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Travel Daily AU

First with the news

Thu 06 Jan 11

Page 1

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

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TMS
ASIA-PACIFIC

Tourism NT new ceo

THE Northern Territory govt has today announced the appointment of John Fitzgerald as its new ceo for Tourism NT, to take up the position later this year.

Fitzgerald's tasks will include linking up the Territory's Working Futures policy with promoting tourism across Territory regions.

AW Egypt brochure

ADVENTURE World has released its new Egypt 2011 brochure that also features Dubai, Oman, Jordan, Israel, Morocco and Abu Dhabi.



QF A380s returning to LA

QANTAS is expected to begin resuming its Airbus A380 services to the United States in about 10 days, as flagged by *Travel Daily* on 31 Dec 2010, after an engine explosion grounded the Australian flag carrier's entire double-decker fleet in Nov (*TD* 05 Nov).

In late Nov and Dec, Qantas began returning its A380s to operation onto routes between Australia and the UK, but held back on US services due to an engine thrust issue.

Since the incident, Qantas has been forced to use Boeing 747 aircraft on flights across the

Sabre to ditch AA

SABRE Holdings says it will terminate its distribution deal with American Airlines a month before its contract is due to end in Aug, and stop offering price discounts on the airline's tickets, according to *Bloomberg*.

The latest development is in response to AA's attempt to move online travel agents over to the carrier's Direct Connect system.

The aim of Sabre's move is "to protect its interests" the firm said, adding that it would rather "support airlines that respect their system."

"We believe these actions are harmful to our agency and corporate customers, as well as consumers, making it harder and more costly to comparison shop," Sabre said in a statement.

Value in S. America

VALUE Tours is adding South America ski product as it looks to further expand its portfolio of destinations.

The Australian wholesaler will shortly launch a revamped Ski New Zealand brochure which also encompasses South America, and features content in Chile and Argentina so Portillo, Valle Nevado and Bariloche.

Pacific as an alternative, which offer significantly less capacity than the superjumbo.

But, according to an overnight post listed on the airline blog *Airline Route* (which updates schedule changes made by airlines in GDSS), it identified that QF93 will operate from Melbourne to Los Angeles once a week, east-bound only, from Sun 16 Jan.

QF also plans to gradually reintroduce superjumbo services on QF11 between Sydney and Los Angeles from thrice weekly at first, to daily in early Feb, and then back to six weekly from 09 Feb, up until 26 Mar.

QF spokesman Simon Rushton told *TD* this afternoon that flights have been loaded for accrual purposes and that the carrier is in ongoing talks with both CASA and Rolls Royce in a bid to get the green light for its A380s back on its most profitable route.

It's believed Qantas will make an announcement about the restart of A380 operations to Los Angeles in coming days.

Executives pool

TMS Asia-Pacific is promoting its extensive pool of travel exec. and senior staff candidates looking for jobs - see page six for details.

Fiji comp winner

TREASURE Island Fiji and Air Pacific would like to congratulate Cassandra Verso from Showgroup who is the lucky winner of the Fiji comp that ran in *Travel Daily* over the last month.

Cassandra has won two Air Pacific Economy class tickets to Nadi, Fiji, along with five nights at Treasure Island Resort, for her Fiji style rendition of the '12 days of Christmas', which she tailored as follows:

On the twelfth day of Christmas, my true love gave to me, Twelve magic letters T R E A S U R E I S L E, Eleven miles (17km) from Nadi airport with same day transfers, Ten visits to Senikai Spa, Nine pm curfew on the full size tennis court, Eight uninterrupted hours sleep per night, Seven choices of FOC activities and classes, Six hectares of unspoilt paradise, Five nights accommodation, Four choices of restaurants, Three swimming pools, Two Pacific Voyager tickets on Air Pacific, and a hammock in a palm tree.

