

The Lufthansa Group gives you more.

Book LH/LX/OS or any combo to earn points with eXpertsplus



eXpertsplus

www.lufthansaexperts.com

Travel Daily

First with the news

Thursday 19th January 2012

We Get You Connected!

Contact us at
TMS ASIA PACIFIC
today!



Recruitment and HR Solutions

ISSN 1834-3058

Jill Varley to lead BEN

RESPECTED business tourism journalist, Jill Varley, has joined the **Travel Daily** team as the editor of our newest publication, Business Events News.

BEN will be published three times a week from next month, focusing on the meetings, events, conference and incentive sector - subscribe free online now at www.businessnews.com.au.

For more of the latest industry appointments see **page six**.

ACCC tackles AirAsia X

THE Australian Competition and Consumer Commission has launched legal action against AirAsia X, claiming the carrier has failed to disclose the full amount of fees and taxes in advertised fares from Australia.

Documents filed in the Federal Court on Tue - ironically the same day that AirAsia X announced its long-awaited Sydney route - relate to flights promoted on the airasia.com website from Perth, Melbourne and the Gold Coast to a range of destinations including ports in Europe, India and Asia.

The move could have far-reaching consequences, because until now AirAsia has promoted point to point fares, with the sectors ex Australia including taxes but other onward flights

from Kuala Lumpur showing the base fare, adding fees and charges at a later stage in the booking.

The case has been scheduled for a conference on 02 Mar, with the ACCC seeking fines plus a notice published on the website saying that AirAsia failed to "specify, in a prominent way, the single price for air travel on its website".

QF's Fergus returns

QANTAS will resume flights on its Airbus A380 *Fergus McMaster* (which received damage to an engine cowling on Sat while on the ground in London (**TD Mon**)) from later today.

QF says the repaired superjumbo is scheduled to operate as QF10 on the LHR-SIN-MEL route.

Valet parking bonus

QANTAS is offering savings of up to 30% on pre-purchased valet parking passes, with the deal valid until 31 Jan and vouchers valid for use until 31 Dec 2012.

Eight pages of news

TD today has eight pages of news, plus full pages: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Garuda Visa onboard
- Consolidated Travel



NEW FOR 2012 TAUCK COMBINATION TOURS

**EUROPE
USA & CANADA**
DISCOVER THE DIFFERENCE



**COMBINE TOURS
AND RECEIVE FREE
ACCOMMODATION**

Exclusive to Australia



CAREER OPPORTUNITIES WITH THE TRAVEL PROFESSIONALS

Harvey World Travel is a leading national franchise network and one of the longest established retail travel agency groups in Australia. With a passion for travel and a dedication to excellence in service, the strength of the Harvey World Travel brand is our people.

BUSINESS MANAGER – NSW

The Business Manager is responsible for building and sustaining an overarching level of support and service delivery between Harvey World Travel (the business) and our Franchisee Network Partners, to grow and maintain the strength of the franchise business and the franchisee's business. To be successful in this role you will have a proven track record in business development, sound exposure and knowledge of the retail travel industry, strong business acumen and excellent relationship management skills. If you are ready for an exciting opportunity with a market leading brand, look no further.

For more details or to apply
please click here or email
careers@harveyworld.com.au



**Great deals to experience
a fantastic tropical
holiday coupled with
breathtaking wilderness!**

earn points
Trip

Holidays

QANTAS



2012 QANTAS
SUSTAINABLE
TOURISM SUMMIT

Making Australia a low-carbon destination

To be held on 2 March 2012 in Cairns, the Qantas Sustainable Tourism Summit promises to be a thought-provoking event that addresses the issue of Australian tourism sustainability in a national and global context.

Click through to register for this complimentary summit.



inPlace
RECRUITMENT

Call 1300 inPlace
or (02) 9278 5100

Client Relations Co-ord.- NSW

- ▶ Award winning Travel Wholesaler
- ▶ Centrally located in Sydney CBD
- ▶ No two days will be the same!
- ▶ Sal to \$55K + great co. benefits

click here for details

Contact: ben@inplacerecruitment.com.au

Travel Daily

First with the news

Thursday 19th January 2012

Hahn Air

Join the Hahn Air City and Airport Ticketing Centre network!

Register Now!

Jetset MLC no more

JETSET Travel MLC in Sydney is set to rebrand after almost 18 years, with the agency one of the original Jetset Franchise offices. Effective 01 Feb it will be known as Academy Travel and will concentrate on its growing range of small group journeys. The agency will continue to be part of the Jetset Travelworld Network, as a Travelworld Affiliate office.

AY Bangkok c'shares

FINNAIR has launched a new codeshare deal with Thailand-based Bangkok Airways, with the Finnish carrier's AY code now appearing on Bangkok Airways flights between Bangkok and Koh Samui, Chiang Mai and Phuket. Finnair is also now codesharing on Koh Samui flights to Hong Kong and Singapore.

ANZAC 2015 uncertainty

TRAVELLERS hoping to attend the historic 2015 centenary ANZAC Cove celebrations of the Gallipoli landings in Turkey may be disappointed, with much of the capacity at the Gallipoli site for the Dawn Service likely to be taken by VIPs and officials. The Dept of Veterans Affairs has advised operators that no details of the 2015 event will be "known, decided upon or released" until some months after this year's celebrations on 25 Apr 2012. "Until such time as the arrangements for the 2015 commemorations are determined, tour providers would be ill advised to make any commitments to visitors," the Dept said in a formal update. "Access may be limited and processes to manage attendance may be in place...until such time

no promises can be made to visitors, nor any guarantees made regarding the centenary commemorations," it added.

The Dept was responding to suggestions that some providers had made commitments and begun taking bookings.

