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QATAR Airways' new Perth flights (**TD** Thu) will operate thrice weekly from 03 Jul 2012 using A330-200s.



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Travelscene ok on JTG tag

TRAVELSCENE American Express members are understood to be content to go with the proposed name change of parent firm Jetset Travelworld Group to JTG Limited (**TD** 11 Nov), senior sources within the group have confirmed.

In his speech at the TSAX Owners Managers Conference on Fri, Jetset Travelworld ceo Peter Lacaze confirmed the JTG brand had been presented to the group's board, and that it had resonated "quite well" with the executives.

Lacaze said the name change component of the merger of Stella Travel Services with Jetset Travelworld last year, "has been the hardest thing" to determine. "It's driven me around the

bend," the industry leader said.

The holding company's name change is a key consideration for Travelscene in relation to last year's merger, "when you're competing with the same retail brands," he said.

Lacaze said the floated JTG Ltd brand was open to scrutiny and feedback from members, adding "there's still time to change."

He likened the name change to some of the country's biggest three letter brands, including BHP, AMP, NAB, ANZ, IAG and SCL.

TSAX gm Jacqui Timmins told **TD** in Singapore that she'd heard no negative comments about the proposed change from any members at the conference.

"If there was anyone unhappy about the name, I would have heard about it," Timmins said.

TD's sources say officials thought the change to the JTG Limited name was a "very positive step."

More exclusive trade coverage of the 2011 Travelscene American Express Owners Managers Conference and photos can be found throughout today's issue.

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Nine pages of news

Travel Daily today has nine pages of news and photos, a front full page for AAT Kings plus full pages from: (**click**)

- AA Appointments jobs
- Renault Dacia Deals
- Renault Upgrade Bonanza

AAT Kings incentive

TODAY'S TD features a special cover wrap from AAT Kings who are promoting a new incentive for agents to try win a spot on a Red Centre Short Break trip by booking a guided tour in Australia & NZ before 28 Feb - **see front page.**

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Travel Daily on location in Geraldton, WA

Today's issue of *TD* is coming to you from the WA regional city of Geraldton, which has today become the newest destination on the QantasLink network.

Geraldton is located about 450km north of Perth, and with a population of around 37,000 people is a thriving city thanks to the ongoing resources boom in Western Australia.

The debut of QantasLink on the Perth-Geraldton route sees the introduction of competition with the incumbent, Skywest, which also recently expanded services to the port (*TD* 28 Nov).

QantasLink has also today officially named a new Q400 aircraft as part of the route launch, with Geraldton to be served twice daily on weekdays and daily on weekends.

It's believed that a number of other announcements will be made later in the day in relation to the expansion of Qantas services within Western Australia.

TSAX focus on closing sale

TRAVELSCENE American Express has emphasised to members the importance of being able to 'close a sale' after results from a mystery shopping survey of 100 agencies identified gaps in "farewelling the client" and customer follow-up.

The findings are similar to recent studies for other groups under the JTG umbrella which also urged consultants to not be afraid to "ask the question".

Travelscene's response is to unveil a new DARE program, with gm Jacqui Timmins confirming details at the group's Singapore conference on the weekend.

TSAX's 'Delivering a Relationship Experience' aims to help agents lift conversion rates for new clients.

Announcing the focus, Timmins admitted the mystery shopping task was likely to make some members groan, but its benefits were that "knowledge is power."

Timmins said results showed agents had excelled at providing a 'buzz', establishing relationships and creating the dream elements of a sale, but opportunities were present to go one step further.

"The role of service in today's

business can not be overstated - in reality, people are willing to pay extra for customised service. "Companies that focus on the customer experience outperform competitors by 2 to 1 in revenue growth," she said.

TSAX also mystery shopped 50 of one of the group's "major competitor agencies", which highlighted that chain's farewell element was ahead of its own.

"This information is not about what we already know or think we know about a competitor; it's about the customer's perception, not our own.

"It's that insight that will help us maintain our competitive edge."

Speaking to *TD* in Singapore last weekend, Timmins said she sees the DARE program as one avenue for future growth, by "getting better at asking for the sale."

JTG's Simon Bernardi praised the scheme, saying the program was a "real point of difference" for TSAX.

LAGs ban to be lifted

PROPOSED major changes to the handling of Liquids, Aerosols and Gels (LAGs) on international flights were unveiled yesterday by Federal Transport Minister Anthony Albanese.

