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First with the news

Friday 3rd February 2012

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Carbon, fuel hit QF prices

FLIGHT Centre this morning urged travellers to "lock in airfare deals now," with the Qantas announcement of a range of fuel and carbon tax-related surcharges (**TD** breaking news) expected to be just the start of air price rises.

Qantas is increasing its fuel surcharge for flights to UK/Europe by \$60, to \$350 each way, with increases right across its international network.

Other carriers operating in the

Australian market are likely to follow the QF move, which also includes fees relating to Europe's emissions trading scheme and the Australian carbon tax program.

As well as the QF price rises, Jetstar fares will lift by about \$10.

MEANWHILE, airline alliance **oneworld**, of which Qantas is a founding member, has confirmed airberlin will join as a full member from 20 Mar 2012, boosting its network throughout Germany & adding nearly 70 destinations.

airberlin group's subsidiary NIKI will be welcomed as a **oneworld** affiliate member as well.

Renault Europe sale

RENAULT Eurodrive is offering free collection and returns across Europe for bookings made in Feb, for pick-ups til 31 Dec - **see pg 7**.

Excite Hols sales soar

AGENT only wholesaler Excite Holidays says it's seen a massive 171% increase in bookings during the first four weeks of 2012, with sales at 4- & 5-star hotels now representing 61% of total sales.

The USA, Europe and Asia are the main 'hotspots' for travel.

NZ non-stop to Bali

AIR New Zealand will relaunch nonstop flights between Auckland and Denpasar from 20 Jun (**TD** breaking news), with a twice weekly seasonal service, til Oct. NZ flew to Bali in the 1990s.

Rydges SYD underway

WORK commenced today on the building of Sydney Airport's \$68m Rydges hotel at the Int'l terminal, slated to open in 2013.

Travel Daily on location in Bali, Indonesia

Today's issue of **TD** is coming to you from Bali, courtesy of **Creative Holidays**.

THE Ubud region of Bali is a must-see during any visit, allowing tourists to escape for some quieter (and cooler) contemplation in the mountains.

About 90 minutes drive from Denpasar, there's a wide range of serene accommodation which really allows visitors to get away from it all.

The Como Shambhala Estate is a fabulous Balinese wellness retreat which offers five massive 'residences' each comprising a number of luxurious suites.

And the Elephant Safari Park offers luxury accommodation with a twist- elephant ride transfers to dinner at night (p4).

Five pages of news

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

- AA Appointments
- Renault Eurodrive

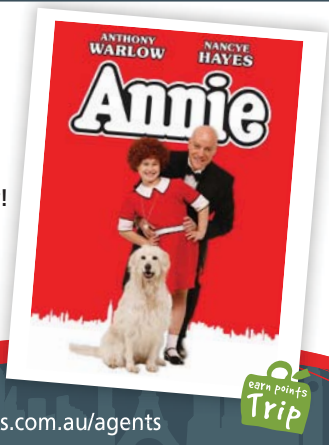
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SQ Q3 profit slump

SINGAPORE Airlines has blamed "persistently high jet fuel prices" for a Q3 Group net profit drop of 53% (\$153m) yoy to \$135m, with Parent Airline, SQ, alone seeing a \$241m profit slump to \$137m.

European air chaos

STAR Alliance is warning pax on any of its four carriers in Eastern and Central Europe to check their flight status due to "extreme" weather conditions.

RCCL sales 'hurt' by Costa

ROYAL Caribbean Cruises Ltd overnight revealed it's suffered a "significant impact on bookings" following the Italian tragedy of rival cruiseline, Costa.

RCCI said in the two weeks prior to the *Costa Concordia* incident, bookings were on average 5% up year on year, at higher prices, and was anticipating yield gains "in the mid single digits" for the year.

But since *Concordia's* disaster, & despite avoiding any "material change in cancellation activity", Royal Caribbean said "new booking activity has been hurt."

Booking volumes from North America have fallen by "mid-teen percentages" and in Europe "the decline has been higher."

RCCI confirmed that Asia/Pacific and Latin America booking levels were "down slightly."

The greatest impact is being felt in the first three quarters "and

wanes as the year progresses."

