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Travel Daily

First with the news

Monday 20th February 2012

TMS
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Theme parks doing it tough

THE operator of the SkyPoint, DreamWorld and WhiteWater World attractions on the Gold Coast has revealed an 8.5% decline in revenues to \$53m for the six months to 31 Dec.

However Ardent Leisure says that lower attendance levels were partly offset by higher yields, adding that things started to turn around during Jan.

CEO Greg Shaw said the recent

opening of the SkyPoint Climb and the debut of a new DreamWorks precinct would also drive visitation, with the company expecting a second half boost.

Pretax earnings in the theme parks division amounted to \$19.8m, a decline of 8.6%.

Super 15 tipping

DON'T forget to register for the inaugural *Travel Daily* Super 15 Rugby footy tipping competition.

The major *TD* Super 15 tipping prize is a trip for two to New Zealand courtesy of Emirates and Accor, and there will also be lots of other opportunities to win.

Travel industry staff can sign up **FREE** at rugby.traveldaily.com.au.

Opt in for CX, SQ deal

TRAVEL agents are today being invited to state their claims for commission payable by Singapore Airlines and Cathay Pacific, under the long-running fuel surcharge case which has seen SQ and CX agree to a settlement (*TD* Thu).

See the **last page** for details.

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BA \$1899 economy

BRITISH Airways is today promoting special Sydney to London/UK all inclusive economy return fares from \$1899 - for details see the special front full page of today's *Travel Daily*.

A bumper issue

Travel Daily today has seven pages of news and photos, a front full page for **British Airways** plus full pages: (*click*)

- AA Appointments
- inPlace Recruitment jobs
- Ezeego1 agent incentive
- Consolidated F1 incentive
- Slater & Gordon

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Travel Daily

First with the news

Monday 20th February 2012

NOU WOW!

New Caledonia is home to the world's largest lagoon - on the World Heritage List

Aircalin
International Airline of New Caledonia

[CLICK HERE](#)

Travel Daily
on location in
Melbourne

Today's issue of *TD* is coming to you from the 2012 Asia-Pacific Meetings and Incentives Expo.

DELEGATES from across Australia and the world are gathering in Melbourne today for AIME, which is the region's major business tourism event.

There are over 800 exhibitors taking part in the AIME trade show which opens tomorrow, and thousands of visitors are expected.

The event will be officially opened by Ita Buttrose and suppliers from across the globe including hoteliers, destinations and event organisers will showcase their MICE offerings.

Reviews good for business

TOURISM businesses that neglect to provide online feedback and product reviews are losing sales to those that do, a senior manager at TripAdvisor says.

TripsAdvisor offers customer reviews on hotels, resorts, flights,

holiday rentals and holiday packages, and according to Head of Industry Relations, TripAdvisor for Business Brian Payea, tourism businesses "not doing it are potentially losing business."

Payea told *TD* today businesses who feature "unfiltered" customer feedback reflect confidence in their brand & appeal to bookers.

Payea is in Australia where he will guest speak at TripAdvisor Master Classes held in Syd and in Melbourne this week (*TD* 10 Feb).

The classes provide partners, incl hotels, B&Bs, attractions and tour operators, with tips on optimising their interaction with customers using Facebook, best practices & measured responses.

McEvoy to launch new business tourism push

TOURISM Australia is set to integrate its *There's Nothing Like Australia* consumer tag line with business events promotion, in a new global campaign to be unveiled today at AIME.

McEvoy will announce a 2020 target of \$16 billion in visitor spending for the business events industry, targeting growth of almost 80% over the next 8 years.

Business events visitors spend much more than leisure travellers, and are also likely to return to Australia for holidays in the future, McEvoy said.

A new dedicated website at www.businessevents.australia.com will aim to "reach the decision makers for such events with a strong message that Australia is a good place to do business," he added, with the promotion to include campaigns in China, Korea, Singapore and Indonesia as well as the US, UK and NZ.

More details in today's edition of our new sister publication Business Events News - subscribe at businesseventsnews.com.au.

Sabre graphical rollout

SABRE Pacific has today confirmed the 100% rollout of the 'Sabre Red Workspace graphical view' to users in the Asia-Pacific region, including 3000 travel agencies in Australia, NZ and Fiji.

GM sales Carl Frier said the six month implementation now meant that users are able to book air, hotel, car hire and more in 20% less time and with 30% fewer keystrokes than the old-style 'classic' GDS view.

Popular features include low fare calendar shopping and graphical hotel shopping displays, with further functionality to be added throughout 2012.

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Travel Daily

First with the news

Monday 20th February 2012



Etihad and
airberlin
Europe
covered

Industry steps up in collapse

THE voluntary administration of Air Australia (**TD** Fri) has prompted reactions from across the industry - including costs of up to \$1m to be incurred by group buying site Scoopon.

Last year before it was renamed Strategic Airlines, Scoopon sold 3000 \$599 VC airfares between Australia and Phuket return (**TD** 15 Jul), at the time touting the offer as "really shaking things up".

Scoopon has now issued a statement saying it's been helping stranded customers with meals,

transfers and accom, and will offer a refund or credit to those yet to travel and whose flights aren't covered by travel insurance or credit card protection policies.

MEANWHILE Allianz Insurance has also reacted to the suspension of Air Australia operations, confirming that for travel insurance policies bought on or before 16 Feb 2012 it will provide cover for reasonable expenses associated with accom and travel related costs for clients impacted by the collapse.

