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First with the news

Friday 8th June 2012

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Rex cans FF program

REGIONAL Express has announced the termination of its 'Rex Flyer' loyalty program, saying the move is due to "draconian government measures [which] translate into astronomical cost increases" such as the carbon tax.

The carrier said it's having to implement a range of initiatives to reduce its costs, with "regional aviation facing its greatest fight for survival" due to the carbon tax and other govt imposts.

Next level of QF restructure

QANTAS yesterday revealed the initial structure of its new QF Domestic and International operations (TD 22 May), which are being respectively headed up by Lyell Strambi and Simon Hickey.

The changes will see **Stephen Thompson** appointed as head of International Sales, while **Steve Limbrick** will head up Sales, Marketing and Distribution for the domestic division.

Other key International appointments and sections include **Norris Carter** in Commercial Planning, **Lisa Brock** heading up Freight, **Alison Webster** in charge of Customer Experience, **Lewis Pullen** for Marketing, **Karen Lonergan** heading up People and

Peter Wilson for Operations.

In the domestic division, **Narendra Kumar** will head up the Regional Airlines division; **Vanessa Hudson** is in charge of Planning and Strategy; **Samantha Taranto** will run Customer Experience; **Ian Viney** will head up Catering; **Chris Nassenstein** will manage Engineering; **Matt Lee** is heading up Ground Operations; **Gabrielle Curtin** will manage People and **Philp Green** is in charge of Flight Operations.

Earlier this week, ceo Alan Joyce said the new structure was part of "decisive action" to mitigate losses in QF International, set to amount to over \$450m this year.

Qantas shares plummeted to trade at just \$1.03 yesterday.



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Today's Travel Daily

The next issue of TD will be published on Tue 12 Jun due to a NSW public holiday on Mon.

Travel Daily today has six pages of news, a front full page for Emirates, an updated NTIA finalist list plus full pages:

- AA Appointments jobs
- Club Med

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Snow column returns

TRAVEL Daily's weekly snow column returns today as the 2012 ski season gets into full swing.

The regular feature (below) is designed to provide an update to agents on weather conditions and lifts in operation at resorts in Australia and across the Tasman.

NZ South Island ski fields will open tomorrow with heavy falls this week blanketing Mt Hutt and Coronet Peak.

MEANWHILE, winter specialists Skimax Holidays has announced it will remain open on Mon during the NSW Public Holiday, for bookings phone 1300 136 997.

Snow conditions

WELCOME to TD's regular snow conditions update, providing info on the latest snow falls, depths and lifts in operation across key Australia and New Zealand ski-fields.

Here's the latest snow reports:

- Falls Creek - 28cm / 0 lifts
- Perisher - 37.5cm / 2 lifts
- Thredbo - 37.5cm / 1 lift
- Charlotte Pass - opens 22 Jun
- Mt Hotham - 35cm / 3 lifts
- Mt Baw Baw - 20cm / 0 lifts
- Mt Buller - 10cm / 0 lifts
- Coronet Peak - 35cm / 5 lifts
- The Remarkables - closed
- Mt Hutt - 65cm / TBA

AFTA withdraws from NTA

THE Australian Federation of Travel Agents has pulled out of the National Tourism Alliance, with the move effective from the end of the month.

The NTA, which awkwardly currently occupies part of AFTA's premises in Sydney, was formed just over ten years ago as a "united forum for the Australian tourism industry," to pursue "high level engagement on national issues".

Members include a wide spectrum of organisations such as AAA Tourism, ATEC, TTF Australia, the Accommodation Association of Australia, BECA, BARA, various state Tourism Industry Councils, and Tourism Accommodation Australia as well as the Winemakers Federation of Australia, the Caravan, RV and Accommodation Industry and Restaurant and Catering Australia.

AFTA ceo Jayson Westbury said that while AFTA had been a

founding member of the NTA, it's now felt that the structure of the alliance doesn't provide good value for AFTA's investment.

"One of the problems for an 'association of associations' is making decisions and providing advocacy when there are differing views - and advocacy costs a lot of money, something that the NTA does not have due to the structure of the membership," he told **TD** last night.

The AFTA board feels that the Federation is now in a strong position to put the issues of the travel industry forward as required within its own resources.

