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Wednesday 15th June 2011



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QF cuts domestic growth

QANTAS will cancel or defer orders for 12 narrow-body aircraft due to "slower overall growth rates in the domestic market" (TD breaking news).

This morning's announcement didn't provide a break-up of how the cancelled orders will be split between Qantas and Jetstar, only

New CWT chief

CARLSON Wagonlit Travel today announced the appointment of Peter Brady as its new Australia/ NZ managing director.

Brady's appointment comes more than three months after the abrupt departure of his predecessor, David Greenland, as exclusively revealed by Travel Daily (TD 04 Mar).

Brady was previously CWT's Vice President, Global Program Solutions, Asia Pacific.

Since Greenland left CWT has been run by the company's Asia Pacific chief operating officer, Martin Warner, who said Brady would be "an excellent addition to the already strong and stable leadership team" at the TMC.

saying that the Group now expects to take delivery of 34 aircraft in 2011/12 - compared to the 43 previously planned.

Qantas is targeting 5.5% domestic growth in 2011/12 lower than the 8% previously forecast, with ceo Alan Joyce saying the move will reduce capital expenditure in the current half - which has only two weeks left to run - by \$100 million.

Further savings of \$600m will result in 2011/12, with Joyce adding that Qantas had "always taken decisive action to match capacity to demand".

Become a FUNDI

SOUTH African Tourism is encouraging agents to become specialists in selling the destination - details page nine.

Seven pages of news

Travel Daily today has seven pages of news and photos, plus full pages from: (click)

- AA Appointments
- South African Tourism
- Voyages industry deal





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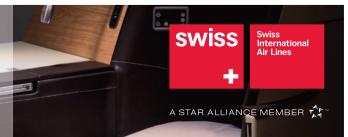
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- International Retail Consultant Beecroft Sabre CRS, would consider part time hours

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Wednesday 15th June 2011







Mandarin Oriental Paris

THE luxurious new Mandarin Oriental Hotel in Paris will officially open on 28 Jun, with an opening offer leading in at €765 per night - including a bonus €300 hotel credit per room.

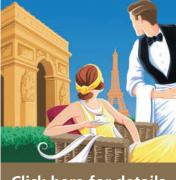
For bookings or more info email mopar-reservations@mohg.com.

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US ski giant targets Aussies

NEW YORK-listed Vail Resorts has turned its sights on the Australian market, for the first time ever appointing a local representative to build awareness of its properties in Colorado, California, Nevada and Wyoming.

It's probably no surprise, given that the company's international communications manager, May Lilley, is also an Aussie who lives to "ski, travel and eat vegemite" according to her Twitter profile.

Vail aims to capitalise on the surging tide of Aussies travelling to the US, with the strong A\$ and increasing aviation capacity driving increased US visitation.

Professional Public Relations, whose local clients include Emirates, NRMA Tourism and Leisure and South African Tourism, has been tasked with growing Australian awareness of the various Vail properties which include Vail, Beaver Creek, Breckenridge and Keystone in

Colorado.

There's also Heavenly and Northstar-at-Tahoe in California/ Nevada and Grand Teton Lodge in Jackson Hole, Wyoming.

For the nine months to 30 Apr Vail's properties attracted almost 7 million skier visits, with an average lift ticket price of US\$49.

QF interlines with WS

QANTAS has commenced a new interline agreement with Canadian low cost carrier WestJet.

The move has seen QF open up a raft of new fares between Australia and Canada.

Qantas spokeswoman Amanda Bolger told *TD* the broad interline pact covers WestJet's domestic Canadian operations as well as international services to the USA, Mexico and the Caribbean.

Virgin Blue founder Brett Godfrey has been a WestJet director since 2006.

Kimberley Coast brox

AURORA Expeditions has rolled out its Kimberley Coast brochure for 2012 consisting of 11-day sailings between Broome and Darwin, with voyages starting from \$6,990ppts.

For more details of the program see auroraexpeditions.com.au.



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Ash cloud now hits Perth flights

THE ongoing volcanic ash crisis is continuing to affect services across the region, with Virgin Australia, Qantas and Jetstar all this morning announcing the suspension of Perth services.

The carriers said they made the decision in consultation with the Volcanic Ash Advisory Centre, because the ash plume is forecast to be at a "lower band level of approximately 15,000 feet".