AND as the administrator KordaMentha scrambles to address the situation, a creditors meeting on Wed will decide whether to put the grounded carrier into liquidation.

According to today's *Australian*, staff wages are up to date and the administrators still hold out hopes of selling the business as a going concern to a "white knight".

Key creditors are believed to include airports and Airservices Australia, with the carrier's aircraft to be returned to lessors.

Industry Special

\$199 for two people

Accommodation,
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Over 20 FREE activities.



SILVERSEA

INSIDE SALES & GUEST RELATIONS

Silversea owns and operates a fleet of six 'boutique' cruise ships and is recognised as the market leader in the ultra-luxury sector.

A position is available for an experienced Inside Sales & Guest Relations Coordinator based in their Sydney CBD office.

Reporting to the Head of Field Sales & National Accounts, this role includes liaising with customers, agents and head office to coordinate all Guest Relations issues and providing admin support for the Silversea field sales team and major travel agent partners.

Confidential applications to Philippa Baker on 0404 842 384 or email Philippa@alexander-associates.com.au

PTC Uniglobe honour

UNIGLOBE Platinum Travel Corp. has for the second consecutive year been inducted into the UNIGLOBE Chairman's Circle.

The annual program recognises top member travel agency owners globally and this year saw md Greg McCarthy meet with fellow members of the elite group in Dubai for conferencing and strategic meetings.

MEANWHILE, PTC has teamed with Climate Friendly to enable clients to measure, report and offset carbon emissions for air travel by purchasing government approved carbon credits.

Regatta arrives

OCEANIA Cruises' flagship *Regatta* this morning sailed into Sydney for the first time, with her arrival marking the start of the *Splendours of Down Under* voyage.

The "upper premium" vessel has capacity for 684 passengers and underwent an extensive upgrade last year to enhance its luxury offerings which include "the finest cuisine at sea, stylish accommodations, exceptional personalised service and enriched experiences on and offshore".

She'll sail out of Sydney Harbour at about 7pm on Wed.

Accor MICE incentive

ACCOR is offering free brekkie & double A | Club points when booking a conference at select hotels in Aus/NZ before 31 May for events up to 31 Aug.

Event organisers can also win a trip to Ayers Rock Resort.

Participating hotels incl Mercure Resort Kingfisher Bay, Novotel Lake Crackenback, Pullman Reef Casino & MGallery Queenstown.

Win with Helen Wong

TODAY we start week four of this month's fabulous Helen Wong's competition, offering agents the opportunity to win one of 25 spaces on four famils in China and Vietnam.

It's not too late to start answering the daily questions, which are all listed online at traveldaily.com.au/competitions.

See page 7 for details.



Window Seat

IT had to happen sometime.

In a tragic case of "nominative determinism," Las Vegas eatery The Heart Attack Grill truly lived up to its name after being the site of a tragic cardiovascular incident last weekend.

A patron was reportedly part way through one of the restaurant's trademark Triple Bypass Burgers when he started feeling chest pains and later died of a cardiac arrest after being rushed to hospital.

It's not clear whether his meal also included Flatliner Fries, which are cooked in pure lard, but the burger he was eating contains three meat patties and 12 rashers of bacon.

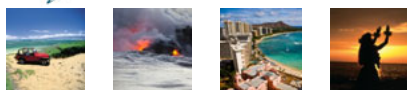
ANOTHER UK tourism boost?

Forget Barbie and Ken - doll maker Mattel has announced the debut of a special new Kate and Wills set to mark the first wedding anniversary of Prince William and Kate Middleton.

The dolls are part of the 'Barbie Collector' series, and will be dressed in outfits identical to those worn by the couple during their nuptials.

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for TRAVEL PROFESSIONALS



Hawai'i Tourism invites Aussie Travel Professionals to come and visit our Hawaiian Islands between 01 April - 31 May 2012

Visit www.mahalomonth.com for full details

HAWAII TOURISM
OCEANIA

Luxperience appoints

LUXPERIENCE has appointed three new team members ahead of its luxury and experiential show being held in Sydney in Sep.

Michelle Papas has taken on the role of VIP Buyer Manager, Angelya Vassiliadis-Balaguer will be the new Sales Manager for the UAE, India, Africa and Europe regions and Laura Molesworth is the new Sales and Event Coordinator.

T-QUAL grants open

THE Gillard Govt has opened up applications for the 2012 round of T-QUAL Grants - Tourism Quality Projects.

Grants of up to \$100,000 are on offer for tourism experiences that are designed to encourage private investment in tourism projects.

In 2011 the govt allocated \$8.5m to 117 projects.

Tourism Minister Martin Ferguson said the grants create opportunities for businesses to upgrade their products and keep abreast of changing markets."

Applications close on 19 Apr - more info at ret.gov.au/tqual.

Breakfast on Oahu

CHANNEL Nine's breakfast TV program *Today* is showcasing parts of Hawaii, including Waikiki Beach, Pearl Harbour and the Royal Hawaiian, between 6-9am daily this week, in partnership with Creative Holidays and JTG.

Cherry Blossom Time in Japan

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InterAsia
Travel Exotic Asia With Us

Travel Corp famil winners

THE Travel Corporation has started to choose the first agents who will be part of its upcoming US mega famil (**TD 16 Jan**) in partnership with Virgin Australia, which will for the first time ever encompass a range of brands including Contiki, Creative, Trafalgar and Insight.

