



Economy from \$1703
Book by 16 March 2012

Terms and conditions apply.
Visit vsflyinghub.com or refer to your
GDS for fare details.

One big year. One great airline.

LONDON BY
virgin atlantic 

E GAP

empowered
with James Tobin

This month we look at creating sustainable & responsible travel for all



Watch video now 

Travel Daily

First with the news

Tuesday 13th March 2012

TMS
ASIA-PACIFIC

DO YOU NEED A TEMP?

CONTACT THE TMS TEMP MGR SHARON ON 02 9231 6444

CLICK HERE TO GET STARTED

Emirates triples Rome

EMIRATES will add a third daily flight to Rome from 01 Oct, adding yet more Italy capacity to the recently announced triple daily Milan and double daily Venice Emirates services.

The new flight EK099/100 will leave Dubai at 0315 local time, arriving in Rome at 0735.

Operated by a 237-seat three class Airbus A330-200, the return service departs Rome at 1120, arriving at DXB at 1910.

Qantas blasts Virgin plan

QANTAS has come out in strong opposition to the Virgin Australia restructuring proposal (**TD** 23 Feb) which would see Virgin's international operations split off into a separate holding company.

Last week Virgin Australia made an application to the International Air Services Commission requesting that its allocation for capacity to Indonesia be shifted to the new Virgin Australia International Holdings (VAIH).

In a response to the submission released today, Qantas says it's "very concerned that the proposed structure is likely to result in foreign persons having effective control of the day-to-day operations of VAIH".

QF says that this is likely to breach Australia's obligations under Air Service Agreements, pointing out what it claims as an inconsistency between Virgin's claims that it will manage the new entity despite it operating

with an independent board.

Virgin Australia ceo John Borghetti unveiled the proposed new structure last month, with the aim of allowing more foreign investment in DJ's domestic operations while keeping its international business majority Australian owned.

Virgin Australia shareholders already include Air NZ and Virgin Group, and Etihad has also been mooted as a possible investor.

Qantas has urged the IASC to conduct a "comprehensive public review to confirm that VAIH will, at all times in the future, be in a position to comply with the requirements to be designated as an Australian carrier".

VS \$1703 to London

VIRGIN Atlantic has launched a 'London by Virgin Atlantic' sale offering return economy fares from \$1703 for bookings by this Fri 16 Mar.

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

Eight pages of news

Travel Daily today has eight pages of news and photos, a "London by Virgin Atlantic" front full page, plus full pages:

- TMS Asia Pacific jobs
- AA Appointments jobs
- Qantas Hols SA incentive

South Australia

Check out our blend of brilliant packages!



S South Australia. A brilliant blend.

rain points Trip

QANTAS Holidays

qantasholidays.com.au/agents

Cradle Mtn to Peppers

CRADLE Mountain Lodge in Tasmania will rebrand as Peppers Cradle Mountain Lodge after joining Mantra Group's Peppers Retreats & Resorts portfolio.

The move follows the sale of the iconic wilderness property to new owners Moss Capital.

Mantra Group ceo Bob East said the sale recognises the brand's reputation as one of quality.

East said: "It is fitting that one of Australia's greatest examples of boutique accommodation should now be associated with Peppers."

Previous owners incl Voyages Hotels & Resorts which operated the property from 2004 to 2009.

Win a wine fridge

QANTAS Holidays is offering a 30-bottle win cabinet - stocked with premium South Australian wine - as a prize in its current South Australia agent incentive.

And that's just for the runner-up, with the top seller set to win a luxury Kangaroo Island getaway. For details see the **last page**.

TRAVELMANAGERS
the smarter choice

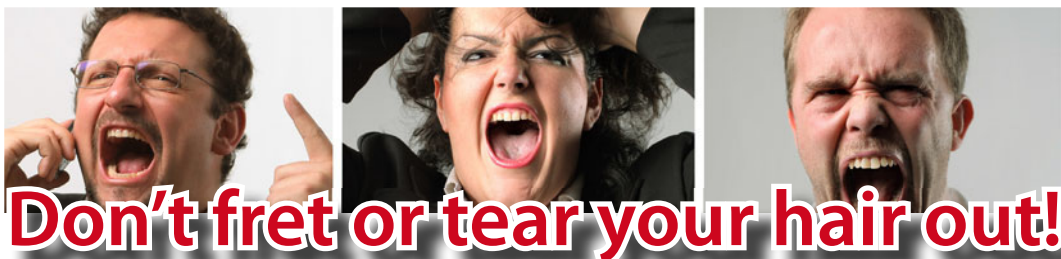
FOR LOCALISED FACE TO FACE BUSINESS COACHING

YOU CAN HAVE IT ALL

MEET THE TEAM BEHIND TRAVELMANAGERS WHO ARE HERE TO SUPPORT YOU AND YOUR BUSINESS.

CONTACT SUZANNE LAISTER ON 1800 019 599 OR JOIN.TRAVELMANAGERS.COM.AU

KAREN DOWLING
Business Partnership Manager QLD



Don't fret or tear your hair out!

With SmartTickets online you can act like an IATA agent without being one!

Click here to learn more 

inPlace
RECRUITMENT

Call 1300 inPlace
or (02) 9278 5100

Accounts & Admin Clerk

- ▶ Invoicing and Accounts receivable
- ▶ General office, sales & marketing support
- ▶ Expense management, MYOB ess.
- ▶ Salary from \$45K + super, Sydney

[click here for details](#)

Contact: ben@inplacerecruitment.com.au

Travel Daily

First with the news

Tuesday 13th March 2012

SUN ISLAND TOURS
Your Mediterranean and Middle Eastern Travel Experts

WHAT DO WOMEN WANT?
[Click here!](#)

Chapter One

Aussies lift Eurostar

AUSTRALIAN passenger numbers on the Eurostar cross-channel high speed rail services rose 4% last year, contributing to a strong 2011 result (**TD** 09 Mar).

