

We've expanded the eXpertsplus network.

So you can eXpand your points for cash



eXpertsplus

www.lufthansaexperts.com

# Travel Daily

First with the news

Thursday 29th December 2011

We Get You Connected!

Contact us at TMS ASIA PACIFIC today!



Recruitment and HR Solutions

ISSN 1834-3058

## Air Australia courts Geoffrey Edelsten?

**FORMER** medical entrepreneur Geoffrey Edelsten has been touted as a "potential white knight" investor in Air Australia.

Today's *Australian* quotes Edelsten confirming he had been approached by the carrier "and we will listen to what they say".

Air Australia is also quoted saying it's open to equity investment with the "right partner" but no deal has been done.

## Merlin inches closer to win

**MERLIN** Entertainments (Australia) Pty Ltd has advised the stock exchange that it now holds 49.02% of the voting power in Living and Leisure Australia Limited - its takeover target which

operates the Falls Creek and Mt Hotham Skifields as well as a number of other aquatic and treetop walk attractions.

Merlin is hoping to increase its Australian presence through the takeover (**TD** 21 Dec) which will add to its existing operations here including the Sydney Attractions Group and a planned Madame Tussaud's waxworks for Sydney.

The deal is being supported by LLA's biggest shareholder - the James Packer-backed Arctic Capital - but still has some way to go given it has a 90% minimum acceptance condition.

## Tiger to boost local capacity in 2012

**TIGER** Airways is expecting to increase its Australian operations next year, with ceo Chin Yau Seng flagging the local deployment of an additional three aircraft.

Currently TT operates seven A320s in Australia, but comments by the ceo to reported in the *Straits Times* indicated this would increase to ten by the middle of the year.

Tiger is continuing to rebuild its reputation after the five week grounding by CASA over safety concerns a few months ago, with the carrier's shares soaring in Singapore after the report.

## QF domestic specials

**QANTAS** has launched an 'Out of the Park' sale on a range of domestic destinations.

Valid for ticketing by 06 Jan, fares are reduced for travel 17 Apr-27 Jun and 01 Aug-12 Sep 2012.

## Thomas Cook sale

**BRITISH** travel giant Thomas Cook has signed a deal to sell an office building in The Netherlands, with the move set to net the beleaguered company £15 m.

The firm said the sale is part of an asset disposal program announced earlier this year, and the cash will come in handy after Thomas Cook shares plunged last month when it raised £100m in emergency funding.

The company lost £398m in the 12 months to 30 Sep.

## Industry mourns Paul Jensen

**A MAN** who moved to Sydney from distant Mt Isa to help build one of Australia's biggest travel wholesalers in the 1970s has died after a long illness.

Paul Jensen was running a family travel agency and real estate company in the Queensland mining town when he decided to join Darwin agent Don Ferguson to form Airtours Australia in 1975.

At its height, the North Sydney-based business was producing some 2000 passengers a week for British Airways Holidays.

The venture faded after BA switched its allegiance to Jetset Tours and the two men went their separate ways - Jensen into the general retailing industry, auctioneering and later as franchise and general manager of Raine & Horne Real Estate, and Ferguson to a Delta Air Lines and Marriott representation agency he ran with Georgie Phillips.

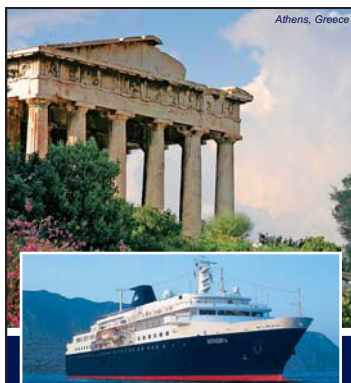
Ferguson, now chairman of

Sydney-based retail, corporate and cruise operation Concierge Travel Group, said of his former partner yesterday: "He was a person with tremendous energy and exceptional entrepreneurial skills who put everything he had into a business.

"He fought his illness for five years and showed great courage".

Jensen, who received an OAM for services to business and charity, is survived by his wife Joan and three children Damien, Peter and Sally.

A funeral service will be held tomorrow (Friday 30 Dec) at Mary Mother of Mercy Chapel in Sydney's Rookwood Catholic Cemetery at 10.30 am.



EUROPE | MIDDLE EAST | ASIA

# DID YOU KNOW?

onboard *Minerva*...