Kylie Fitzpatrick from Flight Centre Penrith Plaza is one of the first weekly winners, and is pictured right with Contiki NSW sales manager Amie Tickner.



And left is another winner, Kellie Lee from HWT Endeavour Hills Vic with Andy Roberts of Insight Vacations.

Agents who book packages from The Travel Corporation brands go in the draw, with lots of places still up for grabs.

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

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ATMC youth award

THE Association of Travel Management Companies has launched a recognition initiative for young executives who champion client management, technology, social media, product development and marketing.

The ATMC Young Executive of the Year Award provides a platform for future leaders to highlight their success in raising standards in best practice travel management.

The winner of the accolade will be announced on 02 May at the BTTB 2012 Awards and will earn an invitation to attend the GBTA Convention in Boston, in Jul.

Tas T-QUAL benefactor

FEDERAL Tourism Minister Martin Ferguson has launched the latest T-QUAL Grants project at the Wicked Cheese Company in Richmond, Tasmania.

The govt chipped in \$110,000 towards the attraction's new demonstration rooms, tasting area & cafe which it recognises as an "innovative tourism product."

Philippine OK for QF

QANTAS has received approval for an allocation of 180 seats of capacity per week on the Philippine route for a period of five years by the International Air Services Commission.

QF plans to add an extra service between Darwin and Manila from 25 Mar for its Jetstar operation.

Jetstar will use the service to continue to Tokyo (**TD** 13 Jan).

The IASC requires Qantas to fully utilise the capacity from no later than 31 Dec 2012.

Japan visits down 28%

PRELIMINARY figures for Jan from the Japan National Tourism Organisation reveal the number of Aussies visiting Japan have slumped 27.5% year on year to around 22,200 people.

There were 685,000 visitors across the combined received int'l markets, which was 4.1% down on the corresponding period.

UA pointy-end rebrand

UNITED Airlines will early next month rebrand its long-haul int'l premium cabins as United Global First and United BusinessFirst - the same product used by subsidiary Continental Airlines.

From Q2 new amenity kits and food choices will also be offered.

Bombardier orders

ETHIOPIAN Airlines has placed a firm order for five Q400 NextGen turbo-props with Bombardier, valued at around US\$160m.

Two aircraft will be operated by the Star Alliance carrier and three by its affiliate ASKY Airlines.

MEANWHILE, Horizon Air of Seattle has placed firm orders for two Q400 NextGen aircraft.

JAL fuel surcharge up

JAPAN Airlines is raising fuel surcharges on Japan to Oceania routes from US\$288 to US\$296 per sector from 01 Apr to 31 May.

Sydney Vivid dates

DESTINATION NSW has confirmed dates for the annual light and music spectacular Vivid Sydney starting 25 May 2012.

Alamo earlybird

ALAMO Rent A Car has released earlybird deals on USA & Canada rentals from 01 Apr 2012 to 31 Mar 2013, offering a free vehicle upgrade on select categories.

Prices start from \$61 per day in the US and \$67 in Canada, when booked before 31 Mar this year.

World of A&K for iPad

ABERCROMBIE & Kent have introduced an iPad app that lets users browse 60 to 90 second 'Virtual Visits' of 26 destinations.

The World of A&K app is the first step in the company's expansion into the mobile arena.

A&K Australia md Sujata Raman said the app "is phenomenol for travellers to find inspiration for their next trip of a lifetime."

The app is available for free from the App Store.



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At C&M we have access to the best travel industry jobs thanks to our exclusive client network.

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This award-winning agency has been successfully operating for 19 years and

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Please include your travel experience on your CV at time of submission. Excellent written and verbal English and strong organisational skills and attention to detail are essential.

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NEWMANS HOLIDAYS

Quakes shake NZ tourism drive

THE Australian desire to holiday in New Zealand has continued to free-fall since earthquakes struck Christchurch in Feb and Jun last year, with data showing around 300,000 less people planning to cross 'the ditch'.

The latest Roy Morgan Research data on preferences for a future holiday destination (in the next two years) show NZ has fallen to 2.5 million, down from highs of 2.8 million achieved in Feb 2011.

The appeal of both the North and South Island of New Zealand have suffered a decline in the number of Aussies who would like to holiday there, said Jane Ianniello, International Director of Tourism, Travel & Leisure.

Desire to holiday in the United

States is soaring, with 2.5 million Aussies also thinking a trip across the Pacific is possible - up from 1.8 million in Dec 2008.

Rounding out Roy Morgan Research's Top 5 overseas holiday destinations was England (2.3m), France (1.6m) and Italy (1.4m).

England has also suffered a dip in Aussie holiday desire, with the survey showing a dip since the London riots in Aug.

Viva! Mardi Gras deal

VIVA! Holidays has a package for the 2012 Sydney Mardi Gras Parade priced from \$195ppts.

The deal is based on two nights at the Mercure Sydney and is on sale until 02 Mar.

Mudgee seeks a ceo

MUDGEE Region Tourism Inc. is seeking applicants with business leadership experience, a history in tourism and strong marketing knowledge to take over the role of chief executive officer.

The high level position for the Central NSW town will be vacated by Lucy White who is taking on the role of executive officer for Central NSW Tourism.

Applications close on 09 Mar - info at visitmudgeeregion.com.au.

