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Travel Daily

First with the news

Thursday 5th January 2012

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Contact **Sally Frape** at TMS Asia Pacific
T: 0422 621 029 or E: sally@tmsap.com

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Emirates global sale

EMIRATES is today promoting its 2012 Global Sale (**TD** 28 Dec), with special fares on offer to more than 100 destinations around the globe.

The deals are valid for bookings by next Mon 09 Jan, for travel 22 Jan-30 Jun 2012, with fares leading in at \$1848 return to Europe, \$1539 to the USA, \$2017 to South America and \$801 to South East Asia.

For more details see the special front full page of today's **TD**.

Four pages of news

Travel Daily today has four pages of news and photos, a front full page for Emirates plus full pages from: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs

New agency for Sinfields

TOP Aussie cruise travel agents Murray and Robyn Sinfield have established a new agency in Tasmania, with the move seeing them return to the island state

after some years running Melbourne TSAX member Excell Travel & Cruise.

The new operation in Penguin is called House of Travel and Cruise and is one of six new agencies admitted to the TCF since 16 Dec.

Robyn Sinfield is well known to the industry, having been the first ever winner of the AVIS Travel Agent Scholarship of Excellence in 1997 as well as receiving many other cruise industry accolades.

Last month she was also appointed to a new P&O Advisory Board which aims to strengthen the cruise line's trade relations.

Two JTG execs to leave

JETSET Travelworld Limited this morning told shareholders that two of its senior managers will be leaving the firm, and have been "determined as Good Leavers".

The unnamed pair together hold 476,499 shares in the company, received when it merged with Stella Travel in Oct 2010 (**TD** 30 Jul 2010).

At that time about 40 senior Stella staff transferred their shares in Stella to the new entity.

CEO Peter Lacaze told **TD** the departures were "both quite straightforward and obviously friendly," and based on the shares originally issued, one of the leavers has 381,199 shares and the other has 95,300.

Under the terms of the escrow deed with Europe Voyager NV, so-called "good leavers" are able to take their shares when they depart, with today's ASX update confirming that the 476,499 shares will be released effective from 31 Jan 2012.

Bali tattoo warning

AUSTRALIAN travellers who recently got a tattoo or body piercing while on holiday in Bali recently are being advised to have a blood test for HIV.

The call comes after WA Health advised that a returned traveller had tested positive to HIV, with a tattoo obtained in Bali considered the most likely source of infection.

Indonesian health authorities are also investigating the incident. HIV is soaring in Bali, with estimates that 25% of prostitutes on the island are HIV-positive and a 19% year-on-year increase in HIV infections in Bali during 2010.

Turner takes on mines

FLIGHT Centre ceo Graham Turner has flagged legal action against the Qld government and/or mining company OGL Resources if a proposed coalmine south-west of Ipswich is opened, according to the *Financial Review*.

The mine is close to Turner's Spicers Hidden Vale property, and he said that the project would also affect residential communities and nature reserves.

QH/Viva! phone drama

CALLS to Qantas Hols/Viva! Hols contact centres were yesterday diverted into a back-up mode, with extra staff put in place to handle call volumes due to a "significant issue" with the wholesalers' phone lines.



Lest We Forget

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Thursday 5th January 2012

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SeaDream II special

SEADREAM Yacht Club is offering last minute special fares on two 20-night *SeaDream II* sailings in Feb and Mar this year. Priced from US\$16,619ppts, the 13 Feb departure will voyage from Bridgetown in Barbados to Peru via the Amazon River in Brazil and Columbia, while the 04 Mar voyage will undertake the same itinerary in reverse. The fares on the relaxed voyage include all 5 star gourmet meals, wines with lunch and dinner, open bars, use of a 30 course golf simulator, power and sail watersports, onboard gratuities plus govt charges and taxes. The upmarket *SeaDream II* carries a maximum of 112 guests served by 95 attentive crew; for more details call 02 9958 4444.

DOTW closes Aust office

ONLINE agent wholesaler Destinations of the World has shut down its local operations, about five years after establishing a dedicated Australian office. DOTW, which also launched a domestic product range in 2009, now says that "where Australia was concerned it made the most sense financially to have sales, operations, IT and finance handled from our head office in Dubai". DOTW Global Sales Director, Phil Dickinson, told **TD** last night that despite the pullout "we are still very serious about continuing to develop our Australia business

both inbound and outbound". The company was established in 1993 as a dedicated B2B global travel industry wholesaler, and says it serves over 150,000 travel agents worldwide, offering 95,000 hotels in 170 countries generating more than two million room nights per annum. DOTW is also actively developing new XML connectivity with a range of suppliers, with seven currently live and 18 more in the pipeline, along with plans to add car hire and cruise product. In recent years a number of rival Australian-based agent-friendly wholesalers have arisen including Travel Agents Nexus and Excite Holidays, while Expedia's Travel Agents Affiliate Program has also seen a strong local take-up.

