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Thursday 22nd March 2012

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Scoot \$88 base fare

SINGAPORE Airlines' new low-cost carrier Scoot has announced launch fares between Singapore and Sydney or Gold Coast priced from \$88 (including tax) each way. OQ's special fares will go on sale today at flyscoot.com, available on daily services to SYD from 26 Jun and four weekly services to OOL from 27 Jun, thru to 27 Oct. Specific dates, plans & fares for Scoot's inaugural Aussie services will be announced separately.

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Air Australia BSP refunds

AFTA ceo Jayson Westbury has been hailed for working behind the scenes to help agents affected by the Air Australia collapse, with the failed carrier's administrator yesterday agreeing to allow IATA to refund BSP monies it was holding prior to the carrier going under (**TD** breaking news). This morning Air Tickets head Russell Carstensen said that Westbury "gave informed advice to all concerned and highlighted the magnitude of stress on the travelling public and travel agents to IATA, the ACCC and indirectly to the Administrators. "Jayson has shown AFTA is capable of getting things done for the good of the industry," he added, with the outcome available to the whole industry, not just AFTA members. Many refunds won't be eligible for a 100% payout because the money available is only that which hadn't been passed onto

the airline, with agents urged to submit requests via BSPLink for unflown sectors so they can be considered by the administrator. Westbury said the catastrophe shows the urgent need for reform in consumer protection in the travel industry, noting that the TCF reserves would have been wiped out if the outdated scheme covered airline failures. He flagged more lobbying including urging better financial supervision of startup airlines, more powers for the ACCC to recover funds from unflown sectors and accelerating the long-delayed industry reform process.

Seven pages of news

Travel Daily today has seven pages of news and photos, plus full pages from: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Visit Britain

Virgin/Skywest deal

THE Australian Competition and Consumer Commission today issued a draft determination proposing to authorise the Corporate Alliance between Virgin Australia and Skywest Airlines (**TD** breaking news). The Alliance will see the carriers jointly promote an integrated suite of domestic, international and charter services to clients such as mining companies with fly-in-fly-out workforces.

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Travel Weekly for sale

REED Business Information (RBI) Australia - the owner of *Travel Weekly* and *Travel Today* - has once again been put on the market, reflecting what the firm said was an "increasing focus on paid content model and data services".

Parent company Reed Elsevier initially put the global RBI operation up for sale in 2008 but the process was later abandoned due to the global financial crisis.

Since then Travel Weekly in the UK has been sold to Holiday Autos founder Clive Jacobs, while the Singapore-based Travel Weekly closed down in 2009.

DFW route "spectacular"

LESS than a year after Qantas began direct non-stop flights to Texas, the airline says the route has been a spectacular success.

Launched in May 2011 with just four weekly flights, the carrier will offer daily services to DFW in Jul.

"In my 25 years with Qantas, I've never seen a route develop so quickly," said Peter Collins, QF NSW state manager, who was among Texan Tourism officials at a function in Sydney yesterday.

"It's been a great success for us, probably one of the most important new routes we've introduced in the last few years," said Collins.

"And the mix is making it worthwhile, it's almost 50-50 between leisure and business travellers."

When the airline started flying

to DFW, Collins said Qantas was able to expand its codeshare with American Airlines to another 28 destinations.

Since then QF has launched a joint business agreement with AA which has allowed the Aussie flag carrier to extend its codeshare operations to a total of 76 destinations in the US.

Phil Jones, president & CEO of the Dallas Convention & Visitors Bureau said the Qantas flights have been beyond expectations.

"We're seeing a 90% increase in visitors to DFW flying in on Qantas, getting off the plane and spending time in Texas.

But Jones said Texas Tourism has much work to do to bring more Australian visitors to Dallas.

Room Key Aus debut

THE new Room Key hotel search engine owned by six major global hotel companies has launched its first international websites this week, with Australia, New Zealand, Canada and the UK the four new markets covered.