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- TMS Asia-Pacific
- AA Appointments

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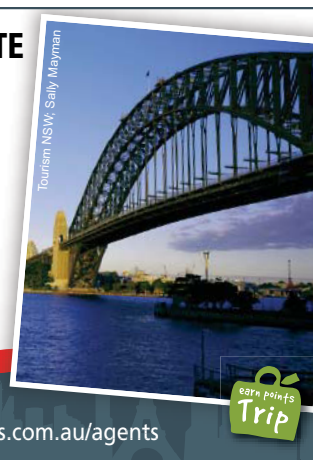


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Travel Daily AU

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CO/LOT codeshare

CONTINENTAL Airlines and LOT have requested authority from the US Dept of Transportation to codeshare on trans-Atlantic flights between the USA and Poland "to enhance competition."

The carriers plan to codeshare on points in the US to any point in the European Union and beyond, from as early as 01 Feb 2011.

The deal will also allow Colgan Air, a subsidiary of CO, to place the LO code on its services.

CO has asked the DoT to give it a worldwide blanket codeshare on a third-country basis on LOT flights.



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Canada focus unchanged

CANADA's local travel trade partners "shouldn't feel any real shift" in project and marketing activities, stemming from the switch by the Canadian Tourism Commission to a GSA office (TD 26 Nov), says md of DC Associate Worldwide, Donna Campbell.

The change over late last year has seen CTC's Australian platform downsized from a team of six to two, who are currently focused 100% on promoting Canada.

The move will likely see the General Sales Agent provided with a greater fund injection to spend locally.

"CTC is not leaving the market, if anything, the move will see Australia's budget expenditure increased to provide more support to our partners," she told *Travel Daily* today.

"Projects will remain fundamentally the same with some rolling out on a global platform," Campbell said.

"We'll be continuing our support for the trade, in the form

of famils, co-op advertising, our regular events, e-newsletter and ski-guide and travel-guides and consumer marketing activities," she said.

The Canada Specialist Program, (CSP) the training program which recognises agents with Canada accreditation, is one feature tipped to see modifications.

The CSP is expected to move to a free eight module online training course in the next few months offering more agents the chance to be qualified sellers of all things Canada.

DC Associates Worldwide is now located at Unit 3, 48-50 Bayswater Road, Drummoyne NSW 2047, and Campbell can be contacted by phone on (02) 9819 7632, fax on (02) 9819 7537, or by email at donna@dcaworldwide.com.

Campbell has brought across CTC's former manager marketing services, Nathan McLoughlin, to DC Associates Worldwide as account director - his email address is nathan@dcaworldwide.com

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WHAT a turkey!

A man travelling to Spain was outraged after having a 5kg frozen turkey confiscated.

Security staff at Wales' Cardiff Airport told the man it was illegal to bring perishable food on board without permission, after discovering the rather large bird hidden in his hand luggage.

The man tried to explain that he needed the turkey to prepare the family Christmas dinner because it was impossible to buy a good turkey in Spain.

"Why are you making a fuss? Will it thaw at 30,000ft?", the puzzled-looking man asked.

DESPERATE times call for desperate measures.

A German inventor determined to combat the heavy snowfall conditions in his home town of Luckenwalde has come up with an idea to create a multi-purpose snow plough.

Helmut Tasche converted his Soviet bloc era Trabant car into a plough by attaching a snow scoop, specially created by his blacksmith, to the car bumper.

And for the back of the car, the inventor himself fitted a home-made 'sleigh' (ie. a chair) which he says will be used to carry stranded snow victims or make urgent deliveries around town.

Helmut has fixed a sign to his creation which says 'Winter Services', and believes it's up to you doing the job.



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Latest new agents

THE Travel Compensation Fund admitted eight new travel agent head office locations in the second half of Dec 2010.

New agencies added in NSW include **Woodduck Enterprises** of Woolloomooloo (ABN: 53 093 214 361); **Bluesky Travel Services** of Eastwood (ABN: 87 146 992 930); **Peterson Travel** of Toongabbie (ABN: 40 146 620 475) and **Temora Travel** in Temora (ABN: 70 153 535 164).

Other new QLD offices include **Nolan's Travelworld** of Ipswich (ABN: 83 026 651 859); **Mynamar Traveller** of Sunshine Beach (ABN: 68 147 389 366); and in WA, **Kings Tours & Travel** of West Leederville (ABN: 53 143 935 826) and **My Living Travel** of Perth (ABN: 79 145 739 877).

