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# Travel Daily

First with the news

Thursday 5th April 2012

**SUN ISLAND TOURS**  
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## EY reaffirms S America

**ETIHAD** Airways chief James Hogan this week reiterated plans to add South America to the carrier's global network in 2013.

Hogan revealed the Abu Dhabi-based airline's aspiration to add a Latin American hub while in the USA, as flagged by *Travel Daily* last month (**TD** 16 Mar).

He also said this week that Etihad would add a gateway in Vietnam in the next 18 months, with pundits predicting it most likely to be Hanoi or Ho Chi Minh City - ports it currently services under a codeshare agreement with Vietnam Airlines.

## Excite/Kidz alliance

**AGENT** only wholesaler Excite Holidays has signed a preferred partnership with Travel with Kidz.

TWK managing director Wendy Buckley said the group was enticed by Excite's competitive dynamic pricing and access to not only hotels but apartments, which are popular for families.

## China Feb arrivals up 10.5%

**VISITATION** from China is once again a bright spot in Australia's inbound tourism figures, with ABS figures released today showing overall arrivals up 2% year on year.

During Feb, China was the third biggest inbound market after NZ and the UK, but grew 10.5% in contrast to New Zealand which is up just 2.1% while visitation from the UK actually fell 3.4%.

Korean arrivals rose 4%, while numbers from Hong Kong increased 4.3% and Japan also saw a welcome 2% increase.

However there were year-on-year declines in arrivals from Singapore (-3.3%), Malaysia (-4.6%) and Germany (-4.1%).

Short-term resident departures during Feb are up 5.5% over the last 12 months, with outbound growth to every top ten destination except for Singapore.

Travel to NZ grew 4.9% year-on-year, Indonesia is up 10.6%, the USA rose 6.9% and Thailand, in

fourth place, was up 13.9%.

China rose 12.6%, India is up 15.2% year-on-year while other outbound destinations which grew included Fiji, up 6.2%, Hong Kong, up 7%, and the UK, up 3.9%.

Singapore was the seventh most popular outbound destination but saw a 5.1% year on year decline in visitation by Aussies.

**MEANWHILE**, a Tourism Research Australia report released today estimates that the tourism industry is worth \$73.3b a year to the national economy.

Tourism minister Martin Ferguson said the figures show that tourism contributes more to the Australian labour force than mining, showing the sector's "vital importance to Australia's social and economic growth".

## New Trails executives

**VIETNAM**-owned DMC Trails of Indochina has announced a new Executive team, headed by Aussie ceo Matt Masson.

More details on the new management team, along with other appointments on **page 7**.

## Jumeirah into Europe

**JUMEIRAH** Hotels & Resorts will open its first European property later this month, with the 24 Apr debut of Jumeirah Port Soller Resort & Spa in Mallorca, Spain.

It's a busy time for Jumeirah which this week opened its new Grosvenor House Apartments by Jumeirah Living on Park Lane in London, with prices ranging from £450 to £11,000 per night.



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## Qantas enhances group check-in

**QANTAS** has implemented changes to the group check-in process at Sydney International Airport, with the new system commencing yesterday.

From 04 Apr 2012 customers travelling as a group will be able to check in at counter D, where they will be met by airport staff and directed to a check-in area for the quickest and most seamless processing.

Group organisers will be contacted 24 hours in advance of departure by a member of the Qantas Airports team with

specific flight information and check-in counter details.

"This improved check-in process will reduce queue wait times enabling customers more time to enjoy the airport, retail and lounge experience," Qantas said.

## TA China boost

**TOURISM** Australia has today announced the appointment of Eva Huang as its first Regional Manager for Greater China.

The focus on China has also seen LC Tan named as Business Events Manager for Greater China, with this role created "in response to the Chinese market's growing enthusiasm for business and incentive events in Australia".

TA head of Business Events, Penny Lion, said the appointments would ensure the organisation is well-placed to make the most of the opportunities presented by China.

## SQ 4 daily to Perth

**SINGAPORE** Airlines is set to boost its Perth flights to 28 per week over the summer peak.

GDS displays show the additional operation of 777-200 flights SQ213/214 which will be added to the schedule between 10 Dec 2012 and 31 Jan 2013.

## Skytrans Syd sched.

**QUEENSLAND** regional carrier Skytrans has confirmed it will launch weekday nonstop services between Toowoomba and Sydney from 02 Jul, with fares leading in at just \$149 one-way.

Flights are timed to support connections to or from domestic and international destinations from Sydney, Skytrans said.

Two return services will operate each Wed to suit business travellers requiring a full day in the NSW capital.

The airline says its Dash 8 service, which are subject to final regulatory approval, will trim up to six hours off the roadtrip from Toowoomba to Brisbane and onwards to Sydney.

## Wendy's \$10 Sapa ext.

**WENDY** Wu Tours is offering its five-day Sapa extension, normally priced at \$560ppts, for just \$10 (to cover tips) for guests travelling on its 18-day Vietnam Highlights tour, departing 14 Jul 2012.

The full tour is priced from \$3,890 ex SYD or MEL, \$4,090 ex ADL or BNE and \$4,212 ex PER.

## CIT Euro rail incentive

**CIT** Holidays has launched an agent incentive for the month of Apr rewarding agents with a \$10 Coles Myer Gift Card for booking any new CIT Europe Rail product valued at \$500 or more.

Quote 'GORAIL' when booking to qualify for the reward - phone 1300 361 500 for more info.



## Window Seat

**THE** Stamford Grand Hotel in Adelaide has really taken up the Easter spirit, with its Director of Food & Beverage, Paul Brown, creating what's being claimed as the biggest chocolate egg in Australia.

The massive confection, **pictured** below, is made from South Australia's own Haig's chocolate and weighs in at a cholesterol-busting 60kg.

The egg is 2.2m tall and is naturally creating great excitement among younger (and older) guests when they see it in the hotel lobby.