There's been widespread media questioning of the different approach of various carriers in response to the ash crisis, with Qantas and Jetstar yesterday suspending flights to Adelaide, Tasmania and New Zealand despite other carriers, including Virgin, continuing to operate to their destinations.

CASA has been forced to defend the different responses, with a spokesperson contradictorily saying he was equally satisfied that both approaches were correct in terms of safety.

Qantas this morning continued its suspension of Tasman services, with all flights to and from NZ

cancelled, while tomorrow's schedule remains under consideration depending on what happens with the ash cloud.

Adelaide services by Qantas, Jetstar and Tiger Airways have resumed today, but flights by all three carriers to Tasmania remain suspended, along with Jetstar's New Zealand domestic flights.

Carriers have issued waivers in relation to changes for affected passengers.

Sea Temple appoints

MIRVAC Hotels & Resorts has named Kelvin Dodt as the new General Manager at the Sea Temple Resort & Spa Port Douglas in Queensland.

Skywest pax up 9%

WA carrier Skywest carried 31,000 scheduled passengers during May, an increase of 9.1% on the same month last year.

The overall load factor was 55.79%, up 5 points, while the carrier also operated 237 charter services during the month.

DFAT NZ update

THE Department of Foreign Affairs and Trade yesterday reissued its travel advice for New Zealand, continuing to advise of a "High degree of caution" for Australians in Christchurch and Lyttleton following the series of aftershocks which hit the Canterbury region on Mon.

The travel advisory warns that ongoing seismic activity "may damage infrastructure such as roads, bridges and power and water supply," urging travellers not to approach any damaged buildings.

Australians are also told to "assume tap water is unsafe to drink unless advised otherwise".

The advice for the rest of NZ remains at the lowest "Be alert to own security" level.

Nitmiluk expansion

OUTBACK Australian tourism operator Nitmiluk Tours has taken over management of the Cycad Gardens and Cafe in the town of Katherine, 320km south of Darwin in the Northern Territory.

As well as expanding the company's tourism portfolio, the move "provides some long term planning and development opportunities for Nitmiluk Tours," according to ceo Clive Pollack.

He said the facilities within the gardens give Nitmiluk the ability to work with Charles Darwin University to develop hands-on training programs in hospitality and tourism for locals.



Window Seat

LUCKILY this passenger has a travel agent to help.

Elizabeth Drysdale from Elite Business Travel in Parramatta, NSW couldn't resist forwarding the image below - received from one of her corporate clients after she asked him for a copy of his passport.



TWO men from Kazakhstan recently attracted attention from police in Germany after undertaking some self-drive tourism with a difference.

Officers pulled over their van after seeing it riding quite low and swaying on the autobahn.

Opening the doors, they found that the pair were trying to save money by transporting a newly acquired Mazda 626 in the back.

Apparently they'd managed to manouvre the car into the van with the help of mattresses to stop it getting too scratched.



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DriveAway Holidays is looking for a dynamic Pricing Analyst to work in the Pricing team. This is an outstanding opportunity for the right professional with vision and keen analytical skills.

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If you feel that you have the key qualities required for this role, please email your resume and cover letter to HRSydney@driveaway.com.au.

Applications close 15 June 2011.





US carriers line up for details of QF/AA pact

TWO US carriers have called on the US Dept of Transportation for finer details on the proposed transPacific alliance between Qantas and American Airlines.

US Airways Group & Southwest Airlines' recently acquired low cost subsidiary, AirTran Airways, are both seeking Confidentiality Affidavits on the QF/AA Joint Business Agreement.

Counsel for US Airways Grp, Benjamin T. Slocum, and counsel for AirTran, Edward P. Faberman, told the DOT each airline "needs to examine certain information" made by the Applicants which has been deemed confidential.

"I will use the confidential information filed in this proceeding only for the purpose of participating in proceedings," the representatives pledged.

US Airways Group has three wholly-owned subsidiary airlines, including US Airways which has hubs in Charlotte, Philadelphia and Phoenix, and is a member of the Star Alliance.



ABOVE: Wendy Wu Tours held its 7th annual staff conference at Disneyland Resort in Hong Kong recently, attended by more than 60 employees from all departments, including staff from the company's New York office.

The conference gave attendees a first-hand experience of one of Wendy Wu Tours' key products and destinations.

"The conference was just another tool management used to keep the company's entire staff well versed in the product going out to consumers and agents," said GM Alan Alcock.

Participants also had the chance to experience Cathay Pacific's inflight product and see the sights of Hong Kong.

