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# Travel Daily AU

First with the news

Fri 28 Jan 11

Page 1

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

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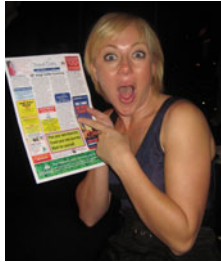
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## Shelley for ICCA

THE Australian cruise industry is gearing up for a big night, with tomorrow's annual International Cruise Council Australasia Awards to be held at Sydney's Sheraton on the Park.

The event will be hosted by TV personality Shelley Craft - who's shown at right clearly very



excited about getting her daily fix of travel industry news.

TD's sister publication *Cruise Weekly* is one of the key sponsors of the ICCA awards - see next week's issues for all the glitz and glamour of the night.

## Contiki md quits

NICOLE Moy has resigned as managing director of Contiki Holidays, and will step down effective 18 Feb.

Moy, who's been in the job for about a year after previous md Tammy Marshall moved across to AAT Kings, cited personal reasons for her departure, and will return to her home city of Brisbane.

Contiki parent company The Travel Corporation said it would shortly make an announcement about a successor to Moy.

## AFTA push for Qld sales

THE Australian Federation of Travel Agents has called on travel agents to be at the forefront of helping Queensland's ailing tourism by recommending domestic holidays to clients.

Speaking at a post-flood relief event in the sparkling Queensland capital (*TD* yesterday), AFTA ceo Jayson Westbury said he had been inundated with requests from

### Cover-More on TV

COVER-MORE Travel Insurance has today announced a major mainstream television advertising campaign which encourages consumers to book via travel agents (*TD* breaking news).

The promotion aims to move away from the price-driven push by various travel insurance providers, and instead urge travellers to consider "the difference quality cover with emergency assistance can make".

Produced with the support of Flight Centre, Harvey World Travel, Travelscene Amex and STA Travel, the campaign features the true story of four Aussie girls hurt in a speedboat crash during a Thailand holiday.

The ads will be shown in prime time morning and evening shows on channel 7 and 9 during Feb - for a sneak preview [CLICK HERE](#).

consultants wanting to know what they could do to help.

"The best thing travel agents can do is to influence, suggest or recommend a domestic holiday," Westbury said.

And with a wave of reported cancellations, "clients, both consumers and businesses, need to be urged to take their already booked trips to reinvigorate tourism to Queensland," he added.

Westbury said that travellers need to know that Queensland is open for business and consultants can help by telling clients that the state "wants and needs them."

"Around the world when disasters have occurred, Australian travel agents have always played an important role in helping to rebuild by selling holidays and booking corporate travel to the impacted part of the world.

"This year, 2011, the disaster is in our own backyard," he said.

For further coverage on the travel industry's post-flood relief effort, see page two and five.

### Today's Travel Daily

*Travel Daily* today has five pages of news and photos plus full pages from:

- AA Appointments
- Qantas Holidays NT

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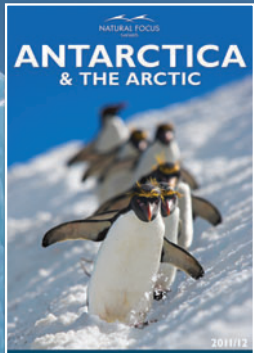
Sale Period 15 Jan - 4 Feb, 2011. Refer to your GDS for details

## QH NT out now

QANTAS Holidays has released its new 2011/12 Northern Territory brochure - for details see page 7 of today's TD.

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## Flood of bookings urged

THIS month's Queensland floods will go down as being the most challenging event to strike the state's tourism industry in recent history, says Queensland Tourism Industry Council chief executive officer, Daniel Gschwind.

Yesterday at a special event in Brisbane arranged by AFTA and QTIC, a contingent of travel agency network heads, airlines, wholesalers, tourist boards and tour operators, united in a common voice with the sole aim of getting Queensland's tourism industry back on track, two weeks after the 12 Jan floods hit.