What we're all wondering is where the hotel will be able to hide the titanic treat for an Easter egg hunt on Sunday.



*The Easter Bunny probably had a bit of trouble laying this one!*

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## Corporates dash up to Doha



**QATAR** Airways, InterContinental Hotel Group and Gulf Adventures Doha recently hosted a group of American Express Business Travel staff on a three-day visit to Doha.

The six staff enjoyed stays at the InterContinental Doha and the InterContinental Doha City.

**Pictured** above in the desert as part of a Gulf Adventures day trip, flanked by their driver guides, are: Carl Sinclair, Jaime Ellis, Amy

## Sydney Skal luncheon

**SKAL** International Sydney is holding its Apr meeting at the Sir Stamford, Circular Quay in Macquarie Street on 11 Apr - rsvp to [sydneyskal@bigpond.com](mailto:sydneyskal@bigpond.com).

Sonneveld, Nick Hansen & Anne Drakopoulos, and not pictured, Michelle Dawson.

## EVA Air to SYD in Jul

**STAR** Alliance member-elect EVA Air will operate return flights between Taipei-Sydney (**TD** Tue) later this year, with services now loaded into agent GDS displays for 02, 05, 09, 12 & 16 Jul, ex TPE.

## SilverNeedle ups Aussie portfolio

**CONSTELLATION** Hotels buyer SilverNeedle Hospitality has expanded its Australian portfolio by around 10%, adding seven properties in coastal and regional locations recently.

New additions include Country Comfort hotels in Townsville and Tumut, the new Chifley Hotel in Townsville, the Australis Resort in Coffs Harbour and Sundowner Motor Inns in Warrnambool, Albury and Naracoorte.

SilverNeedle's vp of operations Jonathan Wooller said new partners are being lured to the group due to its flexible brand licensing agreements.

## Footsteps web push

**INDOCHINA** experts Footsteps in Asia are enticing Australian travel agents who sign up to make online bookings before 01 May with 15% commission.

The move aims to better share its buying power with travel agents and consumers, said FIA ceo John Powell.

Agents need to register with Footsteps and are provided an ID to log-in to the agent section on the firm's website, where they'll have access to over 50 tours.

The promotion runs for three months - [footstepsinasia.com](http://footstepsinasia.com).

That includes incentives for corporate, leisure and wholesale business, such as ties to Qantas' Frequent Flyer program and SilverNeedle's Escape Club loyalty scheme, as well as full channel management integration.

The latest additions boost SilverNeedle Hospitality's local hotel number to about 70.

## 15% off Topdeck NZ

**TOPDECK** is offering a 15% discount off its entire range of New Zealand itineraries departing in May, including its 16-day Grand Kiwi Northbound tour, now priced at \$1,785ppts - a saving of \$315.

The offer applies to bookings made by 19 Apr - 1300 886 332.



## 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)

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# Virgin business confidence up

**FINDINGS** from the latest Roy Morgan Air Travel Survey bring good news for Virgin Australia, with 54% of domestic business travellers considering the carrier for their next journey.

Figures based on the 12-months to Feb have been on a gradual climb since Oct last year, improving from the 50% level achieved four months ago - despite's Virgin's Business-class product roll out being launched in Jan.

The results are still down on the 72% who prefer Qantas for their next domestic business travel, although the margin has dropped 3% from 75% (based on the 12-months to Aug last year).

International director of tourism, travel and leisure for Roy Morgan Research, Jane Ianniello, said Virgin may be reaping the rewards from disgruntled Qantas travellers who switched following the carrier's fleet wide grounding

## Back-Roads discounts

**SELECTED** last-minute departures from Back-Roads Touring on its 11-day Spanish Inspiration group tour are eligible for discounts of up to \$768 per couple.

The itinerary includes travels through the exotic Andalucia region, priced from \$3,456ppts.

last Oct, and that both airlines should now have steady inroads in the market and can work to maintain and refine the business products & services on offer.

"The challenge will be for both airlines to understand, and therefore satisfy, their customers better," Ianniello said.

## APT spotlights NZ

**CHOICES** of "Premier Escorted" and "Premier Plus Escorted" are among the range of options being offered by APT in its latest New Zealand program, with individual trip personalisation prominently featured in the new guidebook.

## PER arrivals soar 15.7%

**AUSTRALIAN** Infrastructure Fund has reported "solid growth" in pax numbers passing through its airport portfolio in Feb.

Perth Airport domestic passengers grew 18.5% and int'l numbers surged 8% year-on-year, for a combined increase of 15.7%.

Darwin Airport's overseas pax numbers soared 15.7%, while domestic passenger movements in the NT were up 7%.

AIX's Qld airport portfolio (Gold Coast, Townsville & Cairns) had an 8.1% rise in domestic pax.

## Mauritius winner

**CONGRATULATIONS** to Melissa Ingles from Travel Managers Quakers Hill who was the winner of Beachcomber's 'Win a trip to Mauritius' anniversary promo.

## Banyan Tree branching out



**ABOVE:** A small delegation from Banyan Tree is in Australia at present, updating key partners on developments at the luxury Banyan Tree Bangkok, Banyan Tree Phuket and Angsana Laguna.

Banyan Tree Bangkok is currently the brand's only city-based property, but there are plans afoot for further expansion including a new Banyan Tree hotel in Shanghai.

The Laguna Phuket properties

are set for major exposure in Europe after recently hosting the filming of *Germany's Next Top Model*, directed by supermodel Heidi Klum

**Pictured** above at a Sydney function yesterday are, from left: Jerry John, gm Angsana Laguna Phuket; Adrian Croft, Banyan Tree Director of Sales & Marketing; Wanida Suparp, Banyan Tree Bangkok; and local Banyan Tree representative Victoria Hobbs.