International passengers originating outside the EU grew strongly at 20%, with these travellers now comprising about 9% of all Eurostar passengers.

Other fast-growing markets for Eurostar included the USA, Latin America and South East Asia.

AirAsia X strikes CHC blow

NEW Zealand's south island, with its tourism industry just starting to recover from the Christchurch earthquake a year ago, has been dealt another blow by the withdrawal of AirAsia X services (**TD** breaking news).

Rumoured for some time, the suspension of the current four times per week flights will be effective from the end of May.

The services brought in about 25,000 extra visitors to the Christchurch and Canterbury region each year, with local tourism chief executive Tim Hunter saying the AirAsia X service had "demonstrated that there is huge demand within the Asian region for South Island holidays."

"The visitor surge over the last year was a ray of sunshine at a time when our region was experiencing considerable tourism challenges," he said.

AirAsia X ceo Azran Osman-Rani said that although the Christchurch route had recorded loads of close to 80% in 2011, "the high cost of fuel has compromised our ability to offer

our renowned low fares".

Hunter said that the suspension of the service came "just as we were hitting our straps with a sustained program of marketing activity in Malaysia."

"Throughout the last year we have seen consistent growth in South East Asian arrivals to Christchurch, and had hoped that the airline would sustain services while these markets continued to develop," he added.

However despite the setback, Christchurch and Canterbury Tourism will continue to work in these markets, with Hunter adding that he was confident that the flow of visitors from South East Asia and China would continue.

AirAsia X also recently withdrew its flights to London, Paris and India, choosing instead to focus its efforts on more established markets including Australia, of which Sydney was recently confirmed as one of the newest ports (**TD** 17 Jan).

Osman-Rani said that AirAsia X would "continue to further expand in its core markets and add frequencies on existing routes."

Skywest charters up

SKYWEST has released its Feb operating statistics, showing a 67% increase in charter flights to 340 during the month.

RPT passenger numbers dropped 4% to just over 20,000 for the month, with a 43.9% load factor which was down 7.1 points.

During the month the carrier operated 927 wet lease block hours under its Virgin Australia ATR-72 Australian Regional Airline Network agreement.

TraveltheWorld | TAUCK

AGENT INCENTIVE

TRAVEL WITH TAUCK IN 2012
DISCOVER THE DIFFERENCE



Spend A Week in Venice, Florence and Rome this June!



FIND OUT MORE ABOUT TAUCK'S **NEW FOR 2012** COMBINATION TOURS

EARLYBIRDS EXTENDED!

Book by 31 March 2012



CAR RENTAL & PEUGEOT LEASING

- Discounted Prices
- Bonus Inclusions

To book call 1300 363 500 or visit www.driveaway.com.au

DriveAway Holidays
Your road to freedom

NT MUSTER 2012



AGENT REGISTRATIONS NOW OPEN

[Register Now >](#)

SYDNEY
Monday 19 March

MELBOURNE
Tuesday 20 March

NORTHERN TERRITORY
travelnt.com

A STAR ALLIANCE MEMBER

\$150 off any return flight to **new zealand**

Now there's every reason for your clients to visit.
To book refer to your GDS

SALE ENDS 14 MAR

AIR NEW ZEALAND
Travel periods and conditions apply

JOB OF THE WEEK

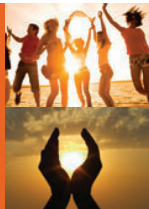
- Corporate Travel Consultants

- SYD, MEL, BNE, PER, CBR

- Salary up to \$70k!

- Work for one of the best!

Call 02 8705 5428 to apply
or visit: www.candmrecruitment.com.au



The Travel Recruitment Specialists

Travel Daily

First with the news

Tuesday 13th March 2012



EXTENDED! Experience Virgin Australia Domestic Business Class. Discounted fares exclusive to travel agents! Sales to 05APR12. Travel from 13MAR12 - 30MAY12. *Conditions apply. Subject to availability.

[CLICK HERE](#) for further details

Accor industry rates extended

ACCOMMODATION juggernaut Accor is extending its travel industry discount promo at over 65 hotels in Australia to include the month of Apr in recognition of its trade partners.

The offer - available to agents, airline staff & other travel industry staff with IATA membership - entitles them to rates priced from a low \$60 per night at participating hotels.

Accor Australia chief operating officer Simon McGrath said: "Despite the move within the hotel industry towards direct

bookings, Accor recognises the essential role our industry partners play in our success."

"We invite the industry to come and stay with us and see what Accor has been doing to upgrade and improve our service and our facilities recently," he added.

Industry rates available include stays at: All Seasons and Ibis properties for \$60 per night; Novotel and Mercure for \$80; and Pullman, MGallery and Grand Mercure for \$100.

Industry ID needs to be shown on check-in to qualify, available for leisure stays only, from 01 Apr to 30 Apr 2012.

More at bit.ly/accortraderates.

Mega incentive bonus

EMIRATES, Dubai Tourism and Arabian Adventures has awarded Melanie Smith of World Travel Professionals in Brisbane as this week's lucky bonus winner in its trade mega incentive.

Melanie has won a Panasonic Blu Ray DVD player and the new Mission Impossible DVD.

The incentive will reward 280 agents with a trip to Dubai based on the number of Emirates flights booked - emiratesincentive.com.

New hours for Sun Is.

SUN Island Tours has extended its call centre hours now open from 9am-7pm on weekdays, and 9am-midday on Sat.

The wholesaler says the move is aimed at reducing long phone queues and to better service the needs of home based agents and preferred partners in WA, and nationwide.