Northern spring and summer sailings have been hit hardest by declines in new reservations, however "longer term bookings remain healthy."

The cruise line said the impact is much greater for first time cruisers compared to those who have sailed previously.

"We believe that most observers and potential guests understand that cruising is safe and that this incident was a very rare anomaly in an otherwise reliably safe vacation," RCCI said.

"Cruising has an extraordinary record of safe operation but this tragic incident is a reminder that there is no such thing as perfect safety, only perfect dedication to safety," RCCL chairman and ceo Richard D. Fain said.

AAT Kings saves 30%

AAT Kings has reduced its Short Breaks tours to the Top End and the Red Centre by 30% for the second passenger, valid on tours of two days or more, on sale until 31 Mar & for travel until 31 Dec.

Emirates DFW launch

EMIRATES yesterday inaugurated daily flights between Dubai and Dallas/Ft Worth - it's 5th US city - using triple-class Boeing 777s.



IYC Travel, centrally located on the Gold Coast, an award winning agency and a JTG affiliate office, are looking for an experienced and motivated international travel consultant to sell travel to our member base throughout Australia and New Zealand.

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Travel Daily
on location from on board
Athena

Today's issue of *TD* is coming to you sailing down the NSW coastline on board *Classic International Cruises' Athena* as she heads to Adelaide.

TD is on board the Portuguese-registered *Athena* for day two of our four-night voyage to Adelaide.

The 500 pax are in relaxation mode, enjoying the club-like atmosphere, with some reading books, playing cards, scrabble and watching movies in the theatre.

There are quizzes, dance classes, wine and cheese tastings.

At only 160 metres long, getting to your cabin & to the restaurants and bars takes only minutes, such is the beauty of a small ship.

On a tour of the Bridge, Captain Pedro Pinto says "we get to know our guests by name, and everyone feels right at home. What we offer is the human factor".

Athena has six more cruises this season before she heads home to Europe, and there's still space on these sailings that include cruises from Adelaide and Perth to Tasmania, Bali and a 38-night round-trip voyage from WA to China and Japan.

She'll be based in Adelaide and Perth for the 2012/13 season offering 17 cruises from two to forty nights.

There'll be new ports-of-call to Robe in South Australia and Portland in Victoria.

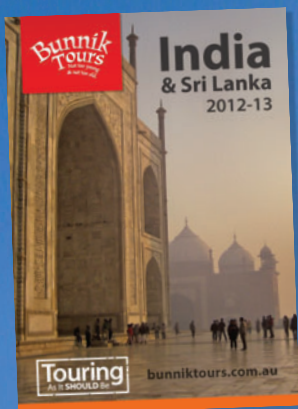
Fares start from only \$450pp twin share for a two-night cruise, meals & entertainment included and kids under 18 travel free.

Bookings via travel agents, or visit www.classicintcruises.com.

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Aussie market “vital” to YTL growth

THE president of the upmarket YTL Hotels brand says Australia will be a “key feeder” for future group growth, as it plots to ramp up promotional activities locally.

YTL Hotels has a collection of about 20 owned or managed properties around the world, predominately in South East Asia - in Malaysia, Indonesia & Thailand - and in Japan, China and Europe.

The resorts and hotels focus on the history, culture, people and cuisine of their destination, and are located in tranquil locations like in the Cameron Highlands, an island in the Straits of Malacca (the west coast of Malaysia), a boutique English property, and the soon to open Gaya Island Resort in Sabah.

YTL also has a range of luxury experiences, including the Eastern Oriental Express rail journey from Singapore to Bangkok, and sailing packages from Malaysia to Thailand on high-end YTL *Lady II*.

The four-night cruise package

on the 85-foot Princess motor yacht is available for up to six people priced from US\$45,000.

James McBride told **TD** yesterday YTL offers “unique hand-crafted experiences” & presented Aussies with “exceptional experiences at affordable pricing”, due to the strength of the Australian dollar.

This market accounts for up to 15% of guests at some closer to home YTL properties and a reasonable share of Australian business is heading to its Niseko, Japan managed resort and Malaysian portfolio.

Bali is one region YTL will target, primarily in Perth, with McBride saying he believes Australia has the potential to account for up to 20% of its clients there.