More of LLA for Merlin

LIVING and Leisure Australia this morning advised the stock exchange that its suitor, Merlin Entertainments, now holds 49.22% of the company. The friendly takeover of the ski resort, treetop walk and aquarium operator has a 90% minimum acceptance condition.

\$60k DOT ad fine

THE US Department of Transportation has levied yet another hefty fine on an airline for deceptive price advertising. AirTran Airways has been hit with a US\$60,000 penalty over a promotion during 2011 where it advertised \$59 one-way fares on a number of websites. "The advertisement noted that additional taxes, fees and exclusions would apply, but with no information on the type or amount of taxes or fees," the DOT said in a statement.

Consumers who clicked through on the ads were taken to the AirTran website, where details of the extra costs appeared at the bottom of the page in fine print. From 26 Jan the US law will become even stricter, with all taxes and fees required to be included in every advertised fare - similar to the rules in Australia.

Vale Michele King

THE Australian Tourism Export Council this morning advised members of the death of Michele King, wife of ATEC chairman John King, after a long illness.

Maldives spas reopen

THE government of the Maldives has reversed a ban on spa treatments announced earlier this week, with recognition that it was beginning to significantly impact the country's tourism. The relaxation is also likely to see proposed bans on the sale of alcohol and pork also dropped. A number of luxury properties ignored the ban, including those operated by the Six Senses group which said it was "doing its utmost to clarify with the authorities the nature of Six Senses Spas as a professionally managed business with the highest international standards. "We understand that the instruction of the Ministry is with regards to establishments offering services that break the law," said Six Senses Maldives md Antony Paton.

CHAT discounts

CHAT Tours says that due to the strength of the Aussie dollar it's offering a further 10% off product in its 2012 earlybird brochure. The booking deadline is 29 Feb; more details 1800 22 22 32.

Emirates to Vietnam

EMIRATES this morning announced the resumption of flights between Dubai and Ho Chi Minh City, which previously operated in 1997. The new route will debut 04 Jun using an A330-200, switching to a 2-class 777-300ER from 28 Oct. EK President Tim Clark said the carrier had been busy planning the route since a new Vietnam-UAE air services agreement had been signed in Apr.

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 Conditions Apply. Taxes approx. \$320 - \$530* pp.
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Top Travelscene NCL sellers



ABOVE: Hawaiian Airlines and Norwegian Cruise Line hosted a lucky group of top Travelscene Cruise Holidays agents on a fabulous eight night pre-Christmas famil to Hawaii. The group experienced the seven night *Pride of America* cruise to the Hawaiian Islands as well as the chance to try Freestyle cruising and dining, enjoying the experience from luxurious balcony suites. They were also treated to a tour of the bridge, and pictured above while in command of the vessel are, back row from left: Brendan Coory, Travelscene Cruise Training

Manager and Adam Vance, Travelscene American Express. Middle row: Marilyn Dickenson, Travelscene Cronulla; Sue Laybutt, Travelscene Menai; Francine Moutsos Travelscene Laze Away Travel and third officer John Gardner. Front: Katrina Katich, NCL; Jane Black, Globenet Travel; Emma Sillato, Travelscene South West Travel; Liz Emmerton, Travelscene Cruise team leader, Debra Johnston, Passport to the World; Julie Preston, Travelscene Nowra, Leonie Veith, Pride of America Group Services Coordinator and Sandra Whittington, Coastal Travel.

China Hols cashback

CHINA Holidays is offering travel agents \$50 cash back on every adult international return ticket between China and Australia booked online with the wholesaler before 31 Mar. Agencies must register with China Holidays to participate in the offer, with a unique code then issued which needs to be entered when making the bookings. For more information call 1300 224 462 or bit.ly/chinahols.

Jumeirah clarification

JUMEIRAH says that despite significant speculation it has not made any formal announcement about adding iconic Istanbul property Pera Palas to its global portfolio (**TD** yesterday). Spokesman Piers Schreiber told **TD** that while the company "is very interested in the Turkish market and is considering a number of opportunities, we will not confirm any of these opportunities until management agreements are in place".

