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Travel Daily

First with the news

Friday 13th April 2012

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Hamilton to Swagman

WAYNE Hamilton, long-time marketing manager at The Africa Safari Co, has moved on to Africa and Australia safari specialist Swagman Tours.

Hamilton is relocating to take up his new role in Vic this week.

Business class fares plummet

THE advent of Virgin Australia's new domestic business class has seen a steep decline in fares, which have dropped in recent months to their lowest levels since 1996.

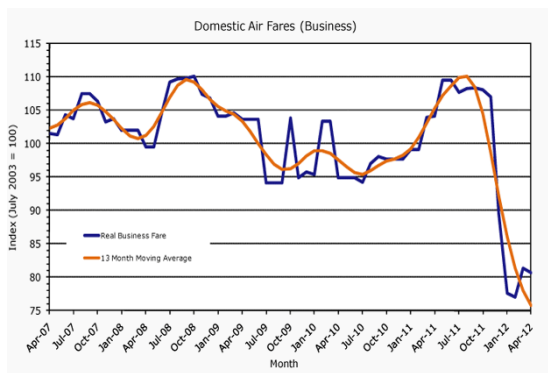
The latest Domestic Air Fare Index released by the Dept of Transport reveals that in Dec 2011 overall business class fares "fell substantially mainly due to reductions in many of these fares by Qantas," and the index "again dropped significantly in January 2012 as Virgin Australia introduced

Business class fares on many more of their routes."

Fares are now sitting at around 80% of the Jul 2003 base level

used to calculate the index, with the drop clearly indicated in the graph, **pictured** below.

The removal of Virgin's former Premium Economy offering has conversely seen the Full Economy index rising, while "best discount" fares are also at their lowest levels in 12 months.



Renault earlybirds

RENAULT Eurodrive tax free European car leasing is offering 17% commission on all new bookings made in Apr 2012 for Scenic and Grand Scenic vehicles over 40 days duration, for vehicle collections valid to 31 Dec 2012.

GPS is included on all models, with free delivery and return included from selected locations. For details, see the **last page**.

Aurora cruise specials

MAJOR discounts and 2-for-1 deals are available on a range of iconic expedition cruises to the Kimberley region, Russian Arctic & Scotland with Aurora Expeditions. More travel specials on **page 6**.

Seven pages of news

Travel Daily today has seven pages of news and photos, the full list of **National Travel Industry Awards Nominees** plus full pages from: (**click**)

- AA Appointments jobs
- Club Med
- Renault Eurodrive

Club Med Phuket

CLUB Med has relaunched its Phuket resort after extensive renovations to add new dining and entertainment options including the Asia-Pacific's first Baby Club - for details see the **second last page** of **TD** today.

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Mon 16th April SYDNEY
The Arthouse Hotel, 275 Pitt Street
Tues 17th April BRISBANE
Tempo at Rugby Quay, 123 Eagle Street
Wed 18th April MELBOURNE
CQ Functions, 113 Queen Street
Thurs 19th April CANBERRA
The Boat House by the Lake,
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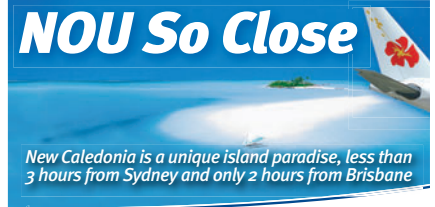
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Govt backs green fuel study

FEDERAL tourism minister Martin Ferguson today confirmed the government would support a Qantas feasibility study into the potential for an Australian sustainable fuel industry.

The move was announced today just before the departure of QF1121 from Sydney to Adelaide - Australia's first commercial flight powered by fuel derived from recycled cooking oil.

Qantas ceo Alan Joyce said "today is a historic occasion in Australian aviation.

"Alternatives to conventional jet fuel are vital to the aviation industry meeting ambitious targets for carbon-neutral growth and emissions reduction," he said.

The CSIRO has estimated that the sustainable fuel sector could generate up to 12,000 jobs over the next 20 years.

"Australia has the skills, resources and infrastructure to take a lead...but there are also significant challenges, which is why we need to establish a clear plan," Joyce added.

Ferguson confirmed that funding for the study, to

commence in May, would be allocated under the Emerging Renewables Program, while oil company Shell will provide technical support.

