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Friday 2nd September 2011

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Garden Island cruise review

THE government's independent review of "Enhanced Cruise Ship Access to Garden Island" (*TD* 16 Jun) will report by the end of the year, according to terms of reference released this morning.

Key considerations include the Navy's "two ocean basing policy" as well as key strategic principles and the impact of basing defence vessels in Sydney on Navy skilled workforce retention.

However it will also examine the outcomes from the joint NSW govt/cruise industry Passenger Cruise Terminal Steering Committee on "infrastructure requirements and locations for a Cruise Passenger Terminal east of Sydney Harbour Bridge".

Longer NZ ski season

TOURISM NZ says ski resorts on the North & South Islands are expected to make the most of late season snow falls, by extending the NZ season until mid-Oct.

The extension will allow visitors to NZ to "add another layer of excitement to their Rugby World Cup experiences," said NZ Ski.

The suitability of existing Garden Island facilities to support more regular cruise ship visits during peak periods will also be looked at - along with the advance notice required by the industry.

Carnival Australia welcomed the terms of reference, with ceo Ann Sherry saying she was particularly pleased the review will "include consideration of the economic benefits of improving cruise ship access to Sydney Harbour".

Lesley Owen to QF

LONG time Virgin Australia industry sales manager Lesley Owen has switched camps, taking up a role as Manager National Accounts for Qantas Industry and Corporate Sales.

Before joining DJ in 2005 Owen was with United Airlines for six years, and before that worked with the Jetset group.

Six pages of news

Travel Daily today has six pages of news and photos, plus a full page of travel jobs from **AA Appointments**.

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Lonely Planet and VISA have joined forces to create a comprehensive online resource for Australian travellers: www.lonelyplanet.com/campaigns/visa-know-before-you-go

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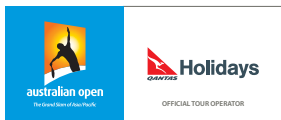
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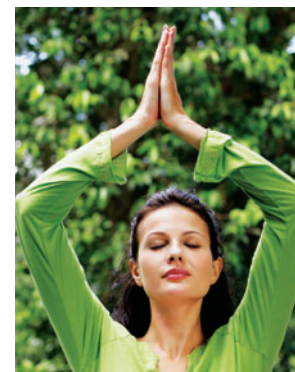
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Rugby Cup tipping

DUE to overwhelming industry interest in the upcoming Rugby World Cup competition in NZ, **Travel Daily** will once again be running a special tipping competition for our readers.

And we have an amazing prize, with the top Rugby World Cup tipper to win a fabulous trip for two to Chile courtesy of LAN Airlines, Latitud 90, Patagonia Camp and Tourism Chile.

To sign up for the Rugby World Cup tipping competition go to traveldaily.com.au/competitions.

DJ alliance capacity

VIRGIN Australia's growing global network of airline partners is set to give it as much Australian international capacity market share as currently enjoyed by the oneworld alliance.

An intriguing slide in ceo John Borghetti's results presentation (**TD** 25 Aug) projected that the deals with Etihad, Air NZ, Delta, Virgin Atlantic, Singapore Airlines and Hawaiian Airlines will give Virgin Australia a 26% lift in "global network capacity share in and out of Australia by Jul 2012".

Missed flight GST refunds

A FEDERAL Court decision yesterday which ruled that GST is not payable when passengers miss or cancel flights could have major implications right across the travel industry.

Qantas launched the case some years ago after a private ATO ruling which ordered it to pay GST on cancelled tickets where pax were on non-refundable tickets or didn't claim for refunds.

QF challenged the ruling in a series of cases, with the final decision yesterday unanimously stating that where the passenger did not fly GST is not payable.

It's estimated that the case could see a windfall worth tens of

millions of dollars to Qantas - as well as potentially applying to non-refundable cancellations by other airlines, hoteliers, tour operators and wholesalers.

MEANWHILE Qantas today confirmed the commencement of its \$250m 747 upgrade which will refit nine aircraft with the airline's A380-style product (**TD** 01 Feb 10).

Each jumbo will have 58 business class, 36 premium economy and 270 economy seats along with on-demand IFE and a self-service snack bar in economy.

The first reconfigured 747 will start operating between Brisbane and Los Angeles in Oct.

AND QF this morning released its Jul traffic figures, revealing a 6.2% overall year on year increase.