Top Q Catering tipper

STEPHEN

Donaghey from Q Catering is really going to look the part at his next footy game, after winning round 1 of the **TD** NRL tipping competition.

He's pictured decked out in his prize of a brand new South Sydney jersey, courtesy of week 1 sponsor inPlace Recruitment.



Luxperience interest

THE organisers of the upcoming inaugural Luxperience expo in Sydney say they've had strong interest from overseas, with applications from about 90 high end luxury buyers to attend.

The event will take place in Sep and is being headed up by Rosemary Sama, well known to the industry as the long-time organiser of the AIME business events expo.

Sama told **TD** yesterday that as well as bringing in "high end private travel designers," Luxperience will also host Virtuoso agents from across Australia, with the support of Virgin Australia.

There's also a "corporate connection" program which will link in 150 key corporate buyers with the Luxperience event.

Luxperience will take place 10-12 Sep at the Sydney Overseas Passenger Terminal, and is targeting 100-150 exhibitors in Australia's only "high end experiential travel trade event".

See www.luxperience.com.au.



Window Seat

EVER felt like your complaint was falling on deaf ears?

That could all change following the launch of a new website aimed at turning up the heat on businesses that earn your ire.

Uvent.com.au is a new online platform which gives those of us with a legitimate complaint - whether that be poor service, a dodgy product, unjustified fees, poor customer recovery efforts or anything else - a chance to vent their issues privately, after which they are sent directly to the offending business, who have one day to respond.

If they don't, the website will publish your complaint and also give competitors of the offending business the chance to buy customer data, which, in highly competitive industries, the company paying the highest amount will receive said customer data, and have the chance to resolve customer disputes or to try and win over your business for the future.

NEW low-cost carrier Scoot has opened the doors, theoretically at least, to its fares office, with the public able to register to decide how much their launch fares will be for tickets into and out of Singapore once flights commence later this year.

Tickets for the no-frills offshoot of Singapore Airlines are expected to go on sale in the first quarter of 2012, and the more people who register will drive the opening fares lower.

To participate, see bit.ly/flysc.

Full Time Consultant

24x7 Solutions is the leading after hours solution in the Travel Industry. We service numerous agencies after hours and are now looking for a Full time Consultant to join our already successful team. This role gives you flexibility along with challenge and using all your skills. The ideal candidate must have minimum 4 years' experience in Corporate Consulting, efficient, good time management, focused and most of all flexible with a can do attitude. You will be working on 3 GDS's and Tramada. Interested in a change of pace - **send your resume to mena@24x7solutions.com.au**



Fly Club Classic to LONDON from AUD 1,700

Nett rtn excl taxes, in mixed economy with VS

The only direct all Club Class service from Hong Kong to London offering **WiFi** internet access at every seat, exclusively configured with just 116 seats in two premium cabins, Club Premier and Club Classic for a truly spacious flying experience. No one else comes close.

All-business-class to LONDON starting March 7th

1300 889 190

Conditions Apply: Based on Mixed VS Economy / HX Club Classic ex SYD-HKG-LGW net IT fare. Taxes additional at approx.. AUD890 correct at 27Feb. Subject to currency fluctuations. For sales to 31Mar12 and departures 30Jun12. Seats limited and subject to availability. Other conditions apply.



HONGKONG AIRLINES
香港航空

Iberia cans JNB

ONEWORLD member Iberia has announced the cancellation of its flights between Madrid and Johannesburg, with the thrice weekly operation to stop 01 May.

More Amadeus technology for agents

AMADEUS Offers, a new platform that provide agents with time savings of 50% when converting air and hotel quotes to bookings, is the first in a string of new initiatives planned to be rolled out by the technology giant.

"It's a simple procedure that hasn't been seen before, and Australia is one of two markets to pioneer the platform [along with the UK]," Amadeus President Asia Pacific David Brett says.

The roll out of the Amadeus Offers program in a few weeks (*TD* Thu), and other projects planned, will allow agents to "much better service their clients."

Although unable to disclose details as to what future projects are coming, Brett said 'Offers' was just one of "a lot of things that are happening.

"It's clear that when we look at this product there is a lot of scope for more to be done in terms of automating and bringing technology into the travel agency space," Brett told *Travel Daily* while in Sydney last week.

Brett said Amadeus Offers was just one example of how there's "more that can be done to bring value added products to the travel agency - it's one of the reasons why the travel agency business is growing,"

He said that by investing in two streams - airline IT and travel agents - provides opportunities for "germination" of one idea from one avenue to the other.

"The fact that the core is the same allows us to leverage our development resources to do a lot more than we would be able to do if we only had the one line of business," he said.

Brett said Amadeus was "quite excited" about the string and range of technology that will begin to be introduced over coming months and years.

"It'll be a continuous stream of new products that the world is going to be talking about.

"It isn't just one-off things - it's a complex and well thought out development plan to improve things," Brett said.

QantasLink to Hotham

QANTASLINK has today released its schedule for the upcoming ski season, with services between Sydney and Mount Hotham in the Victorian Alps to operate between 29 Jun and 09 Sep.

100 flights will operate over the period on selected Thursdays, Fridays, Sundays and Mondays, with Qantas Executive Manager Regional Airlines Group, Narendra Kumar, saying the services would be timed "to create seamless connections for customers who commence their journey to the Victorian High Country on a Qantas international or domestic service".

Fares start at \$169 one way.

Albatross Xmas/NY

ALBATROSS Tours has released its 2012 European Christmas and New Years program featuring 18 festive tours ranging in duration from seven- to 12-days.

A new 11-day Christmas in the French Alsace trip is included.

Vivanta by Taj Bekal

TAJ Hotels Resorts & Palaces has announced the opening of a new five-star spa resort in North Kerala, the Vivanta by Taj - Bekal.

The resort is in the Kasargod district on the Kappil River.