New 'advanced explosive detection equipment' will be installed at Australia's major airports over the next year, meaning that by 2013 the current LAGs restrictions will be relaxed.

The systems will allow the carriage of liquid containers larger than 100mL, with the current regime still a major inconvenience to travellers.

Albanese said that each month at SYD alone, around 1250 duty free items such as perfume and alcohol are surrendered, along with 8000 water or drink bottles.

The new multi-view explosive detection x-ray machines and bottled liquid scanners have been approved after successful trials at Sydney and Melbourne airports late last year.

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Rydges to open at Sydney Int'l Airport

RYDGES Hotels & Resorts will open a brand new \$68m property at Sydney International Airport in late 2012, as flagged by **Travel Daily** last month (**TD** 28 Oct).

The four-star hotel will feature 317 rooms and is set to appeal to both leisure & business travellers being located directly outside the International Terminal.

The nine-storey hotel will be developed by the Denlow Group, a diversified Aussie property group.

Sydney Airport's Kerrie Mather said the property will enhance Sydney as a premier destination for inbound tourism, and provide further choice for travellers.

Tourism Australia chief Andrew McEvoy applauded the initiative, saying the development will bring with it a welcome growth of beds, "great news for Sydney airport, Sydney and Australian tourism."

Construction of the project will commence shortly, with the airport already warning that temporary disruptions to normal operations are "inevitable".

An artist's impression of the new hotel is below.



QF A380 number 11

QANTAS will this week take delivery of its 11th Airbus A380 superjumbo, with the aircraft arriving in Sydney on 27 Nov after a ferrying flight from Toulouse.

T.A.T.S. to Chat owners

MICHAEL Hay and Tony Brazenell have purchased Travel Agents Travel Service, after the industry travel firm was placed into administration and terminated from the TCF (**TD** 28 Oct).

Hay and Brazenell also operate Chat Tours, and will relocate T.A.T.S. from Chatswood to the Chat offices at 235 Clarence Street in Sydney next month.

Hay told **TD** the purchase was finalised on Sat, with the pair having previously unsuccessfully trying to buy the business last year.

He said he and Brazenell have "very big plans for T.A.T.S."

Also involved with the new operation will be industry veteran Mike Sawyer - who founded both World Interline Tours and Breakaway Travel Club, which are both owned by the Cassar family.

Joyce to speak at ATEC

QANTAS ceo Alan Joyce will be one of the key speakers at ATEC's upcoming Meeting Place on 07 Dec at the Sydney Hilton, and will address "the impact the Qantas disruptions had on many tourism operations" - atec.net.au.



Window Seat

SINGAPORE's iconic Marina Bay Sands was the scene of the 2011 Travelscene Owners-Managers Conference held last weekend.

For those unfamiliar with the \$8 billion project, the hotel at the centre of the integrated resort is comprised of three towers sharing a common overhanging roof top, featuring restaurants, a 57th floor high altitude "skypark" and an infinity-edge pool.

Master of Ceremonies Steve Jacobs told delegates the project's construction used pioneering techniques, "forward thinking and the most creative architects in the world."

"But what did they come up with?... a set of bloody cricket stumps," he quipped.

JACOBS added he'd done some research on the Marina Bay Sands' Skypark - "Turns out it's the safest one hectare skypark in the whole of Singapore."

WHAT'S MORE, apparently the Skypark needed some special testing before its public opening.

According to Jacob's research, once built, 330 people were sent to the summit to "test it out", running from one side to the other and jumping up and down to ensure its stability.

The trials appeared to surprise Singapore Tourism Board's ceo Kah Peng Aw, who while invited to join the 330 TSAX delegates at their 'Heavenly Cocktail Party' on the Skypark, politely refused.

"I don't want to be the 331st person, so good luck, it's been nice knowing you!" she said.

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Orbitz AOL deal

US internet portal AOL has signed a new multiyear deal with Orbitz which will see Orbitz.com replace Travelocity as the primary booking partner for AOL Travel.

Best Western premier event



ABOVE: Best Western launched its new Best Western Plus and Premier hotel types in Australia (TD 14 Nov) at a function for travel agents and corporate bookers held at the new Best Western Plus Hotel Stellar in Sydney last week.

Henceforth Best Western hotels will be categorised as either Best Western, Best Western Plus or Best Western Premier, after customer feedback led the firm to

introduce the new brands.