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# Suitable spot for a safari suit



**ABOVE:** African Wildlife Safaris recently hosted five of their top agents on an exciting educational to Wilderness Safaris' camps in Botswana and Zambia.

The tour commenced with an overnight stopover in Johannesburg before moving on to Botswana for a safari under canvas, staying at some of Wilderness Safaris' private camps.

The group visited the Kalahari,

Moremi Concession near the Okavango Delta and the Linyanti area on the western boundary of Chobe National Park, ending with two nights on the Zambian side of Victoria Falls.

Highlights included river cruises, walks and game viewing while at Toka Leya Resort in Mosi-Oa-Tunya National Park.

**Pictured** at Vumbura Plains in the Moremi Concession from left are: Hannah Drysdale, Low & James Travel Associates; Tom Macdonald, Flight Centre Mona Vale; Luke Kealy, Flight Centre Balwyn; Anna Bayley, Travel Managers Hobart; Trish McManus, Flight Centre Dee Why; and Praful Albuquerque, African Wildlife Safaris.

## Galapagos on Getaway

**SATURDAY** night's episode of Channel Nine's travel program *Getaway* - at 5:30pm - features stories on the Galapagos Islands, a Margaret River bush tour and a camper van/boat road test.

## Relais Rome addition

**RELAIS** & Chateaux has added the art deco Regina Hotel Baglioni in Rome to its collection of 518 luxury hotels and restaurants spread over 60 countries.

The Baglioni Hotel Collection has 10 properties in Italy, France and the UK.

## UTair crash cause

**INVESTIGATORS** analysing the crash of a UTair aircraft in Siberia this week have determined the failure to de-ice the ATR 72-200 properly as the most likely cause for the crash.

31 of 43 passengers on the flight were killed in the accident.

## Domus Aust in Rome

**NEWLY**-renovated 32-room boutique guest-house Domus Australia is now taking bookings for its debut European summer. More info at [bit.ly/dmsrome](http://bit.ly/dmsrome)

## Breakaway reminders

**TIME** is running out to take advantage of recently extended domestic business class specials from Virgin Australia, available through Breakaway Travel.

The fares, available exclusively for travel agents, are on sale only until 30 Apr for travel to 30 May.

Thursday 5th Apr 2012

## New SWISS lounge

**SWISS** Airlines International has opened the doors to a new arrival lounge at Zurich Airport.

The 700sq-metre facility puts an emphasis on relaxation and is ideal for guests looking for rejuvenation after a long trip.

**MEANWHILE**, the carrier has recently responded to demand for more seats over the European summer, increasing services to Beijing and Chicago, while utilising larger aircraft on flights to Newark, New York City.

## 2nd Indian Swissotel

**SWISSOTEL** has inked a hotel management deal for a second property in India - the Swissôtel Grand Mumbai - which is scheduled to open in 2014.

Adding to its existing hotel in Kolkata, opened in July 2010, Swissotel's new accom offering will feature 300 rooms and be located within the Mumbai CBD.

India is a booming market for the brand, with a Bangalore hotel continuing to take shape.

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Applications close Thursday, 12th April, 2012.

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Thursday 5th Apr 2012

## Conviaa blacklisted

**VENEZUELAN** carrier Conviaa has been added to the European Commission's list of airlines that are banned from operating to the European Union due to ongoing safety concerns.

Other Venezuelan airlines, Estellar Latinoamerica & Aerotuy also had in-depth reviews but were not banned.

All carriers licensed in Libya have also been blacklisted from flying into the EU until no earlier than Nov this year.

## Ubid expansion soon

**AUSTRALIAN** accom auction site Ubid4rooms.com confirmed via Twitter this morning that a "major expansion" announcement was imminent.

Last year the company flagged a possible expansion into the United States and UK (TD 12 Oct).

## 3 million Velocitians

**VIRGIN** Australia's frequent flyer scheme Velocity notched up its 3 millionth member last week.

To celebrate the milestone, the loyalty program is giving away 250,000 Velocity Points to one lucky person via Facebook.

## bmi exit Star Alliance

**BRITISH** Midlands (bmi) will sever ties with the global airline network Star Alliance from 18 Apr after the European Commission's decision last week to allow it to be sold to British Airways' parent firm, IAG - according to the Asiana Airlines website.

The move opens the door for bmi's operation to potentially switch to the oneworld alliance.

## Cloud 9 name pulled

**VICTORIAN** travel agent Cloud 9 Travel has advised its name has now been removed from the Euroscape Travel website (TD Tue) after the company parted ways with the wholesaler this week, as revealed by *Travel Daily*.

## SAA plots Cancun c's

**SOUTH** African Airways has told US authorities it wants to expand its alliance with US carrier JetBlue Airways, enabling it to codeshare on B6's New York to Cancun, Mexico service from on or around 01 May 2012.

## No Serenity in Egypt

**CRYSTAL** Cruises has revised its 12 Oct Ancient Land & Cultures voyage aboard *Crystal Serenity*, by replacing its planned port of call in Alexandria, Egypt, with a visit to Haifa, Israel & Bodrum, Turkey.

The move was "due to political unrest and uncertainty in Egypt", the cruise line said.



## Industry Appointments



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Carlson Wagonlit regional operations mgr **Phil Goad** has been appointed as supplier relations and contracting leader for **Flight Centre** in NZ.

**Trails of Indochina** has expanded with three Australian executive positions. Company founder **John Tue Nguyen** has announced **Matt Masson** as ceo, who will be based in Ho Chi Minh City, Vietnam. Joining him will be **Suzy Walker** who will be relocating from Melbourne to take up her new post as chief operating officer. The sales and marketing departments will continue to be led by global director **Linh Le**.

**Silversea Cruises** has announced that **Ellen Bettridge** will take on the role of President of the Americas for the company. She will be based in the Fort Lauderdale office and comes to the company having most recently served in the role of vice-president for the American Express US Retail Travel Network.

