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# Travel Daily

First with the news

Tuesday 3rd January 2012

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### Win a Thailand holiday

**TRAVEL Daily** is kicking off the new year with yet another amazing competition, this time offering weekly prizes of trips to Thailand during Jan.

Centara Hotels and Resorts is offering four fabulous holidays for two people visiting Phuket and Krabi, including four nights at the Centara Grand Beach Resort Phuket plus three nights at Centara Anda Dhevi Resort & Spa - and Air Australia flights ex Brisbane or Melbourne to Phuket.

Transfers are also provided between the properties, and in Phuket winners will receive complimentary one-off entry to the amazing water park at Centara Grand West Sands.

Centara operates resorts in many of Thailand's tourist hot spots as well as in the Maldives, Vietnam and the Philippines.

See page four of today's **TD** for details of how to enter.

Are you in the running to **WIN a Gold Bar\*?**

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## Virgin Nov traffic climbs

**VIRGIN** Australia domestic traffic surged 5% in Nov, as the carrier benefited from passengers switching away from the strike-plagued Qantas and the subsequent grounding of the QF fleet at the end of Oct.

According to figures released by the Virgin, domestic capacity also grew 4.8% over the same period giving an overall revenue load factor of 81.3%, up 0.2 points.

The Virgin Australia statistics for international traffic also now include the contribution of its

new revenue-sharing arrangements with Air NZ and Delta Air Lines, with this change reflected in a 2.3 point drop for revenue load factor to 75.8% on international routes.

During the month Virgin Australia carried 203,893 international pax, up 5.1%, with the carrier's int'l capacity up 13.5% on Nov 2010.

**MEANWHILE** IATA has sounded a warning bell about international passenger demand, with its global figures for Nov showing a 0.5% month on month decline compared to Oct.

Although Nov passenger traffic was up 4.3% overall, IATA said this was skewed because Nov 2010 was "a particularly weak month".

IATA ceo Tony Tyler said weak global economies were being reflected in air transport, with freight carriage also down and passenger load factors dropping two points to 76.3%.

### JTG share escrow over

**JETSET** Travelworld Group Limited shares may now be much more freely traded, after the 31 Dec expiry of a voluntary escrow agreement between the company's major shareholders.

Established when JTG merged with Stella Travel 15 months ago, the agreement restricted the sale of shares by a number of parties including Qantas, private equity firms UBS and CVS and a group of senior JTG executives.

According to an ASX update today, the change means that JTG no longer has a relative interest in 127m shares held by Qantas, 102m JTG shares held by Europe Voyager NV (which is controlled by UBS and CVS) and 22.6m shares issued to certain employees of Stella Travel Services Holdings Pty Ltd.

### ADL shopping tours

**A NEW SA** tourism product offers shopping tours to the Adelaide Hills, with options including city pick-up, lunch and a day's fashion, homewares, wine or gourmet food shopping with a local expert-[adelaidehillsshoppingtours.com.au](http://adelaidehillsshoppingtours.com.au)

### MU Cairns flights

**CHINA** Eastern Airlines is set to operate three special return flights between Shanghai and Cairns this month.

The services will utilise an A330-300 aircraft and take place over the upcoming Chinese New Year period, flying from China on 21, 23 and 27 Jan.

### Four pages of news

**Travel Daily** today has four pages of news and photos, plus full pages from: (click)  
• TMS Asia Pacific jobs  
• AA Appointments jobs

### A nice New Year bonus

**QANTAS** ceo Alan Joyce had lots to celebrate over the New Year weekend, after receiving almost \$600,000 worth of shares in the carrier on 30 Dec.

According to a stock exchange update, Joyce was granted 375,014 shares valued at \$1.58 each under his 2010/11 Short Term Incentive Plan (STIP).

The STIP is an annual program for Qantas executives, giving them a contractual right to receive shares based on individual and Qantas Group performance measures at the discretion of the company's board.

The boost brings Joyce's shareholding in the carrier to 721,255 direct shares and 2.1 million held indirectly, with the total worth about \$4.5 million.

### TA Syd NYE video

**TOURISM** Australia has made the most of Sydney's iconic annual fireworks display, creating an instant short film using footage downloaded by revellers in the NSW capital during last Sat night's celebrations.

The videos were created using the City of Sydney's NYE iPhone App along with the official broadcast of the fireworks, and released just a few hours after midnight meaning it was online via social media before many other parts of the world reached the New Year.

To view, click on the **Travel Daily TV** logo.



