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## BA, NZ surcharge action

TRAVEL agents are today being invited to register for the class action against British Airways and Air NZ (TD 11 Oct) over unpaid commission on the fuel surcharge component of international published fares - see **last page**.

## UK & EUROPE EARLYBIRDS OUT NOW!



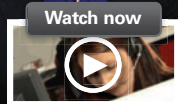
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# Travel Daily

First with the news

Wednesday 19th October 2011

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## oneworld centre for SYD

THE oneworld airline alliance is set to shortly establish a new "Express Connections" centre in Sydney - the first destination outside of the US and Europe to boast such a facility.

The new operation will mirror existing centres in New York, Chicago, Los Angeles, Miami, London and Madrid - all key hubs for connecting oneworld pax.

The alliance's communications manager, Michael Blunt, told TD yesterday that setting up the centre in Sydney reflects the importance of Australia to the oneworld network.

"The centres ensure that transfers of passengers between oneworld carriers are as smooth and robust as possible," he said.

First set up in Jun 2010 at Chicago O'Hare and just covering the transatlantic joint business partners of AA, BA and Iberia, the rollout has since expanded to cover all oneworld members operating at the various hubs.

In Australia representatives of all participating carriers (Qantas,

British Airways, Cathay Pacific, Japan Airlines and LAN) will work together, monitoring flights to identify passengers due to arrive but who have already missed onwards connections or are expected to land with less than the minimum connecting time.

Those who have missed flights will be automatically rebooked onto the next available service with appropriate boarding passes issued, while travellers with short connections are met at the aircraft and fast-tracked through customs, immigration and security onward to their flight.

As well as helping passengers, Blunt said the centres also make significant savings for airlines in terms of reducing disruptions.

Blunt said that oneworld is set for major expansion next year, with the accession of three new members - India's Kingfisher Airlines, Air Berlin and Malaysia Airlines - significantly boosting its global presence by 150 destinations and enhancing the options for oneworld products such as the Global Explorer.

Other recent big changes for the alliance include increasing bilateral ties between members such as the Joint Business Agreement between QF and AA.

## Become a Fundi

SOUTH African Tourism is inviting agents to become experts in the destination - see **page 11**.

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## NZ expands regional fleet

AIR New Zealand has flagged the expansion of marketing for key NZ regional centres both at home and abroad, with a major boost to its regional aircraft fleet.

CEO Rob Fyfe today announced an order for seven new ATR72-600 aircraft, along with purchase options for a further five of the next generation turboprops.

He said the deal would potentially double the size of the carrier's ATR fleet, putting a further two million seats into the NZ regional market annually.

"For our customers that will mean a big increase in the number of business timed seats and seriously cheap grabseat fares we have on regional routes every day," Fyfe said.

The first 68-seater will be delivered in Oct next year, with a second in Dec 2012, two in 2013 and another each year to 2016.

"At a time when other businesses have shown little appetite to invest significantly in assets, particularly where revenue is derived from regional New Zealand, we have not wavered in our belief in the long-

term strength of the domestic economy," he added.

The new planes will be fitted with RNP technology, which will further enhance NZ's ability to maintain services during bad weather, Fyfe said.

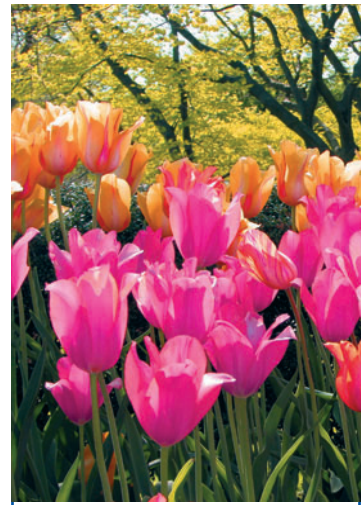
### More QF groundings

QANTAS is not ruling out grounding long-haul 747 and A380 aircraft if its dispute with engineers continues to affect the maintenance of aircraft.

The carrier yesterday afternoon announced the removal from service of two further domestic B767s (*TD* breaking news), impacting about 80 flights this month between Perth and the east coast.

Qantas has now cut capacity by about 3%, with ceo Alan Joyce saying overtime bans and go-slows had so far caused a shortfall of 60,000 maintenance hours.

The union says QF is incorrect in claiming the groundings relate to the strike action, insisting that the affected aircraft had already been earmarked for retirement.



### Dutch Floriade 2012

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## Strong Oz growth for Finnair

NEW direct services between Singapore and Helsinki have been a strong contributor to double-digit growth out of Australia for Finnair over the last few months.

Recently appointed country manager, Geoff Stone, told **TD** yesterday that currently Aussies comprise about 40% of traffic on the new route, which works well in conjunction with Finnair's oneworld partner Qantas.

Stone said AY is an ideal way to

travel to Europe, with Helsinki ideally located just 9.5 hours flying time from Hong Kong - and a range of other gateways also available including Bangkok, Shanghai, Tokyo and Beijing.

He said Finnair was also popular with leisure travellers because its fares allow stopovers in both directions, while the efficient Helsinki Airport makes connecting on throughout Europe a breeze.

Finnair has recently reduced the levels on its I class business fares to become "very competitive," Stone said, adding that the carrier is also set to unveil new Seniors Fares for the Australian market.