“Australia has a very vibrant economy and it’s where we see plenty of growth potential for our SouthEast Asian properties.

“The market here is a vital part of our businesses success,” McBride said.

‘Corridor travel’ from Australia to China and Japan offers further opportunities for growth.

McBride also confirmed to **TD** that YTL Hotels was looking to invest in the Australian market, should a suitable match for the brand be presented.

DJ HTI Breakations

VIRGIN Australia’s holiday division Blue Holidays has rolled out a range of ‘Breakations’ to the Whitsundays’ Hamilton Island.

The five-night short breaks are pitched towards romantic long weekends, girls getaways, boys adventures and family holidays.

Packages start at \$872pp ex Brisbane - bit.ly/breakations.

Fiji weather update

TOURISM Fiji says strong wind warnings remain in place for Viti Levu, the Mamanuca and Yasawa Islands however “all indicators point towards steadily improving weather across Fiji.”

Pacific Sun, Northern Air and Island Hoppers have resumed most, if not all, services; Pacific Island Seaplane is expected to begin regular flights today; Captain Cook Cruises has recommenced its day cruise program; and Blue Lagoon Cruises will relaunch its Yasawa Islands cruise from 07 Feb.

South Sea Cruises/Awesome Adventures has cancelled today’s Yasawa Island service and is operating limited services to the Mamanuca Islands.

MEANWHILE, DFAT yesterday afternoon issued an update for Fiji, suggesting travellers contact their airline to ensure int’l and/or domestic flights have not been disrupted due to the weather.

Hound mates rates

GREYHOUND Australia says its injecting “much needed funds” into Queensland’s tourism sector by offering ‘mates rates’ for local travellers in Cyclone Yasi affected regions, including Cairns, Mission Beach, Townsville and Innisfail.

The coach line is providing discounts of up to 25% for groups of three or more travellers when they book day trips, overnight stays or mini-breaks in the area.

AirAsia Japan permit

BUDGET carrier AirAsia has officially received its Air Operators Certificate from the Japan Civil Aviation Bureau, paving the way for the launch of AirAsia Japan.

13,000 AA jobs to go

AMERICAN Airlines boss Tom Horton has signalled plans to axe 13,000 employees as the carrier sets out to reduce its workforce by 15% and save US\$1.25 billion.

Horton said in a memo to staff that splitting or selling parts of the group were in the best interests of the company, its employees and stakeholders.



Window Seat

CHINESE New Year in 2012 has been a major boom to the Cairns tourism industry - but spare a thought for frazzled customs and quarantine inspectors.

A series of charter flights from China and Korea have brought in thousands of visitors - along with hundreds of kilograms of contraband tasty delicacies.

According to the *Cairns Post*, quarantine staff at CNS have intercepted more than 20kg of fresh fruit, 3kg of pig’s trotters, lots of chicken feet and 5kg of duck meat and duck eggs.

Other items confiscated in the last year include a range of items made from elephant dung.

COLD weather in Europe has created a major crisis for one of Belgium’s most famous tourist attractions.

The ‘Mannekin Pis’ - a Brussels statue portraying a small boy urinating - has had to stop peeing because of the risk of damage to his waterworks.

Officials turned off the water on Wed night after forecasts the overnight temperature would fall to minus 10°C.

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Win one of two places on Uniworld’s Enchanting Danube river cruise departing 22 April 2012*.

Every booking made in February will enter you in the draw. Click here for more information.

*Conditions Apply.

Friday 3rd Feb 2012

CZ superjumbo to HK

CHINA Southern is to begin daily A380 superjumbo services from Beijing to Hong Kong on 02 Mar, according to GDS displays.

Technology Update

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

Amadeus celebrates 25 years of success

In eastern cultures the dragon is seen to bring success, luck, happiness and power. In 2012, the year of the dragon marks Amadeus' 25th anniversary. Amadeus' story is truly remarkable. Amadeus was designed to be the first distribution system to enable its airline partners to use the Amadeus system as its own reservation system.

