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Travel Daily

First with the news

Friday 4th March 2011

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EXPEDITION CRUISES

CWT Aussie chief departs

THE management of corporate travel giant Carlson Wagonlit Travel appears to be in disarray after the abrupt cessation of employment of its Australia/NZ md, David Greenland, who is also Vice Chairman of AFTA.

Greenland is understood to have been on "extended leave" since Christmas, with the

matter apparently coming to a head this week with his departure.

Senior CWT executives in Sydney for emergency talks today confirmed that Greenland had left the firm under confidential terms.

Greenland has been with CWT since 2001, heading up its Australian office since 2008 before being promoted to cover the firm's operations in NZ as well as Australia just last Dec.

"Our main focus remains our clients," said CWT Asia-Pacific chief operating officer, Martin Warner, who will "temporarily assume the general management duties and responsibilities for Australia and New Zealand".

Footy tipping prizes

DON'T forget to register for **TD's** free industry footy tipping comps at nrl.traveldaily.com.au and afl.traveldaily.com.au, with the NRL season starting in just a week.

The top prize in this year's NRL comp is a trip for two people to Dubai and Abu Dhabi courtesy of Emirates and Jumeirah Hotels.

NRL second prize is a trip to Malaysia with AirAsia X and Parkroyal, while Compass Car Rentals is providing an iPad for the third placed NRL tipper.

Six pages of news

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

- AA Appointments jobs
- Swiss Tourism roadshows

Suresave disputes low

SURESAVE Travel Insurance says dispute figures quoted in a Financial Ombudsman Service (FOS) table (**TD** yesterday) don't relate to its policies because it wasn't underwritten by Lloyds during the reporting period.

Suresave is managed by Cerberus Special Risks Pty Ltd, with an FOS statement saying this firm didn't appear in its table due to having under 3 disputes per 100,000 - lower than any of its competitors.

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EK Resorts no more

THE Starwood takeover of the Al Maha Resort & Spa in Dubai (*TD* Wed) is part of a restructure which has seen the closure of the Dubai-based Emirates Hotels and Resorts operation.

In Australia the Wolgan Valley Resort & Spa is owned and run by a separate company called Emirates Hotels Australia Pty Ltd.

The emirateshotelsresorts.com website now simply redirects to www.wolganvalley.com.

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Reforms to level playing field

IT will be much easier to set up a travel agency in Australia if the Ministerial Council on Consumer Affairs accepts the key conclusions of this week's SCOCA issues paper incorporating the recommendations of the PwC review of consumer protection in the travel industry (*TD* Wed).

Key conclusions include scrapping agent licensing, and instead having an "industry-led regulation" scheme, relying on the National Tourism Accreditation

Framework to send "signals to consumers about the credibility of industry participants."

The proposals will also "level the playing field" for agents when competing with other entities which currently don't require TCF membership or licensing, with the second key proposal being basing consumer protection on standard Australian Consumer Law rather than the TCF.

This would "allow more travel agents to set up business, increasing competition" while consumers would be able to rely on the "generic consumer protection provisions" of the law.

"The current compensation arrangements appear to impose significant regulatory burden on travel intermediaries," the review concluded, while the PwC study also found that "consumers are largely unaware of the TCF's existence and functions".

Agents, wholesalers and suppliers wanting to have input to the plans will need to do so quickly, with views from stakeholders sought by 01 Apr to australianconsumerlaw@treasury.gov.au.

Luxury Travel fails

THE company which owns and operates *Luxury Travel Magazine* is set to continue trading despite being placed into voluntary administration earlier this week.

Gadfly Media, established in 1994, also publishes *Australian Art Collector* as well as *Breeding & Racing*, and the director has appointed Ian Purchas of RMG Partners as the administrator.

Purchas told *TD* that at this stage he believes it's in the best interest of creditors to keep the company operating, with the collapse due to the firm "suffering a legacy of debts incurred during the GFC" despite currently "trading quite well".

He said the next issue of the magazine will go to print as normal at the end of the month.

Creditors include a number of travel writers, who received advice of the administration over the last few days.

Former Tourism NSW chief John O'Neill is chairman of *Luxury Travel Magazine's* advisory board, and is also a frequent contributor to the publication.