Windstar 2-for-1

WINDSTAR Cruises has announced two-for-one fares on selected 2012 island-hopping Caribbean voyages when booked by 24 Feb. The cruise line operates three luxury sailing yachts, and in a release to US customers said the deal means seven-day sailings are priced from US\$1399ppts plus government fees and taxes. In Australia Windstar is represented by Travel The World.

DL partners with AZ, AF

THE holiday division of Delta Air Lines, Delta Vacations, has now started selling Air France Holidays and Alitalia Vacations across the US and Canada. The AF and AZ product will be incorporated within the existing Delta Vacations Europe product range available in North America.

Window Seat

VISITORS to Poland's National Museum in Wroclaw are able to view a number of iconic artworks - along with a painting by a student who secretly hung one of his creations alongside other masterpieces. A cheeky Andrzej Sobiepan snuck into the gallery on 10 Dec and hung his small painting of an acacia leaf in a room with contemporary Polish works. "I decided that I will not wait 30 or 40 years for my works to appear at a place like this," he told a TV station which reported the stunt, saying he hoped that galleries would give more space to young artists as a result. The museum still has the painting on display, but has moved it to the cafe and will offer it as a prized lot in a charity auction this weekend. A spokesperson for the museum said that while the move had breached security, authorities considered it a "witty artistic happening".

THE latest tourist attraction in Austria is a "museum of failed inventions." Fritz Gall, who is himself an unsuccessful inventor, came up with the idea after holding a "fair for rubbish inventions" which attracted over 5000 entries. Wacky exhibits at the Museum of Nonsense in Herrnbauergarten include a padded rolling pin (to meet safety standards), pencils with no lead (for cautious civil servants) and a bristleless toothbrush (for people with no teeth) One of the popular brainwaves is a "portable anonymiser" (pictured) - a piece of black card on a stick to allow people to keep their identity secret.



Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au. The governing board of the **oneworld** airline alliance has elected American Airlines ceo **Tom Horton** as its new chairman, taking on the role from Gerard Arpey who retired from the carrier in late Nov, just as American Airlines declared bankruptcy. Oneworld said the board had unanimously agreed that having Horton in the role would underline the alliance's commitment to AA while it restructures. The **Global Business Travel Association** has appointed **Welf Ebeling** as its new regional director for the Asia-Pacific region. Ebeling's career spans 35 years in luxury hotels including roles with The Leading Hotels of the World as well as with Mandarin Oriental and Regent. **Yannis Anagnostakis** has been named as the new Area General Manager for **InterContinental Dubai Festival City**. He moves from his previous position as gm of InterContinental Toronto, taking the place of **Tom Meyer**, who recently relocated within IHG to Bali.

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)

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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CENTARA HOTELS & RESORTS **Travel Daily** First with the news

UA experiences

UNITED Continental has launched a new MileagePlus Headliners offering as part of its loyalty program, allowing frequent flyers to use their miles to bid for once-in-a-lifetime experiences, airline adventures that money can't buy and tickets for theatre and sporting events.

Auction items which went live today include an opportunity to train in UA's Denver flight simulator, a Mammoth Mountain ski trip with a private guide, and VIP concert tickets.

New offers will be available each month, and later in the year MileagePlus Headliners will offer an opportunity to fly on a Boeing 787 delivery flight, UA said.

No Japan free flights

A MASSIVE free flight promotion to rebuild Japanese tourism in the wake of last year's devastating tsunami and earthquake has been cancelled due to the budget for the plan being declined.

In Oct the Japan National Tourism Organization proposed 10,000 free flights for foreigners, but this week rescinded the offer.

"We hope people will understand how insensitive it would appear for the Japanese Government to give people free flights to Japan when the cities, towns and villages devastated by the tsunami are still in desperate need of funding for reconstruction," JNTO said in an official statement.

Sydney Skal in Jan

THIS month's Sydney Skal Club meeting will take place next Wed 11 Jan aboard Captain Cook Cruises' *MV Sydney 2000* - more info sydneyskal@bigpond.com.

Travel Daily
First with the news

Thursday 5th Jan 2012

Around the world with EY, VA and NZ



ABOVE: Andrew Reed from Corporate Traveller in Canberra was the lucky winner of Round the World Business Class tickets for two people as part of a Virgin Australia, Etihad Airways and Air New Zealand promotion during Nov last year.

The alliance carriers conducted 15 roadshow events across the country to brief agents about their partnership and how it offers customers wider choices of destinations and flights.