Best Western Australasia ceo Rob Anderson said the strategy aimed to "explain the various product experiences of our hotels and offer consumers more choice in their accommodation options".

Pictured at last week's event, from left are: Sara Newton and Rohan Dhowan, Best Western with Dominic Michael, Dominic Bone and Josie Grainer from American Express Business Travel.

Bernardi: the internet driving sales

BRICKS & mortar travel agents can use their superior experience & knowledge to assert dominance in the "highly contested" travel market, says Jetset Travelworld's gm wholesale, Simon Bernardi.

Research commissioned by JTG showed the retail market was worth around \$27 billion in 2010, of which 64% (\$17 billion) was attributed to traditional agencies.

Direct suppliers accounted 23.5% of the market, and online intermediaries took a 12.3% slice.

Bernardi said market growth for the past six years was about 7%, with brick & mortar agencies actually growing at 2.1% annually.

He said the research indicated that "the doomsayers that said the traditional travel agent is gone are actually wrong."

He told delegates at the TSAX Owners-Managers meeting in Singapore last Fri that the growth rate of online players had "stagnated" at the present time.

"The internet continues to drive sales, but proactive groups...can continue to respond, through commitment to deliver high quality experience to customers."

Bernardi said the JTG research proved travel agents are more important today than ever before.

"No one can offer the choice,


knowledge and support that you guys can offer," Bernardi said.

He said many consumers don't have the time to browse the internet to look for travel options, but need "an expert to organise a package they want".

Another study on 'market mix' found that 59% of the \$17 billion in sales made through bricks & mortar agents stemmed from packages - such as air and land, or air and car hire bookings.

Standalone air bookings via agents stood at around 30%.

Those figures compare to online and direct supplier package sales of just 1%, with Bernardi saying this also indicated a clear need for wholesalers selling packages via traditional agencies.



Supplier Updates

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TS Hols bookings up

BOOKINGS made through Travelscene Holidays continue to track upwards for the Jetset Travelworld Group in the 2012 FY, says group general manager wholesale, Simon Bernardi.

In the 2011 financial year, sales rose 25%, and for the current FY are up 11%.

Bernardi told Travelscene Amex Owners-Managers in Singapore that the brand has achieved a "fantastic year of growth" and remains an intergral part of JTG.

Xiamen to Australia

THE SkyTeam airline alliance has formally accepted the joining of China's 5th largest carrier, Xiamen Airlines (MF), to its network, backed by China Southern Airlines.

MF has hubs in Xiamen, Fuzhou and Hangzhou and is expected to join SkyTeam by late next year.

Although 90% of MF's operation is domestic, the alliance said the East China carrier plans to expand its network to long-haul points in Australia, Europe and North America, commencing in 2014.

Succession planning

ANOTHER initiative Travelscene American Express detailed at its Singapore conference on Fri was a program designed to aid members with business succession planning to maximise the value of their agencies for when they eventually choose to retire or sell.

GM Jacqui Timmins said the decision to team with Business Development Company was borne from member demand.

"The program is designed to help you be 'sale ready' when the time comes," she said.

The Succession Plan will help members consider a number of areas, including exit plans, when is the right time to sell, realistic price expectations, sale processes, where potential buyers are to be found and how to protect the value of the business during the sale period.

TSAX ceo award

OUTGOING TSAX chair Ken Hopkins (**page 8**) was recognised for his tenure with the group on Fri night when he was named joint winner of the Travelscene American Express CEO Award.

Hopkins shared the honour with Allan Maher, who is stepping back from his advisory role, but continuing on as a member.

Travelscene Amex honours



ABOVE: Travelscene Bicton was named Travelscene American Express Office of the Year at a fantastic celebration for the group held on Sentosa Island, Singapore on Fri night.

National Seniors Travel's Leanne Mously was recognised with the prestigious badge of Manager of the Year, while Travelscene Holidays took out the Stay Connected Partner Award.

The event also saw the crowning of the state-based 2011 Quantum Awards, which went to Suncity Travel, Caloundra (Qld/Northern NSW); Travelscene Merrylands (NSW/ACT); Champagne Travel, Mandurah (WA); Reho Travel (Vic/Tas) and Phil Hoffmann

Travel - Norwood (SA/NT).

Pictured here from left is Steve Jacobs, Master of Ceremonies; Carole Smethurst, Travelscene Bicton; Mike Thompson, TSAX ceo & Jacqui Timmins, TSAX gm.

