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Travel Daily

First with the news

Thursday 22nd September 2011

SALARY SURVEY AUSTRALIA 2011
Take part in TMS Salary Survey before **30 October 2011** and stand a chance to win **AU\$250** cash
Prize will be drawn during the first week of November 2011

AUSTRALIAN SALARY SURVEY 2011 - click here

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Agent web hits on the rise

AN INCREASING number of Australians are turning to travel agent websites for information, according to new data released by Roy Morgan Research.

For the year ending Jun '11, 3.3 million people visited agent portals - such as those operated by Wotif, Webjet, Flight Centre and lastminute.com - about 10% more than the year prior.

Airline website visits have stayed flat at around 3 million, with Qantas the most popular, at 8.5% of those polled visiting the site in the last four weeks.

Virgin Australia was second among airlines at 8.1%, then Jetstar at 7.7% - though both have declined over the past 15 months, the survey found.

Jane Ianniello, Roy Morgan Research Int'l Director of Tourism, Travel & Leisure said its Travel Agent Monitor indicated more people are visiting the travel agent and travel booking websites to compare prices of different flights and accom.

Some people only use the sites to locate the cheapest flights,

then book directly with the airline, Ianniello said.

AFTA chief Jayson Westbury told TD the latest results show how travel agents, regardless of the channel "continue to demonstrate greater value to consumers than supplier direct sites.

"Consumers are looking for the best deal and they will seek out those deals from a range of sources - travel agents are best placed to provide that variety and choice," Westbury added.

Busabout appoints

TOM O'Hara has been named as National Account Manager for Busabout, Haggis & Shamrock Adventures, based in Sydney.

For more of the latest 'Industry Appointments' see **page five**.

Six pages of news

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

- TMS Asia Pacific
- AA Appointments
- Air New Zealand

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Thursday 22nd September 2011

**EARLYBIRD SPECIALS
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Vail Carmel Foti

THE travel industry is mourning the passing of Carmel Foti, the owner of Jetset Travel Camden, who died on Tue 20 Sep. Her funeral will be held at 10am on 24 Sep at Our Lady of Mount Carmel Church, Mt Pritchard.

Expedia overhauls comm.

EXPEDIA Travel Agents Affiliate Program (TAAP) will cease paying commission on air only bookings, effective 01 Oct, but as a "trade off" will boost air/land package commission to agents. "Stand alone air was such a small part of the Agent Program that we decided to cut it," said Expedia Manager of Travel Agent Distribution, Stuart Udy. "By doing this, we know we can offer agents a real return for their

efforts & they can pass the great savings onto their customers".

The commission level on air & land packages will increase 0.5% to 1.5% for the air component & 10%+ for land arrangements.

He said the new commission structure will earn agents commission on any airline, even if they are an LCC, such as AirAsia, which don't offer commission.

"The massive expansion of destinations supported by our air-line partners has vastly increased our capacity and competitiveness in all regions," Udy added.

Indig. tourism push

AROUND 689,000 international visitors took part in an indigenous tourism experience in 2010, contributing \$3.8b to the economy, Minister Assisting Tourism Nick Sherry said yesterday.

However domestic overnight indigenous tourism trips fell 17% to 307,000 prompting the govt to get more indigenous people involved in producing quality tourism experiences.

LATAM gets the nod

LAN has won approval from Chilean authorities to acquire Brazilian carrier TAM (TD 16 Aug 10), to create one of the world's biggest airlines, generating annual joint revenue of around US\$10.4b.

Among terms of the deal one of the carriers must renounce their participation in their respective airline alliance, as TAM is with Star Alliance & LAN with oneworld.

EK to Harare & Lusaka

EMIRATES will launch a new five times weekly service from Dubai to Lusaka (Zambia) and Harare (Zimbabwe) from 01 Feb 2012.

Lusaka and Harare will be EK's 20th & 21st African destinations, serviced by a triple-class A330-200.



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\$20m upgrade for HBA

HOBART Airport will receive a \$20m upgrade to its runway that the govt says is welcome news for tourism and the state's economy. Passenger numbers to HBA are expected to rise from the current 1.9m to 2.8m by 2020.

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Travel Daily
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Thursday 22nd September 2011



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Airservices approval for repricing

THE Australian Competition and Consumer Commission has today ruled in favour of a proposal from Airservices Australia to revamp its prices on a range of services.