According to Tourism Queensland ceo Anthony Hayes, new Qld holiday bookings have all but dried up since the floods.

"The phones have stopped ringing," Hayes told media.

Parts of the state which weren't subject to flooding (such as the Gold Coast, Sunshine Coast, Whitsundays, and TNQ) have also seen a drop in bookings.

QTIC head Gschwind told TD his greatest concern was the number of domestic holiday cancellations for the beleaguered state.

"We've seen some very alarming cancellations, no doubt fuelled by alarming imagery of the devastation the floods caused.

"It's been very distressing for so many small travel businesses, but we're not giving up, and we are working as hard as we can to revive the state," he said.

Another dilemma for Qld is a

drop in inbound bookings, with Gschwind saying he was aware of cancellations for as far away as Jun due to the perception the state's tourism was in dire trouble. 99% of Qld's tourism businesses are unaffected, and it's a case of "business as usual" for most.

"I am hopeful people overseas who have holidays booked to Qld take the time to do some research, before considering cancelling their trip," he said.

Yesterday's sign of solidarity among the major travel networks was welcomed by the QTIC.

"It's soul-heartening to see the industry co-operating for a common cause," Gschwind said.

"Everybody answered the call to attend, and the state's industry partners can take great comfort in that level of support."

Gschwind said Qld is now very much in the "recovery phase", and is urging support from local marketing bodies and pushing for federal and state support.

"What we need now more than ever is for people to start booking Queensland holidays" to support the 170,000 travel businesses which operate in the state".

## Parché on board

LYN Parché, general manager of The Byron at Byron on the NSW North Coast, has been appointed to the board of Tourism NSW.

She's filling the vacancy left by the retirement of former Four Seasons gm Stephen Lewis.



## Window Seat

ONLINE social networking phenomenon Twitter enabled a swift reaction to an email sent out by Qantas to its Frequent Flyers this morning, advertising a bonus 10,000 points for members who purchase life insurance with QFFF program partner OnePath.

A quickly quipping tweeter immediately responded "F\*\*\*\*\* H\*\*\*, now #QANTAS is trying to sell me life insurance - is it THAT dangerous to fly with them these days?"

SOME enterprising Mexican smugglers have attempted to bypass customs officers, sniffer dogs and body pat-downs by creating a massive "medieval catapult" (pictured below) to fling drugs across the US border.

Police just south of Arizona have seized 23kg of marijuana and a "metal-framed catapult" complete with a massive elastic band, mounted on a trailer next to the international border fence.



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## Hayman waves the flood flag



STAFF at Hayman Island in the Whitsundays have banded together to raise \$15,000 for the Queensland Premier's Flood Disaster appeal.

As well as raising money throughout the Staff Village of

the last few weeks, the activities culminated in a special Australia Day Auction and Barbecue in the Staff Bar, featuring Airlie Beach entertainer Mickey Ragea as DJ and MC for the night.

Pictured above with a fabulous Australia Day cake courtesy of the Hayman Pastry Team are, from left: Brad Henstock, Hayman assistant manager (and event organiser); Megan Reid, Director of HR; Melissa Keane, Activities Coordinator; and Mickey Ragea.

## Bali flights canned

FLIGHTS into and out of Bali have been temporarily cancelled today for the second time in as many months, due to an ash cloud from the eruption of a volcano in eastern Java overnight.

KLM, Cathay Pacific, Jetstar and Virgin Blue have all cancelled or diverted flights.

## An Urban century

INTREPID Travel is set to expand its Urban Adventures day tour offering to cover 100 destinations across the globe.

There are currently 71 locations live on the Urban Adventures website, with a further 29 contracted and in various stages of product development.

Top sellers to date include Melbourne, Barcelona, Bangkok, Ho Chi Minh City, Toronto and San Francisco, with recent additions including Beijing, Hong Kong, Kochi and Kyoto.

## HA wants groupies

HAWAIIAN Airlines has announced a new dedicated email address for group travel enquiries from Australian travel agents.