Pictured here are some of the Wendy Wu Tours team at the Disneyland Resort, Hong Kong.

VA/DL Pacific c'share

VIRGIN Australia Airlines has told the International Air Services Commission that Delta Air Lines will offer codeshare services on routes in both directions to the US, operated by V Australia, now it has final approval on its JV.

Hotel satisfaction poll

CROWNE Plaza. Mantra and Westin have tied for first place in the latest Roy Morgan Research **Hotel Customer Satisfaction** Survey in the 12 months to Feb.

The three hotel brands scored an 88% satisfaction score from guests over the period, pipping Hilton (87%) and Sheraton (86%) which were fourth and fifth.

InterContinental dropped nine percentage points in 12 months to now rank 10th with 82%.

SA Visitor Centre to be outsourced

THE South Australian Tourism Commission this afternoon confirmed that Holidays of Australia has been awarded the contract for the "provision of visitor information and management of travel bookings generated by SATC's marketing activity".

SATC ceo Ian Darbyshire said that Holidays of Australia has extensive experience in packaging and promoting South Australia, and will operate both a retail shopfront in Adelaide as well as a call centre to service enquiries, phone calls and emails generated by southaustralia.com.

The SA Visitor & Travel Centre will cease trading on 30 Jun, with the new operator set to "ensure a fair representation of products".

Darbyshire said that Holidays of Australia had also committed to a schedule of operator briefings, training and familiarisations "to ensure their reservation team are kept up to date with new tourism products in South Australia".

He said the move to seek a commercial partner was due to changes in the way consumers plan and book travel, the increasing trend towards online bookings and the expiration of the current visitor centre lease.



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W St Petersburg

STARWOOD Hotels & Resorts has entered the Russian market following the opening of the 137room W St Petersburg hotel.

Tiger satisfaction plumbs new depths

PASSENGER satisfaction levels on flights operated by Tiger Airways have dipped to new lows, according to a recent domestic passenger survey from Roy Morgan Research.

In the 12 months to 31 Mar 2011, Tiger Airways scored just 46% in terms of passengers being 'very' or 'fairly' satisfied with their flight experience.

It's been a downward trend for Tiger for close to two years now, with the carrier achieving a 51% satisfaction level for the year ending 30 Jun 2010.

This month Tiger announced it was suspending four routes, incl its Sydney-Brisbane run, so it could "streamline and simplify its Australian operation" (TD 06 Jun).

At the other end of the scale, Qantas has increased its lead over its closest rivals, which have seen slight dips in satisfaction over the past three months.

Qantas achieved an 83% rating, followed by Virgin and QantasLink which were tied on 80%.

Regional Express was fourth on 77%, two points higher than the total industry average.

Jetstar Airways achieved a 68% satisfaction level of those polled.

Roy Morgan Research Int'l Director of Tourism, Travel and Leisure, Jane Ianniello said both leisure and business travellers are scoring Qantas higher than Virgin.

"Despite its high satisfaction rating among the domestic business market, Qantas has nevertheless lost market share to Virgin Blue," she added.

Wu off Oaks board

OAKS Hotels & Resorts, which is subject to a take-over bid from Thailand's Minor International, has announced the cessation of director David Wu.

The group yesterday said Wu's role on the board had ceased "in accordance with its Constitution, having been absent for a continuous period of three months without leave of absence."

Don't forget SOO

GAME 2 entries for our State of Origin competition are due by 6.30pm tonight.

A Blue Lagoon Cruise in Fiji is up for grabs for the **TD** reader who gets the closest to correct answers to a series of questions across the three games this year details at traveldaily.com.au.

Game 2 questions:

- 1. What do you predict the score will be for SOO Game 2 2011.
- 2. In what minute of Game 2 will the first try be scored?
- 3. Which player will be man of the match for Game 2?

Email your answers to soocomp@traveldaily.com.au.

TA's 2011 Corroboree

TOURISM Australia has today opened the application process for 90 Australian businesses to participate in the Corroboree 2011 - The Americas event.

The Americas Corroboree is TA's retail training event for Aussie Specialist agents, and enables businesses to build relationships with around 175 of North American and Latin America's top travel agents.

This year's event is being held in Melbourne from 29 Oct to 31 Oct - applications close on 06 Jul, see www.tradeevents.australia.com.

WIN A \$100 kikki.K GIFT CARD

Congratulations to yesterday's lucky winner, Cory Edmondson from **ecruising.travel**.