Eight new branch locations were also admitted, including Escape Travel offices in both Neutral Bay NSW and Capalaba QLD; Infinity Holidays in Adelaide St, Brisbane QLD; ITC Pacific in Keperra QLD; Longway Travel in Burwood NSW; Platinum Travel Management in Double Bay NSW; Go Travel International in Campbellfield VIC; and Tempo Holidays in Mascot NSW, which is Bentours' Sydney office.

New Vietnam hub

VIETNAM'S Prime Minister has opened a brand new airport in Chu Long (Mekong), expected to provide air services to both local and international carriers.

Can Tho Airport is the fourth largest international airport in Vietnam, and is designed to cater for up to five million pax a year, and can accommodate the likes of Boeing 777-300s and 747-400s.

Can Tho's airport code is VCA.

Spirit last minute

GREAT Southern Rail has limited availability on select departures in Jan and Feb onboard the Southern Spirit.

Trips range from five to six days in length, with space available on the 29 Jan and 12 Feb journeys from Adelaide or Melbourne to Brisbane; and the 04 Feb and 18 Feb itineraries from Brisbane to Melbourne or Adelaide.

Prices start from \$3,300 or \$6,600 in Platinum or Gold Class.

EK's longest flight

EMIRATES SkyCargo division has completed a non-stop 17.5 hour flight from Sydney to New York, onboard a new generation Boeing 777 Freighter.

EK said the flight was their longest ever direct route, beating its previous record of 16.8 hours from Dubai to Houston.

NYC record visitors

NEW York City recorded a 6.8% year-on-year rise to 48.7 million visitors in 2010, after adding and selling more hotel stays than ever before, said Mayor Bloomberg.

Smartgate increase

THE Gillard Govt has added four new SmartGate self-processing passport kiosks and one extra gate at Sydney Int'l Airport, speeding up the time it takes to process passports on arrival.

Popularity of SmartGates has increased since their launch in Jul 2009, with 50% of pax now electing to use the ePassport technology, compared to 32% when they launched, according to the government.

Over one million people are expected to pass through the Int'l airport in the next two months.

'Business as usual' in parts of QLD

OTHER Queensland tourism bureaux have stepped up their push to contain tourism fears for the state (*TD* yesterday) in the wake of the New Year's flood crisis gripping parts of the state.

Yesterday Rob Giason, ceo of Tourism Tropical North Queensland, said there were no local implications from the floods 1,000kms to the south of Cairns.

"Cairns airport is in full operation and all 650 local tours are operating daily," he reassured the industry.

A website is being made available to access the most up to date weather info as well as live webcams for Cairns, Mission Beach, Green Island, the Great Barrier Reef, Daintree Rainforest and the Atherton Tablelands which can be found online at - cairnsgreatbarrierreef.org.au.

MEANWHILE The Capricorn Tourism & Economic Development (CTED) said the Capricorn Coast and Keppel Islands are open for business, and have only been impacted by the lack of occupancy over the Christmas and New Year period.

Mary Carroll, ceo CTED said "Ironically the weather on the coast is typical holiday weather but due to all the road and

Baltic Sea Dream

SEADREAM will begin new sailings to the Baltic, Norwegian Fjords and Russia during the Northern Summer, moving away from its regular sailings on the Mediterranean.

The 112-guest cruise ship will offer an 11-night Hamburg to Bergen cruise departing on 28 May - see www.seadream.com.

transport restrictions, trading is going to be affected for some weeks to come.

"There are approximately 2100 beds on the Capricorn Coast, so the impact of the floods has and will certainly take its toll on businesses further afield," she said.

FURTHER, Tourism Queensland has today outlined that most tourism businesses in Bundaberg, Gladstone, Agnes Water and 1770, including Heron Island, Mon Repos Turtle Experience, Bargara beaches, Lady Elliot Island and Lady Musgrave Island, are now open and returning to operation.

QLD Tourism Minister Peter Laylor said the recovery and rebuilding effort for some parts of the state "will be a long and demanding process".

Queensland Tourism Industry Council ceo Daniel Gschwind said that the state's floods could cost the tourism industry \$100 million.

"We are very worried people will draw the wrong conclusion and assume the entire state of Queensland is somehow under water," he said.

Gschwind said tourists may potentially shun Queensland due to the wrong perception.