Total domestic yield, including QantasLink and Jetstar, was up a hefty 9.4%, with the strong result interestingly coinciding with the Tiger Airways grounding.

QF int'l passenger numbers rose just 0.4% to 536,000, outpaced by Jetstar international which was up 21.2% to 966,000 pax.

Scenic Africa 2012

SCENIC TOURS has today announced the launch of its Africa program for 2012, with new options including extensions in Nairobi or Egypt.

The 31-day Grand African Expedition is priced from \$15,695 per person twin share and there are earlybird savings for bookings before 31 Dec.

Jumeirah accreditation

THE Australian-based International Centre of Excellence in Tourism and Hospitality Education (THE-ICE) has formally accredited Jumeirah's Emirates Academy of Hospitality Management, after reviewing its curriculum, staff and facilities.

The move follows similar accreditation of the Academy by the Institute of Hospitality in the UK, meaning the Jumeirah school is now recognised by higher education authorities in the UAE, UK and Australia.

Regent to relocate

THE Florida operations of Regent Seven Seas Cruises are set to move to the Port of Miami, alongside sister company Oceania Cruises.

The move follows an agreement between Prestige Cruise Holdings, the owner of both brands, and the Port of Miami where Oceania has been based since its 2003 startup.

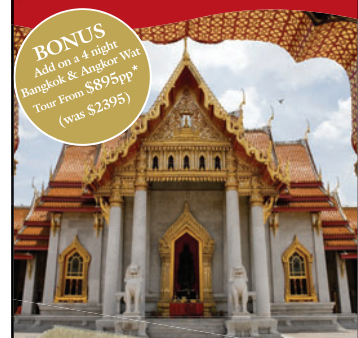
RSSC currently operates from Fort Lauderdale, with both brands to berth at the newly renovated Cruise Terminal J.

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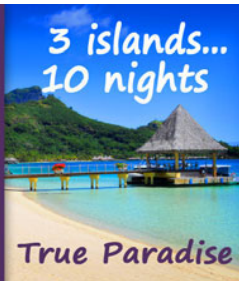
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Strategic unveils Air Australia livery

STAFF at Strategic Airlines were last night given a sneak peek at the carrier's new look, with



confirmation that it will soon be renamed Air Australia (*TD* 12 Aug).

One of the Strategic A320s (pictured) already carries the funky livery, which features a nifty boomerang design on the tail, combined with a "rising sun"

to evoke the airline's heritage as a defence force charter operator.

Strategic will move to its new low-cost business model from the end of Oct, in the lead-up to the launch of direct flights to Hawaii from BNE and MEL in Dec.

Globus Japan push

THE Globus Family of Brands is set to launch new Cosmos tours in Japan, as part of a significant move to rebuild visitation to the country.

Globus marketing mgr Christian Schweitzer told *TD* yesterday that the brochure, to be released to agents in the next couple of weeks, aimed to "get people to consider Asia when booking a touring holiday".

As well as an Islands of Japan itinerary, product includes new India tours plus China content.

Japan was one of the group's most popular destinations for touring in Asia, but sales this year have halved due to the devastating tsunami in Mar.

A "super incentive" will be put in place for Japan bookings, and a number of upcoming famils will also showcase the destination.

Schweitzer said agent training on Japan is also set to be stepped up, with the Asian programs offering "the same experience" as the popular Globus/Cosmos Europe and America tours.

See next week's *TD* issues for on location reports as part of Globus' "Back to Japan" famil.

A&K Egypt freebie

ABERCROMBIE & Kent is offering free companion prices on new bookings for two Egypt trips, representing a saving valued at up to \$7,080.

The deal applies to A&K's 9-day Nile in Style Platinum and 12-day Land of the Pharaohs Platinum tours, on dates between 01 Oct-20 Dec and 04 Jan-03 Apr.

Single travellers also save, with the supplement of up to \$5,148 removed over the period - see www.abercrombiekent.com.au.



Window Seat

WHO needs a travel agent - or for that matter a plane, hotel or sightseeing tour?

A startup company in California has come up with the ideal alternative to all those travel hassles - a so-called 'visualisation vacation' which allows consumers to "sample the tastes, smells, sounds and soul of places heretofore relegated only to dreams and bucket lists."