**David Bark** has been named as the new general manager of the **Crowne Plaza Hunter Valley**. With a background in conferences & events, he will oversee the general operations of the property and comes to the role from the gm post at Crowne Plaza Terrigal.

**Kate Brown** has joined the Passport Marketing team of Hill+Knowlton Strategies and will look after the **Abu Dhabi Tourism & Culture Authority** portfolio. With previous experience representing the Canadian Tourism Commission, Vanuatu Tourism Office and PromPeru, Kate brings nearly ten years of tourism expertise to her new role.

**Anantara Hotels, Resorts and Spas** has welcomed **Francis Zimmerman** to the role of director of operations for Thailand. Taking the reins as General Manager at **Anantara Bangkok Riverside Resort and Spa** is **Claudia Pronk**. **Jeffrey Seward** will replace Pronk as Cluster General Manager of **Anantara Dhigu Resort and Spa**, **Anantara Veli Resort and Spa** and **Naladhu Maldives**.

The Board of **Air China Limited** has appointed **Chai Weixi** as its new Vice President at a recent meeting. Weixi was most recently in the role of Air China Technics general manager and deputy secretary of the Party committee. He will succeed the retiring vice-president He Li.

**Neil Thompson** has been recruited by **Virgin Australia** as the new chief executive officer for the group's **Velocity** frequent-flyer program, which will be split from the core airline business and operated as a standalone business. Neil brings more than 20 years experience in direct marketing and airline loyalty programs to the position.

**Carlson Wagonlit Travel** has appointed **Matthew Carracher** as its new Vice-President for Traveller & Transaction Services & Product Marketing for the Asia-Pacific region. Matthew will be based in Melbourne.



## Assistant Manager, Oceania (Based in Sydney) Singapore Tourism Board (1 year maternity contract)

The Singapore Tourism Board is seeking a dynamic and talented individual with passion for the tourism sector to be part of our team on a 1 year maternity contract starting mid June 2012. Reporting to the Area Director, you will be responsible for integrated marketing and social media activities that raise awareness of Singapore as a leisure destination. You will be responsible for engaging the leisure travel trade through activities, educationals and product update sessions; as well as identifying and building relationships with strategic partners.

Candidates should have a degree from a recognised university, with at least 4 years of relevant experience, strong communication skills, good background knowledge of Singapore, and must be a resident of Australia. Knowledge of social media PR and marketing is a must.

Applications with detailed resume and expected salary should be sent by Friday, 20 April 2012 to [amandine\\_vu@stb.gov.sg](mailto:amandine_vu@stb.gov.sg)



## SHARE THE LOVE VOTE FOR SCOTT!

Scott Wallace has been nominated for the **NTIA Awards** in the category of **Best Sales Executive - Industry Supplier**.

In recognition of his outstanding customer service we encourage you to vote for him.

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# Malaysia Airlines bowls 'em over



**MALAYSIA** Airlines recently hosted its annual corporate lawn bowls event with eight different teams fighting it out on the greens for annual bragging rights. Following the heated contest,

the groups posed for the above photo, and **pictured** in the front row from left are Paul Harris, Richard Voegt, Nicole Williamson, Lauren Murdoch, Jay La Grange, Susie Tyson, Hollie Phillips, Natasha Garib and Bev Clarke, with Birgit Werner sitting on the floor in front.

In the second row from left are: Justin Kestel, Jade Guiney, Nicole Lamb, Glenn Wilcox, Jay Ramsay, Vito Lipuma, Rebecca Robb, Danielle Jacobson, Melanie Ryan and Amy Stewart.

The back row consists of Scott Hosking, Korey Valenti, Ashley Cooper, Ryan Potter, Simon Goldie and John Worley.

## Allegiant carry-on fee

**LAS** Vegas-based low-cost carrier Allegiant Air will soon begin charging pax up to US\$35 to store carry-on bags inside overhead storage bins.

The airline will be the second to charge for the once-free service, following Spirit Airlines who introduced the fee in Apr 2010.

## Do not pass go for BW

**BEST** Western hotels in the UK have partnered with McDonalds on their upcoming Monopoly promotion, which will see the BW brand marketed in 1,200 Maccas restaurants across the UK.

BW is the first hotelier to work with Maccas on its annual promo.

## Cover-More extension

**COVER-MORE** Travel Insurance says it will cover cancellation or amendment costs for customers who bought policies before 30 Mar and plan to travel to a flood-affected area of Fiji before 11 Apr.

CEO Peter Edwards said the firm was issuing the update in response to a "considerable amount of confusion" about the level of support available to affected travellers.

"Not all travel insurance cover is the same, with some providers only reimbursing costs if the hotel, tour or transport provider cancels the booking directly.

"We are saying, if you purchased a travel insurance policy before 30 Mar and planned to travel to a flood affected area of Fiji before 11 April, we have you covered," he said.

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## New TCF participants

**THE** Travel Compensation Fund admitted eight new head office travel agencies between 16 - 31 Mar, including Groupon Getaways and Cruise Office (**TD** yest.).

Other new additions incl MGM Australian Education, Melbourne; Kathmandu Travel, Queen Tours & Aurora Travel Agency Services in Sydney; Destination International Holidays, in Richmond Vic and Destinations Africa, Nelson Bay.

Eight new branch offices were also registered, including two Corporate Travel Connections stores in Toowong and Perth.

## WIN A TRIP TO NEW CALEDONIA



Throughout April, **Travel Daily** is giving one lucky reader the chance a win an amazing holiday for two people to New Caledonia, courtesy of **New Caledonia Tourism, Aircalin** and **GLP Hotels**.

The prize includes Aircalin Return Airfares from SYD/BNE to Noumea, return airport transfers, three nights accommodation in a superior room at Le Nouvata Hotel Noumea, one night accommodation in an overwater bungalow at L'Escapade Island Resort including return boat transfers and a day trip to Amedee Lighthouse.