Room Key kicked off in the US in Jan, after being founded by Choice Hotels, Hyatt Hotels, Hilton Worldwide, Wyndham Worldwide, InterContinental Hotels Group and Marriott International.

The new Australian site at www.roomkey.com.au offers the same "tailored search and book experience" as the US portal, and all of the international sites offer consumers the ability to view rates in their local currency.

Other groups on the site include Worldhotels, Preferred Hotels and Best Western.

TIME scholarship open

THE new Travel Industry Mentor Experience scholarships (**TD** 16 Feb) are now open for applications on the TIME website.

Successful candidates will receive \$1000 towards the TIME program, meaning only an additional \$500 is to be paid as part of the scheme.

The scholarships are funded by the former Travel Industry Careers Association - more info at www.travelindustrymentor.com.au

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Ireland gets set for gathering

YESTERDAY Tourism Ireland hosted an exclusive luncheon in Sydney, with Irish Minister for Justice, Equality and Defence, Alan Shatter, highlighting the emerging turnaround in Ireland's tourism industry.



Shatter, who has been visiting Australasia as part of St Patricks Day celebrations, said recent developments include a visa waiver scheme, reductions in the Air Travel Tax and visits by Her Majesty Queen Elizabeth as well as US President Barack Obama.

He said prices for hotels in Ireland are now a third to half of the costs 7 years ago, making the

destination very affordable.

In 2013 Ireland will launch a massive 'Gathering' promotion to encourage people from around the world with Irish heritage to visit their ancestral homeland.

Events will run through the year in the 'Festival of Festivals', and it's believed that Hollywood stars Liam Neeson and Pierce Brosnan have already signed up as ambassadors for the promo.

Pictured above at yesterday's event are Tim Harrowell, Emirates; Tourism Ireland country manager Orla Saul; and Alan Shatter T.D.

EY sign MoU with MU

ETIHAD is once again expanding its international airline partnerships, this time signing a memorandum of understanding with China Eastern Airlines.

The pact was sealed yesterday in Shanghai by Etihad's CEO James Hogan and China Eastern chairman Liu Shaoyong, covering joint route and schedule coordination as well as codesharing on routes between China and the UAE.

Other areas foreshadowed include mutual lounge access, full frequent flyer reciprocity and joint product development.

Hogan said the partnership "will allow us to extend our reach into the dynamic Chinese travel market in a commercially viable and mutually beneficial way".

Scenic triple rewards

SCENIC Tours is offering travel agents booking any European River Cruise product online using its ExpressBook platform triple Passport to Reward points, from now until 30 Jun.

To be eligible, sailings need to operate between Jul-Oct 2012.

Air NZ Feb traffic dip

LATEST data from Air New Zealand has shown a decrease in passenger numbers during Feb.

Year-on year, long-haul pax numbers dropped 7.9%, or 11,000 pax for the month, while the short-haul (domestic and trans-tasman) drop was marginal.

Overall, Air NZ carried 30,000 less pax compared to last year.



Window Seat

IRISH politician Alan Shatter, the country's Minister for Justice, Equality and Defence, is in Australia this week to promote Ireland's tourism attractions (see story at left) and said he really likes the current Tourism Ireland 'Jump into Ireland' tagline.

Speaking at an event in Sydney he said that it was possible that some might take it literally.

"I'm just worried that someone will get over-enthusiastic and look for a parachute when heading to Dublin with Emirates or Etihad," he quipped.

A NEW roller-coaster at a British amusement park - which ripped the limbs off test dummies in testing - got off to a bad start when it became stuck on a steep ascent during its first day in service at the park.

The thrill-ride at Thorpe Park in Surrey had its fail-safe system recognise a problem, resulting in it being shut down mid-cycle.

Stranded passengers were told via loudspeaker they were "perfectly safe" as they waited for it to be reset and to restart.