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First with the news

Tuesday 3rd January 2012

**Hahn Air**

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## Voyager Zuno mobile

**VOYAGER** Travel Corporation has released a new version of its 'Zuno' business intelligence solution, including a mobile app which allows clients to access timely management information via smart phones or tablets.

The proprietary system delivers "critical analysis online and in real-time," with customisable reports and dashboards, email alerts when KPI targets are not achieved and the ability to quickly detect non-compliant travel.

Voyager ceo Richard Savva said the company's online, front, mid and back end software is a single system "and we are the only TMC in Australia set up this way.

"This means we are able to feed the most current travel data overnight into Zuno so our clients have the most up-to-date information at their fingertips".

## Top-level MH restructure

**THERE** are set to be some major changes at Qantas' prospective oneworld partner Malaysia Airlines, which has announced a new organisational structure to "rally its staff" and steer the airline into a new era.

The move will see the departure of several top executives, including the heads of Commercial Strategy, MASKargo, MAS Aerospace Engineering and Revenue Management.

CEO Ahmad Jauhari, whose direct reports include Customer Experience, Operations, Human Capital plus Network, Alliance, Strategy & Planning also takes on the role of ceo of Long-Haul for the carrier, while deputy group ceo Mohammed Rashdan will be in charge of short-haul, group finance, aircraft finance and management and the group's Commercial operations.

Several key new appointments have been made under the changes, including former Etihad head of pricing Shihaj Kutty who will lead MH's Revenue Management division.

And Dr Hugh Dunleavy is MH's new head of Network, Alliance, Strategy & Planning, with his extensive career including senior roles at WestJet, Lufthansa, Air Canada and the Star Alliance.

Dunleavy's newly created division "will support the effective implementation of the Group's network to meet the dynamic needs of the market and to leverage on strategic alliances and partnerships with other airlines," according to a statement from Malaysia Airlines.

Jauhari said the changes would "enhance the group's reputation and significance for its eventual entry into the oneworld alliance by the end of 2012".

## JQ guarantee expiry?

**IT'S** probably just a New Year's website glitch, but a number of consumers on Twitter are pointing out that Jetstar's 'Price Beat Guarantee' for both flights and holiday bookings has expired.

The fine print of the terms and conditions for the guarantee specifies that the promotion is "valid for flight bookings made to 31st December 2011".

## New DXB app

**DUBAI** Airports has released a new mobile application, with the aim of making it easier for passengers to navigate one of the world's biggest and busiest airports "and to ultimately influence behaviour and spend".

## Flying high for New Year's Eve

**LIVING** and Leisure Australia's Illawarra Fly Treetop Adventures attraction on the NSW South Coast was open at night for the first time ever over the weekend, with a special sellout New Year's Eve event.

Located above Wollongong on the edge of the escarpment, the Illawarra Fly offers spectacular views of the city and was an ideal venue for this unique experience.

As well as stunning summer evening weather, guests enjoyed watching the Wollongong fireworks after a delicious barbecue tucked into by about 120 lucky visitors.

The Treetop Walk is a 1500m elevated walkway through warm temperate rainforest, including the breathtaking Knights Tower which rises to 45m above the forest floor.

**Pictured** above breathless with anticipation before the fireworks started are the attraction's



marketing manager Annette Noble, together with Illawarra Fly gm Neredith Elliott.

## 2011 Brisbane record

**BRISBANE** Airport says it's expecting final figures for Dec to confirm a 3.4% increase in passenger numbers during 2011, to a grand total of 20.4 million.

CEO Julieanne Alroe said the record figure "demonstrates the importance of air travel in this day and age and the resilience of the industry as a whole to withstand and bounce back from unexpected events," she said.

## MK boosts Shanghai

**AIR** Mauritius is set to more than double capacity to Shanghai in China, with the current weekly A330 flight via Kuala Lumpur to operate nonstop using an A340 from 26 Mar this year.

The move will see MK offer 31,200 annual seats ex Shanghai.



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**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**.

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CHINA HOLIDAYS

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## Sun City to Sri Lanka

**SOUTH** African hospitality and gaming firm Sun City is set to spend US\$800m on a major new tourism project in Sri Lanka.

The move was announced by Nalaka Godahewa, head of Sri Lanka's national Tourism Board, who said it would be the biggest ever investment in the country's leisure sector.

He said the project would involve a 200-acre property in the planned coastal resort town of Katana, located close to Colombo.

Katana will feature four five star hotels as well as a major new convention and shopping centre.

The cessation of hostilities in Sri Lanka's 25 year civil war in 2009 has seen tourist arrivals surge, with visitor numbers up 25% to 820,000 during 2011.