The firm, called Coffeebreak Vacations, sells packages consisting of items aiming to make each destination 'real' such as a passport booklet, a Vacation Soundtrack CD, a pouch of Vacation Coffee and a scratch-and-sniff assortment of Vacation Scents.

While you're taking your "trip" you can also hang a specially provided Do Not Disturb sign on the door to make sure nobody interrupts your reveries.

A US scientist has come up with a new way of boarding planes which is claimed to be 40% faster than current approaches.

The so-called Steffen Method for single-aisle aircraft would have airlines boarding pax in alternate rows, with those in window seats first, followed by those in the middle and then aisle seats.

It's named after Jason Steffen, an astrophysicist who pondered the problem when stuck in a long boarding queue in 2008.

US TV show *This v That* has conducted a trial of different methods and found Steffen's approach was much faster.

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HTO's Diamond agents



ABOVE: This year's Experience Aloha Famil drew to a close last night, with the 40 participants celebrating a fabulous educational at the sparkling Halekulani On the Beach at Waikiki.

Over the past eight days the travel agents and wholesalers have developed a closer affinity and passion for the destination, increasing their knowledge of all things Hawaii which they can now share with their clients.

Led by their four escorts the group has explored the islands of Kauai, Maui and Hawaii, the Big Island, learning firsthand that there is so much more to the Hawaiian Islands than just Oahu.

The group is now flying home with Hawaiian Airlines, with many taking advantage of the carrier's overly generous 64kg baggage allowance, with luggage packed with shopping to the limit.

The entire group are pictured here at Halekulani overlooking Diamond Head, with escorts in front (second from left): Meredith Salotto, Hawaiian Airlines; Rebecca Wall and Ashlee Galea, Hawaii Tourism Oceania and Ahyiesha D'Souza, Hawaiian Airlines.

Hawaii buys out 717s

HAWAIIAN Airlines has bought out its 15 leased Boeing 717-200s which it uses to operate on inter-island services around the state.

Together with the three new 717s the carrier has leased (**TD 04 Jul**) Hawaiian Airlines will add about 20 flights per day from Honolulu, Oahu to other islands.

HA's new purchases will also see it hire around 50 new pilots, flight attendants and ground staff.

Capacity will be added during peak periods between Honolulu and Kahului, Lihue, Hilo & Kona.

More Aussies staying at Halekulani

ONE of Honolulu's most iconic hotels, the luxurious Halekulani, has witnessed a strong influx in Australian visitors in 2011, with hotel figures indicating a 20% + increase in guest stays between Jan-Aug compared to 2010.

"The Aussie market has been fantastic. It's been a brilliant year for Australians to Halekulani, Director of Sales Geoff Pearson told **TD** in Hawaii last night.

Pearson said growth was due to the support from wholesalers, travel agents, Hawaiian Airlines and the strength of the AUD\$.

"It's not luck, it's when opportunity meets preparation" he said, suggesting the bedded down relationships the property has built with partners, including Hawaii Tourism Oceania, through the leaner times are what is now working in favour for the hotel.

MEANWHILE, the Halekulani will begin work on an internal and external makeover this month.

Rooms will be refreshed with new beds, carpets, wallpaper and lanai furniture as part of the multi million dollar project, with a completion date set for 01 Jul.

Mirvac hotel suitors

TOGA Hospitality is understood to be a "frontrunner" for the Mirvac Group's hotel assets, which are currently the subject of a strategic review (**TD 16 Jun**).

A report in today's *Financial Review* suggests a Toga tie-up is the most likely outcome, while other suitors could include the Rydges Group and Accor.

Tiger back to Perth

TIGER Airways will resume services between Melbourne and Perth from 07 Sep, the budget carrier's 4th new destination since its return to Australian skies.

Relaunch fares are priced from \$109.95 one way.

TT says its on time performance during Aug was over 95% for all arrivals and departures, using its reduced fleet of aircraft.

Int'l traffic soars 7.3%

THE International Air Transport Association new director general and ceo Tony Tyler says Jul pax traffic figures show the global financial crisis has cost airlines nearly two years of growth.

For Jul 2011 domestic pax traffic rose 3.5% compared to the same time last year, while international traffic grew 7.3%.

Load factors for the combined period rose 0.5% to 83.1%, which is equal to the highs in Q3 2010.

The IATA boss warned figures for the rest of 2011 wouldn't be as favourable, due to "business and consumer confidence tanking, sluggishness in int'l trade, and high fuel prices."