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McLachlan still with HWT in Wagga Wagga

HARVEY World Travel has pointed out that long-time HWT Manly franchisee Gil McLachlan is still associated with the brand, through his Harvey World Travel Wagga Wagga agency.

HWT marketing manager James Brodie also noted that rather than rebranding, HWT Manly has closed (**TD** yesterday), with the new Ovation Travel & Cruise Planners located in an existing McLachlan facility in Belgrave St.

Dept backs Virgin

THE Dept of Infrastructure and Transport has downplayed a QF request for a public inquiry into the planned restructure of Virgin Australia into separate holding companies for its international and domestic operations.

Last month (**TD** 23 Feb) Virgin applied to the International Air Services Commission for a transfer of its existing Indonesia capacity to the new Virgin Australia International Holdings.

Qantas demurred, saying there's potential under the new structure for Virgin's international operations to become effectively controlled by foreign persons.

However, in an update late yesterday, the dept said "we do not believe Qantas' suggestion of the need for a public inquiry is either necessary or appropriate."

Virgin's request to transfer Indonesia capacity to the new Virgin Australia International holdings "should be considered by the IASC in its usual manner."

Turkey terror threats

DFAT has amended its travel advice for Turkey, reiterating warnings for Aussies following renewed threats by local terrorists.

The overall level of advice for Aussies remains at "Exercise a high degree of caution."

Murray Princess set for upgrade



SEALINK Travel Group (STG) will begin a refurbishment of Captain Cook Cruises' paddle-wheeler, the *PS Murray Princess*, as part of a wide-ranging investment in its Australian operation.

Sealink acquired CCC late last year for an undisclosed amount.

CEO Jeff Ellison last night told trade partners at a special event on Sydney Harbour the group had just commissioned an interior designer for its Murray River product, who will initially start renovations on six of the vessel's staterooms, with the goal to have them ready by 30 Jun 2012.

"We'll then move through the rest of the rooms from there," Ellison revealed to attendees.

Other projects include the imminent construction of a \$3million passenger terminal at Peshaw on Kangaroo Island "to

make sure the customer gets the right experience."

The Peshaw terminal will offer a cafe, a shop, visitor information centre and an air-bridge that will enable pax to board directly onto one of its ferries and avoiding inclement weather.

Elsewhere, STG has also spent the past 12 months refitting its Townsville-based operation.

Captain Cook Cruises gm Anthony Haworth praised STG, saying it "couldn't have had a better buyer."

Pictured at the event aboard Captain Cook Cruises' *MV Sydney 2000* from left are: Richard Doyle, head of sales & marketing, CCC; Giuliano Ursini, chairman STG; Donna Gauci, gm STG; Jeff Ellison, ceo/md STG; Anthony Haworth, gm CCC and Paul Victory, gm STG/ Queensland (Townsville).

Supplier Updates

WELCOME to *Supplier Updates*, *Travel Daily's* new regular feature.

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Africa hosts incentive buyers



DRAGONFLY Africa hosted a group of Australian incentive buyers for the MICE market, in conjunction with South African Tourism ahead of the Meetings Africa show in Johannesburg, held late last month.

Prior to the event the agents headed to Cape Town, with some of the highlights incl a trip to The Cape of Good Hope, a Harley Davidson motorbike ride, a cable car ride up Table Mountain, and a visit to the Winelands region.

En-route to Jo'burg the group spent two nights in the fabulous Madikwe Game Reserve.

Pictured above from left are Carol McCracken, Globetrotter Corporate Travel; Edwina Storie, Mice.net; Yolanda Woeke-Jacobs, Dragonfly Africa; Katie Cruickshank, CiEvents and Sue Wallace, CIM.

Zuji bookings up

ONLINE travel site Zuji.com.au has announced a 300% increase in bookings, attributing the massive jump to travellers being more money-conscious in a tight economy.