## Intrepid afloat

**INTREPID** Travel has announced the 2012 debut of sailing trips, with small group voyages in Croatia, Greece and Thailand to launch this year.

The company said that by creating a "streamlined, easy-to-book product" it's opening up the world of small group sailing for people wanting to experience the destinations from sea level with a trusted operator.

As well as groups, solo travellers are able to book a single berth on the boats, which are available on 11 new itineraries including Phuket to Ko Phi Phi in Thailand; the Cyclades Islands, Ionian Sea and Santorini to Mykonos in Greece; and Dubrovnik to Primosten in Croatia.

See [www.intrepidtravel.com](http://www.intrepidtravel.com).

## Jetstar Pac payments

**QANTAS'** Vietnamese offshoot Jetstar Pacific has introduced new technology which allows it to accept mobile payments for fares.

According to the *Saigon Times*, the system is a partnership between the carrier, an online payment gateway called OnePay and Vietnamese mobile network operator Vinaphone.

Travellers sign up for a MoMo "electronic wallet" provided by payment company m-Service which is linked to a bank account.

When booking they can select MoMo as a payment method, with their device receiving a code which authorises the transfer of funds.

## Expedia review move

**EXPEDIA** has begun promoting new "verified" hotel reviews, aiming to counter perceptions that online hotel ratings are sometimes not accurate.

Writers of Expedia Verified Reviews must have made a booking for the hotel via Expedia.

The move comes just days after the firm spun off sister review site TripAdvisor in a public float.

## Maldives spas shut

**THE** government of the Maldives has ordered the immediate closure of all spas and massage facilities across the country, with the decree believed to include those catering to foreign tourists staying in the nation's luxury resorts.

According to a statement from the president's office, the move follows "an opposition-led religious protest last week calling for their closure".

Protesters are upset at what they call "anti-Islamic activities" and are also urging that the sale of alcohol cease in the Maldives.

Sunni Islam is the country's official religion, according to *Associated Press*, and opposition parties claim that the government is allowing the compromise of Islamic principles.



## Window Seat

**THE** obesity crisis is clearly impacting America's ranch holiday sector, with a number of horseriding operators in the Northern Rockies adding super-large saddles and stronger horses to cope with growing numbers of overweight clients.

According to *USA Today*, guest ranges are boosting their outsized riding stock with special draft horse cross-breeds, while outfitters are citing increasing demand for equipment to handle big butts.

Teton Horseback Adventures in Jackson Hole, Wyoming, has set a 125kg weight limit for trail rides to help prevent injury to horses, while other operators are now offering 22-inch saddles which were "unheard of" a few years ago.

**CHRISTIANITY** is cool - and is very cool indeed if you go to a new church which has just opened in eastern Germany.

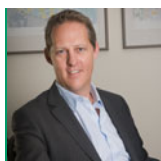
The sacred structure in Mitterfirmiansreut near the Czech Republic has been built entirely of ice and snow - just like the ice hotels which are built each winter in northern Europe and Canada.

The German structure has been created this year to commemorate 100 years since locals built their first snow church in 1911, which was part of a protest because they didn't have a local house of worship.

**CABIN** crew at Filipino carrier Cebu Pacific have updated their popular Lady Gaga safety demonstration routine for the festive season, this time adapting it to Mariah Carey's *All I Want for Christmas*.

The carrier said that as well as being entertaining, the dance improves safety because it encourages passengers to watch the demo.

Click on the logo to view.



## AFTA UPDATE

The latest insights from AFTA's Chief Executive, Jayson Westbury

### Welcome to 2012.

Yes, hard to believe it, but it is the year 2012 and as this is my fourth year in the role as Chief Executive at AFTA, I am really pleased to be starting the year on a very positive and happy note.

Nothing negative to report over the Christmas/New Year period which is a great way to kick the year off and a most pleasing change to previous years. Let's hope that 2012 will be a better year for all with the natural and man-made disasters of 2011 behind us.

2012 is already shaping up to be a big year and the travel industry will get its share of this new positive vibe. Not sure if you know this, but 2012 is the National Year of Reading, Australian Year of the Farmer, Year of the Dragon and of course the big one, the London Olympic Games which is set to commence on the 27th July.

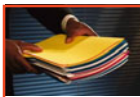
From all the reports so far, London is set and ready to go. A year with an Olympic Games is always an exciting year as it brings such build up and anticipation, but most of all it brings with it a renewed desire for people to travel and travel overseas.

Olympics are always a terrific advertisement for travel and a huge influence over getting people thinking about travel. So let's all hope that London will do us proud in getting things moving and people thinking about travel.