Joyce also confirmed that Jetstar flights JQ705/706 between Melbourne and Hobart on 19 Apr will be powered by the SkyNRG test fuel, which is a 50:50 blend of biofuel and conventional jet fuel certified for commercial use.

Rhapsody sails out

ROYAL Caribbean's *Rhapsody of the Seas* will depart from Sydney today, marking the end of the company's biggest ever Australian cruise season.

Together, *Radiance of the Seas*, *Rhapsody of the Seas* and *Celebrity Century* carried more than 90,000 passengers - an increase of over 65% on 2010/11.

A total of 44 cruises operated in Australasian waters, with more than 50 ports visited.

Marketing manager Adam Armstrong said anticipation was now building to next season, with bookings already "buoyant".

EK OK with CHC cuts

EMIRATES has told the Australian Competition and Consumer Commission that the carrier has "no objection" to the proposed capacity cuts on the Tasman route to Christchurch requested by Air NZ and Virgin Australia (**TD** yesterday).

1200 bmi jobs to go

BRITISH Airways has revealed that the takeover of bmi by its parent company, IAG, is set to lead to as many as 1200 staff redundancies.

The deal was approved by the European Commission last week, and consultations with unions over the deal predict that jobs will be lost at the bmi head office as well as in regional airports.

However, BA said that without the takeover, the loss-making bmi would be forced to shed as many as 2700 positions.

BA ceo Keith Williams said bmi "is not a viable business as it stands today.

"As we look to restructure the business and restore profitability, job losses are deeply regrettable but inevitable," he added.

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QF club family zones

QANTAS has introduced new dedicated "family zones" within a number of its lounge facilities.

The areas cater for children of all ages, with activities provided by Apple, Sony, Mattel, Chicco and Little Nest.

The zones are now available at the International Business lounges at Melbourne and Sydney as well as domestic Qantas Clubs in Sydney, Cairns and Brisbane, with more to follow in coming months.



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SAA welcomes new country manager

SOUTH African Airways' new country manager for Australasia, Tim Clyde-Smith, has hit the ground running after being on several months of "gardening leave" from his previous Dubai-based role with Emirates.

Last night Clyde-Smith, who started his new job 10 days ago, was introduced to key SAA partners at a Sydney function.

Also in attendance was Hong Kong-based SAA regional manager Gcobani Mangcotwya, who told **TD** the carrier is still assessing its options as it awaits the outcome of the Federal Court appeal against the ACCC decision suspending the SAA/Qantas codeshare (**TD** 03 Apr).

SAA currently operates flights to Johannesburg ex Perth, while Qantas flies the Sydney - South Africa route with both airlines



codesharing on each other's services - currently set to end on 31 Dec this year after the adverse ACCC ruling.

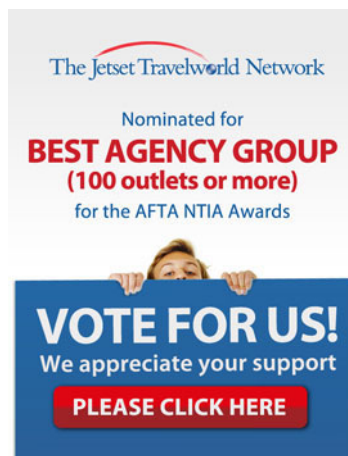
Clyde-Smith said he was focused on increasing revenue, increasing passengers while protecting yield for SAA's operations in Australia - and hinted at one possible outcome if the court bid is not successful, saying "we don't want to let go of the east coast".

Clyde-Smith is **pictured** above with South African Tourism country manager, Lalie Ngozi.

Swiss events filling

THERE'S been strong demand for the upcoming Switzerland Tourism "Get Swissed" events, with the Sydney workshop having already reached maximum capacity.

There are still limited places available in Brisbane, Melbourne and Canberra; to register email getswissed@traveldaily.com.au.



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Window Seat

FOR a 21st century take on a 20th century disaster, the Maritime Museum of the Atlantic will be "tweeting" the original distress transmissions of the Titanic in real-time at the exact minute of the 100-year anniversary of each event.

Twitter users can use hash-tag account **#TitanicMMA** and from 12:55pm AEST on Sun will start seeing rebroadcasts of the original communications made from the stricken vessel, beginning with eight iceberg warnings through to the final crew evacuation.

MEANWHILE, the 1912 maritime disaster has also attracted significant interest on Twitter from Generation Y - but probably not in a positive way.