Ramada agent deal

RAMADA Resort Breakas Beach Vanuatu is offering an industry agent rate for its newly rebranded property, valid for stays between 22 Jan to 31 Mar 2011.

Priced from \$135 per room per night for a three night minimum stay, the deal includes accom in a Garden Fare (bungalow) for two adults, continental brekkie and a coral reef walk - to book, email reservations@ramadabreakas.com.

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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.

Sheraton Noosa Resort and Spa has appointed **Tricia Cornelius** as Director of Sales and Marketing. She started her career with Starwood Hotels and Resorts Worldwide seven years ago with her most recent role of Director of Global Sales for Starwood's Auckland Global Sales Office.

Amadeus has announced the official handover of the President and CEO position has been taken over by former Deputy CEO of Amadeus, **Luis Maroto**, effective 01 Jan 2011. The succession plan was announced in Jan 2010 where Maroto has been working closely with **David V. Jones** to replace him from the top position.

Carlson has welcomed three new senior level appointments for its Carlson Hotels, Americas division. **Javier Rosenberg** will come in as vice president, owned and managed operations, effective 03 Jan 2011. **Christian Ubat** moves into the role of senior vice president, technical services from 17 Jan, and **Jean-Marc Busato**, will assume the role of area vice president, Carlson Hotels, Latin America, based in Mexico City.

Aussies flood to LA

EXTRA trans-Pacific air capacity and favourable exchange rates have led to Australia becoming the number one source market for overseas visitors into Los Angeles, during 2010.

More than 339,000 Australian travellers visited LA last year, piping the US gateway's other key overseas markets including Britain and Japan.

According to the Los Angeles Convention and Visitors Bureau, Australia was the third ranked international source market for the city, trailing only the USA's neighbouring countries of Mexico (1.5m visitors) and Canada (561,000 visitors).

Costa ME sales up

COSTA Cruises has reported a 15% jump in passenger numbers to the Middle East during 2010, compared to the year prior.

The figure topped the predicted 7% increase that Costa had hoped for from its Dubai-based 2010/11 winter product.

TK buys out BH

TURKISH Airlines will acquire the remaining 51% stake in BH Airlines, the flag carrier of Bosnia's Muslim-Croat federation, some time this year, after purchasing 49% in 2008.

Oprah stolen?

TOURISM Australia has been accused of hijacking a Cairns tourism identities plan to lure American talk-show host Oprah Winfrey to Australia, according to the *Cairns Post*.

John Heuvel, managing director of Reef Encounter has approached Lawyers Slater & Gordon to launch a multi-million dollar lawsuit against Tourism Australia, saying he was "screwed over" by TA after revealing his plans in 2005 to then Tourism Australia boss Scott Morrison.

After paying out \$200,000 for his bid for the Oprah visit, Heuvel said TA "renege on the deal, cut me out of it and cut Cairns out of it, and Cairns ended up getting screwed as bad as I did".

CX considers Y+

CATHAY Pacific's CEO John Slosar says the Hong Kong-based carrier is "seriously considering" offering a premium economy class cabin in the future.

Last month, CX revealed plans to overhaul its Business Class product (*TD* 08 Dec), with the Sydney route to be the first destination to offer the product.

Bench savings

BENCH International is offering couples on its seven day Makutsi Safari Springs itinerary up to \$400 off the price of the tour, when booked by 31 Mar, for travel between 15 Jan and 10 Apr.

The package is now priced from \$1445pp and includes accom, brekkie and dinner, a trip to Kruger and Blyde River Canyon, a visit to a tribal village, three game viewing drives and transfers.

See benchinternational.com.au.

Chinese rail opens

TRAVEL time between Shanghai and Beijing China will be cut to five hours from mid-year, when a new US\$33b high speed rail link is opened in Jun.

The 1,318km line is expected to create competition to the three main Chinese carriers - Air China, China Eastern Airlines and China Southern Airlines.

JQ adds HBA/OOL

JETSTAR launched its inaugural direct service between Hobart and the Gold Coast yesterday.

The new route will be operated daily using one of Jetstar's 177-seat Airbus A320s.