Additionally, Zuji believes an increase in consumer confidence with combining flight and hotels in a single transaction assisted in the sizeable growth result.

AUH traffic soars 24%

ABU Dhabi Airports Company has reported a massive 24.5% hike in passenger traffic to 1.08m during Feb compared to the same time last year, sparked in part by Etihad's new Shanghai service.

Aircraft movements were also up 3.8% year-on-year.

Travel Daily
First with the news

Thursday 22nd Mar 2012

No KE A380s to Aus

KOREAN Air says it has no plans to operate Airbus A380 services to Australia in the foreseeable future, but will instead boost flight frequencies down under.

Speaking at a trade event for 40 of its top selling agents in Sydney last night, Korean Air marketing manager Rafeal Despradel said the Australian market was "highly competitive" with a number of high quality carriers.

"We strive for efficiency and by that, we weave all our product and tailor-make it to suit the needs of the market," he said.

Agents were provided with an update on KE's network and product changes, which have undergone substantial changes since the introduction of its first superjumbo last year.

"We try to exceed our achievements by delivering a product that's up to date and refreshed in the eyes of the customer," said Despradel.

From mid-Jul Korean Air will add an extra A330 service to Sydney from Seoul Incheon Airport, lifting frequencies to 10 weekly.

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Travel Daily has teamed up with Hahn Air this week and every day is giving one lucky reader the chance to win a Gold Class Event Cinemas movie ticket.

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Industry Appointments



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THIS week's Industry Appointments is brought to you by **inPlace Recruitment**. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

PPHE Hotel Group Limited has welcomed **Saar Sharon** as Vice President Asset Management, who will report to **Boris Ivesha**, President and CEO.

Relais & Chateaux has hired **Jean Francois Ferret** at the role of ceo to plan and develop new products and expand internationally. Ferret started with the French-based international hotel and restaurant association on 02 Jan to support Jaume Tapies, International President Relais & Chateaux to run international operations.

Accor has announced the appointment of **Neil Scanlan** as General Manager of Franchise Hotels. Scanlan has worked at Accor for the past 15 years. **Chris Sedgwick** has also taken on the role of Regional General Manager - Queensland Hotels.

Virgin Hobart lounge

VIRGIN Australia will open a new lounge at Hobart Airport, in addition to a number of other initiatives, the carrier said today.

The 75-seat lounge will open next year, offering entertainment, a Luke Mangan designed buffet and full business facilities.

An additional flight from Melbourne to Hobart will also be offered, commencing in Sep.

DJ ceo John Borghetti said of the expansion: "We are committed to becoming the airline of choice in Tasmania."

The carrier also confirmed it will name its new B737 aircraft after Sandy Bay in Tasmania.

B/Hills Peninsula reno

THE Peninsula Hotel Beverly Hills has announced it has completed extensive renovation works to its 193 guest rooms, suites & villas, with the new look aimed at enhancing the interiors while maintaining the classic elegance of the property.

Tempo tours in Spain

TEMPO Holidays has launched two brand new tours in Spain which highlight the best of both ends of the culture-rich nation.

The six-day *Barcelona, Bilbao & San Sebastian* showcases the northern coast, while the 11-day *Spanish Inspiration* heads south.

Kingfisher problems

BELEAGUERED Kingfisher Airlines has suspended all int'l services as banks refuse loan requests to prop up its daily ops, according to overseas reports.

Ashlee set to see red



AAT Kings is currently running its biggest famil incentive of the year, appropriately entitled 'Race to the Rock'.

The top-50 sellers of tours from AAT Kings' 2012/13 Australia / NZ itineraries will win a place on a three-day Red Centre famil to occur later this year.

Famil participants will be one of

the first to stay at the refurbished Sails in the Desert at Voyages Ayers Rock Resort, in addition to a range of tours and experiences encompassing some of the best that Central Australia can offer.

Pictured above is one of the latest winners - Ashlee Dieckman of Pittsworth Travel, Queensland - who will take part in the famil.