He also flagged a new Memorandum of Understanding with lobby group TTF Australia, which will see AFTA work with TTF to lobby on industry issues.

SQ boosts Heathrow

SINGAPORE Airlines will launch a new fourth daily late night service from Singapore to London Heathrow, effective Oct.

Operated by a B777-300ER, the new flight will beef up frequencies from 21 to 25 weekly from 09 Sep before being upgauged to 28 weekly on 21 Oct.

Cars Land opening

DISNEY will officially reopen the Disney California Adventure Park on 15 Jun with the event to see the debut of the new *Cars Land* precinct, the Buena Vista Street and Carthay Circle Theatre.

See **TD** next week for full coverage of the Red Carpet Opening Ceremony and Premiere Party.

MAS ok on EY/AB pact

MALAYSIA Airlines has told the Australian competition watchdog that it has "no objection" to the proposed alliance between Etihad Airways and airberlin (**TD** 17 May).

In a submission to the ACCC, MAS general counsel Vince See said Malaysia Airlines would not oppose the planned Commercial Co-Operation Agreement & Codeshare Agreement.

MAS would not block the pact "so long as the ACCC is of the view that the application should be in the interests of the market and consumers be authorised and that all players should be granted an equal playing field at all times," See told the ACCC via email.

Oman is hot, hot, hot!

OMAN Tourism has reported a surge in interest from the trade for the Sultanate after the debut of its 'Side Trip of a Lifetime' direct marketing push (**TD** yest).

Manager for Australia/NZ Mona Tannous told **TD** she's been bombarded with agents wanting to register their details to become preferred sellers - for more info see www.tourismoman.com.au.

TravelClear 60% spike

SURESAVE says the number of pre-existing medical condition applicants have swollen by 60% since the insurer's launch last year of the TravelClear product.

"On average, we offer cover to up to 95% of all people who are assessed through TravelClear," said SureSave gm Malcolm Collier.

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First with the news

Friday 8th June 2012

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Fifty days until London 2012

BRITISH Airways last night hosted industry guests at the home of British Consul-General, Richard Morris, with the event highlighting the upcoming London Olympics which kick off with



the opening ceremony on 27 Jul.

BA is the official airline of the London 2012 Olympic and Paralympic Games, but hasn't been widely touting its association with the event in Australia where Qantas is the major Olympic sponsor.

However last night's event took place on nationally "British soil" with country manager Neil Ager saying BA was proud of its

longstanding relationship with Australia and particularly Qantas through the Joint Services Agreement.

He took the opportunity to thank industry partners for their support, and highlighted recent BA product changes including revamped inflight food and wine and the success of LHR Terminal 5.

More pics on our website and at facebook.com/traveldaily.

OTA penetration to top 40% in 2013

ONLINE Travel Agents (OTA) in Australia and NZ are expected to see share gains in the leisure and unmanaged business travel market increase by 5% in two years, according to a new report.

The latest PhoCusWright Online Travel released yesterday shows gross OTC travel bookings were 36% in 2011, but that figure is expected to climb to 41% by 2013.

The report forecasts ANZ's

online travel market to continue to grow by double-digits - which is almost twice the pace of overall travel markets, the firm said.

"Australia-New Zealand's consolidated air market may account for a big piece of the region's online travel market, but it is the more fragmented lodging and intermediary arenas that are really heating up," said senior director research Douglas Quinby.

He said home-grown online and traditional agencies would "step up the fight" to gain market share as soon as growth slows.

Holiday intention dip

THE latest Roy Morgan Research on Australian holiday intention to travel has fallen marginally during Apr to 71%, dropping from all time highs achieved in Jan 2012 of 72%.

The Holiday Tracking Survey data suggests 13.2 million Aussies are planning to travel in the next 12 months, with 56% considering a domestic trip (up 1% y-on-y) and a steady 9% are mulling an international vacation.

The overall Apr quarter figure is up 3% on the same time last year.

The most popular domestic spots include Melbourne, Sydney, the Gold Coast and Northern NSW, said Roy Morgan Research's Jane Ianniello.

Virgin MEL T3 work

VIRGIN Australia has begun refurbishment work at Melbourne Airport's Terminal 3 as part of the airline's brand repositioning.