Sun Island Tours yesterday circulated its agent partners to advise that while it has programs and prices for 2015 ANZAC Dawn Service tours confirmed, it's holding off promoting them until there is more certainty.

"If the capacity allows, we would like all our passengers to participate in the Dawn Ceremony at ANZAC Cove," said md John Polyviou.

"But unfortunately, due to the capacity restrictions, most passengers travelling to Gallipoli will experience the Dawn Ceremony at Lone Pine, Chunuk Bair or at an alternative site in Gallipoli, where giant screens will possibly be erected, and not at ANZAC Cove," he said.

Sun Island said it was awaiting further information from the Dept of Veteran's Affairs, because "Sun Island Tours guarantees all Gallipoli Tours and we would not want to give any false or misguided information".

Coffee, Tea or me?

ECONOMY class passengers on Virgin Australia flights are now offered complimentary tea, coffee and water on all flights, with the move coinciding with the launch of the carrier's new narrow-body domestic business class cabin on most flights (**TD** yesterday).

Previously passengers had to pay for tea or coffee - and the good news continues for Virgin passengers who will also enjoy a selection of complimentary beer and wine on flights between Australian mainland capital cities departing 4-7pm Mon-Fri.

The new business class cabin service includes amenity kits along with blankets and pillows on three hour-plus flights.

There's also a coat check-in service with a complimentary coat bag, newspapers until noon, full service Luke Mangan dining and premium beverages.

Virgin Australia business class pax also get complimentary lounge access and at Sydney Airport optional valet parking plus direct kerbside access into the lounge via a dedicated security screening point and check-in desk.

Travel Daily TV today features an exclusive video highlighting the new product - see traveldaily.com.au/videos.

leader guest services operations

Brisbane Airport based

Virgin Australia is again changing the face of the Australian aviation landscape. This is a unique opportunity to play an integral role in shaping the evolution of this iconic brand, and to become a part of a dynamic company that genuinely believes and demonstrates our people are our greatest asset.

The Leader Guest Services Operations within the Domestic Airport operation is responsible for enabling the team with the right procedures and equipment to do their roles safely and effectively in delivery of the best Guest Experience. This involves leading a team of Shift Leaders who support the daily Guest Services Operations at the Airport with a focus on safe On Time Performance and Service Delivery.

You will be a strong leader with excellent knowledge and understanding of Guest Services operations, preferably within the airline industry. You will intimately understand the drivers behind performance results to enable development of recommendations for improvement opportunities within your team. To be successful, you will possess excellent high level planning and organisational skills together with some financial awareness particularly with forecasting and budgets, and the ability to demonstrate capacity for innovative thought.

So if shaping the future; yours, ours and the industry, is a challenge that you are ready to embrace we want to hear from you.

To apply, please visit our website at <http://careers.virginaustralia.com>

Applications close Sunday 29 January 2012.



travel counsellors ⇨[®] The **HAPPIEST** company in the world

Where will your conversation take you?
Call us today **1300 765 559**

Siem Reap Special
from \$1062*

- Return economy airfares with taxes
- 4 nights accommodation
- Daily breakfast

with one FREE stopover at Saigon or Hanoi

Hurry! Book now.
1300 309 117
www.vnholidays.com.au

VN Holidays
Vietnam, Cambodia & Laos specialist

Travel Daily
First with the news

Thursday 19th January 2012

BREAKAWAY
International Travel Industry Club

Virgin Australia
Virgin Australia Industry Rates to
Los Angeles. Sales to 30 Mar 12 and
Departures to 31 Mar 12!

From \$599* pp return plus taxes.
Conditions Apply. Taxes approx. \$630 - \$660*pp.

CLICK HERE for further details

SMS upgrade alerts

QANTAS is advising customers that they may now be notified of successful frequent flyer point upgrade requests up to 24 hours before departure by SMS.



Register NOW
for the roadshow
of the year!!

Canada
Corroboree
2012

PER 31 Jan
ADL 01 Feb
MEL 02 Feb
BNE 07 Feb
SYD 08 Feb

5 TRIPS TO CANADA TO BE WON
*conditions apply
AIR CANADA

CLICK HERE

<http://trade.canada.travel/corroboree>
registrations close 27 Jan 2012

Canada
2012 Corroboree

Qantas A380 ATSB update

THE Australian Transport Safety Bureau has today issued an update on the ongoing probe into the 04 Nov 2010 Qantas A380 uncontained engine failure over Batam Island in Indonesia.

The explosion led to the grounding of all A380s worldwide using Rolls-Royce engines, and has since been found to have been due to a fire which related to a badly manufactured oil pipe.

"The ATSB is continuing its examination of the circumstances and missed opportunities with the potential to have detected the reduced wall thickness and offset counter bore of the oil feed pipe prior to, during and after the manufacture of the...assemblies," the update says, with the ATSB cooperating with Rolls-Royce and

UK aviation authorities.

A range of revised procedures have been put in place by Rolls-Royce and the final report into the QF32 incident will be published in Q3 this year.

A QF spokesman told **TD** that the carrier was satisfied that this type of event won't happen again.

"Qantas now has 12 A380s in its fleet and the aircraft continues to receive outstanding customer feedback," he said.

EY SYD double daily

ETIHAD will lift its Sydney flights to 14 per week between Feb and Apr while partner Virgin Australia temporarily suspends the route for maintenance checks on its Boeing 777-300ER aircraft.

Normally EY flies to Sydney 11 times per week, while Virgin operates the route thrice weekly.

New Rail Plus options

RAIL Plus has launched its 2012 brochure featuring new tours, journeys and passes, and for the first time has included the Slovakia Rail Pass as part of its 'Your World on Track' program.