Vail '12/13 season pass

VAIL Resorts has launched its 2012/13 ski & snowboard passes valid on eight world-class resorts in three US states.

Winter playgrounds under the Vail umbrella include Vail, Beaver Creek, Breckenridge, Keystone & Arapahoe Basin in Colorado and Heavenly, Northstar & Kirkwood in California/Nevada.

Options include the unlimited and unrestricted Epic Pass priced at US\$659, the Epic 7-Day for US\$509 for a week's worth of snow action and the Epic Local Pass, available to international visitors at select resorts, priced at US\$509 and upgradeable to cover holiday periods - epicpass.com.

JAL Dreamliner due

JAPAN Airlines will take delivery of its first B787 *Dreamliner* next week when it flies in from Boeing's Seattle base to Tokyo Narita.

The aircraft will operate the first direct flight between Tokyo and Boston on the US east-coast the following month on Apr 22.

Future JAL B787 planes, once delivered, will service Beijing, Moscow, Delhi and Singapore.

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4th reconfig QF B747

QANTAS will introduce its 4th refitted Boeing 747 jumbo into its international network this month, with the aircraft equipped with the latest QF in-flight experience.

Tiger Airways retains top OTP

GOVERNMENT figures released today confirm the continuation of Tiger Airways' recent streak as the most punctual major airline operating domestically.

During the month of Feb, Tiger achieved an on-time departure performance level of 89.8%, with Qantas not far off the pace on 88.6% in second place.

Virgin Australia trailed its major competitor by five percentage points, on 81.6%, followed by Jetstar which was on 77.5%.

The no-frills Tiger Airways also set the highest on-time arrivals

performance during Feb, on 89.2%, followed by QF (87.2%), JQ (78.5%) and DJ (78.4%).

Among regional airlines, Skywest was the best performer for departures and arrivals, with 86.3% getting away on time, and 85.7% arriving as scheduled.

Cancellations were highest on the Canberra-Sydney return route with 4.8% of flights axed north-bound and 4.0% south-bound.

QantasLink had the highest cancellation rate, at 2.4% (or a total of 218 services), while both Skywest and Tiger had none.

25 years of Helen Wong's Tours



HELEN Wong's Tours' clocked up its quarter-century - 25 years of operation - in grand style at an event in Sydney last night.

Trivia was the order of the evening, with around 150 trade partners grouped into tables to test their knowledge of China and Vietnam, from a destination perspective and from the range of tours available in the Helen Wong's Tours' 2012/13 programs.

The new program is already

seeing strong take-up, with bookings up 10% year-on-year.

Pictured above surrounded by family, management and loyal Chinese colleagues is managing director Helen Wong, cutting the celebratory 25th birthday cake.

Future of Tourism

G ADVENTURES is calling on the industry to gather in Melbourne to participate in the 'Future of Tourism' event on 18 Apr.

Among the panel of speakers at the free event is company founder Bruce Poon Tip.

HA confirms upgrade

HAWAIIAN Airlines says its new Airbus A330 services to Sydney, launching 25 Apr (**TD** yesterday), will boost seat capacity from Honolulu by 210 seats per week, or almost 11,000 seats per year - the equivalent of 41 additional Boeing 767 flights.

Perth out to tender

THE City of Perth has issued a tender for Corporate Travel Services for a three year period, with a two year option.

Documents are available online at www.perth.wa.gov.au with tenders closing on 28 Mar; more info on (08) 9461 3183.

Insight India guarantee

INSIGHT Vacations says a quarter of its planned tours to India and Nepal are now set as "guaranteed departures".

The newly-launched destination has exceeded early sales targets, with high bookings and enquiries from past clients as well as strong interest from new passengers.

Departing Insight md Lorraine Sharp said: "India is one of the most diverse and culturally-rich destinations in the world.

"Already 25% of all tours are at Definite Departure status."