## Rendezvous rebrand

RENDEZVOUS Hotel Group has announced a repositioning which will see the demise of its Marque brand and new Rendezvous tiers.

Rendezvous Grand Hotels will be the premier offering for "upscale discerning travellers," while other brands will include the midscale Rendezvous Hotels and Rendezvous Studios.

The Marque Sydney and The Marque Brisbane will be renamed Rendezvous Studio Sydney Central and Rendezvous Studio Brisbane on George respectively, with ceo Eric Teng saying the changes would lift growth potential "by way of development and strategic alliances".

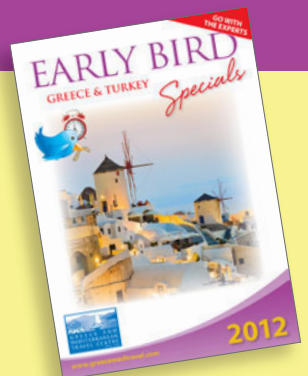
## Accor Asia-Pacific up

ACCOR'S operations in the Asia-Pacific region have performed strongly over the three months to 30 Sep, with the company today reporting a 10% increase in the local Upscale and Midscale segment, and 10.9% in Economy.

Globally revenue was up 2.7%, with the company also saying its expansion plans are on track for 35,000 new rooms this year.

The company confirmed a €530m full year earnings target, with a solid increase in average rates.

## New Early Bird Brochure Available!



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## Window Seat

IT'S a tough job, but someone has to do it.

Carnival Cruise Lines has this week been introducing one of its senior executives to the industry - Caroline Lombardi, whose official title is "Director of Product Development, Outer Deck Amenities".

That means that she actually has the fun job of being in charge of Carnival Cruise Lines' amazing onboard waterslides, including the new Thrill Slide which is set to be installed on *Carnival Spirit* before she heads down under next year.

As exclusively revealed in our sister publication *Cruise Weekly*, Australians are being invited to name the onboard slide via a Facebook competition, and to get the creative juices flowing Carnival will this Sunday 23 Oct hold a world record attempt at Cronulla Park in Sydney, aiming to set a new mark for the 'longest distance travelled down a slip and slide in one hour'.



2012/2013 brochures out now!

## Best Snapshots! Congratulations to the winners of our week 2 challenge!

Check out Facebook for the winning entries & for this week's challenge!

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## Dollar Orbitz extend

**DOLLAR** Thrifty Automotive Group and Orbitz Worldwide have extended their distribution deal to feature Dollar Rent a Car and Thrifty Car Rental brands via Orbitz family of sites until 2014.

## 787 heading to AKL

**BOEING** has confirmed it will operate its 787 Dreamliner from Seattle non-stop to Auckland next month for Air New Zealand, to go on show between 12-14 Nov.

 **Supplier Updates**

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

## TQ ramps up 4 summer

**TOURISM** Queensland will kick start its summer campaign with a series of initiatives to remind potential visitors that Queensland "truly is 'Where Australia Shines'."

CEO Anthony Hayes said reports for the spring school break were "relatively positive" with many operators saying last-minute business had picked up recently.

"It's great to hear such good news as we start to pick up momentum. And now is the time to turn our attention to the summer ahead," Hayes said.

A series of new campaigns, including "one of the biggest we have ever launched" will specifically target Queenslands and interstate travellers over coming days and weeks.

The campaigns will deliver the message to "replenish, rejuvenate and reconnect" with family in Queensland this summer.

"I know it has been a tough year but we are on the up and up now, and we need to make summer and 2012 a winner," he said.

## Virgin launches PQQ

**VIRGIN** Australia added Port Macquarie to its regional network of hubs today, with a daily service linking the city with Brisbane using ATR 72-500s turbo-props.

## Norfolk getting attention

**NORFOLK** Island's tourism minister Andre Nobbs (right) is celebrating four months of growth in visitor numbers, with the destination's tourism product continuing to evolve to attract new markets.

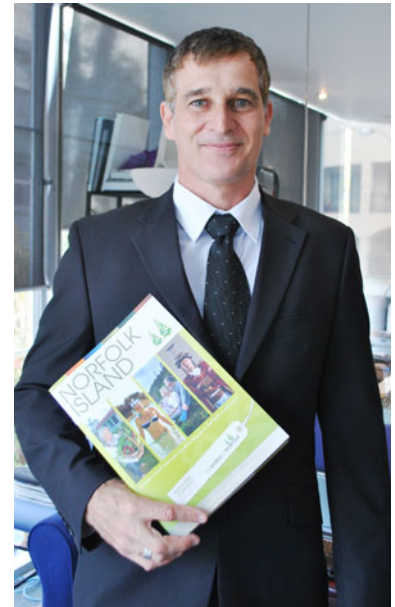
He told **TD** yesterday that he believes the recovery is due to several factors including the first time ever appointment of trade representation earlier this year.

The Unique Tourism Collection has been taking "frank feedback" from the industry about why visitor numbers had dropped, and this has led to several initiatives - including a successful 'self-famil' program which has seen more than 200 travel agents and wholesalers visit.

"It's one of those destinations you really have to experience for yourself," he said, with the cheap fares and subsidised accom making it much easier for agents to visit.

Other changes have seen the removal of the departure tax and a lower passenger movement charge, which Nobbs said aims to make Norfolk Island easier to sell.