The investment includes a new "high-quality" corporate Lounge and the introduction of a Premium Valet service at T3.

Melbourne Airport ceo Chris Woodruff said flights will operate as normal during the upgrade and that the project is expected to be completed by the end of the year.

Momento up comm.

AGENTS booking and paying in full for Momento products in Jun valued at \$1,000 or more will get an extra 2% commission.

The offer excludes VIA Rail and Amtrak bookings.

Window Seat

SHANGHAI Pudong airport features all of the latest in technology - and the bathrooms in the lounges are really out of this world.

TD couldn't help snapping the pics below as we grappled with the toilet technology during a visit earlier this week.

The Japanese system included a range of automatic features such as retracting nozzles and various air blowers to provide a "hands free" experience.

Fortunately the control panel was accompanied by an adjacent explanatory diagram of instructions.



Almost, but not quite as complicated as a flight deck.

GROUPS COORDINATOR

■ Sydney based



Globus family of brands is expanding its groups department and looking for a full time groups coordinator based in the Sydney office.

The role will be responsible for developing, crediting and booking brochure and custom groups.

To succeed we're looking for a candidate with a least three years experience in either retail group travel or wholesale groups, ideally within a customer service and sales environment.

To apply, forward your CV and covering letter to recruitment@globusfamily.com.au with the position title in the subject line by Friday 13 June 2012.

Please note: Applications will not be accepted via recruitment agencies before the closing date.

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Limited Tibet access

CHINA has reportedly closed the Tibet region to foreign visitors and cancelled tourist visas.

No reason has so far been offered for the restrictions.

The ban, which has been enacted by China before, comes at a time of high tourist visitation to the region as Tibetans prepare for a month-long Saga Dawa festival to celebrate the birth of Buddha.

Wendy Wu Tours general manager Alan Alcock told *Travel Daily* its operations have dealt with similar situations in the past.

"It is not unusual for the Tibet authorities to suspend the issuing of Tibet Permits at times of major events [such as Buddha's birthday or the Party Congress Week]."

"As a rule we plan all our group tours going in to Tibet to avoid the contentious times of the year and our next group entering Tibet does not depart until early Sep, which if past experience is anything to go by we will not have a problem," Alcock said.

AIX pax traffic grows

PERTH Airport saw an 11.3% year-on-year growth in passenger movements in Apr, the airport's owner reported yesterday.

Queensland Airports also saw growth, with international traffic through Gold Coast Airport alone rising by 7.7% and expected to rise further with the launch of Scoot services next week.

Capacity reductions continued in line with drops in passenger traffic through NT facilities, with Darwin Airport seeing a 6.1% decline, while Sydney Airport posted an even result after seeing increases in int'l traffic offset by a drop in domestic movements.

New Pegasus chief

TRAVEL technology company Pegasus Solutions has appointed David Millili as its new chief executive officer, succeeding Mike Kistner effective immediately.

Millili was previously Pegasus' chief web officer.

Insight goes for USA gold

INSIGHT Vacations has released its new USA and Canada program, with a significant expansion due to the exceptional performance of the product this year.

MD Lorraine Sharp, who steps down from the role in four weeks, told *TD* last night US sales are up 60% and the new brochure includes seven new luxury "Gold" itineraries.

The program also features an add-on paddle-wheel steamboat cruise on the Mississippi River which reflects the ongoing popularity of river cruising.

New destinations for 2013 include Chicago, Nashville and Cape Cod, while some itineraries include a stay on the famous Martha's Vineyard.



The 15-day Trans Canada Odyssey and the Capitals of Eastern Canada have also been boosted to gold status, with "majorly upgraded" hotels, cuisine and inclusions.

Sharp is **pictured** above right with Insight Vacations marketing manager Maureen van Metter.



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USA & CANADA 2013

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ABOVE: Lynne Ireland, who among her many activities is ILTM's representative for Australia and New Zealand, is pictured above with Roland Jegge from Worldhotels.

Lots more ILTM pics on our website and at facebook.com/traveldaily.