Australians will have the choice to purchase three-, four-, six- or eight-days travel within a one month period in Slovakia, a new 14-day Japan Rail Enthusiasts Journey and a Harry Potter tour in London from the new product range being offered this year.



Window Seat

TRAVEL.COM.AU general manager, Helen Demetriou, is already well known in the travel industry, but is now set for a significantly higher public profile.

Demetriou is one of the 'Greek Cypriot siblings' team in the upcoming season of channel 7 reality show *My Kitchen Rules*.

MKR, currently being heavily promoted during the Australian Open Tennis, features groups from each state plus NZ, with Demetriou (below) taking part with her brother Steve and representing NSW in the "ultimate home cooking battle".



AND while we're on the subject of TV shows, the owners of Highclere Castle in the UK have launched a new tour which costs about \$12,000.

The major attraction of the venue is that the historic building also stars as *Downton Abbey* in the blockbuster period drama which launched last year.

The \$12k cost includes a tour of the State Rooms, lunch for up to four people with the Earl of Carnarvon plus a private 4x4 tour of the estate.

travelworld
Great holidays. Lasting memories.

Full-Time Retail Travel Consultant

Travelworld Runaway Bay is looking for a full time retail travel consultant to join their award winning team.

The successful candidate must be motivated, well presented, highly organised and possess exceptional customer service and sales skills. Applicants with good airfare knowledge, a travel speciality such as cruising and personal travel experience will be highly regarded.

We are member of the exclusive Cruisecon consortium and a Qantas Holidays Premium Agency.

Please call or send your resume to travelworldrbay@bigpond.com
Ph 07 55289991

Wish you had more freedom and flexibility?

Ditch your desk job and go mobile with MTA.

Call us 1300 682 000
join.mtatravel.com.au

MTA mobile travel agents
SPECIALISTS IN THE ART OF TRAVEL

VIRTUOSO.
SPECIALISTS IN THE ART OF TRAVEL

TRAVELSCENE
Specialist in the art of travel

Book with Confidence

We will not disappoint you. As long as there are 7 or more people travelling on your tour departure, we guarantee it will travel! This is Albatross Tours' commitment to you.

www.albatrosstours.com.au



COME SHARE OUR LOVE OF EUROPE



ATG0412

TSA expands screening trial

THE US Transportation Security Administration has announced a sixth pilot location for its 'TSA Pre✓' passenger pre-screening program, which will now be trialled by some American Airlines passengers at Los Angeles.

The Pre✓ concept sees a special indication embedded into passenger boarding pass barcodes for some passengers who are judged by the TSA to be eligible for expedited screening.

TSA officers will read the barcode at the checkpoint, at which stage the passenger may be referred to a special lane for "expedited screening".

This could include no longer removing shoes, laptops, jackets and belts, according to an official release about the move.

The program, which only covers US citizens, is already in place for some passengers at Atlanta, Dallas/Fort Worth, Las Vegas and Miami International Airports.

"TSA will always incorporate random and unpredictable security measures throughout the airport and no individual is guaranteed expedited screening," the statement added.

Silversea in style

SILVERSEA Cruises' *Silver Shadow* will become a fashion icon when she berths at Sydney's Overseas Passenger Terminal tomorrow morning, with a lunchtime launch of the new Kiargo Swimwear Collection.

The fashionable swimwear will be showcased both to fashion media and the ship's onboard guests, and has been designed by Australian Jessica Holmes for "real women who enjoy cruising and travelling".

After the launch *Silver Shadow* will head off for Auckland tomorrow night - almost full - returning on 12 Feb.

Festive photo comp

ALBATROSS Tours says it's been "inundated with spectacular European Christmas photos" taken by its past passengers as part of a new Facebook competition which is inviting consumers to vote for their favourites.

There are finalists in each of the Places, Scenery and People categories, with voting now open at facebook.com/AlbatrossTours.

Israel targets 4 million

ISRAEL'S Ministry of Tourism has set a 2012 goal of welcoming four million tourists, after a total of 3.44m visitors in 2011.

Last year's figure was down just 2% on the record result in 2010, and came despite regional unrest due to the Arab Spring uprisings.

A decline in tourists crossing into Israel from neighbouring countries via land borders was offset by a more than 40% upswing in cruise ship visitors.

MEL's 11% int'l growth

MELBOURNE Airport recorded an 11% rise in international passenger numbers in 2010, with a record total of 6.6 million.

The strongest increases were seen from New Zealand, China, the Philippines, Indonesia, Singapore and Taiwan.

CEO Chris Woodruss said MEL's "curfew free status" continues to show its advantages in appealing to international carriers.

Domestic pax declined 2% to 21.3 million due to it being "a particularly tough year, with the well publicised weather and airline events that disrupted services", Woodruff said.

Coral Princess promo

CORAL Princess Cruises is offering up to 25% off its Cape York and Arnhem Land small ship expedition voyages for first time guests and up to 35% for repeat clients departing in Mar and Apr this year - 1800 079 545.



Your clients can have it all when they book an Indian Pacific holiday package, from grand adventure to luxurious relaxation. World-class views, first-class service, elegance, indulgence and adventure.

Book now and SAVE up to \$400 per couple for travel between April and June 2012*.