A new brochure (pictured) which has been delivered just this week, highlights the "four pillars" of Norfolk, with the themes of



nature & outdoors; wellbeing & lifestyle; marine activities; and history & culture.

"We're aiming to educate the trade and get rid of misperceptions," he said, with Norfolk targeting a "newer and more modern market".

Nobbs wasn't able to comment on the current government tender for air services to Norfolk Island (**TD** 07 Oct), but it's expected that a new operator to be appointed by Mar next year will continue to provide strong aviation links from Australia.

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# The Four Seasons of Macau



**ABOVE:** This lucky group of travel industry people enjoyed a sumptuous Macanese feast yesterday at the Sydney Four Seasons Hotel.

Kable's Restaurant is hosting two chefs from the Four Seasons Macau, Gary Wong and Alex Lim, who are creating traditional

dishes for diners, following the Macau Festival which took place in Sydney's Darling Harbour precinct this week.

The festival saw more than 10,000 consumers take part in free activities, enjoy free Macau entertainment and dine on Portuguese, Chinese, Goanese and Spanish delicacies while learning about the destination.

Macanese Food Week at the Four Seasons continues until this Fri, with the restaurant offering a special menu for both lunch and dinner featuring a range of traditional dishes.

Food from Macau is described as an intriguing combination of Portuguese, Chinese, Indian and African cuisine - and the delicious meals are of course finished off appropriately with amazingly tasty Macanese Tarts.

Guests who make a reservation at the restaurant this week will go into a draw to win two nights' accommodation in Macau.

**Pictured above** are yesterday's attendees: Peter Hession, Mandarin Oriental; Grace Lech and Lyn Tyson, TravelManagers; Charlie Ridout, Randall Marketing; Venessa Silitonga and Warren Smith, Adventure World; Charmaine Wong, Ananda Travel; Kevin Du, Helen Wong's Tours; Natalie Parker, Infinity; Natalie Goselin, Flight Centre; Richiko Olrichs, Cathay Pacific; Roni Trieu, Virgin Atlantic; and Benjamin Zaubzer, Mike Smith, Christal Lei and Alice Coehlo from the Macau Government Tourist Office.

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## Greek travel chaos

**THE** Dept of Foreign Affairs & Trade is advising Greece-bound travellers to contact their airlines and travel agents to determine if their travel arrangements are to be disrupted by transport service staff strikes today and tomorrow.

The strike action includes Greek airtraffic controllers walking off the job for 48 hours "with flights into and out of Greece likely to be affected," Smarttraveller warns.

"We recommend you monitor the media and be prepared to change your travel plans in case of disruptions," the govt advises.

## Astoria Dubai Palm

**HILTON** Worldwide will launch its first Waldorf Astoria branded property in Dubai on The Palm, after confirming it had signed a deal with the Al Habtoor Group to open a 330-room US\$272m resort.

## More Norfolk cruises?

**CARNIVAL** Australia ceo Ann Sherry says P&O Cruises wants to make Norfolk Island an "integral part of modern cruising" after *Pacific Jewel's* visit last weekend.

**Travel Daily**  
First with the news

Wednesday 19th Oct 2011

## AA/EY FF miles burn

**AMERICAN** Airlines and Etihad Airways have begun allowing members of their frequent flyer programs to redeem miles on each other's networks.

The move is an expansion of their pact earlier this year that enabled AAdvantage and Etihad Guest members to begin earning miles across their respective networks.

AA and EY have been codeshare partners since Aug 2009.

## Top End package

**BROOME** and the Kimberley Holidays has released a new six night package to the Top End for 2012, priced from \$2,349pp for travel between 01 Jan to 31 Mar.

The package incl Gold Service aboard The Ghan, four nights accom in Darwin, brekkie, a sunset dinner cruise and the new Frontline Australia WWII Journey.

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## Travelport testing

**TRAVELPORT** will utilise six travel agencies in the Asia Pacific region to begin trialling the Travelport Universal Desktop system on a regional basis.

The TUD beta testing will see two Aussie agencies involved - MP Travel & Obba Travel Brokers in Australia - along with a select group in Singapore & Hong Kong.

## SYD domestic no's slip

**MACQUARIE** Airports has today reported a 2.2% drop in domestic traffic at Sydney Airport, to 2.005 million, for Sep compared to the corresponding time last year.

The airport blames a "disrupted domestic market" for the slide.

International traffic was up 3.4% to 977,000 movements, driven by outbound NSW school holidays traffic, and double digit growth from China (+17%) and India (+13%).

## BA London earlybirds

**BRITISH** Airways has released earlybird fares to London priced from \$1,964 which are valid for travel during the 2012 London Olympic Games, Paralympics, London Marathon, Wimbledon & the Queen's Diamond Jubilee.

Earlybirds are offered from 01 Apr to 25 Nov, on sale til 30 Nov.

## Botswana plane crash

**SEVEN** tourists from France, Switzerland & Britain were killed in an aircraft crash at the Xakanaka bush airfield in the Okavango Delta, Botswana on Fri.

The turbo-prop was heading to a safari camp on Pom Pom Island.

## Air NZ most satisfying

**AIR** New Zealand has been rated by travellers as the most satisfying domestic carrier in New Zealand.

According to Roy Morgan Research's latest survey results, 87% of pax flying with Air NZ over the past three months to Aug said they were 'very' or 'fairly' satisfied with their experience.