Capacity outstripped demand for Asia Pacific carriers in Jul, with 5.8% more seats being offered compared to the 4.9% growth, and load factors fell to 80.2%.



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WIN a double pass to see the Snow Flower and the Secret Fan



The Peninsula Shanghai in partnership with **Travel Daily** is giving ten subscribers the chance to win a double pass to see *The Snow Flower and the Secret Fan*.

A number of the scenes of this beautifully shot movie were filmed at The Peninsula Shanghai.

All you need to do to win is be one of the first two people to question below to:

snowflower@traveldaily.com.au

In which year did The Peninsula Shanghai open its doors?

Congratulations to yesterday's lucky winners, **Alison Garland** from **Concierge BT**, NSW and **Charlie Buchanan-White** of **Corporate Traveller Norwest**, NSW.



Nobu coming to Perth

BURSWOOD Entertainment Complex in Perth will be home to the latest *Nobu* - the highly acclaimed Japanese restaurant with 23 locations in 21 countries including Melbourne's Crown complex and luxury cruise ship *Crystal Serenity*.

Nobu Perth will be located on the site of the former Swan Room at the complex.

Novotel appointment

THE Novotel Cairns Oasis Resort has appointed Grace Lassig as its Director of Sales and Marketing, moving from her position as Sales Manager for Conference & Events with Mirvac Hotels & Resorts in Tropical North Queensland.

New TCF participants

THE Travel Compensation Fund admitted eight new travel agent head office locations in the back half of Jul, spread nationwide.

New members include: **CutPrice Travel** of Lakemba, NSW (ABN: 35 151 462 627); **TravelJust4U** of Camberwell, Vic (ABN: 65 660 467 464); **Truly Australia** of Gleniffer, NSW (ABN: 73 962 718 039); **Discovery Rentals Trust** of Springwood, Qld (ABN: 94 661 856 750); **Westernport Travel** of Hastings, Vic (ABN: 35 237 027 026); **JPC Travel** of Southport, Qld (ABN: 46 151 866 947); **SA Palm Tour** of Adelaide, SA (ABN: 34 151 536 711) & **Aubest Travel** of Surry Hills, NSW (ABN: 57 151 328 255).

Flight Centre Ltd also opened new branch locations for a Flight Centre store in Burwood East, Vic and an Escape Travel agency in Beaumaris, Vic.

QFF dials up extra points



THE Qantas and Optus frequent flyer pact was officially launched yesterday, in an event featuring special guest Natalie Bassingthwaite.

The move has also seen a QF 737 decked out in new Optus livery to celebrate the auspicious occasion.

Pictured at the launch at Sydney Airport yesterday morning with the TV and pop star from left are: Simon Hickey, Chief Executive Qantas Frequent Flyer and Michael Smith, MD Optus Consumer.

VisitBritain gets arty

VISITBRITAIN will display two new 3D interactive art features in Circular Quay, Sydney as part of the second phase of its 'Great Britain' campaign.

The works feature the Centre Court of Wimbledon & the Royal Wedding at Westminster Abbey and will be on display from 06 Sep along with a joint BA promo.

Road to Arabia filling

THE upcoming Road to Arabia workshops are filling up fast, with the Gold Coast and Adelaide events already sold out.

Organisers from Dubai, Oman and Abu Dhabi are advising agents to book a place at one of the remaining events in Geelong, Coffs Harbour, Canberra or Mackay by the end of today on 02 9956 6620.



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- Applicants must have own car.

Applications including a covering letter and CV should be sent via email to applications@walshegroup.com by Wednesday 14 September 2011.

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Travel Specials

WELCOME to *Travel Specials*, **Travel Daily's** Fri feature. If your firm has released a travel special of which you'd like to make the industry aware, send the details to specials@traveldaily.com.au.

The **Mantra Group** is offering a number of packages over the school holidays including a stay at the BreakFree Noosa Int'l. The Stay five/ Pay three deal is priced from \$180 per night in a one bedroom apartment or \$230 per night in a two bedroom apartment - Call 132 007.

Adventure World's **Creative Cruising** is taking 15% off its eight night *Orion II* Thailand, Temples and the Mekong voyage and offering free flights ex SYD, MEL, BNE, ADL or PER. The special is now priced from \$5479pp, on sale until 30 Sep and for travel until 17 Oct. The deal also includes free flights to BKG from SGN and one night's accom at the Shangri-La Bangkok hotel inclbreakfast - creativecruising.com.au.