To see a gallery of other images from the event see our website or facebook.com/traveldaily.

More Pac Blue Bali flts

VIRGIN Australia's Pacific Blue offshoot is boosting frequencies between the WA capital and Denpasar (Bali) from this month, with three new weekly services.

According to GDS displays, new flights are being added from PER on Fri and from DPS on Thu.

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ABOVE: Scenic Tours is currently hosting this lucky group of agents on a 14 day familiarisation to South America.

At the time of this photo, the group had so far visited Santiago and Buenos Aires and will be off to Iguazu Falls, Lima, Cuzco, the Sacred Valley and Machu Picchu over the next few days.

Pictured at the Sofitel Buenos Aires with the group are Jorge Almiron, director of sales Sofitel Buenos Aires Arroyo and Manny Janez, Scenic Tours tour director.

Daydream appoints

DAYDREAM Island Resort & Spa has appointed Louarne Emery as Manager of its Rejuvenation Spa.

TSAX agent benefits

TRAVELSCENE American Express gm Jacqui Timmins says a wave of new tools & programs delivered to members by the firm's head office over the past 12 months shows the value of membership.

They include the Financial & Systems Best Practice Manual being rewritten, the launch of the Performance Dashboard (both in partnership with Resurg), the evolution of LAMkit, an upgrade to the Travelnet site and more Stay Connected events.

Enhancements to the Quantum & QC programs, such as 24/7 access, has made it clearer to view how to generate additional income, and incentivise staff.

Cathay to Newark?

THERE'S speculation that Cathay Pacific is planning extra flights to New York from Mar, with the carrier trading slots at Newark Airport with Eva Air.

Singapore debuts e-tax refund scheme

SINGAPORE Tourism Board has announced the launch of the world's first electronic refunds scheme being rolled out at Singapore Changi airport.

The 'eTRS' have been under development for some time and were soft launched about six months ago, but went live this week, STB ceo Kah Peng Aw told delegates at the TSAX Owners-Managers Conference on Fri.

"The eTRS provide a hassle free refund system for tourists," Peng Aw said, with the process taking just three minutes to complete.

To use the tax refund scheme tourists need to register all transactions (where tax is to be claimed) on one credit card, which along with an electronic passport, are swiped using the machine.

Peng Aw said it's not necessary for travellers using the eTRS to show any goods because if they are claiming a refund it's unlikely they'd be leaving their purchases in Singapore.

The STB head said the eTRS,

located at the Changai's main hub and the low cost terminal, are aimed at "encouraging people to spend" while in Singapore.

Wu Indochina surge

WENDY Wu Tours has seen a huge increase in the number of pax travelling to Indochina, with bookings this year to the region up 48% on 12 months ago.

"Indochina continues to go from strength to strength for us," md Alan Alcock told **TD**.

Wu's China trips remain strong, but have not seen as great a surge in reservations as its Indochina product, which it's continuing to evolve.

Alcock also said the tour operator's first Myanmar tour and its new Japan product has generated lots of interest.

Wendy Wu's first of eight tours to Myanmar has already sold out, with Alcock saying extra departures would be added if demand was there.

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PER plan approved

THE international terminal at Perth Airport is set for a major expansion, after the approval by Federal Transport Minister Anthony Albanese of a draft Major Development Plan.

The proposal involves an 80% growth of the existing floor space in the terminal, allowing significant upgrades to passenger processing, visitor services and ground transport facilities.

Albanese said the development would also see some domestic services moved to the international terminal, an expansion of passenger processing and waiting areas and more aircraft parking areas.

UK operator collapse

A BRITISH firm specialising in travel to India has ceased trading, with about 200 passengers to be repatriated under the UK's ATOL scheme.

Birmingham-based Skyjet sold flights to Amritsar on the Austrian carrier Comtel, which attracted attention last week when pax on board a flight departing from Vienna were asked for cash to help pay for fuel.

New Tahiti website

TAHITI Travel Connections has launched a new website following feedback from travel agents on how to make the portal a more effective selling tool.

New features allow consultants to sort deals by price, duration, island, package name, resort name and star rating, and there are PDF download pages for each package, designed for agents to print off and give to clients.

The site also offers expanded travel tips and more destination information - tahititravel.com.au.

Singapore cruise hub

SINGAPORE'S cruise industry is set to explode in coming years when the city-state opens a brand new dual-berth cruise terminal in 2012.