69% of Pacific Blue pax were satisfied, which is unusual given the Virgin-offshoot withdrew its NZ domestic ops in Oct last year.

Jetstar had a satisfaction level of just 54% - 25 percentage points behind the NZ total industry.

## Rail Experts are on track



**LAST** night Rail Plus held a graduation ceremony in Sydney for 25 consultants who have successfully completed its first ever Corporate Rail Experts training program.

In previous years the Rail Plus training has focused on the leisure market, but sales mgr Greg McCallum said there was huge potential for rail in corporate travel too.

McCallum said increasing agent knowledge was key to boosting sales, with previous programs seeing participating agents boost rail business by about 150%.

This year the best results in the program were recorded by Travelworld Nowra owner/mgr Jennie Dicker, who won two return tickets to Europe with Emirates as well as Eurostar and

Eurail passes.

Other members of the group will also be heading to Europe later this month for a rail family - which will include an intriguing "race" between London and Paris, with half the group going via Eurostar and the others by air.

**Pictured** above at last night's event are the top performers in this year's course, from left: Ivette Velasco from Emirates; Larissa McKenzie, Hunter Travel Group; Jennie Dicker from Travelworld Nowra (the dux of the class); Karen Hamilton, Elite Travel; Karen Borg, Pure Travel; Melissa Pointon, Concierge BT; Robyn Martin, Jetset Camden; and Greg McCallum and Jessica Pinnuto, Rail Plus.

Lots more pictures from the event at [facebook.com/traveldaily](http://facebook.com/traveldaily).

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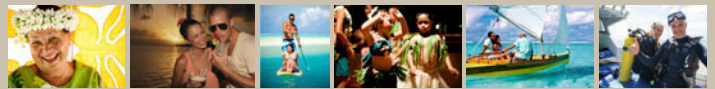
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## One million rooms from Webjet

**ONLINE** agency Webjet today revealed the details of its new hotel platform, which aggregates accommodation from a range of internet distributors across the globe (**TD** breaking news).

Expedia, Orbitz, GTA, Tourico and Hotelbeds content is included, with Webjet offering year-round inventory on more than 100,000 properties.

The site includes user reviews from TripAdvisor, with md John Guscic saying it utilises the same aggregation principles as Webjet's well established flight platform.

"It means at a Webjet operating level that we are able to tap into an unparalleled supply chain without hotel contracting and operational cost," he said.

Guscic said Webjet would record a margin of more than 12% on the model which accesses both commissionable product and discounted wholesale rooms.

He said this will in turn "ensure we have an ability to aggressively promote and market and still retain our standard model

## Banyan Tree Vietnam

**BANYAN** Tree will introduce an 'integrated resort complex' of luxury apartments in Laguna Hue in Central Vietnam mid-next year, mirrored on Laguna Phuket.

income structure".

As with flights, Webjet's hotel customers will be serviced via the company's "centre of excellence" in Manila, Guscic said.

He also outlined a 23% increase in first quarter profit, claiming Webjet had "materially outperformed the general market".

Guscic confirmed that following the "exceptional growth of Webjet's full iPhone application", the company was progressing development for the extension of all products into all major mobile devices, with this project expected to be completed by the end of Mar 2012.

## GSR rail brochure

**GREAT** Southern Rail is offering early booking discounts of up to \$1,320 in the early release of its Great Train Holidays brochure.

Discounts are available on The Ghan, Indian Pacific or Southern Spirit holiday packages, for travel between 01 Apr and 31 Dec next year, when booked before 24 Dec.

## EK seat consistency

**EMIRATES** today announced it will complete the upgrade of its daily Boeing 777-300ER aircraft operating as EK408/409 between MEL-KUL-DXB, by 31 Oct.

The upgrade will complete the roll out of consistent in-flight products across all of EK's Australia-bound fleet, featuring Private Suites in First Class, fully lie-flat beds in Business and comfortable Economy seating.

The product will be consistent with that offered on the A380 however First Class showers are excluded.

The aircraft will be available on flights between Australia, Asia, New Zealand and Dubai.

## Big Pineapple reno

**QUEENSLAND'S** heritage-listed Big Pineapple will undergo a \$5.8 million refit which will see the Sunshine Coast landmark repainted and its continued operation as a tourist attraction.

## HA revenue up 30%

**HAWAIIAN** Airlines ceo Mark Dunkerley said strong demands across all major geographies has helped with boosting the carriers ticket sales 29.5% year on year (to US\$455.9m) and profit 55.2% (to US\$60.9m) for the 2011 Q3.

## Simplified settlement

**THE** Int'l Air Transport Assoc. has overnight launched a new Simplified Interline Settlement (SIS) system, which removes paper documents from the global airline industry's interline billing and settlement processes.

The project is claimed to provide annual cost savings of up to US\$700 million by eliminating paper, mail charges, courier fees, lost documents and system and process efficiencies.

According to IATA around 160 tonnes of invoices and supporting documents are shipped among airlines around the world each year to support current processes.

Under SIS, carriers will instead submit a single electronic billing file which will be converted into an invoice and a settlement file, cleared and settled through the IATA Clearing House (ICH).

Currently ICH processes about US\$50 billion in settlements each year for its 350 airline members.