Official Space launch

MELBOURNE's Space Hotel was officially opened on Thu following a recent soft launch (TD 16 Jan).

The property features 16 room categories for all budgets, incl dorm and hotel rooms.



Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Chat Tours - Greece and the Greek Islands 2012

Chat Tours 2012 Greece and the Greek Islands brochure also offers product in Croatia, Israel, Italy, Egypt, Turkey, Gallipoli, Jordan, Dubai, Abu Dhabi, Bangkok stopovers and much more. Also featured are hotels, Greek Holidays, Island Hopping Passes, yachting and cruising. All prices are in Australian dollars - chattours.com.au.



Garuda Orient Holidays - Bali and Indonesia 2012

The 100 page Bali and Indonesia brochure for Garuda Orient Holidays has been given a facelift for 2012 offering new hotels in Lombok, Gili's and Bali. Other features incl surfing areas in Indo-Krui, West Lampung; new diving resorts in Wakatobi and Raja Ampat and new Spa and Yoga Resorts. Packages are available for Health and Wellbeing, wedding/honeymoons and golf.



Bunnik Tours - South America 2012/13

Bunnik Tours in conjunction with LAN Airlines has launched its South American brochure featuring the 36 day South American Discovery itinerary as well as two new shorter tours in the region. A number of extensions to the region include the Galapagos and Patagonia. Brochures are available through TIFS.



New Horizons Holidays - Hong Kong 2012/13

The 2012 Hong Kong program features the company's fresh, new look, as well as more detailed destination info and tips on New Horizons Holidays' favourite hotels and places to see. The program is a strong selling tool for key regions of Hong Kong Island, Macau, Kowloon, Shanghai, Beijing, Guangzhou and more.



Falls Creek 2012

The Falls Creek 2012 Winter brochure is a comprehensive tool for agents to sell ski/snowboard packages to past and new guests to the alpine resort. Many of the multi day lift tickets have been reduced inc the Snowtime intro 3-day package.



INTERNATIONAL RETAIL SALES CONSULTANT (CASUAL BASIS)

Air Niugini, the national airline of Papua New Guinea is looking for an experienced retail travel consultant (casual) to join our team in Brisbane. This position is ideal for an experienced retail consultant looking for casual work (min 4 hours per week).

The successful candidate will have a strong background in retail sales in either an airline or travel agency and be fully conversant with CRS systems and international travel bookings. Strong organisational skills and an ability to be adaptable and work under pressure are a must. Applicants must also display a high degree of professional customer service and be willing to multi skill in other functions.

KEY REQUIREMENTS:

- At least three (3) years experience in either airline or retail travel sales.
- Fully conversant with CRS systems.
- Excellent communication skills, well organised and be a team player.
- Travel qualifications highly desirable
- Ability to work under pressure whilst maintaining a professional manner
- Knowledge of PNG a distinct advantage

If you fit these requirements we would very much like to meet you. Please forward your application with detailed resume to: mgrpxbne@bigpond.com

ATT: Charles Morley, Regional Manager Australia - Air Niugini no later than Friday 24 February

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Club Med 50% off

CLUB Med is reminding travel agents that its 50% discount offer at resorts across Asia and the Indian Ocean are due to expire on 26 Feb 2012.

A350 engine fires up

AIRBUS has carried out a series of "flawless" tests of the Rolls-Royce Trent XWB engine assigned to power its fuel efficient A350 XWB family aircraft.

One XWB engine was fitted to Airbus' 'Flying-Test-Bed' A380 superjumbo, replacing a Trent 900 engine, and was put through its paces over five hours at altitudes of up to 43,000ft.

Airbus has 555 orders on its books for the new aircraft type which is being made available in three sizes - the 250-seat A350-800, the 300-seat A350-900 and the 350-seat A350-1000.

The first A350 XWB flight is likely to launch in a year from now, Airbus says.

Paul Gauguin reno

PAUL Gauguin Cruises has completed a US\$7 million facelift of its luxury ship *MS Paul Gauguin* with the finishing touches applied while the vessel was in drydock for 11 nights in Brisbane.

The renovation project has seen new floorings, carpets, furniture, decorative wall panels and signage added "providing a lighter, brighter feel."

All suites and staterooms now also feature new teak railings on the balconies and new bathroom floorings.

Other enhancements include a new built-in banquette, an expanded casino, refurbished dance floors and a new buffet area in Le Grill.



LAST Fri the Visit USA Committee was honoured with a special presentation from US Ambassador Jeffrey Bleich.

At a luncheon held as part of the annual Visit USA roadshows, Bleich awarded an official Certificate of Appreciation to the Visit USA Organisation (Australia) Inc, with the citation: "For your dedicated commitment and efforts to promote tourism to the United States".

Committee members are pictured above with the very

special item, from left: Janette Davie, Pinpoint Travel; Chris Petty, United Airlines; Birgit Eisbrenner, Discover the World Marketing; Sherilyn Robinson, Hawaiian Airlines; Mark Sheehan, Travmedia; US Ambassador Jeffrey Bleich; Geoffrey Hutton, Kent Aviation; Sue Jones, Alaska Tourism; US Consul-General Joe Kaesshaefer; and Monique Roos, US Commercial Service.

Frankfurt strikes

OVER 300 flights into Frankfurt Airport were cancelled on Fri due to industrial action from airport workers over pay issues (TD Fri).

Further strikes are expected at the German airport on Tue & Thu if worker demands are not met.

