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Describing a Travel Counsellor

The Texans are coming!

First with the news

Travel Daily

Thursday 10th March 2011

A DELEGATION from Texas Tourism is set to visit Australia later this month to ramp up awareness of the Lone Star state's tourism offerings, in the lead-up to the launch of the new Qantas services to Dallas/Fort Worth.

Visit USA committee chairman Geoffrey Hutton told TD last night the group, due around 22 Mar, will include Dallas Tourism & DFW Airport Authority, with the new services set to open up new areas of the US for Australian

New Mangan menu

TRAVEL Daily TV today features an exclusive video showcasing the new Luke Mangan food offerings on board Virgin Blue's domestic flights, which debuted yesterday.

For details see page three and to see our live chat with DJ ceo John

Borghetti and celebrity chef Luke Mangan click on the logo or see youtube.com/traveldaily.

Six pages of news

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

- TMS Asia Pacific jobs • AA Appointments jobs
- Renault Eurodrive

travellers, as well as helping the Aussie industry tap into huge new US markets.

Qantas and American Airlines also this morning announced a significantly expanded codeshare agreement (TD breaking news), which will see 28 new AA North American destinations offered, as well as AA c'shares on QF flights from Brisbane to Adelaide, Cairns, Canberra, Melbourne and Perth.

Qantas group exec Rob Gurney said the expanded pact "allows us to capitalise fully on DFW's position as a major hub for business and leisure travel.

"With the commencement of Dallas/Fort Worth we look forward to taking our partnership to a new level," Gurney added.

Qantas and AA have also flagged an ACCC application seeking "regulatory approval for closer collaboration" to be lodged soon.



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VIETNAM Airlines is boosting flight frequencies from Ho Chi Minh City to MEL and SYD, with Airbus A330-200 to Boeing 777 -200ERs from 5 and 6 weekly to daily, effective 13 Jun 2011.





2011 EARLYBIRDS END MARCH 31

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QF Dreamliner date?

THE Qantas Group is likely to shortly confirm a revised Boeing 787 *Dreamliner* delivery schedule after the aircraft manufacturer provided carriers awaiting the 'state-of-the-art' jet with a revised time line this week.

Air Canada & LOT Polish Airlines have confirmed revised dates.

Pacific Wings revokes

THE International Air Services Commission has revoked the determination for Pacific Wings to operate to New Caledonia.

The Victorian-based start-up informed the IASC to revoke its determination due to "an ongoing operational impediment which has prevented Pacific Wings from launching its services as anticipated."



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Visitor numbers climb 5%

AUSTRALIA welcomed over 5.4 million visitors in 2010, a 5% increase compared to the year earlier, according to Tourism Research Australia figures

QTIC backs \$10m spend

QUEENSLAND Tourism Industry Council boss Daniel Gschwind has thrown his support behind yesterday's joint Commonwealth/ Queensland announcement on the breakdown of the \$10 million marketing funds (*TD* yesterday) to aid the state's recovery.

Qld Premier Anna Bligh said the 'Nothing beats Queensland' campaign would be one of the largest coordinated tourism marketing initiatives the country had ever seen.

"We support the focus of about half of that on domestic and a focus also on China, Japan and UK for international efforts," Gschwind told **Travel Daily**.

QTIC also backs the global initiative that will see around 120 overseas journalists being hosted in Qld to promote the state.

"We are relieved that all the currently available money will be spent on marketing and trade initiatives, which is what we need now," he added. released yesterday.

The majority of visitors (46%) came to Australia for a holiday in 2010, followed by VFR traffic (24%) then Business visitors, which saw a 1 percentage point rise on the year prior, to 16%.

There was also a 6% increase in visitor nights (to a total of 187 million) however the average trip expenditure here was just 4% up, to \$3,276, or \$95 per night.

Total visitor expenditure for the year rose \$1 billion year-on-year, to \$18 billion.

Incoming visitors booking on an inclusive package or a group tour both rose 1 percentage point, to 17% and 8% respectively.

Regional Next Gen

QANTAS today announced the rollout of its Next Generation Check-in technology across the country, with 21 regional ports to be equipped by Sep this year.

Albury, Rockhhampton, Coffs Harbour, Karratha, Broome and Mackay will be among the first to receive the Q Card Readers.

Q Bag technology will be introduced across the QF regional network from May, and Next Gen Check In is also set to be installed in BNE, ADL and CBR during 2011.