Money

WELCOME to *Money Talk*, *TD*'s Tue feature on what the Australian dollar is doing.

\$1AUD = US1.048

THE Australian dollar has slipped below US\$1.05 in recent days, over concerns about the Chinese economy and a possible slowing of the Asian powerhouse's growth rate.

China reported its largest trade deficit since 1989, with exports up 18.4% but imports rising 39.6%.

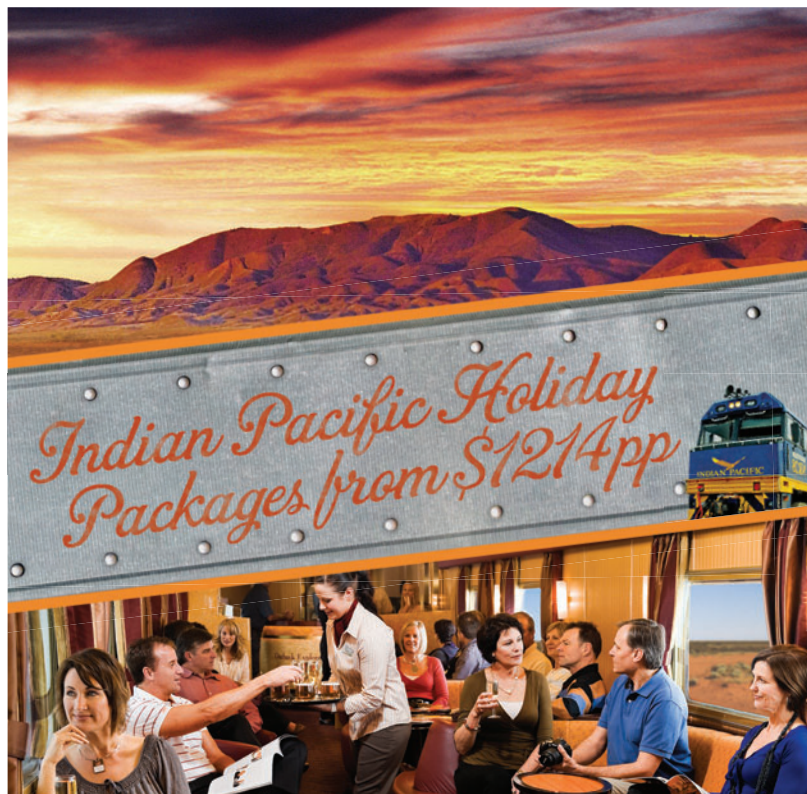
China accounts for more than 60% of Australian exports, with the current resources boom driven in the main part by ongoing demand from China.

The Aussie dollar has also declined slightly against other currencies, dipping below €0.80 and trading at about £0.67.

Oil prices are continuing to lift, trading at US\$106 overnight.

Wholesale rates this morning:

| | |
|--------------|------------|
| US | \$1.048 |
| UK | £0.669 |
| NZ | \$1.276 |
| Euro | €0.796 |
| Japan | ¥85.97 |
| Thailand | ฿32.251 |
| China | ¥6.483 |
| South Africa | R7.773 |
| Canada | \$1.034 |
| Crude oil | US\$106.47 |



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.



ABOVE: Virgin Australia and Hayman rewarded the first of two groups of agencies with the highest percentage growth in DJ sales for travel between Oct and Nov 2011 with a hosted visit to Hayman Island last weekend.

Each agency was able to elect one of their staff to participate, with the first 10 winners seen here at Hayman's fabulous Owner's Penthouse.

Pictured back row from left are: Angela Jenkins, HWT Toronto; Dominic Mehling, Hayman; Stephanie Savage, Impulse Travel; Gay Julian, HWT Emu Plains; Tara De Andrade, Donna Barlow Travel; Jane Bateup, HWT Cootamundra; Rachel Hunt, Elite Business Travel; Yvonne Hamilton,

St Leonards Travel and Emilio Labbozzetta, ABC Travel.

In front: Anne Williamson, HWT Mona Vale; Belinda Orsini, GTS Travel Management and Clint Jones, Virgin Australia.

Kumuka preview

KUMUKA Worldwide is inviting travel agents to advance screenings of the new Judi Dench film *The Best Exotic Marigold Hotel* in Sydney, Adelaide, Brisbane and Melbourne.

The movie previews include info on Kumuka's programs in India & will take place next Mon 19 Mar - tickets are available for travel consultants and their companions.

Register at kumuka.com/katie.

Topdeck doubles sales

TOPDECK has announced sales on its Australian and New Zealand tours have doubled since the beginning of 2012, compared to the same time last year.

Responding to the increased demand, the youth tour operator has introduced new departures, new inclusions on current itineraries, as well as developing brand new journeys to be included in its 2012/13 season.

The company have also revealed Fiji as its newest destination, with six and ten-day programs to be featured among its new Australia/New Zealand brochure.

Further, Topdeck is offering special rates on its nine-day tour from Brisbane to Cairns next month, for people wishing to escape over the Easter holidays.

Departing 06 Apr the trip visits Australia Zoo, includes 4WD-ing on Fraser Island, cruising the Whitsundays and exploring the Great Barrier Reef, with fares starting at \$1840pp quad share.

SIA comp clarification

THE upgrade from Business class on Singapore Airlines's final Boeing 747 service (**TD** yest.) is only offered to the comp winner should they have already booked their flights in Economy class on the flight - www.SIAjourneys.com.

Kingfisher paying up

DEBT-LADEN Indian carrier Kingfisher Airlines has said it has had to cancel some services as a result of a higher than normal sick leave rate by pilots and crew in recent days, with some pilots and crew protesting due to delays in the receipt of their salaries.

The carrier was last week suspended from the IATA clearing house due to non-payment of fees (**TD** 08 Mar), with the reason given being "complications with local tax authorities".