Mokulele rebrand

HAWAIIAN carrier Mokulele Airlines has rebranded its core business after being taken over by TransPac Aviation Holding.

Along with a new website the carrier has relaunched an easy-to-use online booking engine, a new logo and branding - more at www.mokuleleairlines.com.

NZ/Japan air deal

THE New Zealand and Japan governments have removed restrictions that prevented NZ carriers to fly to and through airports in Japan.

The deal also allows NZ airlines to operate a daily service to Tokyo Narita and potentially Tokyo Haneda in the future.

MEANWHILE, Japan's Ministry of Land, Infrastructure, Transport and Tourism has proposed to create a new line connecting Narita and Haneda to enable the transfer of passengers between the two airports.

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.

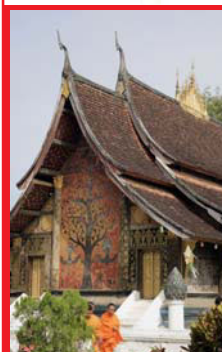
Three of the familiarisations will be devoted to China, one focussing on Shanghai, another on Beijing, the third on a Yangtze cruise through the breathtaking Three Gorges.

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.14: In and around which Chinese or Indonesian city am I?
"The view from Phousi Hill is breathtaking."**

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

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

Click here for Terms & Conditions of the competition



Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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TIME FOR A CHANGE? PUT YOUR CAREER IN THE EXPERT HANDS OF AA

THE PEAK OF EVENT MANAGEMENT BUSINESS LEADER

SYDNEY – SALARY PACKAGE NEG ON EXPERIENCE

Join a leading Event Management company producing compelling corporate events for a range of prestigious clients. You'll be an experienced business leader who can manage a team of experienced Event Managers in driving performance, profitability, and customer experience. You must have extensive experience in both on & off shore events and strong financial skills. This is a step up to the major leagues of corporate events.

THE FASTEST GROWING OTA IN THE REGION ACCOUNT MANAGER

SYDNEY – SALARY PACKAGE OTE \$80K+

Secure your future by joining the Online sector and enjoy a fast-paced role within a growing organization. This Account Manager role is responsible for managing the relationships with hotels across a defined territory, driving revenues and providing fantastic service to optimize business opportunities. Knowledge of channel management & online distribution plus revenue management will ensure your success.

MOVING ACROSS THE DITCH? TRAVEL TEAM LEADER

AUCKLAND – SALARY PACKAGE DOE

This position will be managing a team and you'll be responsible for managing service levels, workflows, call monitoring & coaching, performance management and appraisals. You will maintain some hands-on involvement during peak times so you must have current GDS and consulting skills. This is a great chance to join a large organization that offers great salaries, benefits, and ongoing career opportunities.

WANT TO MOVE IN TO SALES?

**CORPORATE SALES EXECUTIVE
SYDNEY – SALARY PACKAGE OTE \$60K+**

If you have the determination & resilience needed to be a successful Salesperson this Inside Sales role will point you in the right direction. This corporate agency will give you the tools and training to be a success – what they need from you is your understanding of corporate travel, your ability to build rapport, a self-motivated attitude and the desire to progress your career in to Sales. Don't let this one pass you by.

A FLAIR FOR MAKING THE IMPOSSIBLE, POSSIBLE!

**OPERATIONS MANAGER – CONFERENCE & INCENTIVE
MELBOURNE – SALARY PACKAGE \$120k +**

This rarely seen opportunity has a focus on driving customer service and unique experiences for their clientele. You will possess a strong background working in the international & domestic conference & incentive market and have the ability to oversee all management responsibilities across the program team including systems, procedures, workflow and program inception. Put your senior talents to good use here!

YOUR OWN LITTLE BABY IN W.A.

**SALES EXECUTIVE – LEISURE SALES
PERTH – SALARY PACKAGE \$55k + CAR + BONUS**

This fantastic new sales role has a vacancy open with your name on it. Use your ability to get out to market and sell this product to the retail agency market. You will be an experienced sales executive who has the ability to take control of the WA territory. Your friendly personality, presentation skills & creative ability is required here. Great families, car allowance & bonuses await the perfect person.

THE SUN SHINES ON YOUR CAREER IN QLD

**CORPORATE TRAVEL ACCOUNT MANAGER
BRISBANE - SALARY PACKAGE \$80k +**

Make a real impact on client activity and generate the best relationships possible with your client portfolio. Our client is looking for an experienced and dedicated account manager who knows the ropes. With your strong communication and relationship building skills you will be able to drive solutions for your clients, analyzing expenditure and creating a lasting impression to retain their business for the future.

AN ATTENTION GRABBING OPPORTUNITY

**BUSINESS DEVELOPMENT MANAGER – CORPORATE
MELB & PERTH - SALARY PACKAGE OTE\$90k - \$110k +**

Drive business growth and find new accounts to secure with your talents in Sales. This role has aspects of sales and account management activity to provide you with the right ingredients for an interesting role. With your focused approach you will be a dedicated hunter who relishes the chance to perform on the big stage. There are ongoing career opportunities with this large, well known operator.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Linda Green
NSW & ACT
Ph: 02 9231 2825

Toni Francis
NSW & ACT
Ph: 02 9231 2825

Kathryn Heberton
VIC, SA, WA, QLD
Ph: 03 9670 2577

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

FOR MANY MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com



Senior Reservations Consultant - Melbourne

- ▶ African & South American destinations
- ▶ Well established and expert team
- ▶ Stay out of the CBD - Melbourne city fringe location

If you have travelled to the furthest corners of Africa & South America and have been waiting for your chance to relive your wonderful memories then this is your chance!