- Multimillion Pound Refurbishment. Ready in time for 2012 season
- Tailor made shore excursions are INCLUDED
- Bespoke Cruise Book is INCLUDED
- Gratuities onboard and ashore are INCLUDED
- Sole Traveller rates are offered
- Distinguished Guest Speakers accompany you
- Only 320 like-minded passengers join you



TERMS & CONDITIONS APPLY

WWW.SWANHELLENIC.COM.AU

## Supplier Updates

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE.**

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

## One in 10 travels FREE!

When you book a **new** group on select 2012 European cruises.

**AVALON**  
WATERWAYS®

Call **1300 330 334**  
[groups@avalonwaterways.com.au](mailto:groups@avalonwaterways.com.au)

\*conditions apply

**Client Relations Coordinators**

- ▶ Fantastic European & USA products
- ▶ Investigate client complaints
- ▶ 2 roles, Sydney CBD
- ▶ Salary to \$50K + super

click here for details

contact: [kelly@inplacerecruitment.com.au](mailto:kelly@inplacerecruitment.com.au)

Thursday 29th December 2011

Join the Hahn Air City and Airport Ticketing Centre network!

Register Now!

## Preferred addition

**THE** Preferred Hotel Group has added iconic New Orleans property The Windsor Court Hotel to its portfolio.

The move follows a US\$22m refurbishment which has seen all 322 guestrooms updated.

The hotel was sold to investors in 2009 by Orient-Express Hotels.

## Stronger summer for Qld

**TOURISM** operators in Queensland are optimistic about their prospects, with at least one company reporting “phones ringing hot” during the current holiday season.

JPT Tours, which incorporates Australian Day Tours, is based in

Surfers Paradise, and says that this year there is a surplus of sunshine - a stark contrast to the Qld flooding earlier this year.

“The December holiday season is promising to show recovery in the domestic and international markets as the bookings roll in for our popular day tours,” said JPT md Kazu Komemoto.

Komemoto, who’s been running the business since Oct, said JPT is also noticing a trend towards group charters, where a number of families pitch in together to hire a minibus for the day along with a driver/guide.

JPT’s most popular tours this summer are the Croc Express to Australla Zoo, day trips from the Gold Coast to Byron Bay, a Tangalooma Dolphin Adventure Tour and trips to O’Reilly’s Rainforest Guesthouse.

Most of the bookings are coming through traditional means such as travel agents, hotel concierges and tour desks, but JPT is also seeing a “host of last minute direct callers coming into the office”.

JPT’s website also allows tours to be booked online, and currently these are running at about 20% of the total.

## Qantas NT waiver

**QANTAS** has issued a Waiver of Conditions for customers affected by a range of weather related events in the Northern Territory.

Darwin and surrounds have been hit by cyclone activity in recent days, and QF says pax are “currently experiencing difficulty with meeting flights to/from the Northern Territory”.

Changes are currently permitted without penalty for tickets issued on/before 28 Dec for travel before 31 Dec to/from the NT, with travellers able to rebook to alternative Qantas flights or retain the value of the ticket in credit for future travel within 12 months from the originally ticketed departure date.

The fare waiver also applies to frequent flyer award tickets.

## Looking fabulous in France



**ABOVE:** Mark Pearman from Epping Travel NSW, Wendy Hopping from Gregor & Lewis Qld, Lynelle Groom from Directions Travel WA and Sonia Jones of France Vacations Vic were among a group of lucky Magellan travel agents who recently took in the delights of regional France.

The famil took them to a number of destinations incl Anncy and Narbonne, where the group above are pictured enjoying ‘Chez Bebel’ at the local market.

And at top right, Robert Fletcher from Active Travel tries to figure out the Euro exchange rate with Gerd Wilmer from Landmark Travel.

The whole group is pictured right: Mark Pearman; Trevor Jones, Hawthorn Travel; Wendy Hopping, Gregor & Lewis; Gerd Wilmer, Sonia Jones, Melanie Ford, Travelsense; Robert Fletcher; Andrew Cross, Wings Away.

Front row: Lynelle Groom; Stacey Lekias, Northline Travel; Kathleen Nicholson, TTFN Travel; and Trish Smith, Capital Travel.



## US visitor spend up

**SPENDING** by international visitors to the USA is set to eclipse previous records this year, with the US Office of Travel and Tourism Industries forecasting a US\$152 billion total.

That will easily surpass the previous high mark of US\$141 billion set in 2008 - before the Global Financial Crisis hit - indicating that the tourism industry is now strongly in recovery mode.

The agency, which is part of the Dept of Commerce, is also predicting that the strongest visitor growth for the US over the next five years will come from Canada, Mexico, China and Brazil.