The new email has been set up just in time for AIME, and also in the lead-up to the seasonal boost of HA Sydney frequencies to daily. See [groups@hawaiianair.com.au](mailto:groups@hawaiianair.com.au).

## Safeskies seminars

TWO special seminars will be presented at the upcoming Avalon Air Show in Victoria, to provide attendees with updated information on trends in safety for civil and military aviation.

The Safeskies sessions are free to all attendees at the air show and will be held from 10am on each of 03 Mar and 04 Mar.

On the first day the seminar will include a presentation by the Directorate of Defence Aviation and Air Force Safety, along with a paper by a senior ATSB air safety investigator.

The second day will be presented by CASA manager of Flying Standards, Roger Weeks.

For more information see [www.airshow.net.au/avalon2011](http://www.airshow.net.au/avalon2011).

## QF DRW update

QANTAS has advised that the QR passenger service fee at DRW increased by 96c to \$14.72 for tickets issued on or after 22 Jan.

## WIN THIS HAMPER!



This week German National Tourist Office is giving *Travel Daily* readers the chance to win this sensational hamper (pictured above).

The hamper is full of goodies from Germany: traditional sausages; Germany style bread and pasta; jam; dessert crème; a selection of chocolates; gingerbread; a desktop photo holder; Oktoberfest glass figurine; a dumpling kit; mini cookbook and a bottle of Schnapps.

For your chance to win this great hamper, simply send in an answer to the question below by COB on Friday 28th Jan.

**In 25 words or less tell us which area/s of Germany you would recommend to your clients wishing to enjoy a gourmet experience and why?**

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## \$10m for Qld promo

THE federal and Qld state govts will each contribute \$5 million to a special marketing fund to help Queensland's tourism industry recover from the impact of the floods earlier this month.

Qld state treasurer Andrew Fraser said the immediate funding injection would be used for both domestic and international marketing campaigns.

AFTA ceo Jayson Westbury said boosting domestic marketing "will go a long way to bolster the message of support to travel agents from AFTA".

## New rep for Arabian Adventures

UAE destination management company Arabian Adventures has appointed a new Australian representative, replacing its previous arrangement with Pamela Scott & Associates.

The new rep is PillowMINT, headed up by Rebecca Smith who has lived in Dubai and previously worked in the business tourism sector with Arabian Adventures, a division of the Emirates Group.

PillowMINT also represents Fairfield Meetings & Incentives which operates in southern Africa.

## MK direct to China

AIR Mauritius has announced the launch of non-stop flights to Shanghai from early Jul.

The service will operate via Kuala Lumpur, with connections to/from Reunion, South Africa and Antananarivo.

## Adina on Crown lures guests



TOGA Hospitality's newest Adina Apartment Hotel in Sydney is thriving following its rebranding from a Medina branded property mid last year (*TD* 23 Jun 10).

Conveniently located on Crown Street in Surry Hills, the hotel is only minutes away from great dining venues and shopping, Central Station, the Entertainment Quarter, SCG and the CBD.

"The hotel enjoys very strong occupancy levels given its trendy Surry Hills location," Toga Hospitality communications mgr Tessa Anderssen told *TD*.

'Adina on Crown' is ideal for both business and leisure travellers, featuring 84 one and two spacious bedroom apartments with a separate lounge, dining and work area; a fully-equipped kitchen; two flat screen TVs; a stereo and balcony (optional).

The hotel is decked out in chic furnishings, yet offers a home-style atmosphere with an outdoor garden area, swimming pool, BBQ and entertaining area.

Pictured *above* in Sydney yesterday is Tessa Anderssen with Adina on Crown's Thanu Peiris.



## Travel Specials

WELCOME to *Travel Specials*, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

SKIMAX has an earlybird offer at the Oaks Shores Queenstown, priced from \$625pp, on sale until 31 Mar for travel between 15 Jun and 30 Sep. The package includes seven nights accom in a two bedroom apartment, three day lift tickets to The Remarkables and Coronet Peak ski areas, seven day's car hire, and free night skiing on Coronet Peak. Phone - 1300 136 997.