"SIS will modernise the industry's back office and make interline billing and settlement a fast, standardised electronic process that will bring efficiencies and reduced costs to the entire industry," said IATA spokesman Aleksander Popovich.

The new system is expected to be fully implemented across the industry by 2013.

# Rail holidays with a little something extra

Queensland Rail Travel offers a huge range of easily customised holiday packages that always include a little something extra – unforgettable onboard experiences, stunning scenery, iconic destinations and great value.

Our *All the holiday you can take* campaign is still running including new Fly FREE\* offers where customers travel on Queenslander Class on The Sunlander, enjoy three nights accommodation and receive a FREE\* flight with Virgin Australia.

If you book and pay a deposit for one of the above packages before 18 November 2011, you will receive a \$25 gift card and experience t-shirt plus go into the draw to win your very own "All the holiday you can take" package for two.



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**Queensland Rail**  
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\*Conditions apply. Valid for sale 1 Oct-18 Nov 2011, 9 Jan-24 Feb 2012 and for travel 1 Oct 2011–28 Mar 2012 unless otherwise specified. Blackout periods or peak periods may apply. Free flight is economy one-way and is either from Sydney, Melbourne or Adelaide to Brisbane if departing from one of these cities. Return journey is not included. If departing in Queensland the free flight is economy one-way and is back to city of long distance train departure point. Incentive given per booking not per person, for more information contact industrialsales@qr.com.au Queensland Rail Limited ABN 71 132 181 090 Travel Agent Lic. No. QLD 327 4957 QR4095.6



**INSPIRING** Journeys took a group of 15 agents from Escape Travel and Travel Associates NSW, Vic and Qld to the Red Centre recently, where they experienced remote wilderness lodges, chalets and local cuisine.

The Top End experience includes stops at Katherine Gorge, Kakadu National Park and the Mary River wetlands.

**Pictured** at Kakadu from left are: Ann-Maree Cockburn, Escape Travel Knox; Mark Knight, Escape Travel Capalaba Park; Russell Pierce, Elliott & Turner Travel Assoc.; Nicole Satucci, Connelly & Turner Travel Associates; Leanne

Weeks, Escape Travel Charlestown; Jason Brighton, Ackerfield & Goldberg Travel Associates; Tony Freedman, Freedman & Turner Travel Associates; Kimberley Murphy, Escape Travel Watergardens; Rebecca Dawes, Tourism NT; Rebecca Carter, Escape Travel North Lakes; Wendy Gunther, Gunther & Turner Travel Associates; Justine Cullen, Escape Travel Shellharbour; Lisa Garrett, Escape Travel Lindfield; Joanne Higgins, Escape Travel Southland; Jenni Davis, Davis & James Travel Associates and Steve Richards, National Sales Manager, Inspiring Journeys.

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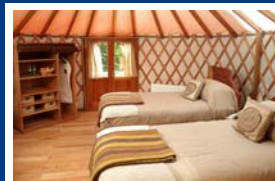


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**WIN A HOLIDAY FOR TWO TO CHILE**

Throughout October, *Travel Daily* is giving subscribers the chance to win a fabulous Chile holiday package valued at almost \$10,000, courtesy of Turismo Chile, LAN, Latitud 90 and Patagonia Camp.



The prize includes:

- ◆ Return Economy Class airfares on LAN to Santiago ex Sydney plus domestic flights Santiago/Punta Arenas/Santiago
- ◆ Transfers in/out from Punta Arenas & Santiago Airport
- ◆ Three (3) nights' accommodation in a Luxury Yurts with views To The Paine Massif at Patagonia Camp - Torres Del Paine
- ◆ Entries and full day guided excursions to Torres del Paine National Park
- ◆ One (1) nights' accommodation at La Casona at Matetic Vineyards
- ◆ Breakfast and dinner daily
- ◆ Wine tour and tasting

Every day *Travel Daily* will ask a different Chile-related question – just read the issue and email us your answer. There will be twenty questions in total.

At the end of the month the subscriber with the most correct entries and the most creative response to the final competition question will win this fantastic Chile holiday.



**Q.12: What is the name of the new Eco Luxury resort located in Easter Island?**

Email your answer to: [chilecomp@traveldaily.com.au](mailto:chilecomp@traveldaily.com.au)

Click here for terms & conditions



**FR standing room plan**

IT sounds like he's serious.

Ryanair ceo Michael O'Leary has confirmed plans to refit the low cost carrier's fleet with a "vertical seat" area at the rear of the cabin.

According to the UK *Telegraph* newspaper, Ryanair has consulted with Boeing about the move which would allow pax to be strapped in while standing up.

The refit also includes a proposal to add six extra seats to the planes by removing one of the onboard toilets - and charging £1 to make use of the remaining lavatory on the aircraft.

**Tempo Euro tours**

**TEMPO** Holidays has reduced its European coach tours by up to \$100 per person including its 10-day Turkish Delight itinerary, now priced at \$1032ppts.

Deals are valid for travel til 30 Oct 2012, when booked by 31 Jan.

**Back-Roads brochure**

**BACK-ROADS** Touring has added new battlefield tours and wine-based itineraries in France among seven new trips to its just released 67-page Summer 2012 UK & Europe brochure.

*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](http://www.traveldaily.com.au).