Welcome to Queensland's

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GOLD COAST

FROM \$**RQ***pp

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Kumuka's new look

KUMUKA has today unveiled a new look brand logo, its first change in 28 years, along with a new tagline 'freedom to explore' as pictured below.

Kumuka says the new logo has been designed to reflect the current travel styles offered.

"We wanted a new brand to say something about the people who travel with us", Meg Hall, head of comm's Asia Pacific said.

"Careful planning has gone into developing itineraries which allow our clients the time to actually see the places they want to visit. Many of our trips allow two night stops", which Hall said resonated perfectly with their new slogan.





*Conditions apply. ^Refer to incentive flyer for full details.

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One of the world's youngest fleets.

Virgin launches Mangan menu

YESTERDAY Virgin Blue ceo John Borghetti presided over a special function at the Sydney Hilton to launch the carrier's new domestic menu which has been designed by celebrity chef Luke Mangan.

The culinary collaboration sees domestic DJ passengers offered a new selection of meals such as paninis, noodle salad, pasta and beef pies and a "totally reinvigorated snack and beverage menu focused on Australian-owned and made produce.

As well as the standard menu, the changes include offering various weekly "specials" such as ice cream sandwiches which are on offer this week.

"When it comes to travelling economy, I wanted to make sure we selected high quality food that travellers actually wanted to buy such as fresh and delicious meals they could enjoy onboard,"



Mangan said.

One interesting change is the removal of Coca-Cola products, with Pepsi beverages instead.

Mangan will also design the business class food to be offered on DJ's new transcontinental A330 services, with further details to be revealed in the coming months.

For more details see the photos at facebook.com/traveldaily.

MCVB India coup

THE Melbourne Convention and Visitors Bureau has won the bid to host 4000 delegates to Melbourne in 2012, at India's Leadership Seminar for Amway.

The event is expected to generate \$21m for Victoria, and other significant benefits for the local economy and the tourism industry, said Minister for Tourism and Major Events Louise Asher.

SQ raises fuel levy too

SINGAPORE Airlines will beef up international fuel surcharges by 5-6% (between \$2 and \$26 per sector), effective 17 Mar, as a result of jet fuel prices soaring to new two year highs.

Yesterday, Qantas announced it was raising int'l fuel surcharges by up to \$45 per sector (*TD* Wed).

eWaterways launch

FORMER Creative Cruising chief Peter Smith, who's now the Australian gm of small ship aggregator eWaterways, says the company is set to see significant growth in Australasia after launching a local B-to-B operation.



FORGET the inflight movie there was some real life martial arts action on board a Delta Air Lines flight from Paris to Atlanta last week, when a passenger allegedly tried some karate moves on an air marshal.

The offender allegedly tried a "bladed, karate-style thrust strike" followed by a choke hold, but was overcome by the air marshal who handcuffed him to the jump seat in the rear galley.

TOO school for cool? **TD** editors Guy Dundas and Bruce Piper were excited about the pairs of sunglasses they received from Busabout earlier this week.

The two ripped off the bubble wrap like it was Christmas and are excited about getting out of the office this weekend, so they can display their spunky new shades to the envying locals.



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Chiva at Metropol

CHIVA-SOM will offer guests at Crown Metropol Hotel the option to trial its Signature Spa Treatments & Spa Cuisine at the hotel's ISIKA Day Spa, from 08 to 22 Apr.

Madame Tussauds celebrates

FLIGHT Centre had one of its own in the right place and time recently with Ivona Mugosa, UK and Ireland Product Coordinator, in London to attend a party Madame Tussauds' threw to celebrate its 250th anniverary.

The trade event commemorating the owners birth attracted both real life and wax celebrities with Mugosa choosing Arnold 'Terminator' Schwarzenegger as her man to pose with.

The look-a-likes impressed Ivona so much she said, "I'll be back".

Travesia Specialists

SOUTH America eco adventure operator, explora has appointed three Australian agents as 'Travesia Specialists'.

South American Travel Centre in Melbourne, Natural Focus Safaris in South Melbourne and Bfirst Travel in Sydney were nominated for their knowledge of travesias 'nomadic journeys' in the remote regions of Chile, Argentina and Bolivia.

Big4 6-for-4 Qld deal

SELECT BIG4 Holiday Parks in Qld are offering a Stay 6, Pay 4 deal, between 14 Mar-10 Jun.