Call or [email Ben Carnegie](#) for more details

High-end Retail Consultant - Canberra

- ▶ Full time or part time, what suits you?
- ▶ Long established, highly regarded agency
- ▶ Salary to \$50K + super + excellent commission OTE

Lovely street frontage agency with both car parking and public transport right at your door. In this role you will enjoy a strong repeat clientele and work with a passionate and friendly team.

Call or [email Sandra Chiles](#) for more details

Reservations Consultant - Sydney

- ▶ Unique small group tours
- ▶ South East Asian destinations
- ▶ Salary to \$40K + super

This travel wholesaler is one that offers an excellent team environment, an amazing product range and educational/famil trips. A company that truly values it's employees. CRS skills req.

Call or [email Ben Carnegie](#) for more details

Multi-skilled Corporate Travel Consultant

- ▶ Stunning swish, beautifully restored offices
- ▶ Prestigious high end client base, VIP accounts
- ▶ Salary up to \$60K!!!

This corporate travel agency will pay you what you're worth! 50/50 split of domestic and international bookings. Fantastic clients, dynamic agency located in Sydney's famous 'Rocks' area.

Call or [email Kristi Gomm](#) for more details

Leisure Consultant - Perth

- ▶ Thriving shopping centre location
- ▶ South Perth location
- ▶ Salary to \$45K + incentives + super

Join this well established boutique retail agency and be part of a well travelled and busy team who are proud of their travel knowledge and high service levels.

Call or [email Kristi Gomm](#) for more details

Kelly's Top Job

Retail Travel Manager - to \$70K

- ▶ Salary to \$70K DOE
- ▶ Sydney Eastern Suburbs
- ▶ Lovely modern offices



Kelly Wellmore

Sick of unattainable daily, weekly, monthly set targets? This is a business that really believe in their service, travel products and staff.

This highly successful retail travel agency is on the hunt for a Manager. They are situated in a small yet busy shopping centre in the Eastern Suburbs of Sydney and have a good mix of new walk in clients as well as a strong repeat client base.

You will work closely with a small team to keep them on track and provide support where needed including guiding and developing junior team members.

Be rewarded for your hard work with a generous base salary, a flexible and understanding MD and the space to put your mark on this office as you see fit!

Call or [email Kelly Wellmore](#) for more details

Casual Full Time Retail Consultant - Inner West

- ▶ Top hourly rate
- ▶ No face to face sales! Sydney Inner West location
- ▶ 6 month contract with view to permanent

A friendly, social company who service both travel agents and the direct public. Work in the Retail department selling South Pacific, S.E Asia, USA, UK & Europe products to the direct public.

Call or [email Kelly Wellmore](#) for more details

Product Load & Website Coordinator - West Syd

- ▶ Homebush, no more commuting to the city!
- ▶ Salary up to \$50K + super
- ▶ Parking onsite, shops nearby, what more could you need?

You will be responsible for the loading of product along with how it translates to the company's website including text, imaging & graphics. This is your chance to make your mark!

