a photo shoot at head office before viewing all of the group's new marketing ideas and collateral, as well as discussing plans for the business in 2012.

And finally yet another lunch

wrapped up the festivities.

The Gold agents achieved more than \$119,000 in commissions during the qualifying period this year, with the six top Aussie members among 130 Gold Travel Counsellors worldwide.

Gold achievers will also enjoy a dedicated all expenses paid conference in Mauritius in May.

**Pictured** above onboard *Aussie Princess* are, from left: Michelle Kelly and Nadine Kutz from Qld with Victorian gold TCs Christine Jenkins and Claudia Silk.

The two other Aussie top achieving Gold Travel Counsellors, Lucy Fenwick and Scott Mayne, were unable to attend the party.





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## Wow what a luau!



**CREATIVE** Holidays hosted a group of travel agents on the inaugural Air Australia flights to Honolulu ex Brisbane and Melbourne last week.

To go in the draw the consultants were required to sell four night Creative Holidays

packages with flights on Air Australia before 15 Nov.

The big winners enjoyed a full prize package of flights, and an invitation to the exclusive 'Luau Launch Party', twin share accom at the Hilton Hawaiian Village and airport transfers.

Pictured are some of the winners at the luau party, from left: Natalie Garside, Flight Centre Gympie; Vanya Lewis, FC Southport Park; Carley Behm, Harvey World Travel Edge Hill; Mark Richards, Creative Holidays; Claire Maree, Grantham-Smith Travelworld Casino Travel Shoppe; Kylie MacFarlane, FC Wynnum; Melissa Muller, FC Bundaberg; Lucille Pearson, Select World Travel and Cruise and Debra Moore, TW Burleigh West.

## Langham Mel deals

**LANGHAM** Melbourne has a number of Summer Escape deals on offer including the Summer Haven package priced from \$590 for two nights in a classic room when booked by 13 Feb.

The deal includes accom, brekkie and a 20% discount for a one hour Chuan Spa Treatment.

## ITP adds in Slovenia

**GLOBAL** TMC alliance ITP has added a new Slovenian partner.

Promo Potavanja joins the consortium which also includes Aussie agency Maxim's Travel.

## Q1 Resort handover

**THE** Q1 Resort in Surfers Paradise is no longer under the management of the Mantra Group, after the company sold its management rights to a company associated with the Gold Coast-based Frawley family.

The deal with Q1 Management Pty Ltd sees about 180 of the building's 540 apartments switch control effective immediately.

Market sources said that the deal would have been worth around \$10 million.

## It's a wrap for TSA

**THE** US Transportation Security Administration is warning passengers not to travel with wrapped Christmas gifts over the holiday season, in case they require further examination.

"If a bag alarms our security officers they may have to unwrap a gift to take a closer look inside," the TSA's blog advises.

And speaking of presents, Virgin Atlantic is helping out travellers with a special gateside gift-wrapping service at its New York JFK Terminal 4 gates.

Costing US\$2 per package, proceeds from the VS gift wrapping go to the non-profit Virgin Unite charity group.

## Iberostar buys Thomas Cook hotel shares

**BRITISH** travel giant Thomas Cook has reached an agreement with Spanish firm Iberostar Hotels and Resorts which will see Thomas Cook offload its 51% stake in five hotels and golf courses.

The €94 million deal will see the tour operator sell off the Royal Cupido, Royal Cristina and Royal Playa de Palma in Majorca and the Royal Andalus and Andalucia Playa in Cadiz as well as the Club de Golf Novo Sancti Petri.

## BA parent wins bmi

**INTERNATIONAL** Airlines Group has sealed a deal with Lufthansa to purchase bmi for £172.5m.

IAG ceo Willie Walsh said the purchase would settle in Q1 2012 and add 56 daily LHR slot pairs.

He also warned that bmi was in urgent need of restructuring, foreshadowing job losses.

## New US fatigue rules

**PROPOSED** new regulations by the US FAA would see pilots fly shorter shifts and get more rest.

The changes follow a review after a 2009 crash by regional carrier Colgan Air which killed 50 pax and crew, says *USA Today*.