Every day **Travel Daily** will ask a different New Caledonia-related question – just read the issue and email us your answer. There will be 18 questions in total, which will also be posted on our website.

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

**Q.4: What are the 2 main attraction of Amedee Island?**

Email your answers to: [newcalcomp@traveldaily.com.au](mailto:newcalcomp@traveldaily.com.au)  
Hint! Visit [www.noumeadiscovery.com](http://www.noumeadiscovery.com)

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# AFTA National Travel Industry Awards

## 2012 Nominees



### Category 1: Best Travel Agency Group (100 outlets or more)

- Concorde Agency Network
- Escape Travel
- Flight Centre Limited
- Harvey World Travel
- Jetset Travelworld Network
- Select Travel Group
- Travellers Choice
- Travelscene American Express

### Category 2: Best Travel Agency Retail – Single Location

- Alpha Travel Pty Ltd
- Bayview Travel
- Bicton Travel
- Concierge Traveller
- Cruiseabout Mosman
- Flying Colours Travel
- Globenet Travel
- Harvey World Travel Caloundra
- Harvey World Travel Elizabeth
- Harvey World Travel Eltham
- Harvey World Travel Garden City
- Harvey World Travel Lane Cove
- Harvey World Travel Surrey Hills
- Harvey World Travel Winston Hills
- Holidays of Australia
- Jetset Travel Liverpool
- Jetset Travel Spring Hill
- Kyrenia Travel
- Modica Travel Services
- Mobile Travel Agents (MTA)
- Seniors Holiday Travel (All Your Travel Pty Ltd)
- The Adventure Traveller
- The Cruise Centre Kotara (Cruise Travel Centre)
- Travel 2000
- Travel by Wyndham
- Travel Concepts (The Cruise Centre)
- Travelscene at Laze Away
- TravelView
- Travelworld Carindale
- Travelworld Kununurra
- Vina World Travel
- Wow! Travel

### Category 3: Best Travel Agency Retail – Multi Location

- Andrew Jones Travel
- Australian Holiday Centre
- Concierge Traveller
- Create Travel
- Diploma World Travel
- Fairflights Pty Ltd
- Harvey World Travel Burderim/Maroochydoore/Kawana
- Harvey World Travel Mackay/Mt Pleasant
- Harvey World Travel Maitland/Rutherford
- Harvey World Travel Warwick/Stanthorpe
- Hunter Travel Group
- Mary Rossi Travel
- Maverick Travel
- Phil Hoffmann Travel
- RACQ Travel
- Travel Associates
- TravelManagers Australia Pty Ltd

- Travel Masters
- Travel Shmoo Pty Ltd

### Category 4: Best Travel Agency Corporate – Single Location

- Airport Travel
- Anywhere Travel
- ASI Corporate Travel
- Concierge Business Travel
- DBT Corporate
- Egencia
- Ellendale Travel
- Goldman Travel Corporation
- Maxims Travel
- Pulse Travel
- Spencer Travel
- The Departure Lounge
- Your Holidays Pty Ltd

### Category 5: Best Travel Agency Corporate – Multi Location

- Corporate Traveller
- Gilpin Travel
- Globetrotter Corporate Travel
- Platinum Travel Corporation
- Show Group Enterprise
- The Travel Authority
- World Travel Professionals

### Category 6: Best National Travel Management Company

- American Express Business Travel
- Corporate Travel Management
- FCm Travel Solutions
- HRG Australia
- QBT
- Voyager

### Category 7: Best Business Events Travel Agency

- Australian Business & Conference Travel
- Axis Events Group
- Cievents
- ETM
- Impact Events
- Showgroup Enterprise
- The Events Authority
- World Travel Professionals Conference Team

### Category 8: Best Travel Consultant – Retail

- Alicia Wilson, Phil Hoffmann Travel - Stirling, SA
- Amy Jackson, Low & James Travel Associates, NSW
- Anne Hannigan, Harvey World Travel Stanthorpe, QLD
- Anthony Russell, Harvey World Travel Buderim, QLD
- Brittany Mortimer, Jervis Bay Travel, NSW
- Claudia Silk, Travel Counsellors, VIC
- Danielle Ong, Vina World Travel, NSW
- Darren Baker, Harvey World Travel Portland, VIC
- Debbie Ashes, Harvey World Travel Lane Cove, NSW
- Deborah Ortado, Travel Phase, NSW
- Hilary Weir, Harvey World Travel Garden City, QLD

- James Jang, Harvey World Travel South Yarra, VIC
- Kelly Spinks, Jetset Travel Albany, WA
- Khaled El-Moustafa, iissa Travel, VIC
- Laura Powell, Phil Hoffmann Travel - Semaphore, SA
- Lauren Grdusiak, Flight Centre Nepean, NSW
- Lauren Mansell, Australian Holiday Centre, VIC
- Louise Dann, Cruise Travel Centre Kotara, NSW
- Lucinda Metcalfe, Maria Slater Travel, ACT
- Melanie Wilson, Flight Centre Beecroft, NSW
- Michael Condon, Breakaway Travelclub, NSW
- Myra Doyle, Australian Holiday Centre Melbourne, VIC
- Paul Rickard, Harvey World Travel Caloundra, QLD
- Sandra Cosic, King William Travel, SA
- Sophie Brooks, Harvey World Travel Lane Cove, NSW
- Sophie Fitzgerald, Flight Centre Mt Hawthorn, WA
- Tania Verscharen, Armadale Travel, VIC
- Tiiu Marmont, Flight Centre Rouse Hill, NSW
- Trish White, Whitestar Travel, NSW
- Uschi Howard, The Travel Authority Northern Beaches, NSW