In a revised submission to the ACCC, Airservices said it plans to amend fees for Airservices Enroute, Terminal Navigation at 30 airports and Aviation Rescue & Fire Fighting services at 21 airports, effective 01 Oct 2011.

Airservices new proposal meets the ACCC's weighted average cost of capital of 8.60%, so long as a corresponding adjustment to reduce revenues by \$35m over the five years, (down to \$4.7b) with related adjustments to prices for airport users.

While enroute charges will drop a few cents, terminal navigation services will (mostly) increase a fraction, and aviation rescue and fire fighting charges will go up between \$0.33 and \$4.08, over the next five-years.

Contiki Latin success

CONTIKI Holidays says its South America product has almost sold out of capacity across its eight tour types up until Apr 2012.

The South America program launched in May this year, with itineraries taking in Peru, Brazil and Argentina.

Contiki is hosting its first trade famil to Latin America next month with five Australian travel agents already chosen to participate.

Breakaway underway

NORWEGIAN Cruise Line began construction on its latest ship at the Meyer Werft shipyard in Germany yesterday.

Norwegian Breakaway (TD 13 Sep) will be the first of two new Freestyle Cruising ships for NCL, and is expected to be delivered in Apr 2013.

Free Heron transfers

HERON Island is offering free return launch transfers from Gladstone for bookings made from now until 17 Dec, a saving of \$200 per adult, or \$100 per child.

The deal marks the completion of upgrades to 80 of the 109 guest rooms at Heron Island.

Nightly rates start at \$399 per room - see heronisland.com.

Air Canada strike off

AIR Canada says it was able to reach a tentative agreement with the union representing its flight attendants, thereby avoiding planned strike action that was planned for yesterday.

"It's business as usual and customers can continue to make their travel plans on Air Canada with confidence," said the carrier's senior vice president of Customer Service, Susan Welscheid.

AA/Sabre trial date

THE litigation proceedings between American Airlines and Sabre Holdings Corp has been set for 12 Jun 2012 in a Texas court.

Sabre says its still keen to work out a distribution deal with AA.

Albatross Floriade

ALBATROSS Tours says its Dutch Floriade tour for 2012 is "proving to be very popular" since the 8-day tour went on sale recently.

The trip departs Amsterdam between May and Sep 2012 and is priced from \$2,589ppts.

See albatrossstours.com.au.

Trainworks \$ spent

THE Trainworks facility located just out of Sydney (TD yest) has completed a \$30million refurb.



Window Seat

BALLARAT will become famous for another kind of gold in the new year - liquid gold - with the region celebrating its regional Beer Festival on 21 Jan.

The event is said to appeal to the "beer connoisseur" or even an "inquisitive drinker", with brewers and entertainment planned throughout the day.

Visitors will be able to taste-test new beers, learn about the making of the beer and even buy food that will match up to the type of beer being drunk.

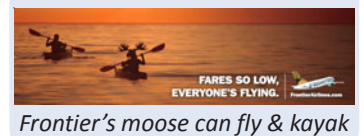
US LOW cost carrier Frontier Airlines (whose tail fin livery depicts images of animals) is letting its 'spokesanimals' discover the world through a new advertising campaign.

The promo sees 'Grizwald the Bear, Jack the Rabbit, Larry the Lynx and the Gang' come off the aircraft to explore the world.

The carrier uses over 60 animals across its fleet, created to represent the airline's character, commitment to service & humour.

VP of marketing and sales Jim Reichart said that the decision to take the characters off the aircraft and into the world was not made lightly.

"As all of our marketing resources need to work a little harder these days, we felt it was okay for the spokesanimals to work a little harder too," he said.



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Disney Avatar park

WALT Disney Co. is to develop a theme park in Orlando, Florida based on the 2009 sci-fi movie smash hit, *Avatar*.

Estimated at around \$400m, the Avatar park will be built on the site of Disney's Animal Kingdom park at Walt Disney World.

Construction is planned to begin in 2013 and is projected to take around five years to build.

Disney chief executive Bob Iger confirmed the entertainment group would look to expand Avatar attractions beyond the US.

"We think we can clearly leverage the global interest in this property," Iger said.

Hertz family options

HERTZ has introduced its Family Selection vehicle range in the UK, France, Germany, Italy & Spain.

The range includes the multi-purpose Opel/Vauxhall Meriva which Hertz guarantees will be available once booked.