What is also most important for all this to work is that the domestic political settings create an environment that build consumer confidence and keep people in jobs. This I am a little more pessimistic about, but we can all hope that whatever takes place this year in federal politics both sides are putting forward ideas that are the national interest and that will help the Australian Travel and Tourism industry.

So to all, welcome to 2012, I am really looking forward to kicking some goals this year and I look forward to working with everyone in the travel industry in the year ahead.



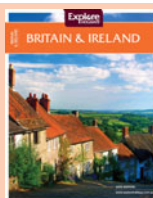


## Brochures of the Week

**WELCOME** to Brochures of the Week, **Travel Daily's** Mon feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, send a brief description summarising its features and itineraries, including an image of the front cover plus contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au). **And don't forget our FREE brochure listing service at [www.traveldaily.com.au/brochures](http://www.traveldaily.com.au/brochures).**



**2012 Official Guide to the Central Coast**  
The hard copy of the Official Guide for the Central Coast of NSW is now available featuring information on Karingong, Gosford and the Entrance. A number of short and long break options are being showcased in the new brochure that encourages people to 'Get Out of Sydney' - email [info@centralcoasttourism.com.au](mailto:info@centralcoasttourism.com.au).



**Explore Holidays - Britain and Ireland**  
The Explore Holidays Britain and Ireland brochure offers a number of new product additions including a Hogmanay package for New Year's Eve in Edinburgh, along with fishing and equestrian packages. A number of earlybird special deals are also available - for more details see [infinityholidays.com.au](http://infinityholidays.com.au).



**Norfolk Island - The World of Norfolk**  
This brochure covers the four "pillars" of Norfolk - Wellbeing; Culture and History; Nature and Outdoors and Marine Activities. It's packed with inspirational info on the island's activities plus speciality itineraries for people who want to make their own way around and details on markets, shopping, galleries and weddings.



**Great Southern Rail - Australia's Great Train Holidays**  
GSR's is offering savings of up to \$400 per couple off standard holiday packages booked before 31 Mar for travel 01 Apr-30 Jun, with discounted deals including the popular 'Sydney Escape' and the 'Rock and Rail' trips. The two top selling travel agencies across Australia will also receive a new iPad 2 - call 13 21 47.



**Infinity Holidays - South Korea and Japan 2012**  
This brochure features product in regional Japan plus additional hotel options in Tokyo and South Korea due to the growing popularity of the market. Also new are Insider Tips and Holiday Suggestions sections from destination specialists. The brochures are available to be ordered online effective immediately.



**Creative Holidays - Hawaiian Islands 2012**  
The 2012 program covers Oahu, Maui, Hawaii (the Big Island) and Kauai with dedicated sections on car hire, self drive and Hawaiian Cruising. New five star properties include the Makena Golf Resort and Spa on Maui and the St Regis Princeville on Kauai. Seven new sightseeing tours are also available.



**Adventure World - Canada, Alaska and USA 2012**  
The North American product has been beefed up in the 2012 Canada, Alaska and USA brochure. New ranges have been added in the Rocky Mountains, Texas and USA National Parks featuring the Grand Canyon, Yosemite and Yellowstone as well as lesser known regions: Wyoming, South Dakota, Montana and Idaho.

## EK Africa split

**EMIRATES** is set to operate non-stop flights from Dubai to both Addis Ababa in Ethiopia and Entebbe in Rwanda, with travel agent GDS showing the current combined flights split into two separate services.

The existing A340-500 destinations will instead be served using two-class A330-200 aircraft, with the capacity expansion effective 25 Mar.

**MEANWHILE** Emirates has also started the new year with a bang by becoming the first airline to operate scheduled A380 services into Malaysia.

EK346 flew from Dubai to Kuala Lumpur, arriving on Sun 01 Jan to a traditional water cannon salute.

Tuesday 3rd Jan 2012

## Cruise bomb hoax

**A US** woman has been arrested for calling in a fake bomb threat against a cruise ship in May 2010.

44-year-old Linda Wilson allegedly called police claiming a bomb was set to explode on board *Carnival Fascination* which was at the time heading for Jacksonville, Florida after a Caribbean voyage.

If convicted she faces up to five years in prison, with her motive for the threat unclear at present.

## Win A Centara Holiday To Thailand

Throughout January, **Travel Daily** and **Centara Hotels & Resorts** offer you a chance every week to win a fantastic holiday for two at two of Thailand's most popular destinations: Phuket and Krabi.