The last year of the dragon – 2000 – surely brought us luck. Qantas and British Airways sparked our most important diversification by selecting us for our airline IT platform - Altéa. Today, there are 115 airlines signed to Amadeus' open technology platform. It means that airlines, travel agencies and travellers can look at the same passenger name record (PNR) at the same time, no matter how many changes have been made to the itinerary. Having accurate and 100% up-to-date information is extremely empowering to all parties – especially when things don't go according to plan.

In 2012, we have grown to become the largest global distribution provider servicing over 91,000 travel agency points of sale, over a third of which are in Asia Pacific.

May this year of the dragon be a year that continues to spark success, luck and happiness for us all.

Hahn calls for action

E-TICKETING platform Hahn Air has voiced its concern over a lack of guidelines to protect passengers against airline insolvency, in the wake of carriers folding, including Spanair last weekend (**TD** Mon).

Hahn Air said its "unacceptable" for travel agencies to provide surety to airlines, but not be offered "any protection in return for themselves or their customers against the consequence of the bankruptcy of their business partners."

The firm is demanding that only airlines which guarantee free comprehensive insurance coverage against their possible insolvency should be allowed to sell travel through travel agencies in Europe.

Pinpoint relocates

SYDNEY-based Pinpoint Travel Group's marketing, product, operations & account teams have relocated offices to that of its parent, Pinpoint Marketing (and sister companies) to a new premises near the ANZAC Bridge.

The new address is Pinpoint House, 34 James Craig Road, Rozelle NSW 2039.

Telephone numbers for most staff remain unchanged.

The reservations team remain at the Darling St, Balmain locale.

Another Spirit fee

BUDGET US domestic carrier Spirit Airlines has found yet another way to generate revenue, this week Jan announcing a new \$2 per sector levy to cover "unintended consequences of the new DOT regulations."

The carrier says the fee will help defray costs related to a newly adopted rule which requires all US airlines to allow passengers to book and hold flights, without charge, for 24 hours.

MEANWHILE, Spirit Airlines has finalised its aircraft order with Airbus to include 30 A320s, in addition to 45 A320neos it firmed up during Dec last year.



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.

Vibe Hotels has a 'Romantic Vibe' package available during Feb which incl one-night's accom, two bottles of wine, a box of chocolates and late check-out priced from \$159 per night - phone 13 VIBE for bookings.

Novotel Darwin Atrium has a Valentine's Day package that includes a night's accom, a four-course degustation menu with matching wines and full buffet brekkie priced at \$299 per night. It's valid for stays from 11 Feb through to 14 Feb - phone (08) 8941 0755 for reservations.

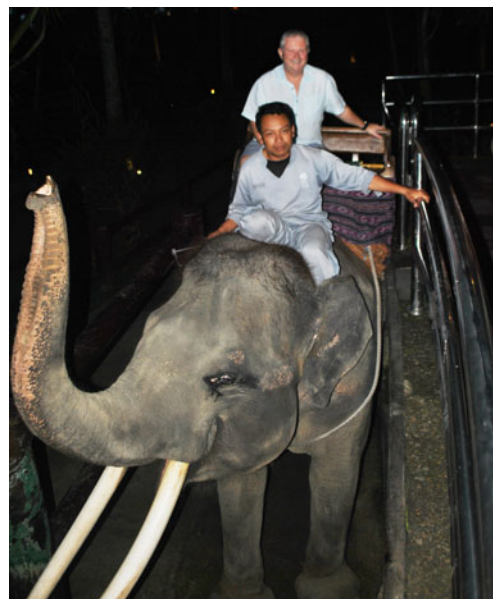
The Westin Melbourne has an 'Embrace Romance' accom deal valid in Feb priced from \$395 per night. The package incl a free room upgrade, a "romantic treat" on arrival with cocktail, gourmet brekkie for two and late check-out. There's also a three-course Valentines dinner menu for stays 10 to 14 Apr for \$69pp (\$99pp with wine) - phone (03) 9635 2222.

Tusk, tusk - look what Creative's up to

CREATIVE Holidays general manager Andrew Yell is helping launch the wholesaler's new Bali program in style, taking an elephant ride to dinner last night at Ubud's Elephant Safari Park and Lodge.

The 29-room property offers guests a unique experience, allowing interaction with its contingent of about 30 pachyderms - including three very cute babies.