SYDNEY ESCAPE

Adelaide – Sydney or v.v

\$1214 ADULT 5 DAYS 4 NIGHTS

PENSIONER CONCESSION: \$1048

RIVER & RAIL

Adelaide – Sydney or v.v

\$2127 ADULT 8 DAYS 7 NIGHTS

PENSIONER CONCESSION: \$1965

PERTH & MARGARET RIVER

Sydney – Adelaide – Perth or v.v

\$3143 ADULT 8 DAYS 7 NIGHTS

PENSIONER CONCESSION: \$2514

To see our full range of holiday packages or to book, call 13 21 47 or visit

greatsouthernrail.com.au/agents



WHERE IT ALL COMES TOGETHER

*Save up to \$400 based on adult fare, Gold Service per person twin share. For bookings 01 January 2012 to 31 March 2012, for travel from 01 April 2012 to 30 June 2012. Fares based on twin share per person, with single supplements applicable. Offer subject to availability at time of booking. Booking, credit card and amendment fees may apply. Hotel surcharges may apply to event period dates. All fares include fuel price surcharge and will be subject to availability at the time of booking. Through or stopover fares not applicable with any holiday package unless otherwise specified. Offer not available in conjunction with the GSR Seniors Concession Travel Card nor any other offer except \$99 – \$299 Motorail offer. All fares and timetables are subject to change without notice. All fares quoted in Australian Dollars. Conditions apply. For general terms and conditions of carriage please visit greatsouthernrail.com.au. Travel Agent License No.TTA164190.

Free grog on AA int'l

PASSENGERS flying on American Airlines internationally in Economy class will be offered free alcoholic beverages from 01 Feb as part of the inflight beverage service.

AA's vice president of marketing Rob Friedman said the move to include beer and wine in all classes enabled the carrier to "better align our product with fellow oneworld alliance members", including Qantas.

"Our customers asked for complimentary beer and wine, and we listened," Friedman said.

The alcoholic beverages will be offered on flights from the US to Europe, Asia, Argentina, Brazil, Chile and Uruguay.

DoubleTree Marjan Is.

HILTON Worldwide is to build its inaugural DoubleTree by Hilton resort in the United Arab Emirate of Ras Al Khaimah.

The 309-key DoubleTree Resort by Hilton Marjan Island will be one of the first hotels to open in the prestigious location, featuring 11 suites and 45 luxury chalets.

Bumper TDU crowds

MORE than 110,000 spectators lined the race route of Stage 2 of the 2012 Santos Tour Down Under professional cycling event in South Australia yesterday.

The 148km stage from Lobethal to Stirling was one of six stages that is also being beamed live to millions of cycling fans globally, showcasing South Australia.

JAL 787 int'l routes

JAPAN Airlines has revealed via its website more routes which it plans to deploy Boeing 787 *Dreamliner* aircraft once the state-of-the-art jets are delivered in a few months time.

New routes include Tokyo Narita to Moscow Domodedovo, Singapore and Delhi, along with flights from Tokyo Haneda and Beijing and Singapore.

From late Mar, 787 services to Moscow are slated to operate thrice weekly, the Singapore route will be flown four times weekly, while the Beijing service will operate daily.

In Sep daily flights from Narita and Haneda to Singapore will launch using the *Dreamliner*, before being ramped up to twice daily departures from 28 Oct.

JAL's previously announced 787 daily flights from Narita to Boston are planned to debut on 01 Jul.

Inland NSW gets nod for 23 projects

DESTINATION NSW has given Inland NSW Tourism a green light to proceed with 23 new product development projects in the region, including new tourism routes, trails and attractions.

Inland NSW Tourism chief executive Graham Perry said the organisation received "substantial funding support" from DNSW, allocated 100% of the \$750,000 funds applied for to proceed with planned initiatives.

"Importantly, this has facilitated larger cross regional programs to benefit all our members and stakeholders," Perry said.

"This funding is a great boost to help regions meet customer expectations," Perry said, and "provides tangible impetus to strategies to increase visitation across Inland NSW."

Heron Sea Turtle pact

DELAWARE North Companies, the owner of Heron Island, and the Sea Turtle Foundation have formed a partnership dedicated to safeguarding sea turtles on the Great Barrier Reef.

The pact will see Foundation staff and resort staff organise guided beach walks to watch the nesting and hatching of around 900 sea turtles from Nov to Mar.

Among the projects planned is a tourist route that crosses cities including Bourke, Broken Hill, Dubbo, Inverell, Walgett and the Capital Country region.

Other projects include a food and wine agri-tourism programs along the Southern Harvest Trail in Boorowa, Harden, Young, Yass, Goulburn, Bungendore and the Southern Highlands, and covering Inverell and Tenterfield; as well as an expansion of the 'artesian spa' drive route in the state's New England North West.

Perry added that plans were afoot to develop a web enabled technology platform that would incorporate web, mobile phone apps and social media to further promote the region.



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

The Best Business Decision You'll Make.

With fares at \$1340, it's time to fly Executive Class.

We invite passengers to experience the best of our premium fleet with an exclusive offer to fly Executive Class. Between the 9th January to 31st March 2012, travel from Sydney and Melbourne to Indonesia starting at \$1340 pp return, including taxes.

Experience the real Indonesia, where the comfort of Executive Class travel combines with our revitalised fleet to create the Garuda Indonesia Experience.

For further information contact Garuda Indonesia on 1300 365 331 or click here for more offers.



Garuda Indonesia 

Free Shanghai tour

CHINA Eastern Airlines is offering a free Shanghai city tour which includes complimentary insurance for travellers.

The offer is valid for stopover passengers travelling from Sydney or Melbourne on MU metal to Europe, North America, Japan and Korea via Shanghai.

Agents wanting more details on the offer can call 02 9290 1148 in SYD or 03 8635 1000 in MEL.

A&K Latin brochure

ABERCROMBIE & Kent has released its 2012 Latin America brochure featuring a collection of handpicked holiday ideas in Chile, Mexico, Cuba and many other South American destinations - see www.abercrombiekent.com.au.