Tiger unsatisfying

LESS than half of Tiger Airways' pax are happy with the carrier's domestic service, the latest Roy Morgan Research on airline customer satisfaction revealed.

Tiger pax gave it a 49% approval rating of 'fairly' or 'very' satisfied for the 12 months to Dec 2010.

Qantas rated the highest in the poll, tallying an 83% satisfaction score, 1 percentage point ahead of QantasLink.

Virgin Blue and Regional Express had an 81% and 82% satisfaction level, while Jetstar was eight percentage points behind the total industry domestic average, which was 76%.

AHA bargaining OK

THE ACCC has issued a draft determination which will allow Australian Hotels Association members to collectively bargain with wagering/broadcast providers.

Uniworld Egypt

UNIWORLD is yet to confirm its date of return to Egypt (*TD* yest).

Trafalgar, Insight Vacations and Contiki are recommencing Egypt operations effective 01 Apr.

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QATAR
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Extra \$2m Qld funds

QUEENSLAND's tourism industry has been granted a further \$2m in post-flood and cyclone tourism funding from the Federal and State governments.

Federal Tourism Minister, Martin Ferguson yesterday said the additional funding would be used to help suppliers "connect and reinforce" the message that the state needs visitors.

"Australia and the world need to know that Queensland's tourism industry is strong and open for business," he said.

"We want to strengthen Qld tourism businesses and help them promote themselves - and the entire state as a prime tourist destination," Ferguson added.

Qld Tourism Minister Jan Jarrett said some small & medium sized businesses are struggling to stay afloat, and that mistaken perception is worse than the actual weather events.

The extra funds boost the total recovery package figure to \$12m.

A&K flattered by The Travel Corporation

THE name of The Travel Corporation's new domestic product, Inspiring Journeys (*TD* yesterday), was met with mixed emotion at Abercrombie & Kent.

As flagged by *Travel Daily*, the luxury travel provider shares the same name for its brochure product marketed in Australia to destinations including Africa, Arabia, the Orient, Latin America, Europe and Antarctica.

Commenting on the brand, A&K md, Australia Sujata Raman told *TD* yesterday: "It's disappointing to see there's not more originality in our industry, but imitation is the best kind of flattery!"

"Abercrombie & Kent is celebrating its 50th anniversary next year and we are very proud of our well-established 'Inspiring Journeys' brochure.

"Whatever the name, I think agents and clients will have no difficulty differentiating A&K's product," Raman said.

Merlin deal complete

MERLIN Entertainment Group's buy out of the Sydney Attractions Group & Kelly Tarlton's Underwater World (*TD* 20 Dec) is complete.

The move sees Merlin attain Sydney Aquarium, Sydney Tower Observatory and Skywalk, and Sydney Wildlife World, along with Manly Oceanworld and the Hamilton Island Wildlife Park in the Whitsundays.

Kelly Tarlton's Antarctic Encounter & Underwater World in Auckland is also included in the multi-million dollar acquisition.

Divisional director to manage Australia/NZ, Edward Fuller, who was GM of Madame Tussands in London, said he was "very impressed" with the running of Merlin's newly acquired Australian and NZ businesses.

"Merlin also remains interested in buying high quality visitor attraction assets in the wider Asia Pacific region and these will give us a perfect base on which to build," Fuller added.



Window Seat

THERE was a lot of girl power on board a special Japan Airlines flight this week to celebrate the annual Japanese Doll Festival.

The flight had exclusively female passengers, flight attendants and ground crew - apart from one lucky bloke - the captain of the service from Haneda to Seoul, who probably hid out in the cockpit all the way.

AN ENTERPRISING thief has managed to make off with more than US\$200,000 after sneaking into the cargo hold of a flight in the Caribbean via the toilet.

Security guards placed bags of cash in the hold on the flight from Guadelope to Saint Martin, with some missing after landing.

Police are looking for a man who spent most of the trip in the loo complaining of illness - when in fact he was removing panels to access the cargo hold.