A number of tweets in recent days have shown surprise from younger internet users about the historic nature of this weekend's commemorations.

One of many such tweets said "I'm amazed - I thought it was just a movie".

HOW about this for pre-flight entertainment?

Travellers at Denver Airport in the USA enjoyed some unusual activity when a fellow passenger stripped off her clothes in front of them while waiting to board.

The incident occurred after the woman was confronted because she was smoking a cigarette in the smoke-free terminal, with the offender later taken to a local hospital for a "medical evaluation".



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'Cos I've got a Golden Ticket



BLAME Australia Post? Although the elusive Golden Ticket, inserted into one of 4,000 brochures was never found, Peregrine Reserve received over 1,300 agent registrations for the second-chance major prize draw. The winner was Claire Phillips, a Travel Counsellor from Ringwood in Victoria, who won two places on Peregrine Reserve's "Imperial Morocco" trip, inclusive of return flights courtesy of Emirates. Peregrine head of sales Mat Lewis was puzzled at where the winning ticket was actually sent. "We'll probably never know what happened to the original

Golden Ticket that was inserted into one of the Reserve brochures mailed to 4,000 leisure travel agents to launch the range," Lewis said. Prize-winner Claire is pictured above (centre) receiving her golden ticket from Liz Young (left) from Peregrine and Travel Counsellors gm Deb Duncan at the group's Melbourne HQ. Consolation prize-winners included John Richardson from Flight Centre Queen Street Melbourne, who won an iPad 2 and Jodi McGrath from Ucango Travel, who took home a Louis Vuitton leather passport wallet.

Starwood restructure

STARWOOD Hotels & Resorts Worldwide has announced an organisational reshuffle which coincides with the retirement of three senior executives.

Starwood's Hotel Group President, Matt Avril; Denise Coll, President of Starwood North America; and Starwood Asia Pacific Chairman and President Miguel Ko are all departing.

The restructure will see Starwood's North America and Latin America operations combined into a single Americas division, while the hotelier's China division will be 'elevated' to reflect the country's "great importance for Asia Pacific".

Ko will serve as Non-Executive Chairman of Starwood Asia Pacific for the next three years, while his role as regional President will be filled by Stephen Ho, currently Senior Vice President of Acquisitions and Development for Starwood China.

Russia-Turkey pact

TOURISM organisations in Russia and Turkey have signed a cooperation agreement, with the aim of increasing tourism flows between both countries.

It includes information exchange and "efficient cooperation in the security sphere"

US expands services

US AIRWAYS has commenced direct services from Washington DC's Ronald Reagan Airport to 11 regional ports, and increased frequencies to a further three.

GBTA Travel Academy

THE GLOBAL Business Travel Association (GBTA), which this week appointed its first Australian gm, has unveiled the Global Travel Professional Certification, a course of study for business travel professionals to develop their careers, enhance future job prospects and gain industry recognition.

The course has been designed to enhance work performance and to recognise demonstrations of core competencies essential to the business travel discipline.

Webjet kicks a goal

ONLINE travel agency Webjet has signed a one-year front-of-jersey sponsorship deal with the Melbourne AFL Football club, with an option for a further two.

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Hello Tomorrow 

Second Hotel Indigo

INTERCONTINENTAL Hotels has opened its latest Hotel Indigo, in the Del Mar district of San Diego. It's the second of the "upscale boutique" Indigo properties in the California city.

Daydream gets the big T-QUAL tick

TOURISM Australia's T-QUAL tick has been bestowed on Daydream Island Resort in the Whitsundays, recognising it as a provider of a quality tourism product.

The resort is now accredited to display the tick symbol on its marketing & promotion material, ensuring consumers planning holidays at the resort are aware it meets "high benchmark standards of quality set by Tourism Australia."

Daydream Island manager Warren McCorrison said the recognition embodied the standards of excellence the resort sets for itself to achieve.

"Daydream is proud to receive this rating because it reflects our

commitment to providing guests with the highest quality accommodation, service and experiences possible.

"This government accreditation also gives confidence to travel agents and wholesalers selling hotel product domestically and internationally," McCorrison said.

Virgin variations

VIRGIN Australia has applied to the International Air Services Commission for a variation of its capacity on the Bangladesh and Thailand routes.

In both cases the carrier is requesting that current provisions relating to Etihad Airways be switched to joint services with Singapore Airlines.