Indian media are reporting the airline was issued a "show cause" notice last week asking for an explanation for why it had not paid approximately US\$600 million in taxes.

Flight loads have reportedly reduced and the airline has said it is currently operating approx 80% of its normally scheduled flights.

Centre for Asia Pacific Aviation says Kingfisher needs "at least US\$400m soon in order to keep flying", as it has debts in the region of US\$1.3 billion.

Lessors have reportedly started cancelling aircraft leases amid the uncertain future of the carrier, with an estimated 300 pilots and crew defecting to rival airlines in recent months.

MEANWHILE British Airways is reported to have suspended its codeshare with IT on 09 Mar.

Navgu help thousands of Australian Travel Agents to exceed their customers expectations every day.

Are we helping you?

Click here to learn more or to get your free Navgu trial today.



Go to www.navgu.com to watch our explainer video!



Experienced Production/Entertainment Consultant

Due to expansion Spencer Travel in Sydney is seeking an Experienced Production/Entertainment Travel Consultant. You must have worked doing travel for Production companies and Advertising agencies, understanding their needs and demands. This is a specialised role and requires both Domestic and International experience. You must be Sabre/Tramada trained and ready for a challenge. Ready to start working for a well-respected agency - send your resume to finda@spencertravel.com.au



It pays to know about Britain
Know more. Sell more. Earn more.



Click here
for more details



Accor in the Lion's den

ACCOR grabbed the headline for the best party at the recent ITB travel show in Berlin, flying in the cast of the *Lion King* from London.

The event was made even more memorable this year as it co-included the 50th birthday of Accor industry legend Graham Wilson (organiser of the World of Accor and other expos), who has been with the group for 20 years.

ITB attracted record attendances this year to such an extent that organisers said they plan to expand the floor space even further in 2014 due to demand.

Wilson is **pictured** posing with one of the *Lion King* cast below.



Wu top notch program

WENDY Wu Tours has further developed its product base by introducing its inaugural range of high-end luxury journeys, entitled Wendy's Collection.

Following healthy demand from agents and travellers, Wendy Wu md Alan Alcock said there is a sizeable market for niche luxury products able to be offered.

"[It] comes from travellers whom we have identified as wanting a luxurious experience and who are willing to pay for five and six star hotels and many other extras that may not be deemed essential by the average traveller," Alcock said.

The new range of tours are being developed to add to the already successful mainstream programs, not replace them.

"We have discovered there is a market for more unique, exclusive and deluxe holiday options which involve more than just a five-star hotel and the product we now provide can accommodate this demand," he added.

More info at bit.ly/wenlux.

Active bucket list

ACTIVE Travel is celebrating its 30th birthday this year with a one-off 'bucket list' of escorted tours to destinations such as Cuba, Bhutan, Ethiopia, Sri Lanka, Myanmar and Antarctica.

The itineraries are featured in a new 30th Anniversary brochure - see activetravel.com.au for info.



AFTA UPDATE

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

THE Air Australia collapse continues to lag on as both travel agents and consumers try to sort out how to get their money back for tickets purchased and not yet travelled.

Some of the reports of the size of this collapse are still a bit rubbery but there is no question that thousands of Australian travellers and hundreds of travel agencies have been caught up in this collapse.

It would appear from reports received by me that many travel agencies protected themselves using the agency credit card to purchase tickets, or they have purchased via wholesalers that have taken the same steps.

No question about it, this is the only real protection on offer in these current financial times and it does appear that many will get reimbursed via the charge back process. For those agencies that acted as the merchant and unfortunately there are plenty, they will get caught with a chargeback and unless they have used their own credit card, they will get stung with the loss.

The details that have been provided by the administrator paint a very ordinary financial picture and no doubt some in the travel industry are going to be left with no refund at all.

In light of this, AFTA has raised the issue directly with the Federal Government for them to take a firmer look at how start-up airlines and their financial viability is monitored, and I hope that legislation or regulations can be considered to mitigate the loss felt by both consumers and travel agents in the future.

It is clear and for good reason that the authorities are all over the airlines from a safety perspective. Shame they didn't check the bank accounts when they were checking the log books. AFTA will be pursuing this issue in the coming months within the context of the Tourism Aviation Working Group (TAWG), of which AFTA holds a seat.

This group brings the federal department of tourism together with the federal department for aviation and the respective ministers together for robust discussions around a range of issues. Airline collapse will be on the agenda and I am hopeful that we can get some new thinking on the issue in an attempt to ensure that when the next collapse occurs, there will be safety nets in place for travel agents and consumers for financial loss, not just for the safety of the airline's operations.

Could be a crusade, but I strongly believe it is one that is worth embarking upon.



alphatravel

LOOKING FOR A CHALLENGE?

Alpha Travel in Claremont, WA, is looking for a Senior consultant with the works! We are a boutique agency specialising in luxury travel and cruising. We like to look outside the square, so be prepared for a challenge. Knowledge of cruising would be an advantage. Superb working environment, attractive package and conditions.

Contact Gina Maitland on 08 92867100 or gina@alphatravel.com.au. Immediate start, but can be flexible. No Saturdays or Thursdays nights.

NCL iConcierge

NORWEGIAN Cruise Lines will launch a smartphone app to allow passengers to interact with *Norwegian Epic's* onboard guest service systems and information from anywhere on the vessel during their voyage.

The free application will also allow fellow passengers to communicate with each other on the same journey via voice and text message services.

The Norwegian Epic will be the first to trial the new technology, with deployment across the entire NCL fleet expected soon.

MH A380 to Sydney

MALAYSIA Airlines has confirmed the deployment of its new Airbus A380 aircraft on the Kuala Lumpur-Sydney, with the new plane to debut from 25 Sep.