THERE were lots of Aussies to spot in Shanghai this week, with a major Australian presence at International Luxury Travel Market. 17 operators took part in the Australian stand, while there were lots of other Aussie buyers and sellers walking the ILTM floor.



ABOVE: Destination NSW's Oton Wu is pictured with ATEC md Felicia Mariani.

Jordan plans roadshow

THE Middle Eastern Kingdom of Jordan has flagged its first ever Australian tourism road show, with a delegation set to head down under in Oct this year.

The move is part of a strategy to diversify from the country's traditional inbound markets and will target both the FIT and MICE sectors.

Full details in today's *Business Events News* - subscribe free at www.businesseventsnews.com.au.

BW Kuta now open

BEST Western has launched a villa-style property in Kuta, Bali, part of a major room inventory expansion in Indonesia and part of a four-fold inventory increase.

The Best Western Kuta Villa features 50-rooms designed in a Balinese theme, with the property also boasting a swim-up pool bar.

Ethiad spot sharklets

ETIHAD Airways will fit 17 of its future Airbus A320s with sharklets, a 2.5m tall wingtip device aimed at reducing fuel consumption on long-haul flights.

UA Dulles to Dublin

UNITED Airlines has launched a daily nonstop service between its Dulles Airport hub in Washington DC to Dublin, Ireland, to be flown using 169-seat B757 aircraft.



THIS week's *Travel Specials* is brought to you by **Travel Industry Club**. If your firm has released a travel special you'd like to make the industry aware of send the details to specials@traveldaily.com.au.

5-star island luxury awaits at a fraction of what you would expect to pay at Fiji's **Qamea Resort & Spa** through **Travel Industry Club**. Private pools and jacuzzi rooms can be experienced from as little as \$222pp per night - a 45% saving on standard prices. All meals and a huge alcohol range is also included. To book, phone **TIC** on (02) 9700 8711.

Members of the travel industry can take an additional 50% off the Best Available rates at any **Amari** resort in **Thailand** between 01 May and 20 Dec this year. Amari properties are located close to major tourist attractions and feature activities for guests such as Thai cooking classes and spa treatments at newly-opened Breeze spas. To book, visit www.amari.com and quote promo code **BONANZA268**.

Somerset St Georges Terrace, located in the Perth CBD, has released a special "**Double Bubbles**" package. From \$355, guests receive one night accom in a Premier Spa Studio, which includes an in-room spa, body pampering products, breakfast for two, a bottle of sparkling wine and 1pm checkout. Available until 31 Dec this year. Ph 1800 766 377 to book.

The Ascott Limited Group is inviting travellers to take advantage of new Stay 3 Pay 2 special offers valid at any **Somerset Serviced Residence** in Melbourne, Hobart or Perth. The promo is valid for bookings and stays from 01 May to 30 Sep, with 3-night packages at the **Citadines on Bourke Melbourne** starting from \$440. More info call toll-free 1800 766 377.

London hotels too \$\$\$

EXCESSIVELY high prices for London hotels during the Olympic period have resulted in lower room occupancies, according to wholesaler JacTravel, who is forecasting tourist arrivals in July to be 35% down on last year.

Evidence of tourist displacement has again surfaced, with regular visitors holidaying elsewhere to avoid Olympic crowds & high prices.

JacTravel chief executive Mario Bodini said forecasts in tourist numbers had been too optimistic.

"It's great publicity for the country, but what we need is sensible hotel pricing, and to make sure it goes back to normal very quickly," Bodini said.

Vic visitors go regional

INTERNATIONAL visitors are seeing more of regional Victoria than ever before, new stats from the Victoria Tourism Council show.

The state recorded a 5.5% jump in int'l visitation in Mar, the best growth figure posted nationwide.

Regional Vic posted a 20% spike, with Eastern nations leading the way and visiting the Dandenongs, Phillip Island & Macedon regions.

VTIC chief Dianne Smith said "It's fantastic news that visitors from these rapidly growing markets are seeing Victoria as an attractive holiday and business event destination, and are broadening their experience beyond just Melbourne."

New Descarada site

LUXURY charter cruise operation Descarada has launched its new website in line with the upgraded *Descarada 2* vessel.

See www.descarada.com.au.