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 airfares 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.16: Opening later in the year, what is the name of the state of the art development that will position Singapore as Asia's cruising hub?

Hint! Visit: www.yoursingapore.com/au

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This is my 10th year with TMS in Brisbane and I wouldn't work for any other recruitment company. I like that TMS Asia Pacific has standards and a process that we follow and I like that our candidates and clients like working with us. If you need us to help you with either finding a new staff member or to find a new career, give either Lucinda or myself a call or email us if it's easier. We have great opportunities at the moment; we know the Queensland market and if you've been in the industry for a while, chances are we've already met.

Business Corporate Travel Consultant \$45k + Super
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FOR THE BEST CHOICE OF EXECUTIVE ROLES CONTACT THE TEAM AT AA

TOP JOB OF THE WEEK

CORPORATE BUSINESS DEVELOPMENT MANAGERS - AIRLINE SYDNEY & MELBOURNE – SALARY PACKAGE OTE \$150k+

These 2 exciting Sales roles are new to the market and present themselves as a rare opportunity to join an Airline. If you are a highly motivated, results orientated sales professional with a track record of winning large tenders, this is the position for you. Working for a dynamic, growing brand you will have the energy and drive to match the business objectives and have the ability to build strong relationships to the highest level. Your CV will outline your success in developing pipelines, pitching for business, presenting tenders and winning business from the large market corporate sector. Managing 1 other BDM in your territory, you will have experience in motivating and driving their performance as well as leading by example through your own sales activities. Your rewards will include an attractive salary, incentives & bonuses, exciting company benefits, and the scope for ongoing career development within a growing organization. Only the best of the best will be considered for these amazing new opportunities, so if you're hungry for success send your CV through now for confidential review.

DRIVE THIS BUSINESS TO THE NEXT LEVEL

REGIONAL HEAD SALES & MARKETING SYDNEY – SALARY PACKAGE OTE \$120K + benefits

This exciting Brand is looking for someone to lead & innovate and grow the business in the Australasian market. To be successful here you'll need proven skills in strategic planning, leading & developing teams, financial acumen, and market intelligence. The strength of your relationships across the travel trade and your grasp of B2B sales & marketing strategies will lead to continued growth and success.

YOU CAN HAVE WORK/LIFE BALANCE IN RETAIL

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 manager you can coach & drive the performance of the team to continually grow the business which will be rewarded.

DRIVE THE BEST PERFORMANCE FROM YOUR TEAM

SALES TEAM MANAGER BRISBANE – SALARY PACKAGE TO \$110k + BONUS

Do you have the ability to gain the best from a sales team? This new role requires a strong leader to drive the performance of a team of BDM's focusing on the SME corporate market. Your background will need to involve sourcing and developing relationships and winning new business. You will be a strong communicator but more importantly have the determination and driven attitude to show this telesales team how to succeed.

IS TRAINING YOUR FORTE?

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! 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 proficient in travel systems and practices for this great opportunity.

A ROLE WORTH MOVING FOR

OPERATIONS MANAGER – CONFERENCE & INCENTIVE MELBOURNE - SALARY PACKAGE TO \$120k +

This role is worth relocating for! This outstanding senior leadership role is available now for someone with extensive experience in conference & incentive operations. Your key attributes will be high level experience in program management both local & offshore, extensive product knowledge, creative flair and advanced leadership skills. Show off your talents with this exciting new role.

SALES ROLES ARE RUNNING HOT IN SYDNEY

BUSINESS DEVELOPMENT EXECUTIVE X 3 SYDNEY – SALARY PACKAGES TO \$70K OTE

If you have sales experience within the corporate, hotel, or travel industry and want to work with a solid, well respected business where you can diversify your product knowledge, now is a great time to call us. You'll need experience on the road, communicating with a variety of clients, with the objective of driving additional sales & building new relationships. Be pleasantly surprised by these opportunities.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

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