FJ 747s to Hong Kong

AIR Pacific has begun operating twice weekly B747-400 services from Fiji to Hong Kong, replacing flights operated using its B767 which was retired this week.

MD and ceo David Pflieger said the move "is consistent with our commitment and enhanced focus on China", with FJ also planning to use its new A330-200s on the HKIGroute in 18 months time.

Capricorn package

MERCURE Capricorn Resort in Yeppoon has unveiled a Summer Holiday package priced from \$129/room when booked by 31 Jan, for travel before 31 Mar.

The deal includes accom in a Superior room and brekkie for two adults and up to two kids.

CHC Ambassadors

CHRISTCHURCH Airport has signed cricket legend Sir Richard Hadlee and rugby player Brad Thom as ambassadors to promote the hub in India and Japan.



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.

Carlson Wagonlit Travel has announced the appointment of **Bruce Van Der Waag** as its new Chief Financial Officer for CWT Australia and New Zealand, effective 23 Jan. He has worked with Price Waterhouse and Deloitte and Touche and WH Smith PLC in London.

Stefan Kracke has taken on the role of General Manager at the **Sonaisali Island Resort** in Fiji.

Abercrombie & Kent welcomes **Katherine Gershon** who has accepted the Group Sales and Marketing Director role, effective immediately. Gershon will be based in the Group's headquarters in London and will be responsible for 50 A&K Destination Management Companies globally.

Dollar Rent a Car in Jordan has appointed **Munir Iskandrani** as its new General Manager.

Vanessa Grace has been welcomed as the new Executive Chef at **Peppers Beach Club and Spa** in Palm Cove's Lime and Pepper restaurant.

Aqua Hotels & Resorts has appointed **Stephen Keller** as Corporate Controller, based in Honolulu, Hawaii.

Amadeus adds HRS

AMADEUS has formed a strategic alliance with worldwide hotel portal company, HRS to offer travel agents using the GDS access to its database of 250,000 hotel properties.

HRS specialises in business travel offering a large selection of hotels throughout the world, detailed shopping information in 32 languages, best price guarantees and easy booking conditions.

The alliance will be the first time that HRS has made its content available through a global distribution system.

DOT fines Icelandair

THE US Dept of Transportation has fined Icelandair \$50,000 for pricing violations after it found the airline had promoted fares in the USA between Europe and Icelandair without including the cost of additional taxes.

From 26 Jan 2012, carriers and ticket agents advertising fares in the US must include all govt taxes and fees.

LTN projects growth

LUTON Airport in London says it hopes to increase the number of passengers it handles annually to 18 million in 2013, a jump of 8 million passengers compared to the projected forecast for this year.

The airport expects to increase the number of low cost carriers servicing the city.

Mauritius visits slow

VISITOR numbers to Mauritius were reported at about 964,000 in 2011, a rise of 3.1% year on year (fueled by a 99% upturn in traffic from China) but less than the projected growth figure of 5%.



Cathay Pacific Airways is looking for two highly motivated Business Development Executives to join our Melbourne and Sydney sales team, as follows:

Business Development Executive, Melbourne
(permanent, full time)

Business Development Executive, Sydney
(maternity leave relief for 12 months)

Key responsibilities:

- Identify key accounts based on targeted markets.
- Maintain effective relationships with key accounts
- Utilise customer focused sales strategies to secure revenue from identified accounts
- Record business development activity in CX database.
- Represent CX at official functions, as required.

Competencies/Qualifications

- Ability to effectively manage own time, work autonomously with minimal supervision.
- Ability to effectively analyse and evaluate appropriate data to develop suitable customer focused sales
- Effective written & oral communication skills in negotiation & presentations.
- Demonstrates commercial & cultural sensitivity.
- Ability to make valued commercial/financial decisions & judgements in a timely & effective manner.
- Proficient in PC skills, using email, Shepherd/maximiser, PowerPoint, excel, MS Office

An attractive salary package and travel benefits will be offered to the successful candidates.

Interested applicants, please send your CV no later than Monday 27 January 2012 to:

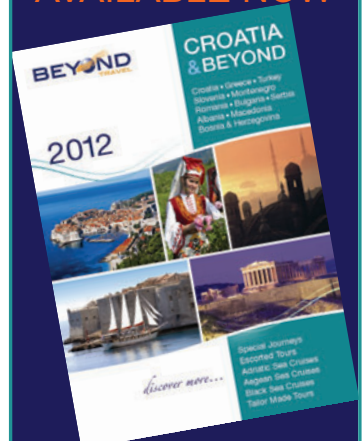
Jason_ghan@cathaypacific.com (MEL position)

Richard_jones@cathaypacific.com (SYD position)

Please note: Only those successful applicants in gaining an interview will be notified.



2012 CROATIA & BEYOND
AVAILABLE NOW



Features Greece & Turkey
small ship cruises, escorted tours & FIT services

Brochures distributed by TIFS or email your details to: info@beyondtravel.com.au
Call: 1300 363 554

WIN A SAMSUNG GALAXY FIT



This week, **TD** is giving one lucky reader the

chance to win a Samsung Galaxy Fit mobile phone, valued at \$310, courtesy of Sun Island Tours.

Sun Island Tours offers a specialised range of destinations including, Greece, Turkey, Cyprus, Italy, France, Malta, Spain, Croatia, Slovenia, Portugal, Egypt, Jordan, Israel, Lebanon, Syria, Oman, Dubai, Abu Dhabi and Mediterranean Cruising.

Sun Island Tours is the experts, with a smile!