EK earlybird fares

EMIRATES has Economy class Earlybird fares to 29 European cities, the Middle East and Africa ex SYD, PER, MEL and BNE, on sale until 30 Nov and travel from 01 Feb to 30 Sep 2012.

Fares to Africa start from \$1,680 with a free stopover in Dubai.

Gap Adv. eco forum

GAP Adventures will be hosting a discussion at the Future of Tourism event in Toronto as part of the United Nations World Tourism Day on Tue 27 Sep.

The tour operator will use the event to stimulate debate and raise awareness of the importance of sustainable tourism.

The panel of industry experts includes Gap Adventures founder Bruce Poon Tip, the Exec. Director of the Global Sustainable Tourism Council, Erika Harms, and others.

The forum will be webcast live in Australia at 9:30am on 28 Sep - register at - bit.ly/gapforum.

Globus tees up celebs for golf



ABOVE: Globus family of brands hosted more than 130 partners at its annual golf day at Castle Hill Country Club in Sydney on Tue.

The crowd included Fox Sports commentator Greg Clark who took a break from the Rugby World Cup in New Zealand to be part of the action.

The winning team this year was

comprised of Travellers Choice gm Christian Hunter and bdm NSW/ACT Bruce Russ & Figtree Travel's Craig Pearce and Brad Pearce.

Pictured at the event from left are: Greg Clark, Fox Sports; Stewart Williams, md Globus family of brands; Deborah Hutton, TV personality and Steve Liebmann, Avalon Waterways Ambassador.

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For more information about earlybird fares to Europe, just visit us at vaustralia.com.au or contact your account manager.

*Departing Sydney. Conditions apply.

Contiki launches Europe 2012/13

CONTIKI Holidays has reported its strongest forward bookings for Europe product in 2012, following the tour operator's "gigantic steps in branding in the global market", MD Fiona Hunt said at a brochure launch function in Sydney held last night.



Contiki's 2012/13 program has a range of new additions including two hotels under its *Time Out* program - the Jailhotel and Himmelrich Hotel - both located in Lucerne, Switzerland.

Also new for the *Time Out* tour style is 16 'Easy Pace' itineraries that offer two or three night stays in major cities and include later morning starts, for travellers who want a "more relaxed way to experience Europe," Hunt said.

UK-based Global Brand Director Alastair Campbell said to cater for the ever changing 18-35 year old market Contiki "needs to make sure the brand stays successful by listening to customers and what they are after."

In response, Contiki has added new fashion shopping tours and

local food experiences to tours in Italy and Greece.

"These shopping stops are located at four designer outlets across Europe and give travellers access to great deals on a range of designer clothes that would be out of reach back home - due to price and the fact that they are way ahead of the Australian season," Hunt said.

The latest Europe brochure was released last week and features six travel styles - Time Out, Multi-Country, Time Out In Depth Regional, Concept, Camping, Ski and Board and Festivals Events and Short Breaks.

Pictured at the Owl House are: Fiona Hunt, Contiki md & Alastair Campbell, Global Brand Director.

WIN 5x V8 SUPERCARS CHAMPIONSHIP PASSES



This week **Etihad Airways** and **Travel Daily** are giving you the chance to win five *V8 Supercars Armor All Gold Coast 600* passes for you and four mates.

Playing on the '8' in V8, keep an eye out for eight clues that will be given to you from Mon - Thu.

On Friday, eight questions will be asked and the first person who send in correct answers to all questions will win 5 passes to the *V8 Supercars Armor All Gold Coast 600*. The passes are a 3-day circuit admission passes that give access to Friday, Saturday and Sunday (21-23 Oct 2011) of the event¹. (¹Accommodation & airfares are not included)

Clue # 4:

Etihad currently operates combined 21 services per week from Brisbane, Sydney and Melbourne to its growing network of over 70 exciting cities on five continents. In conjunction with alliance partner, V Australia this total is boosted to 24 services per week with codeshare flights between Sydney and Abu Dhabi.

The Italian Grande – 18 Days

Enjoy 2 to 5 night stays in the magnificent Italian Lakes district, in a dreamy Italian Castle, Tuscany, the Umbrian hills and on the stunning Amalfi Coast with the last night in Rome.

SAVE \$600 per couple - book by 22 Dec 2011!