Singapore Tourism Board ceo Kah Peng Aw said on Fri at the TSAX Owner-Managers conference that the cruise sector offers Asia "so much potential", with less than 10% of the world's cruise itineraries visiting the region.

Peng Aw said Singapore's heavy investment in the cruise tourism industry was very important, and the new terminal will give cruise lines the ability to offer sailings with "so much diversity."

She said that cruising is an area that Singapore wants to work in collaboration with partners and neighbouring countries, to release its full potential.

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Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature.

If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Adventure World - Vietnam 2012

The 2012 brochure offers a number of new experiences in Vietnam, Laos, Cambodia & Myanmar, in addition to the new destination, the Philippines. For a limited time Adventure World is offering discounts on new tours in Vietnam and Cambodia. Copies can be ordered through TIFS or online at adventureworld.com.au.



Explore Holidays - Italy and France 2012

The largest brochure in the Explore Holidays range, the Italy and French product includes more cycling tours through Tuscany, historic villas and city stays. Also included are fully escorted tours through the castles of France and new product in the Castellammare di Stabia and Sorrento regions.



DriveAway Holidays - Worldwide Car and Motorhome Rentals 2012/13

Self drive holiday options have packed the DriveAway Holidays Worldwide Car and Motorhome Rentals brochure. The product range includes a number of hires including car rentals globally, Peugeot Leasing, motorcycle rentals, adapted vehicles for drivers with disabilities, ferry crossings and more.



Infinity Holidays - USA 2012/13

The new 2012/13 USA brochure features a new Los Angeles chapter that has been divided into three sections including Beverley Hills and Hollywood; Downtown LA and LA Beaches. A new chapter has been added for New Orleans and another for Memphis and Nashville. Mexico and the Caribbean extensions are also in the new go-to-guide.



Silversea Cruises - Mediterranean Mar-Nov

The 2012 Mediterranean brochure features a selection of all inclusive voyages departing between Mar and Nov onboard *Silver Wind*, *Silver Cloud* and *Silver Spirit*. The 296 guest *Silver Wind* will offer 23 voyages departing

from Las Palmas, Barcelona, Istanbul, Athens, Rome and Venice while the *Silver Spirit* will sail 26 voyages departing from Lisbon, Monte Carlo, Barcelona, Rome, Venice, Istanbul, Athens and Las Palmas. *Silver Cloud* will offer 8 voyages departing from Monte Carlo.

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QF Thai withdrawal

QANTAS has withdrawn its application for capacity to operate two weekly third country codeshare frequencies on the Thailand route (**TD** 15 Nov).

SIA pact with DJ comparable to Ansett

THE alliance Singapore Airlines is forging with Virgin Australia has similar synergies to those it shared with Ansett Australia, SIA's Manager-Passenger Service Dale Woodhouse says.

"Most of the rationale and many of the elements and attributes that underpinned our alliance with Ansett remain as relevant today as they did 10 years ago," Woodhouse told Travelscene Amex Owner-Managers on Fri.

He told delegates that SIA was "extremely excited" about the proposed alliance - its first with an Australian carrier since Ansett's demise in 2001.

Additional benefits through the joint venture with DJ will include interline passenger transfers,

reciprocal frequent flyer earn & burn schemes, codesharing on domestic & international routes and joint sales & marketing.

Woodhouse also said SIA was hoping for a favourable outcome from the ACCC (after its draft determination in support of the pact in Oct) in the coming weeks.

Cooks half price

AIR New Zealand is offering 50% off kids' airfares to the Cook Islands on its direct Rarotonga flights from Sydney.

The sale period for the deal, which is valid for travel through all of the Jan school holidays, has been extended to 27 Nov, with children (2-11 years) able to fly from just \$155.

MEANWHILE the Te Manava Luxury Villas & Spa in Rarotonga has a stay five/pay three deal valid for travel to 30 Apr (excl 26 Dec-10 Jan) - temanava.com.

TSAX board changes

KEN Hopkins, Travelscene American Express' chair for the past 3 years and secretary for 34, confirmed his resignation from the 2012 representative board to members on Fri.

Hopkins outlined plans to leave the role in Aug, and made it official in Singapore at the TSAX Owners-Managers conference.

Mel Haycock, the principal at Travel Concepts, was announced as his replacement for 2012.