Trip has just turned two and as always, agents get the rewards! To celebrate **Trip** has partnered with the **Singapore Tourism** Board to give you the opportunity to win a \$100 kikki.K gift card.

For your chance to win, be the first retail consultant to send in the correct answer to todays' question below to:

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From what price can you purchase a twin share accommodation package in the Simply Singapore campaign?









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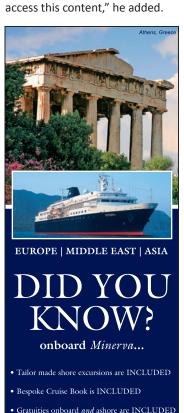
Amadeus adds cruise

AMADEUS and small ship cruise specialist eWaterways have announced an alliance which will allow North American travel agents to book eWaterways product via the Amadeus gds.

The system allows agents to use a tab on the Amadeus Selling Platform - similar to the move recently announced in Australia with Rail Plus (*TD* 27 May), enabling agents to earn commission on the eWaterways range.

eWaterways local gm Peter Smith told *TD* at this stage the deal only applied in North America "but I believe they have plans to broaden the scope later on.

"We are continuing to get a great deal of interest in our unique small ship cruising content, and it is not suprising that more and more partners are looking at ways to work with us to access this content," he added.



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IndiGo names GSA

THE Walshe Group has been appointed as General Sales Agent for IndiGo in Singapore.

CEO Jacqui Walshe said she was "excited" to include the Indian carrier into the group's expanding travel and tourism portfolio.

IndiGo is launching servivces from Delhi to Dubai (from 01 Sep), Bangkok (08 Sep) and Singapore (15 Sep), and from Mumbai to Bangkok and Delhi on 02 Oct.

The airline, which has placed the largest ever Airbus aircraft order (for 180 A320s) also has plans to operate flights between Mumbai and both Singapore and Muscat, and from Delhi to Kathmandu.

Disney queue time app

AN ONLINE discount travel firm has introduced a new app for BlackBerry smartphone users that provides users with up-to-theminute wait times on rides at Walt Disney World in Florida.

The Disney World Wait Times by UndercoverTourist.com app provides accurate "real-time wait times" at Magic Kingdom, Epcot, Disney's Hollywood Studios and Disney's Animal Kingdom.

Xiamen to SkyTeam?

CHINA's Xiamen Airlines (MF) is planning on joining the SkyTeam airline alliance, according to *Air Transport World*.

MF is a subsidiary of China Southern Airlines, which itself is already a member of SkyTeam.

Novotel Bris. facelift

THE 296-room Novotel Brisbane has completed a \$12 million refurbishment of all rooms and has seen the introduction of a new top room category.

Located on the 14th floor, the Prestige Rooms feature Nespresso Coffee Machines, iPod docking stations, 32" LCD TVs & a private balcony with views of the city.

EK Baghdad relaunch

EMIRATES will launch four weekly services between Dubai and Baghdad from 13 Nov, to become the carrier's second destination in Iraq following its launch to Basra earlier this year.

EK had previously planned to begin services to Baghdad on 01 Jul last year.

Agents pampered in Bali



THIS group of lucky travel agents recently enjoyed a luxury familiarisation in Ubud, Bali courtesy of COMO Hotels and Resorts and Garuda Indonesia.

The group stayed at Uma Ubud, and enjoyed the "signature treatments and activities" of nearby COMO Shambhala Estate.

Activities included visits to The Chedi Club in Ubud, an Eco Adventure Walk, cycling downhill all the way from the top of Mount Batur, and white water rafting on the Ayung River.

Pictured above are, from left: Alycia Papadopolous, Travelcall; Ian Murton, Garuda Indonesia; Debra Cowley, Executive Edge; Jodi Abrahams, Global International; Evelyn Mehrengs, Bayview Travel; Sheryl Walker, Toorak Travel; Debra Grace, FBI Travel; and Elliott Miller, COMO Hotels & Resorts.

Travelmarvel Canada

TRAVELMARVEL has launched its Canada & Alaska program for 2012, featuring new hotel options and Rocky Mountaineer's new SilverLeaf product.

Companion Fly Free earlybird offers are available until 15 Oct.

C&K social success

COX & Kings Australia has reported a surge in traffic to the company's websites and the number of followers of its Facebook and Twitter pages.