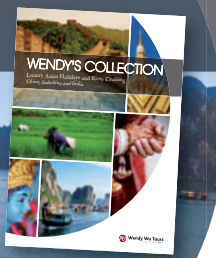
According to GDS displays, the A380 will operate on MH122/123 replacing daily 747-400 services.

ET to Seychelles

ETHIOPIAN Airlines will begin new four weekly services from Addis Ababa to Seychelles from 01 Apr becoming its 65th global destination and 41st in Africa.

Introducing Wendy's Collection

A taste of luxury



Wendy Wu Tours
Experience a Different World[®]

1300 848 586

www.wendyscollection.com.au

CONGRATULATIONS
Matthew Doherty
 from *The AOT Group*

Matthew is the top point scorer for Round 2 of *Travel Daily's* NRL industry footy tipping competition and has won a complimentary pass for two people to Wildlife Sydney, courtesy of **Merlin Entertainments Group**.



Major Prize Sponsors

1st Prize: 4-night holiday to Dubai, courtesy of **Emirates** and **Holiday Inn**



2nd Prize: 5-night holiday to Vanuatu, courtesy of **Air Vanuatu** & **The Grand Hotel and Casino Vanuatu**



HK Airlines Club debut

HONG Kong Airlines launched their first all-club-class service between Hong Kong and London Gatwick at an extravagant reception late last week.

The carrier will operate the non-stop route utilising A330-200 aircraft configured with 116 seats.

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

Tuesday 13th March 2012

Influx of British/Irish rugby fans expected

TOURISM Australia md Andrew McEvoy says next year's British and Irish Lions tours of Australia has already attracted the interest of 26,000 home-country rugby fans, a "phenomenal take up so far" and destined to increase.

Official packages went on sale this week in the UK with Lions Rugby Travel, with fans offered a selection of over 80 itineraries, and for the first time, offering an opportunity to tailor tours online.

McEvoy says the nine-match six week tour in Jun and Jul will boost tourism and presents an opportunity for greater domestic travel activity across the nation.

Together with the Ashes cricket tour later this year, the sporting series will provide "significant benefits for tourism," he added.

Anantara addition

ANANTARA Hotels will open the doors of its first Abu Dhabi city hotel in Jun- the Eastern Mangroves Hotel & Spa.

The group's third hotel in the emirate is located 15 mins from Abu Dhabi Airport, along the protected Eastern Mangroves district, and features 222 rooms, the high-end Anantara Spa and two signature restaurants.

Ski ZQN with Sofitel

SOFITEL Hotels has released a luxury stay and ski package in conjunction with Skimax.

The seven-night deal is based on a Superior Room with a spa bath at the Sofitel Queenstown, a 5-day ski pass, transfers between the hotel and the slopes each day and airport transfers.

The package is priced from \$1,539ppts - www.skimax.com.au.

Peregrine flexes tri muscles



ABOVE: Peregrine Adventures had eight athletic staff participate at the first of the National Corporate Triathlon Series held at Elwood Beach in Melbourne earlier this month.

By all accounts, Team Peregrine had trained long and hard for weeks in the lead up to the swim, bike and run event, only to have the water leg dropped on the day due to rain water washing pollution into the Bay.

Pictured post race from left are the team: Julian McGrath, Paddy Brophy, Georgia Philactides, Belinda Rice, Kate Croucher, Laura Nesbit, Zoe Rust and Lilli Morgan centre front.

Choice hotel promo

CHOICE Hotels Australasia has a free nights accom on offer for Choice Privileges Rewards members who have two separate stays at any of the group's hotels between 08 Mar and 08 May 2012.

The deal is valid at over 280 Econo Lodge, Comfort, Quality and Clarion branded hotels in Australia and New Zealand.

The two month campaign will be promoted on mainstream, cable and regional TV in both countries, and in NZ newspapers.

Choice Privilege members can earn up to six free nights using the deal, with all night's to be redeemed by 15 May.

WIN A \$50 MYER GIFT CARD



This week *Travel Daily* is giving five lucky readers the chance to win a \$50 Myer Gift Card, courtesy of **Chat Tours**.

Many wholesalers say their phones are answered in 5 rings by a consultant. At Chat tours we actually do!

Up to 15 percent commission! Chat tours. Over 85 years strong!

For your chance to win the gift card, simply be the first person to send in the correct answer to the question below to: chattourscomp@traveldaily.com.au

Are Chat Tours' phones answered by a consultant in 5 or 50 rings?

Hint! Visit www.chattours.com.au
 Congratulations to yesterday's lucky winner, **Christina Ziazaris** from **MP Travel**.



TEMPO HOLIDAYS PRICE GUARANTEE

Tempo Holidays' prices have always been competitive, but they're about to get even better thanks to our new price-beat guarantee*

CLICK HERE for more info or call **1300 362 844**



*Conditions apply. Tempo Holidays Pty Ltd ABN 51007331213, VIC License 31341, NSW License 2TA08293

VN cancels Kunming

VIETNAM Airlines will cease operating its five weekly Hanoi-Kunming service from later this month, but will add a new Hanoi-Chengdu flight effective 26 Jun.

Agents Pine for Noumea



ABOVE: This lucky group of Harvey World Travel consultants recently enjoyed a luxurious four day educational to New Caledonia, courtesy of Travel2 and Air Calin.

The group stayed at the Le Lagon, Ramada Plaza and Le Meridien hotels, with highlights including a Taste of France tour experiencing some delicious French food and drinks.

The group also visited Isle Canard for snorkelling on the spectacular coral reef.

They're pictured during a visit to the Tibaou Cultural Centre in Noumea, back row from left: Carmen Ward, HWT Gladstone; Claudia Mendoza, HWT Chullora; Nadia Xenakis, HWT Warners Bay; Angie Smart, HWT Tumut; Astrid Lorensen, HWT Mt Ommaney; Raluca Aitonean, HWT Emerald; Danielle Smith, HWT Narrabri.