The submission summarises Virgin's group capacity for the Northern Summer 2012 period, and reveals that the carrier is also "assessing opportunities to schedule additional services during peak periods" on the Indonesia route, as well as possibly boost seats to the Solomon Islands, Phuket, Tonga and Vanuatu.

New Burma itinerary

KUMUKA Worldwide has created a new "Burma Revealed" group tour itinerary, exploring villages and main sights, with departures from Nov priced from \$2235ppts.

The itinerary includes plane, boat, train and a "variety of local means of transport" with group sizes of 16 pax - 1300 667 277.

Creative scores top RACQ gong



VX doubles Portland

VIRGIN America has seen such strong demand for its new San Francisco-Portland Oregon route, which debuts 05 Jun, that it will add a second daily service between 24 Jun and 19 Aug.

Tok Tok revamp

THIS year's Vanuatu Tok Tok trade show will take place 29-31 Aug across three of the country's islands: Efate, Tanna and Espiritu Santo.

The reorganised event aims to allow industry partners to experience more product in Port Vila as well as the outer islands.

Registrations for Tok Tok 2012 will open at the end of the month.

CREATIVE Holidays' Qld based sales team were recently honoured as first-time winners of the RACQ Best Wholesaler award.

The award gives the wholesaler strong momentum heading into the NTIA Awards in July, with Creative a seven-time winner of the prestigious NTIA Best Wholesaler - International prize.

Pictured above from left with the RACQ top prize are Qld based Sales Managers Mark Richards and Andrew "Simsy" Sims.

Travelpport into Congo

TRAVELPORT has announced the appointment of Alamdard Travel and Tours as its first ever GDS distributor in the Democratic Republic of the Congo.



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If you are suitably qualified and wish to apply for this position, please send your resume to Nicole Robertson, HR Advisor at employment@scenictours.com.

A full position description can be obtained from our website.

Hertz/QR partnership

QATAR Airways has launched a new arrangement with Hertz in which passengers are able to book rental cars at qatarairways.com.

The deal is part of a three year partnership, and for each Hertz car rental booking made on the site QR Privilege Club members will earn 500 loyalty miles.

Technology Update

Today's Technology Update is brought to you by Amadeus IT Pacific.

Doing things differently



We all have habits that can waste valuable time during the day. If we want to reclaim that time, we need to do

things a little differently.

As a travel professional, the ability to save *your* customers' time by gathering and booking the best travel options is invaluable. But it's often the management of pre-booking activities, quote handling, proposing alternatives, making and cancelling provisional bookings that can constitute **up to half of your working day**. How to find more time?

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Consultants using Amadeus Offers can create and save up to 20 different flight options in a single PNR - all without holding any airline inventory. Once saved, you can issue professional quotes that automatically include itineraries, prices and mini-fare rules and once a choice is made, just one click will validate and convert the offer into a booking, while the rejected offers simply expire.

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Sari Vahakoski, Managing Director, Amadeus IT Pacific

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Friday 13th Apr 2012

Mana's disaster relief

MANA Island in Fiji is donating FJ\$10 for each confirmed booking to assist Fiji's local villages after last week's floods and cyclones.

More info at bit.ly/fijifloods.

FAA slams carbon tax

THE US Federal Aviation Administration has slammed the European Union's controversial Emissions Trading Scheme, saying it's a "major impediment" to reducing climate change because of its impact on relationships in the global aviation community.

Spokesperson Julie Oettinger was speaking at an aviation summit in Washington this week.

New Qld rep in NZ

TOURISM Queensland has appointed Sally Holyer as its new International Director New Zealand, with Holyer taking up the role after her most recent position representing VisitBritain.

Agents right on track



ABOVE: This group of agents took time out from a Nth Qld famil to the Whitsundays and Cairns to snap this photo before boarding the Kuranda Scenic Railway.

Hosted by Queensland Rail Travel and Rail Plus, the group also rode The Sunlander's rails from Brisbane to the Whitsundays. Fantasea Cruises, Hamilton Island and Coral Sea Resort in Airlie Beach also hosted the group.