All you need to do to be in the running to win this great phone, is to email your answer to the below question by COB on Fri to: sunisland@traveldaily.com.au

In 50 words or less tell us why would you like to go on a "Sun Island Dream" Greek island hopping tour



Adventures in Fiji

ADVENTURE World is offering a Stay 6/Pay 3 deal at the Sonaisali Island Resort in Fiji priced from \$825pp ex SYD.

The promo is on sale until 29 Feb for travel from 15 Feb to 30 Mar, and 24 Apr to 30 Nov.

The deal includes a saving of \$300pp and includes return economy airfares, kids under 12 years stay, eat and play for free, brekkie, transfers, a Jungle River Cruise, a Scuba Pool Splash and a cocktail on arrival.

Korean to Da Nang

KOREAN Air will launch direct twice weekly flights between Seoul Incheon and Da Nang from 19 Jan, the carrier's third destination in Vietnam.

KE will operate 145-seat Boeing 737-800s on the route.

Canada stays rising

THE number of Australians travelling to Canada continues to rise with the latest Canadian Tourism Commission figures showing a 3.1% year on year rise during the month of Oct 2011.

There were close to 14,000 Aussie overnight trips to Canada during the month which helped boost the Jan-Oct figure to 212,000 - up 5.7% on last year.

The total number of overnight stays to Canada from non-US countries for the same period was 3.9 million, which is up 1.1%.

During Q2 2011, the Aussie market experienced a gain in overnight expenditure of 12.6%, with the average trip duration to Canada at 11.6 nights and the average spend at CAD\$1,681 (the highest among the country's core markets), or \$145 per night.

Priceline.com on GDS

GLOBAL web-based hotel reservation firm The Priceline Group has successfully implemented Travelport's 360 Fares to its site, priceline.com.

Travelport 360 Fares uses the latest server technologies to deliver accurate and comprehensive stream of direct airline and agency filed fares.

Regional events vital

TOURISM & Transport Forum head John Lee has praised the Tamworth Country Music Festival which this year celebrates its 40th anniversary.

Major events are one of the keys for regional tourism, Lee said, saying the 'signature' 10-day Country Music Festival and others like it "give people a compelling reason to visit the destination."

"The \$20 million in economic activity supports jobs throughout the region," Lee said.

Europcar bonus points

EUROPCAR is giving customers renting a vehicle in Feb and Mar the chance to win one million Velocity Frequent Flyer points.

Drivers can enter the draw by quoting their FF number on the completed rental agreement.

Vail opens up more

US ski resort Vail Mountain is to open portions of Sun Up Bowl and China Bowl today and Blue Sky Basin tomorrow.

Etihad trials inflight connectivity

ETIHAD Airways has launched inflight connectivity, initially trialling the product on three of its Airbus A330-300 jets and one Airbus A320 aircraft.

The A330's are fitted out with wi-fi internet capabilities and are used on long haul flights including London, Frankfurt, Paris, Geneva, Casablanca and Seoul.

At this stage Etihad has not

indicated when the service will be offered on Australian routes.

The A320s offer full mobile connectivity, and are primarily used on short haul routes in the Middle East and Istanbul, Athens, Minsk, Cochin, Bangalore and Mahe in the Seychelles.

"The introduction of these connectivity-enabled aircraft is an exciting first step in Etihad Airways' long-term strategy to offer inflight connectivity solutions across our entire fleet of passenger aircraft," said EY chief commercial officer, Peter Baumgartner.

EY is offering tablet and mobile phone connectivity from US\$10 and laptop wi-fi from US\$20.

An additional A320 scheduled to be delivered in Mar will also feature the service.

Accor adds 39,000

ACCOR'S takeover of the Mirvac Hotels and Resorts portfolio (**TD** 16 Dec) will continue to drive strong growth for the hospitality giant which yesterday reported the addition of almost 39,000 rooms during 2011.

Overall revenue was up 5.2% with conditions significantly improving in the fourth quarter which reflected improved room rates in the economy segment in both Europe and the USA.

Accor confirmed a full-year pre-tax earnings target of up to €530m, with Asia-Pacific the group's fastest growing region.

Castaway deal longer

CASTAWAY Beach Villas on Rarotonga in the Cook Islands has extended its Stay 7/Pay 4 and Stay 5/Pay 3 deals until the end of Mar - see castawayvillas.com.

new opportunity! VIC/TAS

Cover-More is Australia's largest Travel Insurance provider, providing assistance to Australian travellers all over the world. We are a global organisation that recognises individual and team efforts and believes in our products and our people.

We are looking for two highly motivated Business Development Manager to join our VIC/TAS team. One position is a 12 month maternity leave position and one is a full time position.

The successful candidate will possess:

- A proven track record in a sales environment, preferably in a travel/tourism and/or customer focussed environment
- Motivation to achieve both individual and team sales targets and objectives
- Experience in the preparation of reports, submission and relevant correspondence
- Effective negotiation skills and strong communication skills
- A passion to build relationships within the industry & a fun, positive attitude!

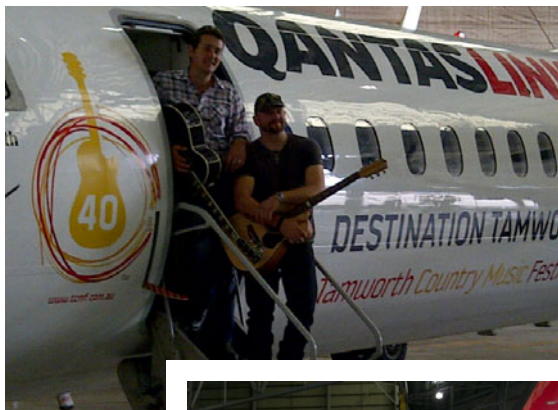
A competitive salary package, including a fully maintained company vehicle and generous bonus scheme will be offered to the successful candidate. If you want to be part of a progressive organisation, please email your expression of interest to: ciarar@covermore.com.au

Applications close 27th January 2012

Cover-More® Travel Insurance
"...travel insurance you can trust"

QantasLink strums its guitar

QANTASLINK this morning unveiled new livery on one of its Q400 aircraft in celebration of the launch of the 40th anniversary of the Tamworth Country Music Festival which is being held from 20-29 Jan.