Created by Aussie couple Nigel and Yanie Mason 16 years ago, the park added accommodation in 2008 and works closely with the local community to create a sustainable operation.



New Chimu Adv logo

LATIN America and Antartica specialist Chimu Adventures has this week unveiled a new logo (below), doing away with its web address to be "more attractive to our industry partners."

"The look and feel of the new logo, reflects...the up-market operation our customers expect", said co-director, Greg Carter.



Royal corporate rates

THE Royal on the Park Hotel Brisbane has corporate rates during the month of Feb priced from \$245 for a newly refurbished Park View twin/double room.

Special car parking and brekkie rates of \$25 each also available.

Amadeus acquisition

AMADEUS has bought German international strategy consultancy firm airconomy in a move to drive its response to "growing prospects for travel market intelligence."



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*Some conditions apply.



Agents shaded in Norfolk



ABOVE: Omniche Holidays hosted 23 agents from NSW and Qld on an amazing Discovery Tour mega famail to Norfolk Island last month, supported by Norfolk Island Tourism and Norfolk Air. Participants spent four days

exploring the destination, with highlights including a Fish Fry, a BBQ lunch at Emily Bay, the Murder Mystery Dinner and a car rally full of adventure.

The group are **pictured** here at the historic Norfolk Island gaol.

Train tkts on Google

GOOGLE and thetrainline.com have partnered to enable access to information, timetables and booking rail journeys in the UK through Google Maps.

The initiative provides options for 170,000 trips in Britain, at 2,500 stations, on top of 8,000 bus stops and 250 tube stations.

Browsers can access info by visiting <http://maps.google.co.uk> and clicking on the train icons, or locate stations when out and about by using mobile devices which feature a built-in GPS.

Details provided inc the best rail route option from one point to another, departure and arrival times, journey time & which train company operates the service.

VisitBritain chair Christopher Rodrigues said the service "will act as a catalyst" and inspire people to discover different regions of the country.

CIT sale extended

CIT Holidays has extended its Italy Super Sale until 24 Feb.

The promo is offering a 15% discount on a range of packages for travel over select dates this year, when bookings are paid in full by 02 Mar - 1300 361 500.

Falls Creek 2012 brox

THE 2012 Falls Creek Winter brochure has been rolled out, featuring the Snowtime intro three-day package, priced from \$499/adult and \$331/child.

More info at skifalls.com.au.

Free Alaska tours

AMERICAN Cruise Lines are offering a number of free shore excursions on its Alaskan voyages in 2012, incl trips to Glacier Bay National Park, the Stikine River Jet Boar Tour and a Tribal Dance and Cultural Legends Excursion.

AA AUD\$ card sales

AMERICAN Airlines has begun billing all Australian Visa and MasterCard transactions processed via BSP in local dollars.

The oneworld carrier yesterday said the move means AA clients using any of the four main credit cards (Visa, MasterCard, Diners Club and American Express) will avoid currency exchange of bank fees previously applied.

"There is no change to how travel agencies process these transactions," Michael Fletcher, AA country manager Australia told industry partners in a memo.

Iririki Stay7/Pay 4

IRIRIKI Island Resort and Spa Vanuatu is offering a Stay 7/Pay 4 deal through wholesalers which incl brekkie and transfers.

The promo is valid for travel up to 31 Mar and from 01 Apr to 21 Jun and 18 Jul to 23 Sep, when booked by 18 Mar.

Universal Super Bowl

UNIVERSAL Studios Hollywood will promote its new Transformers: The Ride-3D experience to an audience of millions after landing a 30-second advertising slot during the pre-game telecast of this weekend's Super Bowl.

The ad promotes the new thrill ride (which debuts in May) via the portal PrepareForBattle.com.

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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

25 PLACES TO CHINA AND VIETNAM UP FOR GRABS!!!

As part of Helen Wong's Tours' 25th anniversary celebrations in 2012, the leading Asian specialist has teamed up with *Travel Daily* to offer 25 spots across four colourfully informative familiarisations to China and Vietnam in June, valued at \$60,000.

Three of the familiarisations will be devoted to China, one focussing on Shanghai, another on Beijing, the third on a Yangtze cruise through the breathtaking Three Gorges.