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ABOVE: Qantas Holidays and the South Australian Tourism Commission treated around 200 agents in Sydney to a fabulous evening at the movies last night, to launch the wholesaler's brand new South Australia brochure. The QH 2011 program has been expanded to include upmarket properties, such as Jacob's Creek Retreat in the Barossa Valley, and there's also some exclusive dining

experiences with Callum Hann (*Masterchef* 2010 runner-up), Mark McNamara and with Maggie Beer at Pheasant Farm. SATC also used the event to show off its latest TV/cinema marketing campaign to promote South Australia. Pictured at the event, *from left* are Adam Joseph, QH sales exec. NSW; Pat Gobell, SATC and Angie Howes, QH comms manager.

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Applicants must be Australian residents or hold a current unrestricted visa to work in Australia. Only successful applicants will be contacted.

Friday 4th Mar 2011

Quicker boarding HAL

HOLLAND America Line has launched a streamlined boarding process for pax embarking on cruises, fleet-wide.

Dubbed 'Stateroom Direct Service', the program gives cruisers immediate access to their cabins, meaning they can be checked in by 11:30am.

HAL says the move avoids the hassle of passengers having to linger in public spaces while staterooms are prepared.

Adv. South price drop

CHRISTCHURCH-based active travel firm, Adventure South, is advising Australian travellers that the Canterbury region is safe to travel to, following last week's 6.3 magnitude earthquake.

The tour company says it's operating itineraries as scheduled and has extended a 20% discount on the five-day Otago Rail Trail Classic cycle tour, which is now priced from \$769pp, when booked by 31 Mar.

QF lifts JNB fuel levy

QANTAS will increase its YQ fuel surcharge by \$30 to \$115 per sector from 09 Jun for services between Australia and Johannesburg, South Africa.

Family rooms on HTI

HAMILTON Island is offering a new room type at the 4-star Reef View Hotel - Reef Family Room - which is 2 interconnecting rooms.

The Whitsundays destination is now also offering Dine Around packages for guest convenience.

WIN A 'RANGO' FAMILY PASS



Travel Daily has teamed up with Best Western and Paramount Pictures this week and is giving 5 lucky readers the chance to win a family movie pass (two adults & two children) to see *Rango*, valued at \$58.

Johnny Depp is Rango – a lonely chameleon on a journey to the Mojave desert and the town of Dirt. Only at the movies March 10.

For your chance to win one of five family passes, simply be the first person to send through a correct answer to the daily question below to: rangocomp@traveldaily.com.au

What program allows you to book the best published hotel rates on BestWestern.com.au?

Hint! Visit BestWestern.com.au

Congratulations to yesterday's lucky winner, Maria Summers from Escape Travel Ballina.

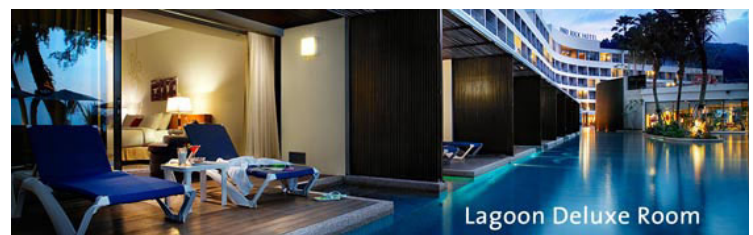
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SCEC gets more social

THE Sydney Convention and Exhibition Centre has appointed internet marketing firm Whiteclick to head up an expanded social media program.

Utilising social sites, such as Facebook and Twitter, the SCEC plans to use the platforms to communicate with clients and potential clients, through updates and blogs - see blog.scec.com.au.



SEE THE SHOW PENANG

PENANG.HARDROCKHOTELS.NET

Friday 4th Mar 2011

Mr & Mrs Siteminder

UK BOOKING site Mr & Mrs Smith is the latest accom provider to join web-based hotel distributor, Siteminder.

The alliance will see a faster booking process for guests to book over 700 luxury 'boutique boltholes', including 50 properties in Australia.

MX launch stalled

MEXICANA Airlines' attempt to relaunch has not come to fruition after PC Capital, a small investment company trying to buy the airline, failed to come up with US\$200 million, needed to fulfil its commitment.

Travel Special of the Week



Stay 7, Pay 5 at Shangri-La Fijian

All inclusive package \$1,124

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Anantara winner

ANANTARA Hotels Resorts & Spas has named the winner of last month's **Travel Daily** comp as Natasha Velic from Show Group Travel in Sydney.