### Category 9: Best Travel Consultant – Corporate

- Amy Spink, Corporate Travel Management, NSW
- Anna Chen Chow, Corporate Travel Management, NSW
- Anthony Browning, Executive Edge, VIC
- Ben Cochrane, World Travel Professionals, QLD
- Daryl Dickson, Globetrotter Corporate Travel, WA
- Karen Birch, World Travel Professionals, QLD
- Kathleen Nicholson, TTFN, WA
- Katrina Cook, Corporate Travel Management, QLD
- Laura Weatherstone, Corporate Traveller Canberra, ACT
- Morten Friis, Corporate Traveller, NSW
- Rebecca Normand, Show Group Enterprise, VIC
- Ric Pattaro, TravelManagers, NSW
- Richard French, Platinum Travel Corporation, VIC
- Robert Elias, Gilpin Travel Management, NSW
- Sharn Parker, The Travel Authority, NSW
- Simone King, Goldman Travel Corporation, NSW
- Trevor Stevens, Phil Hoffmann Travel - Glenelg, SA

### Category 10: Rookie of the Year – Agent

- Angela Melotti, Flight Centre Macquarie, NSW
- Ben Wilson, Flight Centre Martin Place, NSW

- Jacky Sands, City Centre Travel, SA
- Karla Pruitt, Harvey World Travel Booragoon, WA
- Lyana Nguyen, Concierge Business Travel, NSW
- Masina Unasa, Breakaway Travelclub, NSW
- Nellie Haines, TravelView, NSW
- Rebecca Scaffidi, World Travel Professionals, WA
- Renee Cipollone, Show Group Enterprise, NSW
- Tim van Reede, Fair Flights, NSW
- Tina Grey, Flight Centre Currumbundi, QLD

### Category 11: Best Domestic Airline

- Qantas Airways Limited
- Virgin Australia

### Category 12: Best International Airline – On-Line

- Air Austral
- Air New Zealand
- Cathay Pacific
- Emirates
- Etihad Airways
- Garuda Indonesia
- Korean Air
- Malaysia Airlines
- Qantas Airways Limited
- Qatar Airways
- Singapore Airlines
- South African Airways
- Thai Airways
- Virgin Australia

### Category 13: Best International Airline – Off-Line

- Air France
- Finnair
- Lufthansa German Airlines
- Olympic Air
- Swiss International Airlines
- Turkish Airlines
- US Airways

### Category 14: Best Cruise Operator – Australian Based Operation

- Captain Cook Cruises
- Classic International Cruises
- Mike Ball Dive Expeditions
- North Star Cruises
- Orion Expeditions
- P&O Cruises Australia
- Princess Cruises
- Royal Caribbean Cruise Line



# AFTA National Travel Industry Awards

## 2012 Nominees



### Category 15: Best Cruise Operator – International Based Operation

- APT
- Captain Cook Cruises Fiji
- Carnival Cruises
- Celebrity Cruises
- Holland America Line
- Hurtigruten
- Oceania Cruises
- P&O Cruises World Cruising
- Regent Seven Seas Cruises
- Royal Caribbean Cruise Line
- Seabourn
- Silversea Cruises
- Uniworld Boutique River Cruises

### Category 16: Best Tour Operator – Domestic

- AAT Kings
- APT
- East Kimberley Tours
- Fraser Island Adventure Tours
- Inspiring Journeys
- Sealink Travel Group
- Topdeck

### Category 17: Best Tour Operator – International

- APT
- Contiki Holidays
- Globus & Cosmos
- G Adventures
- Insight Vacations
- Intrepid Travel
- Swagman Tours
- Tauck World Discovery
- Topdeck
- Trafalgar
- Travel Indochina
- Venture Holidays
- Wendy Wu Tours

### Category 18: Best Car/Campervan Rental Operator

- Avis
- Europcar
- Hertz Australia
- thl Britz Maui

### Category 19: Best Tourist Office – National

- Destination NSW
- Norfolk Island Tourism
- Tourism NT
- Tourism Queensland
- Tourism Tropical North Queensland
- Tourism Victoria
- Tourism WA

### Category 20: Best Tourist Office – International

- Abu Dhabi Tourism and Culture Authority
- Austrian National Tourist Office
- Canadian Tourism Commission
- Fiji Visitors Bureau T/A Tourism Fiji
- France Tourism Development Agency
- Hong Kong Tourism Board
- Las Vegas Convention & Visitors Authority
- Singapore Tourism Board
- South African Tourism

- Sultanate of Oman Tourism
- Tourism Malaysia
- Tourism New Zealand

### Category 21: Best Wholesaler – Australian Product

- Broome & The Kimberley Holidays
- Creative Holidays
- Excite Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays
- Sunlover Holidays
- The Kimberley Collection

### Category 22: Best Wholesaler – International product

- Above and Beyond Holidays
- Adventure World
- Bench International
- CIT Holidays
- Creative Holidays
- DriveAway Holidays
- Elegant Resorts & Villas
- Excite Holidays
- Expedia (TAAP)
- Fiesta Holidays
- French Travel Connection
- Garuda Orient Holidays
- Harvey's Choice Holidays
- Infinity Holidays
- Pinpoint Travel Group
- Qantas Holidays & Viva! Holidays
- Rail Plus
- Sun Island Tours
- Tempo Holidays
- Wildlife Safari (Australia) Pty. Ltd.
- World Drive Holidays

### Category 23: Best Agency Support Service

- AA Appointments
- Air Tickets
- Amadeus
- Avis Travel Agent Scholarship of Excellence
- Breakaway Travelclub
- C&M Travel Recruitment
- Consolidated Travel
- Cover-More Travel Insurance
- Express Ticketing
- inPlace Recruitment
- QIC & the Qantas Industry Sales Site
- roomsXML
- Sabre Pacific
- TMS Asia Pacific
- Toll Visas Direct
- Tramada Systems
- Travel Industry Mentoring Experience (TIME)
- Travelport (Galileo)