The fourth familiarisation will focus on Saigon (Ho Chi Minh City), all four itineraries finishing in Shanghai.

Every day *Travel Daily* & Helen Wong's Tours will ask a different China/Vietnam-related question - just read the issue and email us your answer. There will be 21 questions in total.

At the end of the month 25 subscribers with the most correct entries and the most creative responses to the final question will win a place on this fantastic famil.



Q.3: Name the city:
"I have spent the day visiting the Giant Panda Breeding Research Base and Sanxingdui Museum."

Send your answers to: helenwongscomp@traveldaily.com.au

Hint! Check out Helen Wong's Tours' China & Vietnam brochures at www.helenwongstours.com

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Conditions of the
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MELBOURNE (WEST) – SALARY PACKAGE TO \$50K (OTE)

Are you tired of the long commute into the city each day? We have a great opportunity available for an experienced retail travel consultant looking to work closer to home. Working on a rotating roster, you will be thrilled with this busy environment, allowing you to create some sensational itineraries whilst having access to amazing educational; whilst earning a great bonus. Galileo & Crosscheck are highly regarded. Min 12mths

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Not all corporate travel companies feel like to call centre! We have a number of corporate travel consulting roles available within boutique travel companies looking for a competent consultant to service their long standing clientele with a personalised touch. If you have a minimum 2 years international corporate travel consulting experience and would like to see what else is on offer, call now!

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PERTH (CITY) – SALARY PACKAGE \$65K+ (OTE)

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PERTH (INNER) - SALARY PACKAGE TO \$80K+ (OTE)

Currently working for a retail travel chain as one of their top achievers? Why not move across to a back office leisure travel role that can see you earning more than you are currently earning, with a better work life balance! This online travel company has numerous consultants earning in excess of \$70K & this could soon be you. Do not be scared to take the plunge, call AA Appointments today to hear more.

TAKE YOUR STEP UP THE CAREER LADDER

RETAIL TRAVEL SUPERVISOR

MACKAY – SALARY PACKAGE \$55K PKG + INCENTIVES

Are you ready to step into a leadership position? If you are 2IC or a senior travel consultant looking to mentor a team, this is your chance to step up that career ladder. This successful travel office in Mackay is searching for a talented individual to lead their team to even greater heights. You will enjoy earning an excellent salary in this vibrant team environment! A min 3 yrs in the travel industry, ideally with leadership experience preferred. Sound like you? Call us now!

SHOW YOUR TRUE AUSSIE COLOURS

DOMESTIC WHOLESALE CONSULTANTS x 5

BRISBANE CBD - SALARY PACKAGE \$45K OTE

This growing wholesale travel company is expanding dramatically and as such, requires experienced travel consultants to become a part of their growing team. If you love all things Australian made and are ready to make this your niche, then it's time to make the move across to wholesale travel. Say goodbye to indecisive customers and only deal with travel agents that know what they want! Great salary structure on offer, not to mention the perks!

Global Europe Sale!

Free Delivery and Return Fees

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Make a new booking in the month of February over 45 days duration on any mid-family size model and receive **Free Delivery and Return** from any of the following Depots.*

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Free Delivery and Return

Hurry, offer ends 29 February 2012! Valid for mid-size and family-size vehicles delivered to 31 December 2012.

Belgium

Brussels Airport.....\$240

France

Avignon TGVFree

Biarritz Airport.....Free

Bordeaux Airport.....Free

Brest Airport.....Free

Calais Port.....Free

Geneva AirportFree

Lyon AirportFree

Marseille Airport.....Free

Montpellier Airport.....Free

Nantes Airport.....Free

Nice Airport.....Free

Paris CDG Airport.....Free

Paris City.....Free

Paris Orly AirportFree

Saint Louis City.....Free

Strasbourg Airport.....Free

Toulouse Airport.....Free

Germany

Frankfurt Airport.....\$240

Munich Airport\$240

Holland

Amsterdam Airport.....\$240

Italy

Milan Airports.....\$330

Rome Airport.....\$330

Portugal (Return only)

Lisbon Airport\$330

Porto Airport\$330

Spain

Barcelona Airport.....\$240

Madrid Airport\$330

Santiago Airport\$330

Switzerland

Zurich Airport\$240

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