Escorted by Alyssa de Laurence from QRT and Monica Romeo from Rail Plus, the group, **pictured** above, consisted of Phillip Robins, FC Broadway; James Weale, FC Parramatta; Ria

Ligeros, HWT Woden; Philip Cox, St George Travel; Sonia Williams, HWT Belconnen; Graeme Abbott, ET Bendigo; Jude Elliott, National Travel Bendigo; Jason Duncan, HWT Fountain Gate; Tania Allen, Oliver Travel; Kaya Russell, Jetset Norwood; Suzanne Sanderson, Travelaffare Blackwood; Alice Sihamau, QRT and Kirstie Hebditch from FC Rose Bay.



Travel Specials

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

Value Tours is offering a San Francisco Short Stay for three nights and four days now priced from **\$1955pp** when booked by 31 Mar for travel 01 Apr-16 Jun. The package includes return economy airfares from Sydney with V Australia and three nights accom in a standard room at the Adante Hotel, breakfast daily, return airport transfers and a 48 hour double decker hop-on-hop-off bus pass. More at valuetours.com.au.

Silverwater Resort on Phillip Island is offering a two night adventure package priced from **\$250 per night** including accom in a Resort room, hot breakfast and a choice of outdoor adventures including Surf lesson, Kayak tour, Mountain bike tour, or snorkelling. The deal is on sale until 31 Mar and is not available on all dates. **Visit** - silverwaterresort.com.au.

Kumuka Worldwide have released massive 60% discounts for travel consultants and 40% for their companions on five great European tours operating in the upcoming summer season. All departures are guaranteed to operate, and agents also have a chance to win their tour price back.

Tahiti Travel Connection and Sofitel Luxury Hotels have created a seven-night Bora-Bora Bop package as part of the upcoming Heiva Festival, French Polynesia's Celebration of Life, taking place from 02 Jun until 22 Jul. Inclusive of return airfares to Papeete, land transfers and return domestic flights to Bora Bora plus much more, the package is priced from \$3950ppts departing from Sydney or Melbourne.

Travelmarvel's recent 2012-13 brochure launch for its six Tasmanian tours carries no increase from the 2011-12 season rates. The 10-day Grand Tasman tour is priced from \$2995ppts for Room plus Breakfast and Dinner option.

WIN TICKETS TO SEE TITANIC IN 3D



Every day this week **TD** is giving one lucky reader the chance to win a double pass to Titanic 3D,

courtesy of Tourism Ireland.

April marks the 100th anniversary of the world's most famous ship, The Titanic, built in Belfast. Titanic Belfast visitor centre has officially opened this month to commemorate Belfast's Titanic legacy.

Make sure to add Titanic Belfast to your clients' list of travel must-sees!

For more information on the Titanic and Ireland visit, www.discoverireland.com.au

To win, simply be the first person to send in the correct answer to the question below to: titanic@traveldaily.com.au.

What was the destination of Titanic?

Congratulations to yesterday's lucky winner, **Barbara Hannan** from MP Travel.

Jump into **Ireland** **Travel Daily**
First with the news

New Virgin 777 interior

VIRGIN Australia has uncovered the first of its newly redesigned Boeing 777 interiors, with the first revitalised aircraft in the fleet entering service yesterday.

Features of the refreshed cabins include redesigned seat fabrics from renowned German fabric manufacturer Rohi, which will be rolled-out across all cabin classes and provide improved passenger comfort and inflight experience.

New carpets & curtain dividers complement the refreshed look.

Outgoing Virgin Australia exec of product and guest services Martin Daley said the new look would "provides guests with a fresh interior, plus the comfort and style found across all our aircraft".



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

Agents look HOT in the desert



ABOVE: This group of WA-based agents were recently hosted by Tempo Holidays on a packed six-day itinerary full of highlights of Dubai and Abu Dhabi, flying EK.

The group partook in a dinner cruise along Dubai creek as well as a city tour which included Jumeriah Mosque and Al Fahidi Fort, along with a top-gear visit to Ferrari World in Abu Dhabi.

Pictured from left in the front row during a Dubai dune safari are Wendy Sweetman from Travelworld Albany; Katrina Mackay, Tempo Holidays; Tioni Gratwick, Travelworld Bullcreek;

Karen Plummer, RAC Travel Joondalup and Shareen Nash from Jetset Travel Bunbury.

Back row consists of Susan Unkovich, Jetset Travel Midland; Rosemary Del Borrello, Jetset Travel Bassendean; Claire Rymer, Jetset Travel Esperance and Leigh Cathcart from JTG.

Travelzoo for sale

ONLINE deals publisher Travelzoo has hired advisers in the lead-up to a possible sale of the business, with possible suitors including Amazon and Google, according to a Reuters report.