Middle row: Kelly-Anne Sonner, HWT Caloundra; Hannah Glazier, HWT Mt Isa; Sarah Neverman, HWT Kenmore; Gayle Fitzgerald, HWT Gatton; Tara Wells, HWT Emu Plains; Heidi Gardener, HWT Albany Creek; Margaret Callan, HWT Ulladulla; Sarah Li, HWT

Parkes; Olivia Fisher, HWT Young; and Geoff Doyle, HWT Browns Plains.

Seated: Lauren Stuchbury, Travel2 Sales Exec Qld; Adam Joseph, Travel2 NSW sales exec; and Louise McGreevy, Air Calin.

QF A380 oil leaks

ROLLS Royce has modified the "pipe clipping arrangements" for Airbus A380 engines, following a number of oil leak incidents reported by Qantas last year.

According to an Australian Transport Safety Bureau report released today, on 24 Feb 2011 flight crew on VH-OQG en route from Singapore to London noted low oil on engine 3 about 8 hours into the flight, reducing thrust and continuing to the destination.

Upon arrival maintenance staff found a loose external oil feed pipe; while the incident reoccurred on 03 Nov and also experienced oil loss on the same sector.

The ATSB said that by the time the Nov event occurred there had been 15 engine oil leaks across the A380 fleet worldwide, due to "high pipe deflection loads".

WIN A HOLIDAY TO SINGAPORE

Throughout March, **Travel Daily** is giving readers the chance to win a fabulous Singapore holiday package for two valued at \$5250, courtesy of **Singapore Tourism Board, Singapore Airlines** and **Resorts World Sentosa**.

The prize includes two return economy class fares on Singapore Airlines, four nights stay for two people at a Resorts World Sentosa Hotel, two one-day passes to Universal Studios Singapore, two tickets to Voyage De La Vie and tickets to Maritime Experiential Museum and Aquarium.

Every day **Travel Daily** will ask a different Singapore-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Singapore holiday.

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

Q.9: How many years has Singapore Airlines, "the worlds most awarded airline" been flying to Australia?

Hint! Visit: www.singaporeair.com

Click here for terms & conditions



CX Feb traffic results

CATHAY Pacific and Dragonair carried 2.12m passengers in Feb, a year-on-year increase of 4%.

However capacity grew 8.8%, leading to a 2.8 point drop in passenger load factor to 74.5%.

CX gm revenue management, James Tong, said the direct year-on-year comparisons were distorted by the different timing of Chinese New Year in 2012.

He said the Feb figures highlight the weakness in economy class, where the "decline in yield is becoming more apparent on all routes".

He said that demand in premium cabins is holding up, but again yield is under pressure.

Year to date passenger numbers for the carriers were up 8.1%.

MSC names Istanbul

MSC Cruises has announced that the Turkish city of Istanbul will be the embarkation port for the new Eastern Mediterranean program to be operated by the new *MSC Divina*.

Divina will launch in late May this year, and will operate a series of seven night round trips from 02 Jun-27 Oct.

"This is an exciting move not only for us as a cruise line but for all passengers wanting to explore more of Turkey - before and after a cruise," said local MSC md Lynne Clarke.

The new itineraries will take in Bari, Katakolon, Izmir and Dubrovnik, with *Divina* to be officially named in Venice on 26 May by screen legend Sophia Loren.

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 1010, Epping, NSW 1710
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: Matt Lennon, Chantel Long, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au

Travel Daily Group:



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





LET TMS LEAD YOU TO SUCCESS!



INTRODUCING THE TMS ASIA PACIFIC TEAM



Sally Matheson
GENERAL MANAGER AUST & NZ



Sally Frape
EXECUTIVE RECRUITER



Mehdi Spighi
RECRUITMENT EXECUTIVE



Casey Buttsworth
RECRUITMENT EXECUTIVE



Stacy Balderston
EXECUTIVE RECRUITER



Ainslie Hunt
EXECUTIVE RECRUITER



Marie Anderson
RECRUITMENT EXECUTIVE



Christine Dunn
ADMINISTRATION MGR AUST

TOP JOBS OF THE WEEK

Visit tmsap.com for many more!

PERMANENT ROLES

Retail Travel Cons from \$45k + Super
WESTERN SUBURBS SYDNEY [CLICK FOR MORE](#)

Inside Sales \$55k + Super + Bonus
SYDNEY CBD [CLICK FOR MORE](#)

Account Manager \$50k + Super
SYDNEY [CLICK FOR MORE](#)

Hotel Co-ordinator \$45k + Super
SYDNEY CBD [CLICK FOR MORE](#)

Product Transport Mgr \$80k + Super
SYDNEY [CLICK FOR MORE](#)

PERMANENT ROLES

Online Consultant \$50k + Super
SYDNEY [CLICK FOR MORE](#)

Corporate Travel Consultant \$55k-\$65k + Super
EAST SYDNEY [CLICK FOR MORE](#)

Retail Travel Cons from \$35k + Comms
PERTH [CLICK FOR MORE](#)

IT Support Analyst \$45k-\$55k +
NORTH SYDNEY [CLICK FOR MORE](#)

Reservations Cruise Specialist \$40k + Super
NORTH SYDNEY [CLICK FOR MORE](#)

TEMP ROLES

Multi skilled Corp Travel Cons \$NEG
SYDNEY CBD [CLICK FOR MORE](#)

Groups & Events Travel Coord \$NEG
CITY FRINGE [CLICK FOR MORE](#)

Retail Travel Cons \$NEG
SYDNEY CBD [CLICK FOR MORE](#)

Dom Corp Travel Cons \$NEG
EASTERN SUBURBS [CLICK FOR MORE](#)

Admin & Back Office Assistant \$NEG
SYDNEY CBD [CLICK FOR MORE](#)

DON'T WAIT ANOTHER YEAR... MAKE THE CHANGE NOW!