CX fleet expansion

CATHAY Pacific Airways said yesterday it will spend HK\$51 billion (AU\$6.9b) to "grow and modernise" its fleet of aircraft, after entering into an agreement to purchase 15 more Airbus A330-300s and 10 Boeing 777-300ERs, as well as two extra Airbus A350-900s.

CX currently has 91 new aircraft on order with delivery expected from now and until 2019.

MEANWHILE the Cathay Pacific Group reported a 199.3% year on year rise in profit attributable to owners of CX of HK\$14,048m up from HK\$4,694m recorded in '09.



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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.

Outrigger Hotels and Resorts has announced the appointment of Daniel Jones as it new General Manager of the brand new Boathouse Apartments by Outrigger, in Airlie Beach, that opened on o1 Mar.

Stuart Cordell has taken up the newly created General Manager role at Ziptrek Ecotours Queenstown. Cordelle has 20 years experience in the tourism sector and will begin his gm role on 22 Mar.

Wego.com has appointed Dean Wicks, formerly of Zuji Australia, as GM, Australia/NZ, according to a *Travel Trends* report on o2 Mar.

Metro Hotels, which has 14 properties nationwide, has appointed Jessica Lisica to the role of Sales Coordinator.

Mantra Bales out

MANTA Group says it has no financial interest or control within Port Douglas Resorts, after the company advised vesterday that it had closed Bale Resort in Port Douglas, effective immediately.

Booked guests at Bale are being relocated to other Mantra hotels.

Getaway tonight

TONIGHT's episode of Channel Nine's dedicated travel show, Getaway, airing at 8pm, features stories on:

- Mount Bromo, Indonesia
- Marina Bay Sands, Singapore
- Rocky Mountains, Canada
- Northern Lights, Finland
- Jellyfish Lake, Malaysia

More US/Cuba routes

THE US government has given the go ahead for more charter flights to operate to Cuba, adding gateways from Baltimore, Dallas/ Ft Worth, Chicago, Atlanta, New Orleans, Pittsburgh and Tampa in the US, & San Juan, Puerto Rico.

Previously, flights to Cuba were only offered from Miami, New York and Los Angeles.



Abu Dhabi stats rise

ABU Dhabi Tourism has reported a 6% year on year increase in Australian hotel guests in Jan.

The country recorded 153,874 people staying in the 115 hotels and hotel apartments compared to the same time last year, up 5% with guest nights also rising by 22% to 476,502.

The length of stay increased from 2.68 to 3.10 nights during the same period.

Ardent diversifies

ARDENT Leisure, which owns and operates Dreamworld and Whitewater World on the Gold Coast as well as the Q1 observation deck. has announced the acquisition of three fitness centres in Melbourne.

The \$10.1m deal sees Ardent's Goodlife brand purchase the Re-Creation Health Clubs in Glen Iris, Armadale and Sandringham.

Goodlife is also planning a new development in Maroochydore on the Sunshine Coast, while Ardent's AMF and Kingpin bowling division will also establish two new centres in Penrith NSW and Townsville Qld.



WIN A WORLDWIDE **TRAVEL ADAPTOR**



This week *TD* is giving five lucky readers the chance to win a Worldwide

Travel Adaptor, courtesy of Global Travel Products.

Valued at \$39.95, the Worldwide Travel Adaptor is a small and compact unit that allows Australian and New Zealand two-pin electrical appliances to connect to over 150 countries all over the world.

For more info and purchases visit globaltravelproducts.com.au or for wholesale & distribution enquiries visit

logicaldistribution.com.au. For your chance to win this fantastic product, simply send in a correct answer to the daily question below to: adaptorcomp@traveldaily.com.au

Is the Worldwide Travel Adaptor able to charge Apple branded products such as the iPod?

The first correct entry received wins! Congratulations to yesterday's lucky winner, Malcolm Froneman from Singapore Airlines Cargo.

Perisher Superpass

PERISHER, Hotham and Falls Creek will relaunch the Superpass for the 2011 ski season, offering access to 2015 hectares of terrain for \$1,449 per adult, or \$818 for children/secondary students.

Ski-bunnies who purchase a Superpass before 19 Jun will go into the draw to win back the cost of their pass.

QH Auckland bonuses

QANTAS Holidays is offering a bonus 5000 frequent flyer points to pax booking air/land packages to Auckland, for travel 01 Apr to 30 Jun, before 31 Mar.

Trip lovalty club consultants will also earn double bonus points on packages made by 31 Mar.