Under the new rules flight time is limited to a maximum of nine hours, with mandated minimum rest periods of 10 hours - which must include an opportunity for eight hours of uninterrupted sleep.

Airlines estimate the changes could cost the industry as much as US\$2 billion extra per year - vs the FAA's costing of US\$300m.

## Centara upgraded

**THE** Sofitel Centara Grand Resort and Villas in Hua Hin, Thailand, will be rebadged as the Centara Grand Beach Resort and Villa Hua Hin, effective 01 Jan.

The renaming follows the renovation of 100 rooms in the Colonial Wing and the launch of a Health Club and Kids Club.

## Window Seat

**TRAVEL** now, before it's too late.

That's the innovative marketing message being put out by a number of US travel agencies hoping to capitalise on the expected end of the world just under a year from now.

According to some interpretations of the Mayan calendar, doomsday will occur on 21 Dec 2012, with a range of package tours in the week leading up to armageddon.

A number of communities in southeastern Mexico are also making the most of the event, such as the city of Tapachula where a massive clock in the main square is counting down the minutes until the deadline.

**COMING** soon to luxury hotels or first class aircraft rest rooms?

A Japanese toilet maker has teamed up with Austrian jeweller Swarovski to create the ultimate in bathroom bling.

The dazzling dunny made by INAX (pictured below) is studded with more than 72,000 Swarovski crystals and is now on display in Tokyo's upmarket Ginza shopping district.

A spokesperson for the firm said the crystal commode had been created to please the "god of toilets".

"In Japan we believe a deity exists in the toilet. That's why keeping toilets clean and taking good care of it have been a Japanese custom since long ago," he added.

The lustrous lavatory is estimated to be worth about 10 million yen (\$170,000) - but is so sparkingly special that it's definitely not for sale.





# The theme is celebration!

Friday 23rd Dec 2011

We're continuing to receive lots of entries in our fantastic Christmas competition, in which the best industry Xmas party pic will win overnight accommodation in a Fraser Suites Sydney two bedroom suite.

The selection below shows the inventive range of themed celebrations which have been going on this year; to be in the running send in your pics by the end of the month to [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au).



**ABOVE:** The Travel Corporation's Christmas party was a prom-themed 'Class of 2011' celebration at the Sheraton by Four Points in Sydney.

Creative Holidays res team members Linda Awad and Matt Lennon were crowned Prom King and Queen after taking out the Best Dressed award.



**ABOVE:** The Travel Authority in WA celebrated in style at Fremantle's Little Creatures Brewery, and pictured from left are Alana Dalby, Christine Mirchef, Deborah Mooney, Róisín Hardisty, Lisa Byers, Nivalda Taylor and Hannah Moore.



**LEFT:** The Globus Family of Brands held a Hawaiian-themed party at L'Aqua along Sydney's Cockle Bay wharf.

Pictured at left are Chris Le Roux, Leah Doble, Troy Ackerman, Yasmin Edwards and Jessica Kulakowski, while below Christian Schweitzer and md Stewart Willams show just how low Globus can go.



**LEFT:** These girls look very 'elfy! From left, the very much pixilated HRG Australia ladies: Kate Thomas, Simone Field and Hayley Hibberd.

**RIGHT:** As you might expect, an aquatic theme for Captain Cook Cruises' Christmas celebration saw lots of pirates, mermaids and marine life on board.

Pictured from left are Tina Chaisuwan, Casey Hall, Anastasia Papadopoulos, Colleen Santilli, Jackie Haworth-Charlton, Sue-Ellen Foster and Allison Barker.



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PO Box 428, West Ryde, NSW 1685  
Phone: 1300 799 220 Fax: 1300 799 221

**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Contributors:** Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

Travel Daily Group:



**Advertising and Marketing:** Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

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From all the team at AA, we would like to sincerely thank each of our Clients and Candidates for making 2011 one of our best ever. We look forward to assisting you all in the New Year.



AA wishes you all a Merry Christmas and a prosperous New Year.

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