The large golden guitar detail will be displayed on the aircraft for the next 12 months.

Ambassador Adam Harvey gave an exclusive performance at the event, that also included QantasLink Executive Manager, Narendra Kumar, Mayor of Tamworth, Col Murray and Acting Minister for Tourism,



Major Events and the Arts, Chris Hartcher MP.
Harvey and Country Musician Luke Dickens are **pictured** above.



Asia Pacific Regional Manager – Based in Sydney – Hospitality Industry- Full Time

The role manages a team of 3 Part Time, and 1 Full Time Agency Sales Executives in the Asia Pacific Region.

We are seeking a sales driven, enthusiastic, talented team player to work with one of the largest Hotel companies in the world!

Your focus will be to recruit, develop and retain your sales team, calling on the travel sector, driving performance to deliver agreed objectives and grow regional revenue and market share.

You will need to have experience managing a field based team and possess training, development and motivational skills. You will also need experience of building relationships with internal and external Client contacts. A solid understanding of the travel industry and travel distribution in Australia as well as experience working with Hong Kong and Singapore markets will be beneficial. You will use your experience to inspire and guide your team, building effective relationships that encourage commitment, productivity, and creativity.

You need to be an excellent communicator with proficient IT skills. You must demonstrate a high degree of professionalism, being able to work both autonomously and as part of a team. A valid passport and full driving licence is essential.

Please submit your letter of application and resume for consideration to Alison Roberts-Brown by email arobertsbrown@aviareps.com by 24th January 2012

Double Avis QFF pts

QANTAS Frequent Flyer members will earn double points for Avis car hire bookings in Australia or NZ for 3 or more days for rentals starting by 05 Feb.

Travel Daily
First with the news

Thursday 19th Jan 2012

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

Describe your dream holiday in no more than 30 words



[Click here for Terms & Conditions](#)



www.centarahotelsresorts.com

CENTARA
HOTELS & RESORTS

Travel Daily
First with the news

AS boosts Cali routes

ALASKA Airlines has announced an expansion of its route network within California, with its Horizon Air offshoot to expand flights from both San Jose and San Diego.

Effective 04 Jun the carrier will operate from San Diego to Fresno, Monterey and Santa Rosa, while Horizon will also debut a new route between San Jose and Reno from the same date.

The routes will be operated using Q400 turboprop aircraft.

Shangri-La drops fins

SHANGRI-LA Hotels and Resorts is the latest hospitality group to launch a 'sustainable seafood policy' which includes a commitment to cease serving shark fin in all restaurants as well as for any new banquet bookings.

The company-wide policy is similar to that introduced late last year by Peninsula Hotels (**TD 22** Nov) and aims to preserve dwindling ocean stocks of sharks from rampant pillaging.

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.

PO Box 428, West Ryde, NSW 1685
Phone: 1300 799 220 Fax: 1300 799 221

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of **Travel Daily** no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

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

Travel Daily Group:

CRUISE
WEEKLY

Advertising and Marketing: Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au

Travel Daily TV

Pharmacy
DAILY



Senior Corporate Consultant

- ★ Boutique Corporate Travel Company - Inner City Location
- ★ \$70k plus package!
- ★ Monday to Friday only (NO Weekend work)!!



Looking for someone who has had quite extensive experience in the corporate arena. You need proficient in Sabre and Tramada. You will be provided with a portfolio of clients and will be responsible for managing their on-line travel.

You will be working out of a very quirky environment. Less than 5minutes walk to train station. If you are ready for a new challenge, then please contact me.

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

Business Development Manager – Sydney

- ★ Leading Wholesale Company
- ★ Independent and interesting role
- ★ Attractive salary package

Our client is a well known boutique Wholesale Travel Company. They are currently looking for a motivated, dynamic and experienced Business Development Manager to help them identify, qualify and capture new business.

You will be on the road for most of your time, concentrating on forming new and strengthening existing relationships. We are looking for experienced Sales professionals with solid knowledge and success within the travel industry.

Contact Stacy Balderston T: 02 9231 6444 E:stacy@tmsap.com or apply online

Wholesale Reservations Consultant, Sydney

- ★ CBD location
- ★ Exciting international product
- ★ Competitive salary on offer for the right candidate

Come and join this leader in wholesale travel and be part of this dynamic reservations team.

This company is renowned for its funky culture and 'family' feel.

A rare opportunity exists for an experienced wholesale reservations consultant to be part of this winning team.

Contact Sally Matheson T: 02 9231 6444 E: sallym@tmsap.com or apply online

Inbound Travel Consultant, SYD

- ★ Multi role with variety
- ★ Start up position
- ★ Leading corporate travel company

Our client, a leading travel management company is seeking for an inbound travel consultant to join their team.

The Singapore branch assists with travellers heading to Australia so the successful candidate will manage the travellers land arrangements and domestic travel throughout Australia during their stay.

You will have a solid understanding of the Australian domestic travel market and a plus if you speak Cantonese, Chinese or Mandarin.

My client pays well and will pay the right salary for the right candidate.

You will be situated in a great lower North Shore location.