Air Lease sign for neo

AIR Lease Corporation has signed a contract for the acquisition of 36 Airbus A320neo Family aircraft, taking the company's cumulative Airbus order to 100.

WIN A LUGGAGE SET



To celebrate the launch of Hawaiian Airlines new service from Sydney - New York via Honolulu, **Hawaiian Airlines** this week is giving five *Travel Daily* readers the chance to win a 3 piece Platinum luggage set from **American Tourister**, valued at \$723 per set.

For your chance to win this great prize, simply be the first person to send in the correct answer to the question below to: atcomp@traveldaily.com.au.

What is Hawaiian Airlines baggage limit?

Hint! Visit www.hawaiianairlines.com.au

Congratulations to yesterday's lucky winner, **Dave Ahlhauser** of **Jetset Travel Midland**.



Friday 8th Jun 2012

DFAT advice issued

FURTHER politically-motivated clashes in Tripoli and the prospect of more violence has led DFAT to reissue its warning for Australians travelling to Lebanon.

The overall level of advice has not been changed from "Reconsider your need to travel".

MEANWHILE, information on political tension in regions of Peru has been posted on Smartraveller, with the govt site informing that national or regional strikes can be called at short notice, causing disruptions to domestic air travel and public transport, with the cities of Puno and Arequipa prone to demonstrations limiting travel.

AND, DFAT has advised of new biometric entry & exit procedures in Argentina, requiring visitors arriving at Exeiza Int'l Airport and Jorge Newbery Airport in Buenos Aires to have inkless thumbprint scans and digital photographs taken on arrival.

Getaway this week

CHANNEL 9's travel program *Getaway*, screening tomorrow at 5:30pm will feature a tour of the new Sydney Star casino, with stories on New Zealand, Bangkok and regional Vic & NSW, and cruising through Eastern Europe.

 **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

Tahiti agent incentive

TAHITI Travel Connection has launched a new agent incentive whereby air & land bookings with a value of \$2000 or more that are deposited before 30 Jun receive a \$75 Gifts.com.au voucher.

More info at bit.ly/tahitigifts.

Amadeus China boost

AIR China has integrated two new Amadeus technologies into its online booking systems.

Among the improvements are the Amadeus Mobile Solutions, allowing Air China to develop a mobile booking facility.

The carrier has also integrated the Amadeus German Rail Booking platform to enable customers to combine rail products in Germany as part of a CA flight reservation.

Classic Athena voyage

CLASSIC International Cruises' *Athena* will operate its first cruise from Australia to England & return.

The 44-night voyage each way will depart from Perth and travel via the Suez Canal, returning from England via South Africa on 29 Sep.

AAT Kings rail breaks

RESPONDING to demand, AAT Kings has launched an Outback Rail Breaks brochure featuring accom packages that go hand-in-hand with journeys on The Ghan.

A variety of itineraries are detailed, with a seven-day Uluru Rail Break itinerary starting from \$2,602ppts, land only.

Travelocity & Hilton

TRAVELOCITY has signed a new agreement with Hilton Worldwide, allowing its Zuji and Lastminute platforms continued access to Hilton's range of 3,800 hotels.

AMR management cut

AMERICAN Airlines parent company AMR has announced it will lay off 1,400 management & support staff as part of its Chapter 11 bankruptcy reorganisation, as it tries to cut \$3.1b in annual costs.

France skiing making tracks



REPRESENTATIVES of France Montagnes were in Aus last week to showcase French piste to Aussie skiers at several ski shows in Sydney and Melbourne.

France Montagnes is an organisation funded by the five major 'massifs' in France as well as French ski schools, lift

operators and other groups.

Australia is a key long-haul market for France, with keen Australian skiers staying longer and spending more.

Pictured above with Michael Bayart from France Montanges are Caroline Samy of Courchevel & Claire Kaletka-Neil, Atout France.

WIN A TRIP TO GREECE

Throughout June, **Travel Daily** is giving one lucky travel consultant reader the chance to win an amazing 7-day escorted "Highlights of Greece" tour, courtesy of **Sun Island Tours**.

The prize includes two return economy fares to Athens with Etihad, airport transfers, six nights' accommodation, six breakfasts, three dinners, tours with licensed guide as per itinerary, entrance fees and local taxes.