Click for more information



Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Lisa Dosanjh has taken on the role of Business Development Manager Australia for **Air Tahiti Nui**. She will be responsible for the leisure and group sales for the airline and will be based in Sydney.

Tadrai Island Resort has appointed **Chad Arthura** as Head Chef at Wahoo - Peregrian Beach.

Maybourne Hotel Group has welcomed **Natalie Kjellstrom** as its Director of Sales Worldwide. The Group owns and manages Claridge's The Connaught and The Berkeley in London.

The Global Business Travel Association announced **John Melchior**, managing director of JME Consultancy Enterprises as the GBTA Foundation's new European Regional Development Director. He will be responsible for planning, managing and advancing the strategic initiatives of the Foundation.

Kerry Willard has been named at the new Business Development Manager for **Rockford Adelaide Hotel**.

Voyager Travel Corporation has appointed **Andrew Bird** as its new Business Development Manager for Western Australia.

Busabout, Haggis & Shamrock Adventures have appointed **Megan Booker** to the position of Marketing Executive, based in Sydney.

Garuda Asia air deals

GARUDA Indonesia has fares to Jakarta and Denpasar priced from \$589pp including taxes (ex MEL), for travel to 22 Jun 2012 (seasonal surcharges apply), on sale from now until 14 Oct.

Other fares to Asian destinations are available also, with flights ex SYD priced from \$742 to Singapore, \$735 to Kuala Lumpur, \$742 to Bangkok and \$883 to Hong Kong.

APT takes the train

APT has included the Orient Express Hiram Bingham train that travels Machu Picchu-Cusco to its product offering in Latin America.

The train trip has been added to most APT packages including the 21-day The Very Best of South America trip which operates 12 departures between Apr and Nov.

Meeting Place regos

THE Australian Tourism Export Council is reminding members to RSVP for the 2011 ATEC Meeting Place being held at the Hilton Hotel Sydney on 08 Dec.

The event will provide members with a chance to see suppliers and distributors from across the nation.

Registrations for the workshop day close on Fri 23 Sep - more details at bit.ly/atecmeetings.

Starwood incentive

STARWOOD Hotels & Resorts is enticing event organisers to book groups with the launch of a new 'Book and Play' offer.

Meeting planners can win Apple products when booking US\$5000 or more at St Regis, Westin, Le Meridien, Sheraton, Four Points by Sheraton, Aloft, Element SM, W and The Luxury Collection brands, for bookings by 31 Dec and for stays before 15 Feb.

Additional rewards of 1000 Starpoints are available for 25+ room nights confirmed at time of booking - see bit.ly/starpc.

Fiestas offers Silversea

FIESTA Holidays has added Silversea Cruises to its expanding cruise line inventory, offering a selection of fly/cruise packages.

Another Qld push

TOURISM Queensland will run a summer focused campaign in interstate markets next month, aimed at placing the state "top of mind for summer travel."

United/Continental overhaul MileagePlus

UNITED Continental Holdings will relaunch its MileagePlus loyalty program giving members more opportunities to redeem their points and other benefits.

The changes reflect the merger of UA's MileagePlus program with Continental's OnePass loyalty scheme in early 2012.

MileagePlus will be comprised of four Premier member tiers - Premier Silver (25,000 miles); Premier Gold (50K miles); Premier Platinum (75K miles) and Premier 1K (100K miles).

Complimentary Premier Upgrades

will be expanded in 2012 to include eligible intra-Asia flights, while Premier members travelling on select full-fare economy class tickets will receive an instant upgrade at time of booking.

Gold, Platinum and 1K members will be able to check three bags weighing up to 70 pounds with no fee and have instant access to Economy Plus seating, if available.

Other enhancements will see greater rewards for pax buying tickets in premium cabins - First class tickets will earn members up to 250% award miles of the actual miles flown, up to 175% for Business class tickets and 125% for full-fare Economy class tickets.

There will also be a Million Miler program introduced next year and a MileagePlus Auctions site that will allow members to use their points to bid on sports tickets, cultural events and other experiences - see bit.ly/tdplus.

Uniworld Asia sales

UNIWORLD Boutique River Cruise Collection gm Australia John Molinaro says the company has seen a positive response from agents & consumers to its recently released 2012 Asia program.

Molinaro said Uniworld was "anticipating a highly successful season" for its Vietnam and Cambodia sailings aboard *River Saigon* from the Aussie market. "Many are also asking about our 2013 departures so we are really confident about the ongoing strength of this new program," Moliaro added.