**ben**

business events news

Coming soon - Australia’s newest publication for the meetings, events, incentives and conference sector.

**CLICK HERE**  
for a free subscription or for information on advertising

[businesseventsnews.com.au](http://businesseventsnews.com.au)  
Tel: 1300 799 220  
Fax: 1300 799 221

A sister publication to Travel Daily and Cruise Weekly

## Flight Centre agents in Africa



**ABOVE:** South African Tourism and South African Airways recently hosted 19 top Flight Centre travel consultants on a famil to South Africa.

The agents were split into two groups for a wildlife experience, with the first team visiting Mala Mala and Lion Sands in the Sabi Sands Private Game Reserve, and the others taking in Madikwe Game Reserve with stays at Madikwe Hills Private Game Lodge and Etali Safari Lodge.

Both groups came together in Johannesburg to spend two nights at the Southern Sun's Sandton Sun and African Pride's Melrose Arch Hotel.

### EY to boost KUL

ETIHAD Airways is set to increase capacity between Abu Dhabi and Kuala Lumpur, deploying a 777-300ER on its daily flights on the route instead of the current A330-200.

GDS displays show the upgauge effective from 15 Apr, adding 150 seats per flight.

### Hampton for India

HILTON Worldwide has opened its first Hampton by Hilton hotel in the Asia-Pacific region - the Hampton by Hilton Vadodara-Alkapuri in India.

Pictured is the Madikwe group at Madikwe Hills, back row from left: Nicholas, Madikwe Hills; Belinda Sadler, Emma Mak, Mia Elliot, Paul Lindsay and Amanda Gleig.

Middle row: Jennifer Hughes, Jodie Lees, Michelle Jacques, Avril Malone and Nick Capper.

Front row: Jaco and Samuel, Madikwe Hills and Margot Abrahams, South African Tourism.

### Fast room service

FOUR Seasons Hotels has this month launched a new '15 minute Room Service' offer at all of its 86 global hotels and resorts.

The option covers different menus at each property, ranging from full meals to a la carte items based on local tastes and ingredients and designed for "top speed delivery to your room".

### Singapore cruise move

THE Singapore Tourism Board has appointed the operator for its new International Cruise Terminal which is set to open for business in about six months time.

The terminal will be run by SATS-Creuers Cruise Services, a joint venture between airport operator SATS and Creuers del Port de Barcelona, which manages five cruise terminals in Barcelona, Spain.

The massive terminal is located just a stone's throw away from Singapore's iconic Marina Bay Sands integrated resort which includes a luxury hotel, casino, a huge upmarket shopping centre and conference facilities.

## All survive Kyrgyzstan crash

THE more than 80 passengers on board a Kyrgyzstan Airlines plane which crashed overnight should rush out and buy lottery tickets right away.

The Soviet-built Tu-134 was en route from Bishkek to Osh when it underwent what the carrier is euphemistically describing as a "hard landing".

It was so hard that the plane overturned and caught fire, but miraculously although about 20 of those on board were injured, there were no deaths.

Rescuers on the snow-covered runway managed to quickly extinguish the blaze and evacuate those on board.



According to the *Aviation Herald* the plane hit the tarmac so hard as it landed that the right main landing gear collapsed - causing the wing to fall off and allowing the aircraft to roll onto its roof, as pictured above.

"A loud explosion was heard," according to a spokesman for Bishkek airport.

## Window Seat

A TOURIST on a gorilla-watching tour in Uganda this month had a truly unforgettable up-close-and-personal experience of the primates.

The traveller, identified only as "John", was part of a group staying in the Sanctuary Gorilla Forest camp in the aptly-named Bwindi Impenetrable National Park when an adult female wandered into the camp with her babies.

A fellow tourist videotaped the incident which saw John apparently mistaken for a gorilla by the loving mother - who began to groom him.

USA Today cited park rangers as saying "encounters such as this are quite rare".

Click on the **Travel Daily TV** logo to see the stunning footage of the incident online at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).



THERE was almost a real-life sequel to the schlock-horror pic *Snakes on a Plane* this week in Buenos Aires, when a man was caught trying to smuggle 247 reptiles in his luggage.

51-year-old Karel Abelovsky had checked in and was waiting to board his flight when vigilant baggage staff noticed things "wriggling" inside his bag as it passed through a scanner.

The passenger's flight on board Iberia was bound for Prague, and police say they suspect the Czech national was acting for a smuggling ring specialising in exotic species.

According to herpetologists the haul included a number of poisonous species including vipers and coral snakes, along with boa constrictors and a number of other extremely rare creatures.