Natasha's winning entry was - *A luxury diversion to massage our feet, would be a fantastic 1st wedding anniversary treat!, a pampering not to forget, at Anantara Villas in Phuket.*

\$1 Tiger Airways fares

TIGER Airways is offering \$1 fares one way when booked with a return flight, on 18 of its 21 routes nationwide until 10 Mar, for travel from 03 May to 31 Aug.

Princess back to Texas

PRINCESS Cruises will offer 19 sailings from Galveston, Texas during the 2012/2013 cruise season, running Dec to Apr.

Princess will offer seven-day Western Caribbean voyages, with ports of call including Costa Maya and Cozumel in Mexico, Roatan in Honduras & Belize City, in Belize, on the 3,070-pax *Crown Princess*.

2007 was the last time Princess Cruises operated from Galveston.

Qatar drops Gatwick

QATAR Airways is pulling the pin on services between Doha and London Gatwick, with agent GDS displays identifying the route is being suspended on 31 May.

QR operated the route daily using Airbus A330-200s.

Corporate Travellers in Dubai



ABOVE: Management from Flight Centre's Corporate Traveller brand were hosted on an educational to Dubai late last month by the Dubai Dept of Tourism & Commerce Marketing.

The trip included a stay at the Intercontinental Festival City Dubai and a mix of activities with Arabian Adventures.

Pictured here in Dubai at the Intercontinental Hotel *from left* are: Arjun Khanna, IHG; Lynda Macadam, CT operational leader; Kerrie Gatehouse, financial controller; Astrid Richardson, CT regional sales leader; Archana Mallapur, assistant financial controller; Danielle Galloway, gm

NSW/ACT, Australia; Simone Seiler, corporate product leader; Stephen Lanfranco, corporate product manager; Matthew Campbell, CT operational leader and Marielle Lozinsek from IHG.

Canada arrivals up 28%

THE number of Australian overnight stays to Canada in Dec 2010 has soared 28% to 22,329 compared to 12 months earlier, according to Canadian Tourism Commission statistics.

Calendar year stats were also up 13.9% on 2009, at 232,855, 4.5 percentage points higher than the mean for key o'seas markets.

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- Drive and determination to achieve
- Great interpersonal skills
- A passion for travel

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Applicants must be Australian residents or hold a current unrestricted visa to work in Australia. Only successful applicants will be contacted.



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For more information, or to apply for this role please visit the HRG Australia website at www.hrgworldwide.com/au.

Applications close Wednesday 9 March 2011



ABOVE: Pictured here are the lucky travel agents who won a place on South African Tourism's Showcase Famil by attending last Sep's roadshow.

They spent 10 days in South Africa, exploring the city lifestyle, history, culture and wildlife.

Pictured here at Sabi Sabi Game Reserve, from left are: Zulu, Sabi Sabi racker; Rolf Huber, SAA; Darren, Sabi Sabi guide; Barbara Koryzna- Kijowski, All Tours and Travel; Kelly Hanafee, Escape Travel Carousel; Amy Trumata-Paatan, Philippine Travel & Trade; Anna Statnton-Cook, Student Flights Garden City; Rob Gurr, South African Tourism and Laura Bainbridge, BCD Travel.

TNQ roadshows

TROPICAL North Queensland will be staging roadshows in Melbourne, Sydney and Brisbane this month, as part of the state's additional \$2m funding to promote the region (see page 3).

Tour operators from the region will travel south to showcase all Tropical North Queensland has on offer in adventure touring and accom, while at the same time reminding agents that "the Great Barrier Reef is still great", Rob Giason, ceo TTNQ, said.

The first event will take place in Melbourne, VIC on 21 Mar followed by Blacktown, NSW on 22 Mar, Sydney, NSW on 23 Mar and Milton, QLD on 24 Mar.



Domestic Corporate Consultant

Goldman Travel Corporation, a leading travel management company located in Sydney, is looking for an experienced Domestic Corporate Consultant to join our dynamic team in our Bondi Junction office.

Applicants must have the skills to work autonomously and be totally focused on customer care. Sabre/Tramada is an advantage, but not essential.

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If you believe this role is right for you or request further information, send through your resume or contact David Goldman at david@goldmantravel.com.au or (02) 8333 7700.

All applications and contact will be treated as confidential.

WIN A TRIP FOR TWO TO TAHITI

GET A BUNGALOW

She lost her key...