Royal Hawaiian ready

HAWAII's 'Pink Palace of the Pacific', The Royal Hawaiian, has completed its US\$70m renovation, yesterday opening its Royal Beach Tower to guests.

QR adds three cities

QATAR Airways has announced it's expanding its network to another three new cities in 2011, with flights from Doha to Kolkata (Calcutta), Oslo and Sofia. Calcutta will come online from 27 Jul, then Sofia from 14 Sep and Oslo from 05 Oct.



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Entertainment app

ENTERTAINMENT Membership Program has launched a mobile app in the US that offers up to 50% off retail prices across a range of themes, including travel.



Flying high with Air NZ



ABOVE: Air New Zealand welcomed its travel industry partners at a function at their rooftop Sydney offices last night and left them in no doubt that the airline is on one of the most exciting paths in its history.

Cam Wallace, country manager for Air New Zealand said the carrier is set to launch its new B777-300 non-stop services between Auckland-Los Angeles and on to London from 01 Apr.

The aircraft features Air NZ's much touted Sky Couch lie-flat seats in Economy Class, along with a new and improved Premium Economy Class, and a superior Business Class product.

Wallace said Air New Zealand was also very excited about its new alliance with Virgin Blue beginning 01 Jul, which he predicted would increase

revenue for both airlines and provide stiff competition for Qantas and Jetstar on the trans-Tasman route.

But he said it will also be a challenging year for the airline, hit with higher fuel prices, an increase in capacity on the route and the effects of the recent earthquake in Christchurch which could lead to a downturn in traffic.

"We are committed to promoting tourism to Christchurch and we stand by ready to do whatever is necessary to increase numbers in to and out of the devastated city," Wallace said.

Pictured above on the terrace outside NZ's Sydney office are, from left: Lisa Dunn, Cam Wallace, Nicole Bennett and Quentin Voss, recently appointed as Air NZ Leisure Sales Manager.

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Thursday 10th Mar 2011

Contiki extends deal

CONTIKI has extended its earlybird deals until 15 Mar, offering 18-35 year olds savings of up to \$461 on its 45-day Ultimate European + Egypt Concept tour.

inPlace celebrates 30 years

LAST night inPlace Recruitment founder Sandra Chiles (pictured right) hosted a Sydney function to celebrate 30 years in Australian travel recruitment.

Guests from across the industry honoured Chiles for her perseverance, which has seen her company thrive through two Gulf wars, SARS, pilot strikes, stock market crashes and 9/11.

She regaled attendees with tales from her time in the industry, and harked back to her launch year of 1981 when return fares to Fiji were about \$530 - almost exactly the same level they are now.

"Nothing has changed," she said, and returned to a familiar theme by reminding guests that "the skills shortage is here to stay and we need to do something about it".

Chiles attributed inPlace's success to the close relationships it has with both employers and candidates, bemoaning the way some companies reject





prospective staff on the basis of an impersonal online test.

"Success is the people you employ and those you partner with," Chiles said, with the roll-up of high profile industry executives at the event a tribute to the high esteem in which she is held.

David Johnson of Globus took home a very appropriate door prize - a bottle of 1981 Grange.

TD took lots of pictures at the event which can be viewed now at facebook.com/traveldaily. LEFT: inPlace celebrates its slice

of the travel recruitment market.

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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.





Wong trade campaign

HELEN Wong's Tours has unveiled its 'Only One Helen Wong' trade campaign in the lead up to the company's 25 year anniversary in 2012.

The promo focuses on Wong's deluxe accom featured in guided and independent tours and its 'Unparalleled Highlights' program.

Also new is a Loyalty Rewards Program that offers repeat pax a discount when booking a 2011/ 12 Vietnam or China trip.

8Hotels Bali addition

8HOTELS Collection has opened its latest property in Seminyak, Bali, Chandra Villas.

Prices start at US\$375 per night including brekkie and transfers.

Aqua adds Flip.To

HAWAIIAN hotel group. Aqua Hotels & Resorts, has added social media service, Flip.To, to the websites of its 14 properties.

Flip.To engages with customers when a reservation is made, enabling them to share travel plans via Facebook or Twitter, in exchange for incentives, such as room upgrades.

Eagle expands in Mex

AMERICAN Eagle Airlines will launch daily non-stop services between Dallas Fort Worth and both Moreila and Mazatlan in Mexico, effective 09 Jun.

The American Airlines regional affliate will operate the service using Embraer ERJ-140/-145 jets.

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

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

Travel Daily Group:



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DAILY





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