Call or [email Kelly Wellmore](#) for more details

ezeego1.com.au

australia's online travel supermarket

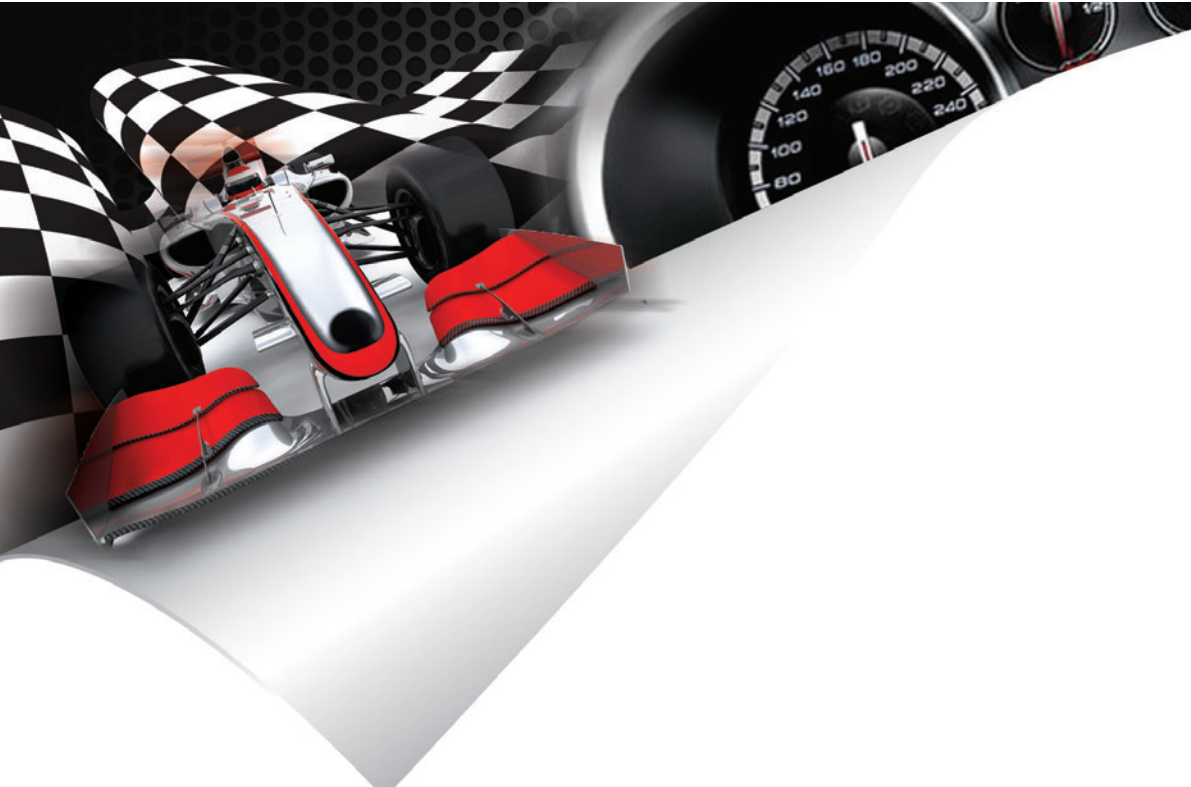
ATTENTION AGENTS

WIN A \$500 VOUCHER EVERY DAY!

All paid bookings between 13 – 24 February 2012 will go into the daily draw to win a \$500 ezeego1 travel voucher. Includes all new and converted time limit bookings.

Find out more! 





Quikfares

Quickticket



Win the Ultimate Experience at the 2012 Formula 1™ Australian Grand Prix

Qantas and Consolidated Travel are giving you and a friend the chance to experience the action in Melbourne, as the Formula 1™ cars blast onto the Albert Park circuit.

For the chance to win* one of 5 Qantas and Consolidated Travel Ultimate Experiences, simply book and ticket between 6 February–4 March (for departures until 30 June 2012). The agents with the highest sales, will win.

There are also prizes on offer to experience the exclusive Qantas Suite in the Formula 1 Paddock Club™ and fantastic daily prizes.

Grand Prizes

- ▶ 5 x Ultimate packages including flights to MEL, 3 nights accommodation, transfers & Fangio Grandstand tickets, \$500 spending money plus meet Australia's former Formula 1™ champion Alan Jones.

2nd Prizes

- ▶ 4 x double passes to the Qantas Suite in the Formula 1 Paddock Club™ including morning tea, lunch, and all beverages on Saturday 17 March. Enjoy access to the prestigious Paddock Club Entrance Lounge presented exclusively by Qantas for additional hospitality including all day dining and G.H. Mumm Champagne.

Other prizes

- ▶ Sell 5 tickets to Asia or 3 tickets to Europe and win a \$50 David Jones voucher or a General Admission ticket on Friday 16 March.

To claim your daily prizes, please complete the section below and fax it to your local Consolidated Travel sales department:

Agency Name _____

Ticket Numbers _____

Qantas & Consolidated Travel 2012 Formula 1™ Australian Grand Prix Incentive Competition Terms & Conditions:

Valid for tickets issued by Consolidated Travel or via Quickticket between 06 February – 04 March 2012 on QF itineraries ex Australia plated on QF (081) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. *The Top 5 (five) agents Nationally with the highest sales will win the grand prize (a minimum of \$50,000.00 in ticketed sales during the promotion plus 20% growth from the previous year is required to qualify). To qualify for the 2nd prize a minimum of \$40,000.00 in ticketed sales during the promotion plus 10% growth from the previous year is required to qualify. This offer is open to all full time international selling agents only. Consolidated Travel and Qantas Airways reserve the right to alter or cancel the promotion any time. Claims must be received by COB 11 March 2012. Redemption of the Air Ticket prizes to be made through Consolidated Travel and is subject to seat availability. Air tickets cannot be reissued and are non-transferable, and cannot accrue frequent flyer miles. Redemption of land content is the responsibility of the recipient, and subject to the terms and conditions stated on the suppliers 'certificate. 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 06 February 2012.



FUEL SURCHARGES CLASS ACTION
Notice of proposed settlement

Deadline for registration of intention to claim against Singapore Airlines and Cathay Pacific

If you wish to make a claim for money in a proposed settlement of this class action you must comply with this notice. If you are a Group Member and you do not do so, your rights to claim money against Singapore Airlines and Cathay Pacific may be lost.

Background

Representative proceedings are underway in the Federal Court of Australia against Singapore Airlines and Cathay Pacific.

The Applicant, Paxtours International Travel Pty Ltd ('Paxtours') is seeking to recover commission on the fuel surcharge component of international published fares sold in Australia on behalf of Singapore Airlines and Cathay Pacific from the period when they were introduced in May and June 2004.

Proposed settlement

The parties have reached agreed terms of settlement of the class action, subject to Court approval. The terms of settlement provide that Singapore Airlines and Cathay Pacific will pay to each group member who registers its intention to participate in the settlement an amount of money equivalent to the commission that would have been paid by the relevant airline to that agent if the fuel surcharge component of the price paid for the sale in Australia of published fares for international travel was commissionable (less an equalisation payment as described below) and interest (**Settlement Sum**) and Paxtours' legal costs in an amount as agreed or taxed by the Court.

Equalisation Payment

The Applicant is represented by Slater & Gordon who also act for some but not all group members. The Applicant's legal costs are being met by Litigation Lending Management Pty Ltd (ACN 085 495 987) (**the Funder**). Group members who have retained Slater & Gordon have also entered into an agreement (**Funding Agreement**) with the Funder (**Funded group members**). Under the terms of the Funding Agreement the Funder is entitled to a commission from the amount each Funded group member receives as part of the settlement with Singapore Airlines and Cathay Pacific.