### Category 24: Best Sales Executive – Industry Supplier

- Anastasia Agius, Uniworld Boutique River Cruise Collection, VIC
- Angela Tanis, Thai Airways, NSW
- Anna Powell, Finnair, QLD
- Bradley Ellis, Travel Indochina, NSW
- Brooke McQuilty, Contiki Holidays, QLD
- Christine Knight, Singapore Airlines, QLD
- Chris Le Roux, Globus Cosmos Avalon, NSW
- Christopher Ellis, Air Tickets, NSW

- Diana Adaman, Topdeck, VIC
- Dylan Hearne, Creative Holidays, SA
- Fabricio Leiva, Air Tickets, VIC
- Gary Manuel, Virgin Australia, NSW
- Helen Courias, Club Med, NSW
- Jamie Bunn, Etihad Airways, ACT
- Josephine Corry, Virgin Atlantic, NSW
- Justin La Grange, Malaysia Airlines, WA
- Karina Hill, Express Ticketing, NSW
- Kirsty Blows, Railplus, VIC
- Kristine Chippendale, Qantas Airways, NSW
- Laura Cuthbert, Trafalgar, NSW/ACT
- Lisa Kirwan, Insight Vacations, NSW
- Mara Smith, Insight Vacations, VIC
- Martin Edwards, Bench International, NSW
- Matt Symonds, Rail Plus, NSW
- Matt Wood, Kirra Holidays, NSW
- Melinda Robilliard, Globus, VIC
- Michael Poes, Qantas Airways, VIC
- Nathan Baber, Driveaway Holidays, QLD
- Pauline Walker, Rail Plus, WA
- Peter Lombardi, Contiki Holidays, NSW
- Rebecca Merlino, Pinpoint Travel Group, NSW
- Sabina Ziolkowski, Discover the World Marketing, NSW
- Scott Wallace, Thl Britz Maui, VIC
- Sharon Joseph, Garuda Orient Holidays, WA
- Stephen Farrelly, Insight Vacations, NSW
- Steve Alysandratos, Consolidated Travel, VIC
- Steve Richards, Inspiring Journeys, NSW
- Sue Burgess, Air New Zealand, VIC
- Suzy McPhail, Trafalgar, VIC

### Category 25: Rookie of the Year – Supplier

- Candisse Blaney, New Horizons Holidays, WA
- Aaron Christian, AAT Kings, NSW
- Erin Williams, U Tracks (A Division of World Expeditions), NSW
- Christopher Jones, Excite Holidays, NSW

### Category 26: Best Hotel/Resort – Australian Property

- Cable Beach Club Resort and Spa
- Crown Metropool
- Crown Promenade
- Crowne Plaza Melbourne
- Daydream Island Resort and Spa
- Hayman
- Hilton Melbourne South Wharf
- Hilton Sydney
- Hyatt Hotel Canberra - A Park Hyatt Hotel
- InterContinental Melbourne The Rialto
- Pullman Reef Hotel Casino, Cairns
- Saffire Freycinet
- Shangri-La Hotel Sydney
- Sheraton Mirage Resort Port Douglas
- Sofitel Melbourne on Collins
- Sofitel Sydney
- Swissotel Sydney
- The Darling, Sydney
- The Henry Jones Art Hotel, Hobart
- Wolgan Valley Resort & Spa

### Category 27: Best Hotel/Resort Group

- Accor
- Club Med
- Four Seasons Hotels
- Hilton Hotels
- Hyatt Hotels and Resorts
- IHG
- Leading Hotels of the World
- Mantra Group
- Marriott International
- Shangri-La Hotels and Resorts
- Spicers Group
- Starwood Hotels

### Category 28: Best Registered Travel Industry Training Institution

- Australian Tourism College & Recruitment Centre
- Australian Pacific Travel & Tourism
- Canberra Institute of Technology (CIT)
- Carrick Institute
- Group Colleges Australia
- TAFE NSW - Sydney Institute, Ultimo College
- TAFE SA Adelaide Institute
- Tropical North Institute of TAFE
- Victoria University
- William Angliss Institute

### Category 29: Best Travel Writer

- Angela Saurine
- Brian Crisp
- Daniel Scott
- Eric J Goldring
- Garry Burns
- Julie Miller
- Kris Madden
- Mark Irving
- Max Llewelyn
- Rob McFarland
- Roderick Eime
- Roger Condon
- Stephen Scourfield

### Category 30: Best Travel Agent Technology Innovation

- Name Your Own Price (NYOP), Air Tickets
- Express Marketing Tools, Express Ticketing
- Just Cruises Website, Just Cruises
- Sabre Red, Sabre Pacific
- Tramada Next Gen, Tramada Systems Australia
- SUDS/Forum/Disaster Recovery Alerts, TravelManagers Australia
- Amadeus "Offers", Amadeus
- Travelport Universal Desktop, Travelport




# TMS - ASIA PACIFIC WISHES YOU & YOUR FAMILY A SAFE & HAPPY EASTER!



TMS - Sydney Team - Left to Right: Marie Anderson, Christine Dunn, Sally Frape, Sally Matheson (General Manager Australia), Casey Buttsworth, Jessica Tsolakis, Stacy Balderston & Sharon Moss.

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## HOP TO IT – USE THE EASTER BREAK TO CONSIDER THESE GREAT ROLES

### YOUR CHANCE TO INSPIRE OTHERS TO ACHIEVE

#### CORPORATE SALES MANAGER (LARGE MARKET)

SYDNEY & MELBOURNE – SALARY PACKAGE OTE \$150K+

If you are a highly motivated sales person moving within large market circles this new role will allow you to join a great brand and help inspire a team to reach their peak potential. Your capabilities within the corporate market include the ability to reach 'C' level executives within Top 500 companies and you'll have the ability to articulate your success. Be a part of the continued success of this great company and reap the rewards.