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.8: Name 3 "watersports" activities New Caledonia has to offer?

Email your answers to: newcalcomp@traveldaily.com.au

Hint! Visit www.visitnewcaledonia.com

Click here for terms & conditions



Perth airport upgrade

CONSTRUCTION is on a new \$120m domestic terminal at Perth Airport is well underway, with \$750m being spent over the next three years in a project aimed at transforming the hub to meet the current and future air services demands of the state.

Once complete, expected to be early next year, the new facility will be home to Skywest, Alliance Airlines and Tiger Airways.

Perth Airport ceo Brad Geatches said the works will enhance one of the state's most important elements of infrastructure.

"We are committed to ensuring everyone who travels through Perth Airport has a high-quality experience," Geatches said.

The first stage of a \$300m works project at the International Terminal will begin later this month.

New PAL shareholder

BEVERAGE giant San Miguel Corporation - one of the Philippine's biggest companies - has paid around US\$500m for a 49% stake in the country's flag carrier Philippine Airlines.

The company will receive newly issued shares in PAL and its budget offshoot AirPhil, to allow them to "strengthen operations and stay competitive".

Skywest March stats

REGIONAL carrier Skywest has reported a 6.4% decrease in load factors for March, despite posting a 46% increase in the number of charter services operated against the same period last year.

The result brings the result for the financial year to date slightly below even, to -0.94%.

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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/Maroochydhore/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
- Ellandale 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 Pruiti, 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 Metropol
- 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



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With online becoming the next big thing now is your chance to join one of Australia’s fastest growing companies. Move behind the scenes to this customer service role where you will be responsible for assisting customers with special requests, flight changes and general advice! With a fantastic rotating roster you will have time to do all of things you want, work rest and play! Galileo essential as well as a car for the late shift

**UNLIKE ANY ROLE OUT THERE
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MELBOURNE (INNER) – SALARY PACKAGE TO \$70K (OTE)

We have two fantastic new roles on offer at this high end boutique agency located in Melbourne’s inner suburbs! Servicing the agency’s repeat clientele you will be responsible for booking interesting itineraries, from Africa to Europe, no two days in this office are the same. With a touch of corporate thrown into the mix you will soon see your money tree grow as you earn uncapped commission! Call us today!

**MAKE THE SWITCH TO CORPORATE TODAY
DOMESTIC CORPORATE CONSULTANT**

BRISBANE INNER SUBURBS – SALARY PKG UP TO \$55K

Here is your chance to join a boutique TMC and leave behind time wasters, price beaters and working weekends. As a corporate travel consultant with this growing agency you will handle the domestic travel plans for business clients. A strong attention to detail and exceptional time management skills will be essential in succeeding in this role. A strong set salary pkg will be on offer along with free parking on site and access to great educational. Take the plunge today – apply now!

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BRISBANE CBD – SALARY PKG UP TO \$52K PKG

Do you enjoy a new and exciting challenge each day? Want to move behind the scenes? Here’s your chance. Join this global travel company in their pricebeats team. You will work closely with consultants and product teams to ensure you are offering the most competitively priced products in the marketplace. You will be able to think outside the box and stick to a problem until you solve it. A strong salary package is on offer along with top training and benefits.



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**VOTE AA NO. 1
IN CATEGORY 23**

AA has been nominated for Best Agency Support Service. To support AA, please vote AA Number 1 in Category 23: Best Agency Support Service. Click here www.afta.com.au/NTIANominationsVoting

Discover Club Med Phuket



New quiet pool



Renovated
Oval Concept Bar



Renovated
Main Restaurant

Club Med Phuket is looking brand new after a stunning makeover. The new look Resort oozes stunning, traditional Thai colours of purple and gold, with design elements that will delight all guests from tots to teens and mums and dads to grandparents alike.

Hugging the white sand beach in the peaceful and still waters of Kata Bay, the established tropical gardens house accommodation, a Mandara Spa, golf, tennis courts and sporting areas and a purpose built Kid's club and Baby Cub - the first in Asia Pacific, in the Pearl of the Orient, Phuket.



New Specialty Restaurant
The Chu da

Visit our dedicated Travel Agent Portal
www.clubmedta.com.au to learn more about
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 - ✓ 7 Free Days on all Bookings
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 - ✓ Hurry, Book & Pay by 30 April 2012
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