Unfunded group members will get the benefit of the settlement with Singapore Airlines and Cathay Pacific. As a result the terms of the settlement provide that the amount paid by Singapore Airlines and Cathay Pacific by way of settlement will be distributed in the following order:

- (a) first, payment to the Funder of the amount owing by Funded group members to the Funder under each Funded group member's Funding Agreement;
- (b) second, by way of an equalisation payment, payment to Funded group members and unfunded group members who have duly delivered a notice of intention to claim form, of their respective share of the balance of the Settlement Sum in proportion to their total entitlements under the settlement.

Set Off Defence

In the case of group members who are members or franchisees of national chains as well as some individual agents, the terms of the settlement allows for Singapore Airlines to elect to argue at a later time that the amount to be paid to eligible Group Members by Singapore Airlines should be reduced to take into account override commission or financial incentive (e.g. a fuel surcharge gratuity) paid to the national chains and passed on to those group members, or paid to individual agents directly.

The settlement will not take effect until it is approved by the Court. Paxtours will seek the Court's approval at a hearing in Sydney on 29 March 2012.

On 15 February 2012 the Court made orders requiring that this notice be published in travel trade newspapers and brought to the attention of group members in the proceedings. The Court ordered that every group member who intends to participate in the settlement with Singapore Airlines and Cathay Pacific, register its intention to do so no later than **4pm on 19 March 2012**, by either contacting the Applicant's lawyers, Slater & Gordon or by completing, delivering or sending a registration form to the Federal Court, as described below.

Who is a group member?

You are a group member and can make a claim if **all** of the following applied to you:

- (i) Between 11 May 2004 and 7 May 2007, for some or all of the time, you carried on the business of a travel agent as a corporation, with your principal place of business within Australia;
- (ii) Between 11 May 2004 and 7 May 2007, for some or all of the time, you were a party to the IATA Passenger Sales Agency Agreement; and
- (iii) At some time between 11 May 2004 and 7 May 2007, you sold international published fares in Australia on behalf of Singapore Airlines and Cathay Pacific; and
- (iv) In response to the notice ordered by the Court on 20 February 2008, you did not lodge an Opt Out Notice with the Federal Court.

If you satisfy the above criteria, you have a right to make a claim against Singapore Airlines and/or Cathay Pacific depending on which airlines' tickets you have sold.

What you must do

If you believe you are a group member and wish to participate in the settlement, you must take steps to register your intention to do so.

You can do this by completing and sending the form below to either:

- (i) Slater & Gordon, the lawyers for the Applicant and some group members, GPO Box 1584 Sydney NSW 2001 or by email sahcolt@slatergordon.com.au or by fax (02) 8267 0650; or
- (ii) the Federal Court, New South Wales Registry, Level 17, Law Courts Building, Queens Square, Sydney, NSW, 2000 or by fax (02) 9230 8295.

If you wish to participate in the settlement, you must complete one of the above steps by **4pm on 19 March 2012**. If you have retained Slater & Gordon it will lodge a notice on your behalf and there is nothing further you need do to advance your claim at this point.

If you believe you are a group member, but do not wish to participate in the settlement with Singapore Airlines and Cathay Pacific, you are not required to do anything. On 29 March 2012, the Court will be asked to make an order that if you have not completed one of the above steps by 4pm on 19 March 2012 you are barred from making any claim against Singapore Airlines and Cathay Pacific in respect of or relating to the subject matter of these proceedings.

If you want to oppose the settlement

If you want to make submissions on why the Court should not approve the settlement or to the disposal of the proceedings you must do so by filing a written outline of the grounds on which you oppose the proposed settlement together with any affidavit evidence on which you rely with the Sydney registry of the Court by 26 March 2012 and serve a copy on Slater & Gordon.

Further information

A copy of the Amended Application and Amended Statement of Claim are available at <http://www.slatergordon.com.au/areas-of-practice/victoria/general-legal-services/class-actions/fuel-surcharges>. You may also contact Slater & Gordon at sahcolt@slatergordon.com.au or telephone (02) 8267 0619. Eligible group members may obtain a copy of each of the settlement deeds by contacting Slater & Gordon however you will be requested to keep the terms of the deeds confidential.

A related proceeding has been commenced, *Leonies Travel Pty Ltd v British Airways plc and Anor* No. NSD2449/2006.

By order of the Court dated 15 February 2012

REGISTRATION OF INTENTION TO CLAIM
(Filed in the New South Wales Registry)

Paxtours International Travel Pty Ltd v Singapore Airlines Ltd and Cathay Pacific Airways Limited
NSD 787 of 2007

To: The Registrar, Federal Court of Australia (Sydney), Level 17, Law Courts Building, Queens Square, SYDNEY NSW 2000

.....
[Name of corporation]

.....
[ABN/ACN of corporation]

IATA number:.....

believes it is a group member in the above proceedings and wishes to register its intention to advance a claim for debt or damages against (please tick one or both boxes as applicable):

- Singapore Airlines
- Cathay Pacific

Dated:

Executed by:
.....
[Signature of Director/Sole Director]

.....
[Signature of Director/Company Secretary]

..... [Address] [Email] [Telephone]