More than 1400 trade partners attended, vying for the major prize flying SYD-AUH-LHR-LAX-SYD on the three carriers.

To be in the draw consultants had to put in writing their dream

destination on any of the three carriers' networks.

Andrew's winning creative entry for the competition was:

CHCoices to conSYDer.

Somewhere: AKLaimed,

AUHspicious, reLAXing,

CAIcophoNY-CenTRII,

AMMAASING,

extRUHORDinary, KWlazy,

BRUlliant, HLZinagenic and

sPEKDAKuLHR?

iZ QNesJNBle?

cLONclusion - PARis!

They'll be soooo EyNzVable.

He's pictured above second from right receiving his prize from Jamie Bunn, Etihad Airways; Tim Swan, Air New Zealand; and Jacquie Roberts, Virgin Australia.

New NCL deployment

NORWEGIAN Cruise Line has announced the inaugural winter/spring season for its new 4000-passenger *Norwegian Breakaway*.

The vessel will be homeported in New York, and a first season of seven-day cruises to Bermuda will be followed from 13 Oct by 25 week long voyages to the Bahamas and Florida.

The itineraries go on general sale from tomorrow - ncl.com.

Chilean forest blaze

CHILE'S iconic Torres Del Paine National Park has reopened today, almost a week after being shut to visitors by massive forest fires which some say were started by a tourist burning toilet paper.

About 80% of the park is now accessible, but some areas including the Hotel Explora and Hotel Lago Grey are still closed.

More than 400 tourists were evacuated due to the blaze.

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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Corporate International Consultant, Sydney

- ★ Award winning travel management company
- ★ Work in a team of 9 VIP Corporate Consultants
- ★ Salary to \$65k

Our client, a corporate travel management company is renowned in the industry as being the market leader in their field. They have a long standing impeccable reputation, and most people in corporate travel aspire to work for this leader.

They are currently looking for an experienced Corporate Travel Consultant to join their Corporate Division.

You will be managing your own portfolio of VIP Corporate Clients, working in a team of 9 very experienced consultants, all of whom have been in the industry for a long time and are renowned for their customer service and travel knowledge.

This is a rare opportunity for an experienced Corporate Travel Consultant who would like to work for a leader in corporate travel.

You will be rewarded with an outstanding working environment, have the ability to work within the most experienced travel team and they are offering a leading salary in corporate travel.

Contact **Sally Frape**
T: 02 9231 6444 E: sally@tmsap.com

Customer Care Online Travel Consultant - Brisbane

- ★ Do you love to give excellent customer care?
- ★ Do you like to deal with a variety of people?
- ★ This is a great chance to earn fantastic \$\$\$

This position is available for a short time as they are interviewing right now! And only the best need apply. You will be dealing with consumers, consultants, suppliers and affiliates while responding to any client queries as in a helpdesk online capacity. You also will be supported by a great team of people who do really love their job. The earning potential of this position is fantastically surprising. Having customer care, positive attitude and a can do work ethic is the key to being successful in securing an interview. To find out more about these exciting roles in Brisbane.

Contact **Lucinda Coorey** T: 07 3221 9916 E: lucinda@tmsap.com.

Business Development Manager

- ★ CBD District
- ★ Generous Salary
- ★ Boutique AGENCY

This Company is looking for a candidate who has a proven track record of success. Previous business development experience. Strong strategic and analytical skills. Excellent communication skills. Excellent communication skills. If you feel you are ready to make a career move for 2012 then this is the perfect opportunity.

Contact **Marie Anderson** T: 02 9231 6444 E: marie@tmsap.com.

Corporate Travel Consultant - SYDNEY

- ★ Top Industry Salary
- ★ High End Corporate Travel Clients
- ★ Award Winning Travel Management Company

We are looking for a candidate who is able to manage their own portfolio of VIP and corporate clients. You must possess strong IT and GDS knowledge and offer the kind of customer service that has clients coming back time and time again.

Contact **Marie Anderson** T: 02 9231 6444 E: marie@tmsap.com.

Inside Sales Executive, Sydney

- ★ Leading Corporate Travel Management Company
- ★ Entry level role into Sales
- ★ Base \$50k + commission

Are you a Travel Consultant looking to get into sales?

Our client has an entry level role to help kick start your sales career.

The client: The fifth largest travel management company in the world due to their commitment on delivering a higher standard of corporate travel service and innovative technology.

This is an entry level role into sales which will see you responsible for: Cold calling, prospecting, get meetings, analyse client needs, build relationships with the client, working closely with BDM's.