### MULTI-FACETED FINANCE ROLE

#### DIRECTOR FINANCE

SYDNEY – SALARY PACKAGE OTE \$150K++

This is a diverse and multi-faceted role which is sure to challenge the most seasoned Finance professional. If you enjoy working as a partner and advisor to the business this is a fantastic role for you. This senior level operational finance position provides leadership and insight in to the budgeting and planning processes to improve the overall performance of the business. Tertiary Quals and CA/CPA preferred.

### BE THE DRIVING FORCE BEHIND A GREAT BRAND

#### REGIONAL HEAD OF SALES & MARKETING

SYDNEY – SALARY PACKAGE OTE \$120K + benefits

This exciting Brand is looking for someone to lead and innovate to grow the business in the Australasian market. To be successful here you'll need proven skills in strategic planning, leading & developing teams, financial acumen, P&L management and market intelligence. The strength of your relationships across the travel trade and your grasp of B2B sales & marketing strategies will lead to continued growth.

### THE PRICE IS RIGHT

#### PRODUCT DEVELOPMENT – ONLINE RATES

BRISBANE – SALARY PACKAGE OTE \$80k

Do you have the ability to drive margins to increase bottom line sales as well as developing relationships with your suppliers so you can gain the best rates in the market? We want to hear from YOU! With your previous background working in online hotel distribution or within a larger property developing rate strategies, you will have the ability to facilitate the price that has that competitive edge!

### TEAM LEADER ROLES ACROSS THE NATION

#### 3 x CORPORATE TRAVEL TEAM LEADER (HANDS OFF)

MELBOURNE/PERTH/BRISBANE – PACKAGES TO \$80k +

Want a delicious treat for Easter! These brand new corporate travel team leadership positions are right up your alley. As an experienced leader you will have solid understanding of corporate travel structures and be able to effectively manage your team to perform at a high level. These roles have the right mix of everything for your career growth and a brand name you can rely on. Don't delay as these will fill quickly.

### IF YOU LOVE TO TRAVEL HIT THE ROAD

#### BUSINESS DEVELOPMENT MANAGER

SYDNEY – SALARY PACKAGE TO \$70K inc CAR + BONUSES

If you love to travel, working on the road and managing a large territory this role is available now with a leading five-star tour operator. You will be managing your own call cycle, visiting travel agencies with the objective of driving increased sales, creating incentives and hosting educational trips. This is a fantastic role with a leading Brand, and perfect for someone who loves life out on the road. Uncapped bonuses too.

### IS TRAINING YOUR FORTE?

#### TRAINING & DEVELOPMENT

PERTH - SALARY PACKAGE \$65k

Look at what has been delivered to your door Perth - a fabulous opportunity for a first class travel industry Trainer! Don't Delay! To secure this great role you will need to possess your Cert IV in Workplace Training & Assessment and be able to present to a diverse audience. You will have a patient nature with strong communication skills and be adept with travel systems and practices for this great opportunity.

### SHARE YOUR AIRFARE KNOWLEDGE

#### BUSINESS DEVELOPMENT EXECUTIVE

SYDNEY – SALARY PACKAGE TO \$65k DOE

If you have experience in sales, working on the road and managing relationships with travel agencies, this new role will give you a targeted product to promote and assist agents in increasing sales. You'll need very strong knowledge of air product & fares and be motivated to drive growth to reach sales targets. Working as part of a small happy team, you'll be given scope for further development and great benefits.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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MANAGING DIRECTOR

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NSW & ACT

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Kathryn Heberton  
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OR EMAIL YOUR APPLICATION TO [executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)

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# You BeautEY! Win \$10,000 cash with Etihad Airways.

## Sell Etihad Airways - the World's Leading Airline\*, for your chance to win!

At Etihad Airways, we're all about making **good business decisions**, so we'd like to **reward you** for choosing to book your customer's travel with the World's Leading Airline\*.

Between **1st April and 12th May, 2012**, Etihad and Consolidated will be running the **You BeautEY Incentive**, giving you the chance to win some of these **fantastic prizes**:

- **\$10,000** Major Prize
- **\$500** Weekly Bonus for the Diamond First and Pearl Business Class top seller
- **\$250** Weekly Bonus for the Coral Economy Class top seller

To be in the running for the Major Prize you must achieve 30% growth of your EY sales through Consolidated Travel. All qualifying participants will then be invited to tell us in 25 words or less why they believe Etihad is the World's Leading Airline. The most creative entry will **win \$10,000 cash!**

**Weekly bonuses** will also be awarded to that week's highest seller of Diamond First and Pearl Business Class tickets, and Coral Economy Class tickets each week during incentive period!

So when it comes to doing business,  
who better to turn to than the World's Leading Airline\*.



\*2011, 2010 and 2009 World Travel Awards. Valid for tickets issued by Consolidated Travel or via Quikticket during the incentive period 01APR-12MAY12 on EY itineraries ex Australia to all Etihad destinations on EY (607) ticket stock on the Consolidated Travel IATA only. Agents must achieve minimum growth of 30% vs same period in 2011. To win the major prize agents must also tell us in 25 words or less, 'Why do you believe Etihad is the World's Leading Airline' and sell a minimum of \$15,000 worth of tickets during the incentive period. The winner will be determined by the most original and creative answer. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Valid entries will be automatically tracked by Consolidated Travel and winners announced at the end of the promotion period. The winning Travel Agency will be rewarded with \$10,000 deposited into their account by Consolidated Travel. The winners of the bonus cash prizes will be rewarded with \$250 or \$500 deposited into their account by Consolidated Travel. The same office cannot win the weekly bonus more than once. This offer is open to all full time international selling agents only. Consolidated Travel and Etihad reserve the right to withdraw or change the conditions of the promotion at any time. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 30MAR12.

FROM ABU DHABI TO THE WORLD

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**ETIHAD**  
AIRWAYS

NATIONAL AIRLINE OF THE UAE