Record ticket sales

VIRGIN Trains in the UK has recorded a 5% year-on-year rise in ticket sales during the seven days leading up to Christmas in 2010, selling more than 430,000 seats, despite some of the worst Dec weather in 40 years.

The train company said 90% of its services were operational in spite of the snow levels that caused airports to shut down.

King Tut packages

ACCOR is offering hotel packages to see the Tutankhamun and the Golden Age of the Pharaohs exhibit in Melbourne during Apr, at select properties.

Packages are priced from \$115pp staying at the Mercure Welcome Melbourne hotel.



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Top End overseas tourism drive

TOURISM NT will launch a five month marketing campaign in Germany this week, as it ramps up a European campaign to lure travellers to the region.

The online campaign in conjunction with Etihad and Virgin Blue, features nature and cultural tourism experiences found in the Northern Territory.

Tourism Minister, Malarndirri McCarthy said the promotion "leverages social media and targets 20-45 year olds, as most people in this age group research and book their holidays online."

"The joint campaign in Germany consists of the popular portal 'web.de,' a purpose built webpage on Etihad's website linked to STA Travel's microsite, plus Facebook and Twitter", McCarthy explained.

Following the roll out in Germany, the campaign will be offered in the UK, Ireland, Italy and France.

MEANWHILE AirAsia has joined forces with Tourism NT to promote the area to South East Asia travellers, to boost the **Britian visitors up**

VISITBRITIAN has forecast a further 300,000 visitors will visit the country in 2011, an increase of 1% up to 30 million inbound travellers.

The organisation says visitors will be lured to the UK by the Royal Wedding on 29 Apr, the Queen's Diamond Jubilee and next year's London Olympic and Paralympic Games.

11,000 visitors already travelling to the NT from Singapore, Malaysia, Thailand and Indonesia annually.

This campaign will feature on AirAsia's Facebook page as well as on Tourism NT's dedicated Facebook tab and micro website - australiasoutback.com/airasia.

Other marketing features will be seen in AirAsia's in-flight magazine, Travel3sixty and print adverts in the *Bali Times*.

Shangri-La Colombo

SHANGRI-LA Asia, based in Hong Kong, has purchased six acres of land in Colombo, Sri Lanka to build a multi-use complex that will include a 500 key luxury hotel, scheduled to be complete by 2014.

The hotel brand is also planning a second property to open in Sri Lanka on 100 acres of land in Hambantotoa, with the 300 room resort set to open in 2013.

Sofitel Fiji appoints

SOFITEL Luxury Hotels has appointed Nicholas Mina to the position of Director of Sales & Marketing at Sofitel Fiji Resort & Spa located on Denarau Island.

Airnorth up OOL

AIRNORTH has announced it will increase its Darwin to Gold Coast via Mount Isa service to twice weekly, effective 16 Feb, with a new Wed service.

Airnorth says the new flight will benefit business pax who only require an overnight stopover.

TCF terminations

THE Travel Compensation Fund has voluntarily withdrawn the participation of *Aeroflot Russian Airlines* of North Ryde NSW (ABN: 80 003 218 648), effective immediately because it has ceased trading as an agent.

WIN A HOLIDAY TO VANUATU

Throughout January, **Travel Daily** is giving travel consultant readers the chance to win a fabulous Vanuatu holiday package for two, courtesy of **Air Vanuatu, Vanuatu Tourism Office** and **Warwick Le Lagon Resort & Spa Vanuatu**.

The prize includes Air Vanuatu return economy flights for two from Brisbane, Sydney or Melbourne to Port Vila; five nights accommodation at Warwick Le Lagon Resort & Spa Vanuatu and daily buffet breakfast for two.

Every week **Travel Daily** will ask a different Vanuatu-related question – just read the issue and email us your answer. There will be five questions in total.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Vanuatu holiday.

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



Q.1: Name three of the many adventure activities you can experience in Vanuatu?

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EY aircraft changes

ETIHAD Airways is planning to adjust capacity between Abu Dhabi and Melbourne from 01 Aug 2011, switching the number of its weekly services using Airbus A340-600 jets from two to four.

All EY's Abu Dhabi-Sydney flights will also be upgraded to A340-600s.