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Phone: 1300 799 220 Fax: 1300 799 221

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ADELAIDE & PERTH – (03) 9670 2577 – [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au) & [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au)

**THE MOST EXCITING ROLE IN PERTH  
ONLINE CONSULTANT  
PERTH – SALARY PACKAGE TO \$80K (OTE)**

It is not often that you come across a leisure role that will allow you to earn over \$80K let alone a role with no face to face consulting! This online travel company, located in inner Perth, has a fantastic role on offer to a dedicated consultant. You will be responsible for booking travel via phone & email for direct customers. You even get to choose the destinations that you specialise in. You will have the opportunity to earn an AMAZING salary & access top employee benefits!

**4 GREAT NEW ROLES TO CHOOSE FROM  
CUSTOMER SERVICE CONSULTANT x 4  
MELBOURNE (INNER) – SALARY PACKAGE TO \$49K**

Due to company growth we have 4 new exciting roles on offer. Face to face consulting will be a thing of the past when you make the move across to this large web based company. If you have min 12 months experience using Galileo, this is the role for you! You will be part of a fun and young team and enjoy company benefits and incentives, not to mention fantastic career progression opportunities. Now is your chance to make the move!

**GET CASHED UP FOR SUMMER  
CORPORATE TRAVEL CONSULTANT  
SYDNEY – SALARY PACKAGE \$55K - \$65K+ (OTE)**

Join a global TMC in a major period of growth. Put the \$ back into your bank balance & really enjoy this Summer working Mon to Fri only (minimal overtime). This is a position for a senior retail consultant who loves travel however is tired of face to face consulting. Top salary package plus incentives, travel, gym & other benefits. Work for a global leader & get your career & bank balance heading in the right direction.

**TAKE THE PRESSURE DOWN!**

**WHOLESALE RESERVATIONS CONSULTANT  
SYDNEY – SALARY PACKAGE \$38K- \$45K + UP TO \$30K INC,**  
We are currently recruiting for a leading wholesale travel company. If you have a min 12mths exp as a retail consultant & are looking for a better career fit, try wholesale travel. No more face to face, deal with friendly agents as opposed to direct customers. Earn an excellent salary plus commissions & access to better & more regular educational. Find your perfect travel industry position & never look back.

**DON'T PUT ALL YOUR APPLES IN ONE BASKET  
RETAIL AND CORPORATE CONSULTANTS  
ADELAIDE – SALARY PACKAGE TO \$50K (DOE)**

We have two exciting roles to choose from in Adelaide! Whether it's corporate or leisure you are after, we have the role for you! All you need is a minimum of 18 months experience using a GDS in a corporate or retail environment and the motivation to succeed! Both roles offer a boutique environment and supportive team, in addition to full training and encouragement along the way!

**GET IN QUICK FOR THIS NEW RETAIL ROLE!  
RETAIL CONSULTANT**

**MELBOURNE (EAST) – SALARY PACKAGE TO \$55K (OTE)**  
Although we have just filled a great role in the South Eastern suburbs, it is your lucky day as we have another fantastic retail role on offer! This large retail office is located in the South Eastern suburbs & is looking for an experienced consultant to join their team! You will have access to exclusive famils, bonus & training. Located in a busy shopping centre, reaching your target will never be an issue!

**ATTENTION ALL SNOW BUNNIES  
INTERNATIONAL SKI TRAVEL SPECIALIST x 2  
BRISBANE – SALARY PACKAGE TO \$50K + INCENTIVES**

Would you like to combine your passion for ski and travel? Want to be excited to attend work each day? Here is your chance! You will be selling domestic & international ski packages to travel agents and the public. Your clients will value your exceptional knowledge & personal ski/boardng experiences. Be offered great famils, work with a well established vibrant team of avid ski & boardng enthusiasts. Minimum 2 years experience & Galileo required. Personal ski resort experience will be considered favourabl.

**SPOILT FOR CHOICE!**

**CORPORATE TRAVEL CONSULTANT x 4  
BRISBANE & GOLD COAST – SALARY PACKAGES \$45K - \$55K**  
Are you an experienced corporate consultant looking for a change? Do you want a new & rewarding opportunity? Right now we have a wealth of corporate travel opportunities available within reputable TMC's situated in Brisbane & the Gold Coast working Mon to Fri business hours. If you have a min. 12mths international or domestic corporate consulting experience, have great attention to detail, impeccable customer service skills & an engaging personality, apply today!



## TRUST AA TO FIND YOU THE BEST PAYING TEMP ROLES

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### ACCOUNTS PAYABLE – IT'S YOUR TIME TO SHINE! CALYPSO SKILLS REQUIRED

#### NORTH SYDNEY – SENSATIONAL HOURLY RATE \$\$

Love crunching numbers? Prefer to work behind the scenes? We have just the role for you! Located very close to North Sydney train station, you will be a qualified (Travel) Accounts Payable Clerk adept in handling all AP functions and processes combined with a sound knowledge of Calypso. Temp role starts ASAP for approx 1 month. Work in beautiful offices overlooking Sydney Harbour. Weekly pay and a FANTASTIC OPPORTUNITY!

### NO STRINGS ATTACHED WHOLESALE CONSULTANT

#### BRISBANE (CBD) – TOP HOURLY RATE

Thinking of making the jump to wholesale travel but not 100% committed? Then this temp assignment may be just perfect for you. We currently have an opportunity for an experienced travel consultant with strong NATIVE CALYPSO skills to undertake temp work for this leading travel company. Along with earning great \$\$, this will be the perfect way to see if wholesale travel is your cup of tea. Assignments are starting soon – call now!