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

Corporate International Consultant, Sydney

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

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

Quality recruitment for the travel and hospitality industries in Asia Pacific



Awarded
Best Practice
Accreditation
2011

Call 02 9231 6444

E nswjobs@tmsap.com

W tmsap.com



BNE

MEL

PER

SYD

BKK

HKG

SHA

SIN

Partners in

DXB

UK

USA



MAKE 2012 THE YEAR OF "YOU" WITH AN EXCITING NEW ROLE

ACCOUNT MGMT DOESN'T GET ANY BIGGER REGIONAL SALES MANAGER CANBERRA – SALARY PACKAGE OTE \$130K++

This executive role is now available within a leading TMC based in CBR. Responsible for the management and strategic development of the regional client base, you'll be managing a team and driving the delivery of service excellence to an extremely VIP client base including Govt. You will also hold the key relationship with the largest client requiring exceptional communication & leadership skills. HOT career opportunity.

THE PERFECT STEPPING STONE ACCOUNT MANAGER SYDNEY – SALARY PACKAGE TO \$80K

Move in to Account Management with a leading TMC and take your career in Corporate Travel to a new level. This role will suit an experienced Team Leader who wants to move in to account mgmt, or an Account Manager with a smaller agency looking to move in to a larger market. Essential criteria include immaculate presentation, confident communication and proven client relationship skills.

HUNGRY FOR SUCCESS

BUSINESS DEVELOPMENT MANAGER – CORPORATE PERTH - SALARY PACKAGE OTE\$90k - \$100k +

Join a large player in the corporate travel business TODAY. With your hunting skills and proven runs on the board you will know how to hit a 6 and secure new business contracts. You will be a hard hitting sales professional that can deliver on all levels, including relationship management and negotiation skills. Previous experience with SME corporate clients will be required here. Don't settle for second best any longer!

SHARE THE LEARNING EXPERIENCE OF TRAVEL

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

Do you have experience in selling group tours to direct markets? This role offers you a unique travel product to exotic international destinations. We're looking for people with the ability to drive business in markets outside of the travel industry, with confident public speaking skills and the ability to travel frequently. A truly autonomous role which offers great benefits and no weekend work!

THE GRAND SLAM OF EVENTS!

BUSINESS DEVELOPMENT MANAGER – EVENTS MELBOURNE - SALARY PACKAGE OTE \$90k - \$120K +

Do you know how to hit the ground running and make your mark on securing new Event business? This is a great opportunity to get ahead with a market leader. Your experience in corporate sales has given you the skills in developing leads, creating unique proposals, building relationships and signing up valuable new business, and you'll have proven success within the MICE sector.

A MARKET LEADER IN DIVINE LOCATIONS

SALES EXECUTIVE– LEISURE TRAVEL PERTH – SAL PKG TO \$60k + BONUS + CAR ALLOWANCE

Do you love being out on the road, training agents, providing them with updated product advice and growing sales across the WA region? This outstanding product delivers an opportunity not to be missed for an experienced on the road Sales Rep. You will be self motivated, bring a fun attitude and have the ability to succeed in an autonomous role. Jet off on exciting famil trips sooner than you think!

FUTURE-PROOF YOUR CAREER IN GDS

ACCOUNT MANAGER SYDNEY – SALARY PACKAGE OTE \$90K

Using your selling skills, you will expand and manage an extensive portfolio of clients (travel agencies) in an allocated region. You'll be both selling to potential clients as well as managing the commercial value of an existing client base, always working towards new business and retention targets. GDS knowledge and proven sales skills are required, as well as a self-motivated attitude and your own vehicle.

THINK OUTSIDE THE SQUARE

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 with great attention to detail and numeracy skills. Competitor analysis will also be a key part of the role. Think outside the square and make this role your very own.

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



Immigration on Board^{*}

The Fastest Way to Enter Indonesia.

Garuda Indonesia makes your arrival into Indonesia easier and quicker with Immigration on Board. It is our exclusive service to all inbound passengers on flights from Sydney to Jakarta. From the 20th of January 2012 we are pleased to be introducing this service on our direct Sydney to Denpasar flights.

Immigration on Board allows for all immigration requirements to be completed inflight, and after disembarking, you can go straight through the Fast Track lane to collect your luggage, leaving the terminal only minutes later.

We invite you to experience the real Indonesia where our signature inflight service combined with our revitalised fleet, creates the Garuda Indonesia Experience.

For further information please contact Garuda Indonesia on 1300 365 331.



THE WORLD'S
MOST IMPROVED AIRLINE
awarded to
GARUDA INDONESIA
SKYTRAX 2010 WORLD AIRLINE AWARDS

*The immigration onboard processing facility is only available on the following flights SYD-DPS (GA715) & SYD-CGK (GA713).

Garuda Indonesia 



SINGAPORE AIRLINES



A great way to fly

\$1000 PER WEEK AND THAT'S NOT ALL

The agent with the greatest SQ sales per week will receive \$1000 plus

\$100

DJ'S VOUCHER
for every return
First Class/Suites
ticket to Europe

\$50

DJ'S VOUCHER
for every return
Business Class
ticket to Europe
or Asia/SASC

\$30

DJ'S VOUCHER
for every return
Economy Class
ticket to Europe

\$20

DJ'S VOUCHER
for every return
Economy Class
ticket to Asia/SASC



Agency name: _____
TO CLAIM YOUR VOUCHER, PLEASE FAX TO YOUR LOCAL SALES OFFICE

Ticket number: _____

Quikfares *Quikticket*

CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 16 January & 05 February 2012 on 100% SQ itineraries ex Australia plated to SQ (618) ticket stock on the Consolidated Travel IATA only. Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Consolidated Travel and Singapore Airlines reserve the right to alter or cancel the promotion any time. Vouchers for this promotion are capped and will be distributed at the completion of the promotion. 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 13 January 2011.