Townsville fever

TOWNSVILLE reported 28 cases of Dengue fever by the end of Dec 2010 with Australian authorities saying the disease has spread to another two suburbs including Annandale and Vincent.

Travellers to the regions are being advised to take measures to avoid being bitten by mosquitos, to stop the spread of the disease.

AIME extension

ASIA-Pacific Incentives and Meetings Expo (AIME) has extended its earlybird deals by one week to 14 Jan for those who want to register for the AIME Master Class Seminars, Leaders Forums and the Business Events Forum.

The earlybird offers savings of up to 17% off the 2011 prices.

Asiana A380 order

SOUTH Korea's Asiana Airlines has placed a US\$1.78 billion order with Airbus for six A380-800s.

Asiana will take delivery of its first A380 in 2014 and plans to fly them to Europe and the US.

Asiana becomes the 16th customer of the superjumbo.



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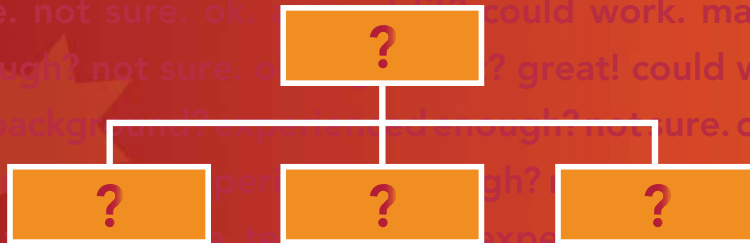
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INDUSTRY SALES BDM/BDE

SYD / MELB / BNE – SALARY PACKAGES UP TO \$80K available

Get in quick for these great roles requiring previous on-the-road sales experience. If you want to promote quality international product, work with fun teams and be part of a leading Brand this is your chance. You'll have proven ability to drive increased sales from your territory, have strong time management skills and have great relationships across the travel industry. Amazing benefits including travel, car & bonuses available.

THE A-Z OF EVENT MANAGEMENT

EVENT PROGRAM MANAGER

SYDNEY – SALARY PACKAGE TO \$80K

If you love a good event and know how to pitch a concept then take it through to implementation, this rare opportunity will offer you a fantastic team environment, top salary package, and exciting clients. Variety is assured in this position so you'll be a talented multi-tasker who can juggle many timelines and delivery perfectly every time. Top communication and presentation skills are essential here.

GROUP TRAVEL + LEADERSHIP = PERFECT ROLE

GROUP TRAVEL TEAM LEADER

SYDNEY – SALARY PACKAGE TO \$75K

If you have experience driving a team forward and providing great leadership and motivation, this Team Leader role will provide you with an exciting portfolio of corporate Groups to oversee whilst managing the day to day work of the team. You'll have strong fares knowledge plus Groups experience so you can lead by example and be the "go to" person. This role offers great variety and ongoing scope for development.

BE ON THE FRONT LINE

**BUSINESS DEVELOPMENT – CORPORATE AND GROUPS
SYDNEY & MELBOURNE – SALARY PACKAGES OTE \$80K++**

If you consider yourself a consummate professional in Sales with experience in the Corporate or MICE sectors, we have some prestigious new roles available now with 2 of the most dynamic Agencies in the business. You must be driven by winning new business and achieving targets, and you'll be rewarded with a top salary, huge commissions, ongoing training and amazing benefits & incentives.

* NEW * THE BRIGHTEST STAR IN THE WEST

STATE SALES MANAGER WA

PERTH – SALARY PACKAGE TO \$80K + Car + benefits

This award winning organization is looking to secure a strong sales performer who can promote and develop the state further. Managing the region you will have the ability to think outside the square and ensure the success of this product continues to improve. With strong leadership skills and experience on the road this is an opportunity not to be missed in WA. Top salary package including Car + added extras.

MOVE WITH THE TIMES AND WORK IN ONLINE

JUNIOR ACCOUNT MANAGER - ONLINE

SYDNEY – SALARY PACKAGE TO \$65K

Move across to the online space and join a rapidly expanding international organization. If you have experience in sales, contracting with hotels and maintaining strong client/supplier relationships you can use all of your experience in a diverse role that will offer you ongoing development. Some travel required as well as supporting senior staff and administrative duties.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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FOR MANY MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com