### SOMETHING A LITTLE BIT DIFFERENT! PRODUCT LOADING ROLE

#### MELBOURNE (CBD) – \$22 - \$25 PH + SUPER

Do you love working in a fast paced environment? Need a break from issuing flights? We have a fantastic product loading role on in Melbourne! You will be responsible for loading hotels into the system for the public to book! The assignment is located close to the CBD and is due to start ASAP! Work full time hours and earn a fantastic hourly rate, all whilst being a part of the biggest temp assignment in Melbourne! Register today!

### SABRE SAVVY?

#### RETAIL TRAVEL CONSULTANT

#### BRISBANE (CBD) – \$23 - \$25 PH + SUPER

This boutique travel agency is looking for an experienced retail travel consultant to assist them over the upcoming weeks. You will handle the requests of corporate and leisure clientele. This team pride themselves on their exceptional customer service skills. You will enjoy Monday to Friday hours and get to work with some of the best in the industry. Min 2 years travel consulting experience is essential, along with SABRE skills.

### \*NEW\* AND EXCITING CORPORATE ROLE CORPORATE CONSULTANT

#### MELBOURNE (CBD) – \$20 - \$25 PH + SUPER

Are you an experienced Galileo consultant? We have new corporate roles that need to be filled NOW! Working within the domestic team of this TMC, you will be responsible for booking travel for an exciting government account! You will definitely want to get your foot in the door for this exciting role. Located in Melbourne's CBD, you will have the opportunity to shop on your lunch break and spend your fantastic hourly rate. Do not miss this great temp role - apply today!

### SALES EXECUTIVE – 6 MONTH CONTRACT

#### WELL KNOWN CRUISE COMPANY – SUPPORT THE BDM TEAM SYDNEY - \$53K (PRO RATA)

Our client, a leading Cruise Company, is looking for an experienced & professional Inside Sales Support Agent to start ASAP for a 6 month contract. Your key responsibility is to support the on the road sales team. Ideally you will come from a Sales & Marketing background with strong admin skills combined with exceptional support & relationship building skills. You will also handle Travel enquiries, assist with Marketing campaigns & coordinate agent families.

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# Need a new job? Take your pick!



## Commercial Analyst

Join this global force in eTravel wholesaling and specialise in driving revenue for your assigned destination. A dedicated revenue analyst is sought to join their highly motivated & success driven team in maintaining momentum & working with an unwavering focus towards increased commercial success. Perfect role for someone with a hotel revenue background.

- ▶ **Modern work environment with views across Sydney**
- ▶ Make the move to a hotel.com space!
- ▶ Salary \$65K + super

**Click here for more details or call Ben.**

## Team Manager - Corporate Travel

Global TMC has an opening for a Team Manager to work closely with their team of online Corporate Travel Consultants who are located in Sydney and Brisbane. Focusing on training, continuous performance management, one on one and staff development to ensure client expectations in all areas of service, product and technology are met or exceeded, whilst providing support to clients using inhouse online systems.

- ▶ Some interstate and occasional overseas travel
- ▶ **Sydney**
- ▶ Salary from \$60K + super

**Click here for more details or call Ben.**

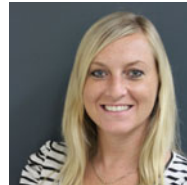


## Res Supervisor - Adv Wholesaler

Our client is an adventure wholesaler with a great range of products across the globe. Specialists in adventure tourism, they offer unique tour packages that are off the beaten track. Major destinations include; Africa, Egypt, South America, Canada, Alaska, the Arctic, Bhutan & India. You will be handling all matters relating to the Reservations Team.

- ▶ Previous experience leading a team will be an advantage
- ▶ **Personal travel to Africa highly regarded**
- ▶ Salary \$55 + super. Sydney

**Click here for more details or call Kristi.**



## Account Manager - Sydney

Join this award winning global leader with unlimited career potential. They are a forward thinking & progressive GDS company with defined career paths for their employees. Seeking a new member to join their Account

Management team. The purpose of this role is to manage the new acquisition, retention & development of new & existing clients.

- ▶ **Global market leading GDS company**
- ▶ Great opportunity for an experienced Account Manager
- ▶ Salary up to \$100K pkg.

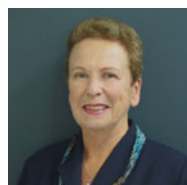
**Click here for more details or call Liz.**

## Cruise Specialist Travel Consultant

Are you a Retail Travel Consultant or cruising expert? Our client is a market leader and will pay top \$\$ for experienced Travel Consultants. Working as part of a dynamic successful team this role involves no face to face sales. You will be dealing directly with agents online or over the phone. You will book full and often extensive itineraries including flights, transfers, accommodation, car hire & of course the cruise component.

- ▶ Alive with activity, perfect place to start your new career!
- ▶ **North Sydney**
- ▶ Salary up to \$50K base + super

**Click here for more details or call Liz.**



## Corporate International Cons - Perth

Are your options running out? Love Corporate but sick of the call centre environment? After a company that believes in progression? Then read on...This company is different! They offer a higher service level than most and give their clients the personal touch. You won't be dealt with like a number here. 2 years experience in a similar role is required..