LE MERIDIEN Noumea and Le Meriden Ile Des Pins is offering an industry rate on top of a stay3/pay2 deal, on sale and for travel until 30 Jun. The Noumea agent deal is priced from XPF16,500 (AU\$191) +1000 (AU\$11) tax per room per night including brekkie in a Classic Garden view room., while at the Ile Des Pins property a Superior Garden view room costs XPF21,500 (AU\$249) + tax per night for two adults and breakfast - [reservations@meridien.nc](mailto:reservations@meridien.nc).

ADVENTURE WORLD has extended its 25% discount offer on Gap Adventures Arctic Voyages for bookings through until 28 Feb. The early booking bonus is available on Gap's Norwegian Fjords and Polar Bears and Realm of the Polar Bear trips - 1300 320 795.

STARWOOD Hotels and Resorts is taking 50% off room rates at three select Sheraton hotels in Queensland, during a seven day sale that will begin on 01 Feb, and for travel until 30 Jun. Prices for the Sheraton Mirage Port Douglas Resort start from \$169; Sheraton Mirage Resort and Spa, Gold Coast at \$195; and Sheraton Noosa Resort and Spa priced from \$199 - 1800 073 353.

## MSC phone probs

MSC Cruises has advised that phones in its Sydney office are currently unavailable, with agents advised to send email requests to [msc.cruises@msc.com.au](mailto:msc.cruises@msc.com.au).

Agents with urgent matters can call 02 8270 4000.

## Solomon warning

DFAT is warning Aussies travelling to the Solomon Islands about possible dog attacks around the capital, Honiara.

"Dogs...have been known to attack people walking, running or cycling near them," DFAT said.

## Area Sales Manager NSW North



DriveAway Holidays, Australia's leading and award winning Car Rental Wholesaler is seeking an Area Sales Manager to work on a full time basis in NSW.

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## QF: markets return

**QANTAS** has admitted that seat factors to Brisbane and the state have been impacted by flooding, however both the leisure and business sectors are already starting to recover.

During the three weeks that Rockhampton Airport was closed by floods, QF operated 340 extra Queensland regional services to destinations including Emerald.

QF's Steve Limbrick said Qantas was "willing to work wherever we can" to aid in the recovery.

## Sun shines for TT

**TIGER Airways** today announced new daily flights between Sydney and the Sunshine Coast (*TD* breaking news) from 27 Mar, with launch fares from just \$38.95.

## TQ flood survey

**TOURISM Queensland** will begin compiling data from an industry survey next week, that's been distributed to a select audience to gauge the physical and economic impact of the state's floods on the tourism industry.

The poll has been sent out via regional tourist offices to select databases.

Participants have until today to submit their completed surveys.

## FC donation update

**FLIGHT Centre Ltd** ceo Graham Turner says the company will easily surpass its pledge of a minimum \$2 million in aid to the Premier's Flood Appeal (*TD* 18 Jan).

Turner said yesterday the figure would be exceeded "significantly".

**MEANWHILE**, Turner said the Qld floods at their peak had shut down as many as 63 stores in the state, with one or two still closed, including a Bundaberg branch.

**AND** Spicers Retreats, Hotels & Lodges have been "suffering", according to Turner, despite seven properties running as normal.

## Industry unites for recovery



**ABOVE:** A 'who's-who' of the Australian travel industry got together in Brisbane yesterday to show their united support for reviving tourism to the aptly named 'Sunshine State'.

"As of today (two weeks since the floods) Queensland is open for business," said Tourism Queensland ceo Anthony Hayes.

Hayes also encouraged the business tourism sector to consider Brisbane and Queensland as a top spot for Australian events.