Every day **Travel Daily** will be featuring a photo of a Sun Island Tours' staff member enjoying a different destination from their brochures. You just have to identify the city or landmark and email us your answer. There will be 20 questions in total, which will also be posted on our website. In the final (20th) day you will be asked a creative question.

At the end of the month the subscriber with the most correct answers and the most creative response to the final question will win.

Email your answers to: sunislandcomp@traveldaily.com.au

Hint! Go to Sun Island Tours' Facebook page or visit www.sunislandtours.com.au

Click here for more information



Where is Louisa today?



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Travel Daily Group:



AFTA National Travel Industry Awards

2012 Finalists



Category 1: Best Travel Agency Group (100 outlets or more)

- Flight Centre Limited
- Harvey World Travel
- Jetset Travelworld Network
- Travellers Choice
- Travelscene American Express

Category 2: Best Travel Agency Retail – Single Location

- Bayview Travel
- Bicton Travel
- Flying Colours Travel
- Harvey World Travel Winston Hills
- MTA Travel

Category 3: Best Travel Agency Retail – Multi Location

- Concierge Traveller
- Harvey World Travel Maitland & Rutherford
- Mary Rossi Travel
- Phil Hoffmann Travel
- TravelManagers Australia Pty Ltd

Category 4: Best Travel Agency Corporate – Single Location

- Airport Travel Centre
- DBT Corporate
- Ellendale Travel
- Goldman Travel Corporation
- Spencer Travel

Category 5: Best Travel Agency Corporate – Multi Location

- Corporate Traveller
- Globetrotter Corporate Travel
- Platinum Travel Corporation
- Show Group Enterprises
- World Travel Professionals

Category 6: Best National Travel Management Company

- Corporate Travel Management
- FCm Travel Solutions
- HRG Australia
- QBT
- Voyager

Category 7: Best Business Events Travel Agency

- Cievnts
- ETM
- Showgroup Enterprises
- The Events Authority
- World Travel Professionals Conference Team

Category 8: Best Travel Consultant – Retail

- Kelly Spinks, Jetset Travel Albany, WA
- Laura Powell, Phil Hoffmann Travel - Semaphore, SA
- Sophie Brooks, Harvey World Travel Lane Cove, NSW
- Sophie Fitzgerald, Flight Centre Mt Hawthorn, WA
- Tiiu Marmont, Flight Centre Richmond, NSW

Category 9: Best Travel Consultant – Corporate

- Ben Cochrane, World Travel Professionals, QLD
- Daryl Dickson, Globetrotter Corporate Travel, WA
- Rebecca Normand, Showgroup Enterprises, VIC
- Richard French, Platinum Travel Corporation, VIC
- Simone King, Goldman Travel Corporation, NSW

Category 10: Rookie of the Year – Agent

- Angela Melotti, Flight Centre Macquarie, NSW
- Karla Pruiti, Harvey World Travel Booragoon, WA
- Rebecca Scaffidi, World Travel Professionals, WA
- Renee Cipollone, Showgroup Enterprises, NSW
- Tina Grey, Flight Centre Caloundra, QLD

Category 11: Best Domestic Airline

- Qantas Airways Limited
- Virgin Australia

Category 12: Best International Airline – On-Line

- Emirates
- Etihad Airways
- Qantas Airways Limited
- Singapore Airlines
- Virgin Australia

Category 13: Best International Airline – Off-Line

- Air France
- Finnair
- Lufthansa German Airlines
- Swiss International Airlines
- Turkish Airlines

Category 14: Best Cruise Operator – Australian Based Operation

- Captain Cook Cruises
- Orion Expeditions Cruises
- P&O Cruises Australia
- Princess Cruises
- Royal Caribbean International

Category 15: Best Cruise Operator – International Based Operation

- APT
- P&O Cruises World Cruising
- Royal Caribbean International
- Seabourn
- Silversea Cruises