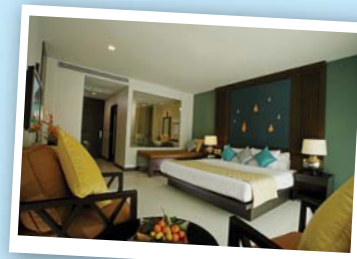
The prize includes four nights accommodation at the Centara Grand Beach Resort Phuket followed by a three night stay at Centara Anda Dhevi Resort & Spa with daily breakfast, return economy flights for two and relevant transportation. In Phuket, you will also enjoy complimentary one-off entrance to the island's most fantastic water park at Centara Grand West Sands Resort & Villas Phuket.

Every week we offer one prize and to enter the competition, simply answer the question of the week.

(Email your answers to: [centaracomp@traveldaily.com.au](mailto:centaracomp@traveldaily.com.au))

## Question of the week

**In 25 words or less please tell us why would you like to win A Centara Holiday To Thailand**



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**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Contributors:** Chantel Long, Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

**Travel Daily Group:**

**CRUISE**  
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**Advertising and Marketing:** Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
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CUSTOMER RELATIONS CONSULTANT x 2  
SYDNEY – SALARY PACKAGE TO \$52K+**

Do you love receiving feedback from customers? Are you a natural problem solver? We are looking for two candidates to join a global tour operator within their customer service team. You will be responsible for replying to feedback from clients, you may need to investigate problems and come up with suitable solutions for the company and the client... Ideally you will come from a customer relations background, with exceptional communications and written skills. Apply today.

**THE NEW YEAR SCREAMS NEW JOB  
RETAIL TRAVEL CONSULTANT**

**MELBOURNE (STH EAST) - SALARY PACKAGE TO \$50K (DOE)**  
We have a new and exciting role on offer in Melbourne’s South Eastern suburbs. This large retail agency has been in the market for over 35 years and is looking for a new staff member to join their team. With an emphasis on Europe you will be able to sell the products that you love and believe in! With an easy location you will enjoy the commute to work again! Amadeus preferred however will cross train for the right person!

**MAKE 2012 YOUR YEAR TO SHINE  
CORPORATE CONSULTANTS**

**PERTH (CITY) – SALARY PACKAGE TO \$70K (OTE)**  
This global TMC has seen growth like no other & as a result, require numerous travel consultants to join a number of corporate teams. With more career advancement opportunities than most other organisations, you will not only have the opportunity to grow, you will earn the highest salaries in the corporate travel business! A motivated approach is a prerequisite with this company!

**SANTIAGO TO RIO DE JANEIRO  
SENIOR TRAVEL CONSULTANT  
MELBOURNE CBD –SALARY PACKAGE TO \$55K**

If you are a senior consultant who feels their knowledge & expertise is going to waste, here is your chance to take a role with an award winning boutique luxury specialist. Working along side the MD of this large company, you will be a key asset in the company growth. Specialising in Central & South America, this role would be perfect for a senior travel consultant who is tired of booking the same old itineraries!

**JOIN THE GROWING ONLINE TREND  
ONLINE RESERVATIONS**

**PERTH (NORTH) – SALARY PACKAGE TO \$70K+ (OTE)**  
Do you want to take a different step in your career however not sure which direction to take? Why not follow the trend & move to online? Taking calls & emails from the general public, you will be required to convert quotes into bookings, which will in turn increase your bank balance! If your geography knowledge & sales skills are two of your key strengths, then we want to hear from you! Get in quick!

**FLEXIBILITY IS THE KEY  
CASUAL CORPORATE CONSULTANTS x 2  
BRISBANE INNER SUBURBS– \$30/HR + SUPER**

Are you available to work nights, weekends and graveyard shifts? If so, we need you for roles starting ASAP. Based in an implant situation you will be responsible for making new bookings, amendments and cancellations. Your previous travel consulting experience along with the ability to remain calm under pressure will see you succeed in this role. You’ll earn a top hourly rate along with penalties and be given ongoing training. Interviewing now – apply today before you miss out.

**EMBARK ON A NEW & EXCITING ROLE IN 2012  
CRUISE CONSULTANTS  
BRISBANE INNER SUBURBS– \$60K + OTE**

Don’t start 2012 with the same old dull and boring role. Act on your New Year’s resolution early and snatch up this hot role. Specialising in the fastest growing sector of the industry you will enjoy selling comprehensive holiday packages including cruises, flights, sightseeing and more. No two days will be the same. You’ll be rewarded with superb \$\$\$, unbelievable famils and tickets to the industry’s hottest events. Start the New Year with a bang – apply today