The client would like someone with previous experience in the travel & tourism industry who is energetic, motivated and not afraid to pick up the phone.

Contact **Sally Frape** T: 02 9231 6444 E: sally@tmsap.com or [apply online](#).

International Travel Consultant - Perth

- ★ Are you an experienced travel agent with exceptional customer service skills?
- ★ Can you work towards sales targets in a busy team environment?
- ★ Do you want to be rewarded for your great results?

We are currently looking for a motivated travel consultant to join one of the most dynamic travel companies in WA. If this sounds like you, contact us now!!

Contact **Mehdi Spighi** T: 02 9231 6444 E: mehdi@tmsap.com or [apply online](#).

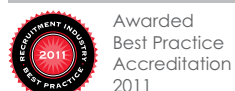
Junior Account Manager

- ★ Leading Online Company
- ★ Salary 65k plus super
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Our client is a leading online company with offices throughout the world. They are currently looking for an experienced sales professional to join their team in Sydney. You will be motivated and driven and have previous experience in working towards tight deadlines. The role will see you developing and managing the region to maximize revenues.

Contact **Stacy Balderston** T: 02 9231 6444 E: stacy@tmsap.com.

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THE SCIENCE OF NUMBERS

FINANCE MANAGER

SYDNEY – SALARY PACKAGE OTE \$90K DOE

This boutique corporate agency needs a talented finance all-rounder to join them and take charge of all day-to-day finance functions, reporting to executive management. You enjoy working in a hands-on role but are also capable of stepping up and taking on more responsibility as required. This role will grow as the company continues to grow, so if you're a can-do person with a great attitude you'll thrive here.

DRIVE YOUR DOLLAR FURTHER

CORPORATE BDM

SYDNEY & CANBERRA – SALARY PACKAGES \$100K ++

Do you like seeing the direct result of your success reflected in your bank balance? If you're driven by targets and have a proven track record in corporate sales, these roles will provide you with a great opportunity to show your full potential. Both roles are with rapidly expanding, high profile organizations which offer ongoing career development and an exciting long term future. Fun teams, great perks and a top package on offer.

HOT NEW INDUSTRY SALES ROLES

BUSINESS DEVELOPMENT MANAGERS

SYDNEY & PERTH – SALARY PACKAGES OTE \$80K

Now is a great time to look at moving to a leading Brand to really boost your sales career to another level. If you have experience working on the road in Sales across the Travel & Tourism industry, bring your positive energy and results-driven attitude to these roles and rejuvenate your career. Exposure to MICE, Corporate and Leisure markets will all be highly regarded. Full clean drivers license essential.

THIS ROLE'S GOT THE LOT

PRODUCT & MARKETING EXECUTIVE SYDNEY – SALARY PACKAGE TO \$60K

This newly created role sits within a beautiful travel operation working with five-star international product. You will be social media savvy with experience in B2C marketing activities. You'll also have experience with packaging product and product loading displaying great attention to detail and numeracy skills. Competitor analysis will also be a key part of the role. This role offers huge variety, top benefits and a great office environment.

LIVING ON THE EDGE

SALES EXECUTIVE – GROUP PRODUCT SYDNEY – SALARY PACKAGE \$55k + CAR

Do you have experience in selling group tours to direct markets? This role offers you an interesting product with worldwide group tours to sell. Being in a unique field they require someone who has the ability to drive business within markets outside of the travel industry so you will be managing diverse client relationships. This role involves working closely with the groups including travelling overseas.

REWARD YOURSELF WITH THIS UNIQUE ROLE

BID MANAGER

BRISBANE OR SYDNEY - SALARY PACKAGE OTE\$60k +

How would you like to work for a dynamic and highly successful organisation that is continually growing & evolving? This new role has been created to support the ongoing growth through the delivery of highly professional and consistent proposals. You will have advanced writing skills and be familiar with corporate tenders and proposals. This role offers great variety and a fantastic salary package with loads of benefits.

ACCOUNT MANAGEMENT AT ITS VERY BEST

CORPORATE ACCOUNT MANAGER / CRM – AIRLINE MELBOURNE – SALARY PACKAGE \$85k + bonus + car allow.

2012 can be the year to ensure your future career growth with a large AIRLINE! This key role forming part of their Account Management team will be responsible for the day to day management of a portfolio of corporate clients focusing on retention & growth opportunities and maximizing the business through leveraging relationships. You'll have strong communication, presentation and analytical skills.

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