GM Marketing Ash Jurberg said the company and its affiliates, Tempo Holidays and Bentours, are using social media "to build relationships with customers."

Interaction with visitors, rather than "bombarding them with information and the 'hard sell'" is key to C&K's strategy.

Recent Hitwise statistics show Tempo Holidays has improved on its 10th position as most popular "online agent" in Australia at the end of Apr, to be 5th during May.

TA switches agencies

TOURISM Australia has dropped media buying agency Carat, with rival OMD to take over the account effective 01 Jul.

TA md Andrew McEvoy said the expiry of Carat's six year-long global media services contract "provided us with an opportunity to test the market again, in line with Tourism Australia's long-term strategy and goals".

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Cheap fares drop 25%

RESTRICTED Economy class domestic fares have been slashed by more than 25% according to figures in the Domestic Air Fare Index released today.

Govt statistic show fares have dropped from the low to mid 90's index mark over the past 12 months to now sit just below 70 for the month of Jun 2011.

The massive swing is a result of Virgin Australia, Jetstar and Qantas introducing simplified fare structures & unbundling inclusions.

Full Economy fares also dipped by over 6% in Jun compared to last month, down to 89.9.

Flight scholarship

THE Australian Air Pilots Mutual Benefit Fund will tomorrow sign a \$20,000 scholarship agreement at RMIT Flight Training, which will cover a 2012 student's fees for the institution's Instructor Rating Course at Point Cook.

RMIT Flight Training is the only school in Vic which has VET Feehelp available for students working towards the Diploma of Air Transport (Airline Pilot) qualification.

The Fund, in its 50th year, was established in 1961 to help assist pilots who are unable to work due to illness or accident.



Can you hold tune? Shake your tail feather? Love to perform? Here's your chance to appear on stage in Thailand's famous Tiffany's Show, Pattaya.

Throughout the month of June, Travel Daily, Tourism Authority of Thailand, Thai Airways International, Siam Hotels and Resorts and Tiffany's Show invite travel consultants to join us for a once in a lifetime "Queen for a Day" experience.

Send your audition video and you could join our group on a special famil trip to Thailand that includes flights with THAI, 5 nights courtesy Siam Hotels & Resorts (two in Bangkok & three in Pattaya) and a makeover, dress up and performance at the famous Tiffany Cabaret Show in Pattaya.

To enter, simply send in an audition to the Tiffany Show as a short video clip of yourself (30sec-1min, .mov or .wmv file) lip syncing to your favourite song. You can use props and/or dress up if

All the clips will be uploaded to Travel Daily's YouTube page. At the end of the month five winners (a representative from NSW, VIC/TAS, WA, QLD/NT and SA) will be chosen by the judging panel.... and one additional....as voted by the industry. So grab your video camera or mobile phone and release your inner performer!

Send your entries to: tiffanysaudition@traveldaily.com.au

Click here for more information









Radiance revitalised

ROYAL Caribbean International's Radiance of the Seas, which is to sail to Australia later this year, has completed a US\$70m refit.



Wednesday 15th June 2011

Virgin launches Amex co-branded card

VIRGIN Australia and American Express this morning released details of a new co-branded credit card range, with the top level Platinum card offering unlimited complimentary international V Australia or Delta Air Lines companion business class fares when the cardholder buys a fully priced seat.

Both passengers must travel together on the same flight, and credit card payment fees, taxes and surcharges apply to both guests and are not discounted.

The card also comes with a complimentary annual domestic return economy Virgin Australia flight, as well as earning 1.5 Velocity points per dollar spent.

There's also a co-branded Amex

Gold Velocity card, which earns 1.25 points per dollar spent.

Both cards also offer two free Virgin Australia lounge entries per annum, travel insurance, Amex purchase protection and 24/7 global customer service.

The new Platinum card has a \$349 annual fee, while the Gold card costs \$199 a year.

There's also a co-branded Business Charge card costing \$249 a year offering 1 Velocity Point per dollar spent and no preset spending limit.

Weather hits domestic tourism - Ferguson

OVERNIGHT trips to Queensland fell by a hefty 15% in the first quarter of the year, with Tourism Minister Martin Ferguson today saying the figures from the latest National Visitor Survey confirm the devastating effect that the floods and cyclones earlier this year had on the domestic sector.

Nationally overnight trips were up 1% during the Mar quarter, but visitor nights fell 3%.