Category 16: Best Tour Operator – Domestic

- AAT Kings
- APT
- Fraser Island Adventure Tours
- Inspiring Journeys
- Topdeck

Category 17: Best Tour Operator – International

- APT
- G Adventures
- Insight Vacations
- Tauck World Discovery
- Trafalgar

Category 18: Best Car/Campervan Rental Operator

- Avis
- Europcar
- Hertz Australia
- thl Britz Maui

Category 19: Best Tourist Office – National

- Destination NSW
- Norfolk Island Tourism
- Tourism Queensland
- Tourism Tropical North Queensland
- Tourism Victoria

Category 20: Best Tourist Office – International

- Abu Dhabi Tourism and Culture Authority
- Tourism Fiji
- Las Vegas Convention & Visitors Authority
- Singapore Tourism Board
- Sultanate of Oman Tourism

Category 21: Best Wholesaler – Australian Product

- Creative Holidays
- Excite Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays
- Sunlover Holidays

Category 22: Best Wholesaler – International product

- Creative Holidays
- Excite Holidays
- Harvey's Choice Holidays
- Infinity Holidays
- Qantas Holidays & Viva! Holidays

Category 23: Best Agency Support Service

- Air Tickets
- Amadeus
- Express Ticketing
- Sabre Pacific
- Travelport

Category 24: Best Sales Executive – Industry Supplier

- Christine Knight, Singapore Airlines, QLD
- Justin La Grange, Malaysia Airlines, WA
- Karina Hill, Express Ticketing, NSW
- Scott Wallace, thl Britz Maui, VIC
- Stephen Farrelly, Insight Vacations, NSW

Category 25: Rookie of the Year – Supplier

- Aaron Christian, AAT Kings, NSW
- Erin Williams, U Tracks (A Division of World Expeditions), NSW
- Christopher Jones, Excite Holidays, NSW

Category 26: Best Hotel/Resort – Australian Property

- Cable Beach Club Resort and Spa
- Crown Metropol
- Emirates Wolgan Valley Resort & Spa
- Hayman
- Saffire Freycinet

Category 27: Best Hotel/Resort Group

- Leading Hotels of the World
- Mantra Group
- Shangri-La Hotels and Resorts
- Spicers Group
- Starwood Hotels & Resorts

Category 28: Best Registered Travel Industry Training Institution

- Canberra Institute of Technology
- TAFE SA Adelaide South Institute
- Tropical North Queensland Institute of TAFE
- Victoria University
- William Angliss Institute

Category 29: Best Travel Writer

- Angela Saurine
- Brian Crisp
- Kris Madden
- Rob McFarland
- Stephen Scourfield

Category 30: Best Travel Agent Technology Innovation

- Name Your Own Price, Air Tickets
- Express Marketing Tools, Express Ticketing
- Sabre Red, Sabre Pacific
- Amadeus Offers, Amadeus
- Travelport Universal Desktop, Travelport



AA APPOINTMENTS
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***HOT* VARIETY IS THE SPICE OF LIFE
CORPORATE CONSULTANT**

SYDNEY – SALARY PACKAGE TO \$60K + BONUS

Do you like variety in your life? Do you want an exciting challenge working on different accounts? This global corporate management company has an exciting position working on various accounts within their corporate team. This is a unique opportunity to work for a fantastic company, who are dedicated to staff development. If you have 2 years experience in corporate travel, great positive, flexible attitude and dedicate to customer service. This is the role for you.

***HOT* DON'T BE A SINKING SHIP
CRUISE CONSULTANT**

SYDNEY – SALARY PACKAGE TO \$50K + BONUS

This fantastic cruise wholesaler is based in the CBD and they are currently booming. We are looking for talented consultants to join their great team. You will enjoy booking cruise packages worldwide and to exotic locations. This is your chance to be part of the fastest growing industry. You will be looking after key clients selling the extensive cruise product on offer. If you can picture yourself sailing the seven seas this is the role for you.

**ARE YOU CRAVING A MIDWEEK SLEEP IN?
CUSTOMER SERVICE AGENT**

MELBOURNE (INNER) – SALARY PACKAGE TO \$49K

This large travel operator is looking for a customer service focused travel agent to join their team in Melbourne. Working with Galileo you will be responsible for assisting online clients with their booking enquiries. Working on interesting itineraries behind the scenes, no two days will be the same! With a rotating roster on offer you can look forward to a sleep in, perfect with such a social group! Call us today to find out more

**HAVE IT ALL WITH THIS NEW ROLE
TRAVEL CONSULTANT**

MELBOURNE (CBD) – SALARY PACKAGE TO \$55K (OTE)

We have a new and exciting role on in Melbourne for an experienced retail travel consultant. This role will see you looking after a mix of clients, from groups to high end leisure to corporate clients; they service them all! With a fantastic CBD location this boutique office works by appointment only, so you can kiss good bye the time wasters and brochure collectors! Min 2 years experience required.