Carnival Breeze sails

CARNIVAL Cruise Line's 24th ship, *Carnival Breeze*, was floated out to sea for the first time after being constructed in drydock at the Fincantieri shipyard in Monfalcone, Italy this week.

Samoa visitors down

THE Samoa Tourism Authority has reported a 4.4% year on year drop in short term visitor arrivals during May/Jun down to 20,765.

The decline was attributed to a change in school terms in NZ, the ash cloud and the closure of Aggie Grey's Resort for the filming of US TV reality show *Survivor*.

JTB promo extended

JTB has extended the sales period of its 15% travel agents commission promo for selling its Korea product (for 2011 sales) from 30 Sep to 31 Dec.

Airnz.co.nz goes live

AIR New Zealand's newly enhanced website went 'live' today, featuring an easier way to find special offers and deals, and a new two month calendar helper when using the booking search tool.

Manager Global Online Sales Kim Walbrides said more than a third of Air NZ's revenue is generated by its global websites, with each of these planned to be refreshed over the next six weeks.

"Our websites are a critical sales channel so a huge amount of thought has gone into making the planning and booking experience as seamless as possible."

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.

Click here for full terms & conditions.



Week 3:
Captain Craig is on a discovery of South America. What's the name of the tour and how long does it go for?

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

Hint! Visit www.bunniktours.com.au

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“The primary purpose of the report, as in previous surveys, is to independently assess the total remuneration packages of staff and management at all levels throughout the country. The end benefits of these surveys are manifold. In the first instance these surveys allow organisations to ensure they are paying market rates thereby maintaining their competitive edge.

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SYDNEY – SALARY PACKAGE TO \$120K + bonus**

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BUSINESS DEVELOPMENT MANAGER

MELBOURNE – SALARY PACKAGE to \$55K + CAR

Think all BDM roles are the same? Then think again. This fantastic new BDM role will see you responsible for marketing a unique product to a niche market away from the direct travel agency trade. You will be responsible for building relationships, presenting product proposals and gaining new business to increase this company's profile. Self motivated and confident public speakers wanted!

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

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AIR NEW ZEALAND



Career Opportunities...

Tariffs Manager | Sydney

We are on the hunt for a Tariffs Manager to join our regional team based in Sydney. Reporting to our Product and Pricing Manager, the main focus of this role is to provide the timely and accurate distribution and communication of all airfares to the Australian market.

So, if you have a talent for understanding, developing and implementing pricing and tariffs within the aviation industry, we would like to hear from you.

This is a demanding role that will require you to handle complex airfare and ticketing questions that are raised within the Australian region.

Along with an excellent knowledge of tariffs and airline ticketing procedures, in order to be considered for the role you will also have a strong working knowledge of MS Office and BSP ticketing systems, including BSP Link and PALMS.

In addition to your strong technical capabilities, your relationship building skills will be second to none as you will also be a key point of contact in dealing with Air New Zealand's key Alliance partners.

Reference: 102539

National Support Administrator | Sydney

We have an opportunity for a National Support Administrator to join the National Sales Team based in Sydney. In this role you will be responsible for providing efficient, accurate and timely sales, operational and administrative support to the National Sales team, external customers and trade partners, whilst also providing general administrative support for the regional office.

Key duties include:

- Create, maintain and order sales based library and associated sales collateral
- Help co-ordinate national and state sales and promotional events, trade shows, educational and prize redemptions and associated documentation
- Maintain the Agency Trade website and database as well as compiling weekly newsletters to agents nationally
- Process and record all invoices, accounts and accruals
- Assist Leisure Sales Manager with joint venture marketing initiatives
- Handle and respond to enquiries from external and internal customers

To be considered you will have demonstrated experience in a customer service role. This will be combined with excellent administration and computer skills such as MS Office suite, CMS and Adobe Illustrator. Experience within the travel industry and an understanding of airfares is advantageous as well as your flexibility and adaptability to operate in a fast-paced, dynamic environment where priorities are often conflicting!

Reference: 102337

Apply online to start your journey today. For further information on either of these vacancies, view the position descriptions on our website or contact Sheryl Moore on sheryl.moore@airnz.co.nz or +64 9 336 2684.

Visit our website for more information on this position and others like it...

<http://careers.airnz.co.nz>