Abelovsky was remanded into custody and faces up to ten years in prison if convicted.

## Accor US wifi rollout

ACCOR has announced the completion of a massive internet installation in North America, which sees more than 70,000 Motel 6 and Studio 6 rooms across the USA now covered by wi-fi access points.

The system has been provided by 'Cloud Networking' specialist Meraki, and comprises almost 10,000 devices spanning 620 hotels to become the "largest cloud managed wireless LAN on record".

## Air China Paris boost

STAR Alliance member Air China has announced changes to its France operations, including the resumption of direct flights between Shanghai and Paris.

The move will see the current Shanghai-Beijing-Paris routing also switch to a Beijing-Paris direct operation, with the new services to be flown using B777-300ER aircraft.

Air China is significantly increasing its focus on European routes, having added new routes to Dusseldorf, Athens and Milan this year and the addition of Copenhagen in 2012.

Currently Air China is the biggest airline serving the market between China and Europe.

## Breakaway Travelclub celebrates Christmas!

The latest entry into our Christmas photo competition comes from Yurike Russo of Breakaway Travelclub.



**Pictured above are:** Venise Taavili, Yurike Russo, Masina Unasa, Tony Wilson, Donna Villapando, Bonirose Galan, Matthew Wong, Bill McNamarra, Michael Condon, Anthony Cassar and Agnes Tuckfield.

Keep those Chrissy photos coming and you too could be in the running to win the fabulous Fraser Suites Sydney Two Bedroom Suite overnight accommodation prize, just like Yurike, who has sent in the above photo entry.

You have until the end of the month to send in your party snaps. Email your office festive photos (including names of the people pictured) and where your party was held at to: [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au)



## 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).

**Anantara Hotels, Resorts & Spas** has appointed Aussie **Michael Koopman** as general manager of the new Eastern Mangroves Hotel & Spa which will open in Abu Dhabi in 2012. Koopman will also be Anantara's Director of Operations in the Middle East. He has had an extensive career in the hospitality industry, and was most recently a regional gm in China for InterContinental Hotels Group.

**Noel Lee**, who's currently Director of Global Business Development for the **Association of Corporate Travel Executives**, will relocate from ACTE headquarters to Sydney next month to assist with the launch of the organisation's new Australasia region. ACTE said it's also continuing its search for a new regional director to oversee operations here.

**Pinctada Hotels and Resorts** has welcomed **James Hopper** as the new gm for its flagship Pinctada Cable Beach Resort & Spa.

**Oman Air** has announced the appointment of **Saleem bin Amanullah bin Abdul Hussain** to the new role of General Manager Customer Services, based at the airline's Muscat headquarters.

**Christian Lesjak** has been named as the new managing director for Austrian carrier NIKI. Lesjak will replace long-time NIKI chief Gottfried Neumeister, who will leave the airline from 31 Jan after Niki Lauda sold his stake in the operation. NIKI is part of the airberlin group, and its operations are included in the new codeshare pact between Etihad and its new German partner.

## DXB traffic up 9%

**PASSENGER** numbers at Dubai International Airport rose 8.9% year on year during Nov, with the airport recording 4,431,673 movements over the month.

Year-to-date traffic was 46.3 million, up 7.8% on the corresponding period in 2010.

Aircraft movements over the year so far total almost 300,000.

## Disney Fantasy damage

**INVESTIGATORS** in Germany have increased security around the *Disney Fantasy* currently under construction at the Meyer Werft shipyard in Papenburg.

The move follows a "mysterious water-valve leak" which damaged the 2500-pax vessel during fit-out.

German media reports the repair bill at more than US\$1m, but Disney is downplaying the incident, saying the water damage only required the replacement of some carpet.

## Was it from Santa?

**SNOWHOUNDS** celebrating Christmas in the Japanese skifields are enjoying a present from Mother Nature, in the form of more than 9m of accumulated snow so far over the season.

The current snow depth at Niseko measures 190cm-320cm and more of the white stuff is expected in the coming weeks.

SkiJapan.com says there's still well-priced accom available 05-20 Jan and all of Feb, with Aussie operators also stressing that this will be one of the best seasons ever for Niseko because it is less crowded than in previous years.

More details 1300 137 411.

## MH reduces AMS

**MALAYSIA Airlines** is cutting capacity on the Kuala Lumpur-Amsterdam route, with GDS displays showing the current 747-400 flights set to be replaced by a 282 seat 777-200ER from 05 Mar.

*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).