Princess Cruises has a range of deals in Alaska priced from \$799pp onboard the seven night Voyage of the Glaciers cruise between Vancouver and Anchorage, between May and Sep 2012. For other details visit princess.com.

Friday 2nd Sep 2011

Snow conditions

THIS column provides a snapshot of the current snow falls, the depth and the number of lifts operating across Australian and New Zealand ski-fields.

Here's the latest snow reports from across the region:

- Falls Creek - 53cm / 12 lifts
- Perisher - 1.35m / 39 lifts
- Thredbo - 1.35m / 13 lifts
- Charlotte Pass - 1.35m / 5 lifts
- Mt Hotham - 63cm / 8 lifts
- Mt Buller - 4cm / 10 lifts
- Mt Selywn - 10cm / 1 lift
- Coronet Peak - 115cm / 7 lifts
- The Remarkables - 70cm / 7 lifts
- Mt Hutt - 95cm / 4 lifts

The Kimberley's other jewels

TOURISM operators in the Kimberley region now have World Heritage listing in their sights, after this week's National listing by Federal environment minister Tony Burke (**TD** Wed).

The decision was applauded by Intrepid Travel, Adventure Tours Australia, Kimberley Wild Expeditions and Intrepid Connections who said it would help protect the area's unique landscape which already attracts more than 300,000 visitors a year

Intrepid's Jelina Mitrovic said the decision was a "real leg up for the Australian tourism industry.

"It recognises that the economic value of the region doesn't just lie underground and that tourism is a viable future for the Kimberley."

Pictured at One Arm's Point, West Kimberley from left are:



Frank Davey Jr, Bardi Dancer; Tony Burke, Federal Environment Minister; Nolan Hunter, Kimberley Land Council CEO; Don Henry, Australian Conservation Foundation CEO & Jelina Mitrovic, Intrepid Travel Responsible Business Manager.

JQ Japan ski packages

JETSTAR Holidays has unveiled a number of Japan ski deals priced from \$1632pp, a saving of \$479pp, on sale until 05 Sep and for travel from 26 Jan to 29 Mar 2012.

Offers include return economy airfares to Tokyo or Osaka, meet and greet, transfers, seven nights accom, brekkie and five day multi lift tickets.

Worldhotels additions

THE Worldhotels group has announced expansion in Eastern Europe, with the addition of all ten Mamaison Hotels & Residences.

The expansion includes hotels in Moscow, Bratislava and Warsaw.

OOL operators in China

A group of 12 Gold Coast tourism operators are currently on a 13 day mission to China to meet with 80 wholesalers & retailers in Guangzhou, Shanghai & Beijing

Grace can can go to Mauritius!

CONGRATULATIONS to Grace Mather, Academy Travel/Jetset MLC Sydney for being the winner of last month's **TD** comp.

We received lots of very creative entries which can all be seen at traveldaily.com.au.

Grace has won a fantastic trip to Mauritius courtesy of Mauritius Tourism Promotion Authority, Air Mauritius and Beachcomber Tours for her entry (pictured).

She'll be able to experience the

destination's unique melting pot of French, English and Indian Ocean culture, with the independent nation celebrating 20 years of being a Commonwealth republic on 20 Mar 2012.



WIN A LUXURY WEEKEND AT WOLGAN VALLEY



During September, **Travel Daily** is giving travel consultant readers the chance to win a luxury weekend for two at the Emirates Wolgan Valley Resort, courtesy of our friends at **Bunnik Tours**.

Renew yourself at Wolgan Valley Resort & Spa. Feast on the freshest seasonal, regional produce, relax in unsurpassed luxurious comfort, and soak up the breathtaking beauty of this natural sanctuary.

Enjoy two nights in a Heritage Suite including a bottle of sparkling wine on arrival, gourmet breakfast, lunch and dinner daily, non-alcoholic beverages, a select range of local wines and beer with meals, two on-site nature based activities per day and two 60-minute spa treatments.

In the first three weeks, **Travel Daily** will be featuring a photo of Bunnik's National Sales Manager Craig Owens ('Captain Craig') enjoying a different Bunnik Tour. In the final week readers will be asked to come up with a caption to match the last photo. The subscriber who correctly answers all weekly questions and comes up with the best caption for the final photo will be the winner of this fantastic prize.