Jessica Kyle of Scenic & Evergreen Tours sent in the following entry yesterday:

*Title: Bora Bora, J'adore her
Tagline: He gave her more than a free bungalow upgrade on arrival*



...he had a suite solution

Le MERIDIEN

Tahiti Travel Connection & Travel Daily are giving travel consultant readers the chance to win a trip of a lifetime to Tahiti & Bora Bora! On this 7 night trip you will be staying at the gorgeous and newly-renovated Le Meridien resorts.

To enter, you need to come up with a title and tag line for this imaginary Tahiti-based romance novel. Keep it short and snappy (see our example above) and the most creative entry will win this dream holiday.

Email your entries to: tahiticomp@traveldaily.com.au

Click here for competition terms & conditions.



Agency closure

THE Travel Compensation Fund has voluntarily terminated the participation of Lawand Tourism of Surfers Paradise in Queensland (ABN: 28 070 233 797), as the agent ceased trading.

Qantas ROE change

QANTAS has updated its Rate of Exchange to 1.013426, effective 01 Mar 2011.

Penguin Parade party

PHILLIP Island Nature Parks has declared March 'Penguin Month' to celebrate its 80th anniversary of the world renowned Penguin Parade, with daily activities, tours and events for children and families planned.

Trafalgar correction

TRAFALGAR reported that its air and land bookings have increased by 200% compared to the same time last year, not its regional itineraries (**TD** yest).

New ATA website

AUSTRALIAN Treetop Adventures has rolled out a new travel agent and tour operator website incorporating the Otway Fly Treetop Adventures in Victoria and the Illawarra Fly Treetop Adventures in NSW.

The site includes a photo gallery, logos, info and statistics on both the Leisure & Living Australia owned parks.

For more details, visit the site - australiantreetopadventures.com

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.

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

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

Travel Daily Group:



Advertising and Marketing: Lisa Maroun (Manager), Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au

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Essentially, we are looking for a confident, enthusiastic travel professional that enjoys providing the highest level in customer service, working in a close knit team & meeting sales targets.
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SYDNEY: SALARY PACKAGE \$58K + top benefits

Feeling bored as a travel consultant? Want a new challenge? This is your chance to stay in the industry you love but take your career in a whole new direction! Our client, a leading CRS company, requires 2 travel industry trained professionals to join their expert team based in the CBD. You will act as second level support to the customer service consultants, so a good technical mind is a must for this role.
Great salary with endless career opportunities on offer.

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PERTH (CITY) – SALARY PACKAGE TO \$57K

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PART TIME DELIGHT! RETAIL TRAVEL CONSULTANT

GEELONG – VIC: SALARY PACKAGE TO \$52K (PRO RATA)

Are you looking to return to work or wanting to reduce your hours per week? This independent & well established travel company requires an experienced consultant to assist in the office 3 full days per week. Not only will you be thrilled with the varied travel requests, you will be able to consultant without the stress of sales targets! Please note a minimum 2 years international travel consulting experience essential.

MOVE AWAY FROM FRONT-LINE RETAIL! WHOLESALE RESERVATIONS CONSULTANTS x 12

MELBOURNE (SOUTH EAST) – SALARY PACKAGE TO \$45K

This Aussie owned, global tour operator is seeing enormous growth and as such, requires 12 additional staff to join their already sizeable team! With a great working environment & fabulous staff retention rate, you will be thrilled with the variety this role has to offer. Not only will you be able to give the face to face consulting the flick, you will be closer to home & have access to luxury tours at a discounted price!

OPEN THE DOOR TO YOUR PRODUCT CAREER PRODUCT SUPPORT CONSULTANT X 2

BRISBANE & SYDNEY – SALARY PACKAGE \$45K + OTE

Looking to step into the fabulous world of travel product? Here is your chance! We have a rare opportunity for an experienced travel consultant to join this global product department. Liaising with suppliers and consultants you will find out how travel really ticks. Time management and attention to detail are essential in this role. This will be a fabulous beginning to a thriving product career! Don’t miss out – apply today as this role is interviewing.

JUMP INTO THE CORPORATE WORLD ONLINE CORPORATE CONSULTANTS x2

BRISBANE CBD – SALARY PACKAGE TO \$44K

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