- ▶ Fabulous management and team
- ▶ **Perth CBD**
- ▶ Salary up to \$55K

**Click here for more details or call Sandra.**

As the first travel recruitment specialist in Australia we know the travel job market better than anyone, call us to discuss your career path.



# FUEL SURCHARGES CLASS ACTION

## Deadline for registration of intention to claim against British Airways

Representative proceedings are underway in the Federal Court of Australia against British Airways plc and Air New Zealand Limited (collectively referred to as 'the Airlines').

The Applicant, Leonie's Travel Pty Limited is seeking to recover commission on the fuel surcharge component of international published fares sold on behalf British Airways and Air New Zealand in Australia from the period when they were introduced in May and June 2004. The Court has declared that British Airways is obliged to pay commission in Australia on the whole of the price paid for the sale in Australia of published fares for international travel including the fuel surcharges component.

The Court's declaration means that group members with their principal place of business in Australia may make a claim from British Airways for the unpaid commission on fuel surcharges collected in Australia on international published fares sold in Australia.

In the case of group members who are members or franchisees of national chains, including Jetset Travelworld, CT Partners, Harvey World, STA and Travelscene American Express, as well as a number of individual agents, British Airways contends that any claim that it is to pay commission to some of those group members may be reduced to take into account override commission paid to the national chains and passed on to those group members, or paid to individual agents directly.

On 4 October 2011, the Court made orders requiring that this notice be published in travel trade newspapers and brought to the attention of group members in the proceedings. The Court ordered that every group member who intends to make a claim against British Airways, register its intention to do so no later than **4pm on 22 November 2011**, by either contacting the Applicant's lawyers, Slater & Gordon or by completing, delivering or sending a registration form to the Federal Court, as described below.

### Who is a group member?

You are a group member and can make a claim if **all** of the following applied to you:

- (i) Between 11 May 2004 and 15 December 2006, for some or all of the time, you carried on the business of a travel agent as a corporation, with your principal place of business within Australia;
- (ii) Between 11 May 2004 and 15 December 2006, for some or all of the time, you were a party to the IATA Passenger Sales Agency Agreement; and
- (iii) At some time between 11 May 2004 and 15 December 2006, you sold international published fares in Australia on behalf of Qantas, British Airways and Air New Zealand; and
- (iv) In response to the notice ordered by the Court on 20 February 2008, you did not lodge an Opt Out Notice with the Federal Court.

If you satisfy the above criteria, you have a right to make a claim against British Airways.

### What you must do

If you believe you are a group member and wish to make your claim, you must take steps to register your intention to do so.

You can do this by completing and sending the form below to either:

- (i) Slater & Gordon, the lawyers for the Applicant and some group members, GPO Box 1584 Sydney NSW 2001 or by email [sahcolt@slatergordon.com.au](mailto:sahcolt@slatergordon.com.au) or by fax (02) 8267 0650; or
- (ii) the Federal Court, New South Wales Registry, Level 17, Law Courts Building, Queens Square, Sydney, NSW, 2000 or by fax (02) 9230 8295.

Please note that lodging the form below with the Court or Slater & Gordon, does **not** mean that you have submitted your claim against British Airways. To do this, if you are not represented by Slater & Gordon, you or your lawyers will need to make an application to appear in the proceedings for the purposes of making your claim. Before deciding whether to take such action, you should obtain legal advice, either from Slater & Gordon or your own lawyers.

There is no obligation for you to contact Slater & Gordon or retain Slater & Gordon to act for you, if you wish to make a claim.

If you wish to advance your claim against British Airways, you must complete one of the above steps by **4pm on 22 November 2011**. If you have retained Slater & Gordon it will lodge a notice on your behalf and there is nothing further you need do to advance your claim at this point.

If you believe you are a group member, but do not wish to advance your claim against British Airways, you are not required to do anything.

### Important Notice

**If you do not register your interest in one of the ways listed above by 4pm, 22 November 2011, you may not be able to make a claim against British Airways in these proceedings.**

### Legal costs

You will not be liable for any legal costs merely by notifying your intention to advance your claim. However, that is subject to the qualification that the Court has power to order that the costs reasonably incurred by the Applicant in prosecuting the claim on its behalf and on behalf of group members be paid out of the remainder of any amount awarded to group members in the proceedings which are not recovered from the Airlines.

A related proceeding has been commenced, *Paxtours International Travel Pty Limited v Singapore Airlines Limited and Cathay Pacific Airways Limited*, No. NSD 787 of 2007.

### REGISTRATION OF INTENTION TO CLAIM

(Filed in the New South Wales Registry)

Leonie's Travel Pty Limited v Qantas Airways Limited & Ors  
NSD 2449 of 2006

To: The Registrar  
Federal Court of Australia (Sydney)  
Level 17, Law Courts Building  
Queens Square  
SYDNEY NSW 2000

.....  
[Name of corporation]

.....  
[ABN/ACN of corporation]

IATA number:.....

believes it is a group member in the above proceedings and wishes to register its intention to advance a claim for debt or damages against British Airways.

Dated:  
Executed by:

.....  
[Signature of Director/Sole Director]

.....  
[Signature of Director/Company Secretary]

.....  
[Address]

.....  
[Email]

.....  
[Telephone]