**ARE YOU A TOP NOTCH CONSULTANT?
TRAVEL CONSULTANT**

PERTH (NORTH) – SALARY PACKAGE TO \$55K (DOE)

If you are an experienced travel consultant in Perth we have your next role! This role will see you working in a beautiful boutique agency assisting repeat clients and arranging luxurious travel itineraries. Book 5 star African Safari’s, River cruising in Europe and much more. If you have a minimum of 4 years retail experience why not make the move to this fantastic office and start living the high life! Apply today!

AMAZING CITY VIEWS

DOMESTIC CORPORATE CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$45K (DOE)

With the best view in Melbourne this is one office that you will LOVE! Located close to the CBD this boutique office is looking for an experience corporate consultant to focus on the domestic accounts. Using Sabre and Tramadax you will also be responsible for arranging profiles/accounts using the online booking system Webres. Take control of your files and start earning what you are really worth!

**FARES GURU NEEDED
AIR PRODUCT SPECIALIST**

BRISBANE CBD – SALARY PACKAGE TO \$55K

Are you looking for a new way to utilise your strong fares knowledge and Galileo skills? This may be just the role for you! As part of this fab air team you will be responsible for sourcing the hottest fares out in the industry. Working to tight deadlines you will be providing marketing and advertising teams with competitively priced fares adhering to ACCC guidelines. You’ll work Mon – Fri hours with half Saturday’s on rotation. Enjoy a strong salary package along with amazing benefits!

**PART TIME PERFECTION
RETAIL TRAVEL CONSULTANTS**

BRISBANE SUBURBS – UP TO \$27/HR + SUPER

Returning back to the workforce and not ready to work fulltime hours? Needing a work/life balance? Then don’t let these part time gems pass you by. Currently we have several well established agencies looking for experienced travel consultants to join them in a part time capacity. As part of these small and friendly teams you will sell a range of international destinations and enjoy variety in your day. Top hourly rates are on offer for experienced consultants.



Why Australians should visit Club Med Bintan Island according to Michael Clarke



MICHAEL CLARKE is currently Club Med’s only Australian General Manager living abroad. During his third year at Club Med, and working as a G.O in Phuket at the time, the bug bit hard – he thought to himself – “I want to be a General Manager.” Michael became General Manager in 2011, and is currently leading the team of 300 employees at Club Med Bintan Island off the coast of Singapore. Here’s what Michael has to say regarding his current home...

What is it about Club Med that makes it so popular in your opinion?

“For me the amazing thing about Club Med is that there is something for everyone. Club Med in Asia is very family focused. For example in Bintan (Indonesia), the children have the chance to swing on the trapeze, play archery or play at one of the most beautiful beaches in the world. For mum and dad, there is also the chance to relax at the newly renovated spa or sip on cocktails poolside. Club Med really comes alive in the evening with a mix of different performances including circus, dance and comedy. There is never a dull moment.”

How would you describe Club Med Bintan Island?

“Bintan Island has started to become more and more popular. It is a great escape from the hustle and bustle of city life. It is different to Bali and Singapore. The place is very private and very secure. You can come here and be at peace. It is just a 45 minute ferry ride from Singapore.”

Why is the all-inclusive concept a major attraction for Australians?

“Once you arrive here you can lock you wallet in your safe and enjoy the Village at your pleasure. You have access to all the sports, the Mini Club, and of course the amazing international buffet and the enjoyment of the choosing from a range of delicious cocktails on offer daily at the bar.”



ENDLESS SUMMER SALE
BINTAN ISLAND (5 nights)
 From \$1,135 per Adult / \$509 Child
 Sales period: 04 June-10 September 2012
 Travel dates: 16 February-29 March 2013



Just a taste of all that’s included

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