@ nswjobs@tmsap.com

☎ 02 9231 6444

🌐 Level 10, 109 Pitt Street

➔ tmsap.com





LET AA INTRODUCE YOU TO YOUR NEXT EXECUTIVE ROLE – CALL TODAY

A UNIQUE PORTFOLIO OF CORPORATE CLIENTS

CORPORATE ACCOUNT MANAGER

SYDNEY, BRISBANE & ACT - SALARY PACKAGES \$85K ++

Manage a portfolio of clients with the objective of growing revenues, increasing margins and retaining the business. You need a thorough knowledge of corporate travel as well as the professional communication & negotiation skills needed to deal with people at all levels up to Executives. Move to a growing global Brand who celebrates and rewards success and offers long term career development.

ARE YOU READY FOR THE WORLD STAGE?

GENERAL MANAGER

SINGAPORE BASED – SALARY PACKAGE OTE \$200K

Our client is a leading brand with global operations and a clear vision for excellence in client satisfaction and business performance. This outstanding opportunity is available now based in Singapore. This position heads up a thriving business that is looking for inspirational leadership and a clear path for future success. You'll have results in financial performance, staff engagement, business growth, and multi-site operations.

BE PART OF THE GLOBAL SOLUTION

TEAM LEADER - TRAVEL AGENTS SUPPORT

SYDNEY – SALARY PACKAGE TO \$75K + SHIFTS

If you're an experienced Team Leader from a Service Management background and with top-notch GDS & online skills this role will offer you great variety and future scope with a global company. If you love the flexibility a 7-day shift roster can give you and have proven skills in problem solving, staff development, and meeting deadlines this is an exciting change that will use your travel industry skills in a brand new way.

BUILD A CAREER WITH AN INDUSTRY LEADER

CORPORATE BDM

MELBOURNE - SALARY PACKAGE \$100k + INCENTIVES

If you have a proven record of success in corporate sales with a hunger for winning new business, this will be a step forward in your career. You will have a solid business network across the Melbourne corporate market and the ability to leverage your strong relationships. With your motivation to drive growth you will have strong influencing skills and the desire to progress with a global business.

USE YOUR SKILLS TO MAKE A DIFFERENCE

VIP LEISURE MANAGER

MELBOURNE – SALARY PACKAGE TO \$75K

Use your leadership qualities and drive strategies to improve efficiencies in this large team. You will be responsible for overseeing the corporate leisure and VIP team establishing a close knit working relationship within your team members. You will be a strong leader to be able to make relevant changes and implement new processes & strategies to drive increased revenue for this department. You're sure to make a difference.

HANDS-OFF FIVE-STAR TEAM LEADER

TEAM LEADER

SYDNEY – SALARY PACKAGE TO \$75K+

This role is considered one of the most sought-after leadership roles in travel - bringing your leadership skills, coaching & development, call centre and service delivery knowledge to a prestigious travel business which will offer you a great salary, benefits, and ongoing career progression. If you're serious about developing your skills with a leading global organization please apply for this role now.

GIVE BACK WHAT YOU KNOW

TRAINING & DEVELOPMENT

PERTH - SALARY PACKAGE \$65k

Look at what has been delivered to your door Perth - a fabulous opportunity for a first class travel industry Trainer! Don't Delay! To secure this great role you will need to possess your Cert IV in Workplace Training & Assessment and be able to present to a diverse audience. You will have a patient nature with strong communication skills and be adept with travel systems and practices for this great opportunity.

RETAIL TRAVEL + WORK/LIFE BALANCE

TRAVEL CENTRE MANAGER

SYDNEY – SALARY PACKAGE OTE \$70K+

It is possible to manage a successful Retail travel operation and have a work/life balance in a Mon-Fri 38hr week!! Join this great Aussie specialist and get your life back! You need previous experience in a Retail Sales position, dealing directly with consumers and growing sales revenues. Being a strong leader you can coach & drive the performance of the team to continually improve the overall performance of the business.

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

Anna Veitch
NSW & ACT

Ph: 02 9231 6377

Kathryn Hebenton
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

Incentive South Australia

WIN a South Australia Luxury holiday!

Prizes

MAJOR PRIZE WIN a luxury Kangaroo Island getaway!

- 1) 2 x Return economy flights from the winners nearest capital city to Adelaide
- 2) 2 x Return economy flights from Adelaide to Kangaroo Island with Regional Express
- 3) Two nights accommodation (twin share) in a Flinders Suite at Southern Ocean Lodge (includes all dining, open bar with premium wines and spirits, in-suite bar, selected Kangaroo Island experiences and island airport transfers)

RUNNER-UP WIN a wine fridge stocked with premium South Australian wine!

- 1) Vintec 30-bottle wine cabinet
- 2) 30 bottles of premium South Australian wine

How to Enter

Be one of two consultants nationwide who book and deposit the highest number of eligible packages to South Australia including a minimum of 1 nights accommodation, with a minimum value of \$500 between 1 March and 30 April 2012 with Qantas Holidays or Viva! Holidays. For travel between 1 April and 30 June 2012.

To view the current South Australia campaign go to www.qantasholidays.com.au/agents



TERMS AND CONDITIONS

Promotion is only valid for Australian residents who are employed as travel consultants by an IATA – approved travel agent that sells product offered by Qantas Holidays Limited or Viva! Holidays Limited, and are not Flight Centre Limited employees. Prize must be taken as stated. Promotion ends 30 April 2012 at 23:59 (AEDT). See Qantasholidays.com.au/agents for full terms & conditions.