Pictured *from left* are: Bernie Schultz, Accor; Warwick Blacker, GM retail network Jetset Travelworld; Daniel Gschwind, QTIC; Simon Bernardi, JTG head of wholesale; Felicia Mariani, ATEC; Jayson Westbury, AFTA; Juliana Payne, National Tourism Alliance; Tammy Marshall, AAT Kings; Hugh Houston, AOT Holidays; David Rivers, md Harvey World Travel; Liz Savage, Virgin

Blue; Anthony Hayes, Tourism Queensland; Graham Turner, Flight Centre Ltd; Nick Baker, Tourism Australia; John Lee, Tourism Transport Forum; Steve Limbrick, Qantas and Mike Thompson, Travelscene Amex.

In front: Riverlife's John Sharpe.

Both Travellers Choice and Magellan Travel Group were also in support of the initiative but were unable to attend.

## AOT QLD focus

**AOT Holidays'** ceo Hugh Houston said the wholesaler is planning to divert campaign funds from some of its brands to focus on Sunlover Holidays as a means of further promoting Queensland.

"We're planning a massive amount of activity...we're going to go full bore, and we've put more money into Sunlover.

"We're pushing for the common cause to get Queensland back on the map," Houston said.

He also revealed that AOT had remained committed to a marketing campaign for the state at around the time of the floods.

## Travelcorp all good

**AAT Kings** md Tammy Marshall, said yesterday that it's "full steam ahead" for The Travel Corporation brand in Qld, and tours have returned to normal.

## JTG promoting Qld

**JETSET Travelworld** Group head of wholesale, Simon Bernardi, says the group will "heavily promote" the Sunshine State.

Speaking yesterday in Brisbane, Bernardi said "looking around, you'd never know a flood had hit here."

Bernardi said that now is the time for agents to remind clients how good the Queensland product is, and that "now is a fantastic time to come here for a holiday."

## 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](mailto:vanuatucomp@traveldaily.com.au)



**Q.4: What are the three main tourist islands in Vanuatu?**

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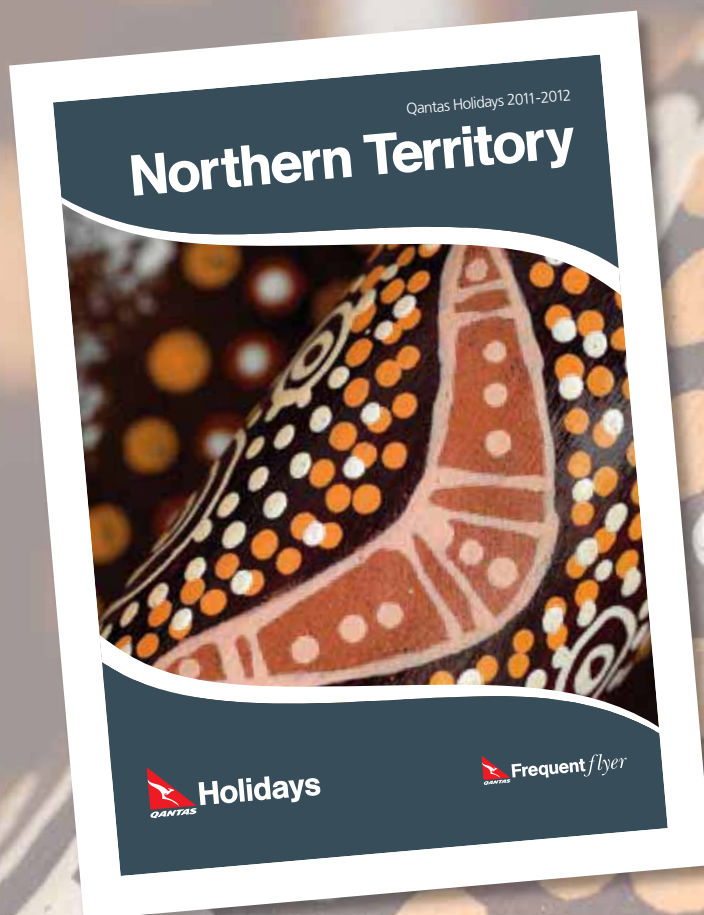
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