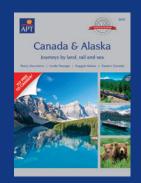
South Australia showed strong growth in overnights, up 14%, while Western Australia also did well with a 12% increase.

NSW visitation grew 7%, just ahead of Victoria at 6% and Tasmania which was up 4% for the three months to 31 Mar.

As well as falling in Queensland, domestic travel plummeted in the ACT which saw overnights drop 37%, while there was also an 8% decline in domestic overnight visitation to the NT.



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Are you hungry for sales, however would like to say goodbye to retail travel? This wholesale travel company is growing at a rate of knots & currently requires a highly competent travel consultant with a sales savvy approach. Working in this fun & energetic environment, you will thoroughly enjoy the daily challenges on offer, not to mention the salary package & continuous perks! Strong sales skills a must.

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Do you love your high end products, first class tickets, 5 star hotels, luxury cruises? Why not sell this every day?

Our client requires consultants with at least 2-3 years travel experience to join their prestigious team based in the CBD. You must have exceptional customer service skills, have sold high end product and have used a CRS. You will be rewarded with a fantastic salary, AMAZING EDUCATIONALS and definite career progression for those wanting to move up!

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MULTI SKILLED CORPORATE CONSULTANT

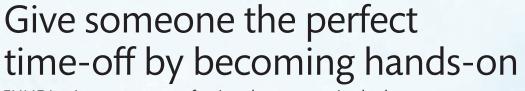
MELBOURNE (CITY FRINGE) – SALARY PACKAGE TO \$60K
Our client is an award winning NATIONAL TMC with long
standing employees and a highly sort after working
environment! If you are a multi skilled corporate consultant
who is tired of the call centre & yearn to be in a boutique
environment with management that appreciates you, this is
the role for you! Social team, daily breakfast, a chill out room
with Plasma & your birthday off are some of the perks offer.

EUROPEAN DELIGHT RETAIL TRAVEL CONSULTANTS PERTH – SALARY PACKAGES TO \$55K

Take your European specialist travel knowledge to a company that will benefit from & appreciate your skill set! In return, you will be offered a great salary package, not to mention friendly working environment, Monday to Friday business hours & office shutdown at Christmas! If you have a minimum 2 years retail travel consulting experience, are Sabre trained & have a professional approach, apply now!

MAKE YOUR MARK IN LUXURY TRAVEL *TOP NEW OFFICE* - RETAIL TRAVEL MANAGER BRISBANE INNER SUBURBS - TOP PKG ON OFFER

Don't miss your chance to become the TRAVEL MANAGER of this exciting, brand new national agency opening in Brisbane! You will enjoying leading a team, whilst focusing only on high end, leisure enquiries; designing exotic, tailor made itineraries to suit your clients needs, wants and interests. Located close to award winning restaurants and boutique shops, you will love coming to work everyday to this brand new sophisticated office. An amazing salary plus travel benefits and so much more!



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It's Possible

It's a new dawn for Ayers Rock Resort...



We are excited about the future and want to extend a warm welcome to our travel industry colleagues.

RED HOT travel industry offer 2 Nights Accommodation

\$139 per person twin share*

Inclusions:

- 2 nights accommodation in a Standard Room at your choice of either Desert Gardens Hotel or Sails in the Desert Hotel
- Full buffet breakfast daily
- Return Ayers Rock Airport transfers
- Complimentary use of the resort shuttle

For reservations contact the Voyages Travel Centre on 1 300 134 044 or email travel@voyages.com.au



* Conditions apply, accommodation subject to availability at time of booking, Valid for new bookings and travel from o8 June 2011 until 31 August 2011. Offer valid for bona fide travel industry employees. A minimum 2 night stay per room applies, on early, check out the regular Industry Rate will be charged. Rate is based on 2 adults sharing a room and includes full buffet breakfast daily. Children 12 years and under stay free when using existing bedding. Normal child menu pricing applies. Extra person rate applies for a rollaway bed. Quote INDUSTRYSALE at time of booking. All prices are quoted in Australian dollars, inclusive of GST. Payments can be made via EFTPOS, cheque, direct electronic funds transfer or credit card. Credit card transactions incur a 1% surcharge. Fees apply to accommodation cancelled inside 72 hours of travel date. Your booking acknowledges that you have and and accepted the Voyages General Booking Terms & Conditions and Conditions of Carriage. Voyages Indigenous Tourism Australia Pty Ltd ABN 82 146 482 591.