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Week 1:
Captain Craig is enjoying a great value Bunnik tour in Europe. Which tour is he on and what is the price of this tour?

Send you answers to: bunnikcomp@traveldaily.com.au

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**MOVE TO PARADISE... TAX FREE
LEISURE CONSULTANT**

NORFOLK ISL - TOP HOURLY RATE +CAR/ACCDN/AIRFARE
We are looking for a mature, professional and qualified travel consultant with a min of 2 years travel industry experience preferably trained in Galileo & Crosscheck. You will have a strong work ethic and be the sort of person who can live happily in a small community. Our client will provide the successful candidate with a car, accommodation and return airfares! Another bonus is that you do not pay tax on Norfolk!

**WORK FOR THIS FIRST CLASS COMPANY
VIP LEISURE CONSULTANT**

SYDNEY - SALARY PACKAGE TO \$60K+
Do you love your high end products, first class tickets, 5 star hotels, luxury cruises? Why not sell these every day? Our client requires consultants with at least 2-3 years travel experience to join their prestigious team based in the CBD. You must have exceptional customer service skills, have sold high end product and have used a CRS. You will be rewarded with an extremely good salary and definite career progression for those wanting to move up!

ESCAPE THE BOREDOM

**SPECIALIST LEISURE CONSULTANT
ADELAIDE - SALARY PACKAGE TO \$50K**

You can achieve great heights when you conquer this role. Fight away the competition and show off your skills as a senior travel consultant working within this travel office who offers unique and interesting journeys to their clientele market. No two days will ever be the same. With a fabulous working environment, excellent base salary and bonus incentives on top you won't want to let this role pass you by.

**WORK FROM HOME - AFTER HOURS
CORPORATE TRAVEL CONSULTANTS - BASED FROM HOME
NATIONALLY BASED - SALARY TO \$66K OTE**

Tired of sitting in traffic? Need a work/life balance? Here is your chance to work from home on a HIGH BASE salary, servicing the emergency after hours needs of corporate clients. You will enjoy working on 4 days per week x 10hr shifts, with a rotation mixed between 5pm - 8am weekday & 24hour on weekends. Working from home, this rare opportunity will provide you with amazing benefits including

**NO TWO DAYS ARE EVER THE SAME
RETAIL TRAVEL CONSULTANT**

MELBOURNE (STH EAST) - FANTASTIC SALARY PACKAGE
Be in charge of your own desk in this amazing retail role located in Melbourne's south eastern suburbs. Located in a shopping centre, this busy retail agency is looking for an experienced travel consultant to join their fun team. You will have access to uncapped earnings and fantastic famils & incentives. You will require a min of 2 years experience and love hitting those targets! Apply today for this sought after role!

VIP'S ONLY

**CORPORATE CONSULTANT
MELBOURNE AND PERTH - SALARY PACKAGE TO \$56K**
We urgently require multi skilled consultants in both Perth and Melbourne., to service VIP accounts. All you need to secure one of these fantastic roles is strong sales skills, international travel consulting experience, strong international fares knowledge and of course a good attitude. Working in a fun & energetic environment, you will love coming to work again and will never be bored!

HIT THE CAREER JACKPOT

**DOMESTIC CORPORATE CONSULTANT
BRISBANE CBD - SALARY PACKAGE TO \$45K**

The sirens are going off, the lights are flashing! If you're a talented retail consultant that wants to break into corporate travel, you can hit the career jackpot with this role! Work for this leading global TMC with one of the best management teams in town, this is your chance to put your career in a new and exciting direction. Full training on offer. You must have min. 12 months experience and great customer service skills. Galileo/Crosscheck preferred.

LUNCH BY THE SEA!

**RETAIL TRAVEL CONSULTANT
SUNSHINE COAST - SALARY PACKAGE TO \$50K**

Prefer the finer things in life? Yearning for a sea change? If you enjoy creating dreams for your clients & have the drive to succeed this is the ideal role for you! This luxury agency specialises in high end travel. Their top performing staff enjoy organising detailed and interesting itineraries for their loyal, repeat clientele. If you are a star performer with a min 2 years retail exp, well traveled, strong CRS skills plus the enthusiasm to do well, call us now. Fantastic benefits are on offer.