Other changes have seen Tom Goldman take on the board role vacated by David Hummerston who left the group earlier this year when etm's takeover by former TSAX member Corporate Travel Management was announced.

WA board representative Allan Maher didn't seek re-election and has been replaced by Anne Willacy from Travel Success.

SA/NT representative Mal Simpson, similarly has been replaced by Angela Buccella from Travel Extra, while in Vic/Tas, incumbent board member Gary Seignior retained his position.

Star Alliance trivia stars



ABOVE: The Star Alliance held its annual Australian Conference at the Park Royal Hotel in Sydney last week, with 120 airline staff attending the event from the Alliance's 27 members.

The function finished up with the '2011 Star of the Year' awards in which the winners achieved the top marks in the Star Alliance training modules over the year.

Prizewinners included Caroline Sydney from SAS; Robin Kim, Gina Kang, Stella Hwang and Julia

Kim from Asiana Airlines; Stephanie Constance and Hager Obeng of South African Airways; and Kirren Trendoren, THAI.

A highlight of the conferece was the Star Alliance Trivia Quiz and the winning group 'Team Hot' are **pictured** from left: Greg McKeon, South African Airways; Merliee Lewis, Lufthansa; Anca Sbgenghe, SWISS; Carolina Da Costa, TAM; Neil Westaway, Air Canada; Nitaya Ruckittanam, THAI; and Adam Warren, SIA.

Hahn Air Beach Pack giveaway



Travel Daily has teamed up with **Hahn Air** this week and is giving one lucky

reader the chance to win a Beach Pack, valued at over \$200.

The Beach Pack contains a 2.2m beach umbrella, 2 beach towels, flip flops, a cap & lots more.

For your chance to **WIN** this great pack, in **25 words or less answer the question below:**

In your opinion tell us what are the advantages of using Hahn Air

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

The most creative entry will win this fantastic prize, with the winner's name published in **Travel Daily** next week.

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Applications in writing to jobs@traveldaily.com.au by Fri 25th November 2011.

Monday 21st Nov 2011

CZ expands AF c'share

CHINA Southern Airlines has extended its codeshare pact with SkyTeam partner Air France to cover 14 additional services.

Options under the expanded pact include routes from Australia to Copenhagen, Venice, Lisbon and Nice, operated via both Guangzhou and Paris.

MTA rebranding

MTA - Mobile Travel Agents last weekend launched a new "fresh, vibrant, positive, illuminating and inspirational" logo (below) and websites, www.mtatravel.com.au and <http://join.mtatravel.com.au>.



Norfolk toursim gm

THE govt of Norfolk Island has appointed Glen Buffett as general manager of Norfolk Island Tourism, effective 01 Dec.

Nicole's all set for summer

RIGHT: Nicole Blake of Spencer Travel was the lucky winner of the Hahn Air competition featured exclusively in **TD** recently.

The weekly comp saw Blake awarded with The Beach Pack containing a 2.2m beach umbrella, two beach towels, thongs, a cap and much more.

This week there's another opportunity to win this exciting prize - see **page 8** for details.

Blake is pictured (right) receiving her prize from Nathalie Weber of Hahn Air Australia.



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Travel Daily is looking for an office assistant to work part time 9am-1pm five days per week. You will be assisting our team with a range of duties including reception, banking, post, accounts receivable, coordination and other administrative tasks.

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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.

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New Alaska rep

THE Alaska Travel Industry Association has appointed Global Travel Consulting Group as its new Australian representative.

Sue Jones, who previously worked with Alaska in her former role at Aviareps, has been appointed as Account Director.

Global Travel Consulting Group is headed up by Shane Styles.

HotelClub director

HOTELCLUB has today named Chaminda Ranasinghe as its new Commercial Director, with the "digital evangelist" leading the HotelClub team to maximise conversion and revenue globally.

He moves from the UK where he worked in financial services.

Travellers evolving

JTG wholesale gm Simon Bernardi has spoken of a shift in the booking pattern of travellers, in part due to the strength of the Australian dollar.

Speaking at the Travelscene Amex conference on Fri, Bernardi said "customers are taking more holidays, more frequently, and to different destinations".

There's been a surge in beach holiday bookings, and customers are also choosing to "trade up", selecting to stay in 4- or 5-star hotels, rather than 3-star.

Travellers are also ditching domestic vacations in favour of heading abroad, Bernardi said, adding that mainland USA and, Europe were top sellers, while the Hawaii market "is booming."



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