PO Box 1010, Epping, NSW 1710  
Phone: 1300 799 220 Fax: 1300 799 221

*Travel Daily* is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

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

Travel Daily Group:

CRUISE  
WEEKLY

Travel Daily TV

Pharmacy  
DAILY

**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)



## Inside Sales Executive, Sydney

- ★ Leading Corporate Travel Management Company
- ★ Entry level role into Sales
- ★ Base \$50k + commission

Are you a Travel Consultant looking to get in to sales?

Our client has an entry level role to help kick start your sales career.

The client: The fifth largest travel management company in the world due to their commitment on delivering a higher standard of corporate travel service and innovative technology.

This is an entry level role into sales which will see you responsible for: Cold calling, prospecting, get meetings, analyse client needs, build relationships with the client, working closely with BDM's.

The client would like someone with previous experience in the travel & tourism industry who is energetic, motivated and not afraid to pick up the phone.

Contact **Sally Frappe** T: 02 9231 6444  
E: [sally@tmsap.com](mailto:sally@tmsap.com) or [apply online](#)

## Marketing Communications Executive – Sydney

- ★ Travel Technology Company
- ★ Manage all marketing communications
- ★ Report into Marketing Manager

Our client, a world leading provider of solutions for the travel industry is looking for an experienced Executive to join their team. You will have solid experience in a professional communications environment, preferably in the travel industry. You will also possess excellent communication skills – verbal and written. Have a strong understanding of media relations and social media is preferable with a strong sense of initiative and creative flair.

Contact **Sally Frappe** T: 02 9231 6444 E: [sally@tmsap.com](mailto:sally@tmsap.com)

## Aircraft Charter Coordinator/Senior Consultant

- ★ High level of computer skills
- ★ You need to have extensive travel and aviation experience
- ★ Strong flexible work ethic/able to travel at short notice

If you have been thinking about a career move?

We are providing you with this fantastic opportunity to work with a leading charter company, dedicated mainly to the VIP and Corporate market.

If you possess the capacity to think strategically?

Have outstanding people skills? I look forward to hearing from you.

Contact **Marie Anderson** T: 02 9231 6444 E: [marie@tmsap.com](mailto:marie@tmsap.com)

## International Travel Consultant - Perth

- ★ Are you an experienced travel agent with exceptional customer service skills?
- ★ Can you work towards sales targets in a busy team environment?
- ★ Do you want to be rewarded for your great results?

We are currently looking for a motivated travel consultant to join one of the most dynamic travel companies in WA. If this sounds like you, contact us now!!

Contact **Mehdi Spighi** T: 02 9231 6444 E: [mehdi@tmsap.com](mailto:mehdi@tmsap.com) or [apply online](#)

## Business Development Manager

- ★ CBD District
- ★ Generous Salary
- ★ Boutique Agency

This company is looking for a candidate who has a proven track record of success. Previous business development experience. Strong strategic and analytical skills. Excellent communication skills. If you feel you are ready to make a career move for 2012 then this is the perfect opportunity.

Contact **Marie Anderson** T: 02 9231 6444 E: [marie@tmsap.com](mailto:marie@tmsap.com)

## Corporate Travel Consultant – SYDNEY

- ★ Top Industry Salary
- ★ High End Corporate Travel Clients
- ★ Award Winning Travel Management Company

We are looking for a candidate who is able to manage their own portfolio of VIP and Corporate clients. You must possess strong IT and GDS knowledge. You need to offer the kind of customer service that has clients coming back, time and time again! If you are considering moving on to another company, then this may be the place to move to?!

Contact **Marie Anderson** T: 02 9231 6444 E: [marie@tmsap.com](mailto:marie@tmsap.com)

## Corporate Travel Account Manager, SYD

- ★ Award winning Travel Company
- ★ Great management team
- ★ Salary \$80k +

You will be responsible managing a portfolio of new and existing clients, analysing trends and formal recommendations. This role is target driven and requires tenacity, drive, creativity and enthusiasm. You will have proven experience managing and building client relationships, business for a solution based product and possess excellent communications skills with a great attention to detail.

Contact **Sally Frappe** T: 02 9231 6444 E: [sally@tmsap.com](mailto:sally@tmsap.com)

Quality recruitment for the travel and hospitality industries in Asia Pacific



Awarded  
Best Practice  
Accreditation  
2011

Call 02 9231 6444

E [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)

W [tmsap.com](http://tmsap.com)



BNE

MEL

PER

SYD

BKK

HKG

SHA

SIN

Partners in

DXB

UK

USA