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Craig Owens back to Cruise Office

CRUISE Office, which represents several brands including Oceania, Voyages of Discovery, Swan Hellenic, Hebridean Princess and the Great American Steamboat Company, has appointed Craig Owens to the newly created role of Director - Key Accounts and Communications.

Owens, who is well known for his passion for cruising, formerly worked at Cruise Office as National Sales Manager for Oceania Cruises before moving to his most recent role as national sales manager for Bunnik Tours in Dec 2011.

His contact no is 02 9959 1300.

Six pages of news

Travel Daily today has six pages of news and photos, plus full pages from: ([click](#))

- AA Appointments jobs
- Club Med

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QF to cut loss-making routes

QANTAS is targeting annual savings of up to \$120 million by "exiting major loss-making routes" starting later this year - but details of which destinations are set to be cut have not been revealed at this stage.

In a formal statement issued this morning, ceo Alan Joyce also announced the deferral of two Airbus A380s, with no further superjumbos to be received by Qantas until 2016/17.

Joyce said a further six A380s would then be delivered from 2018-19, with the 2012/13 deferrals helping reduce capital expenditure by \$400m.

He said the delayed delivery was prudent given that Qantas now has 12 A380s in operation and the 747 reconfiguration program is "well underway".

"We are focused on making changes that will increase productivity and competitiveness in a range of areas, including modernising and consolidating

our catering operations, streamlining heavy maintenance and introducing new engineering processes," he said.

The ceo said that consultation on the future of QF heavy maintenance was now complete and a decision will be announced by the middle of the month.

MEANWHILE, in a separate statement Joyce also reconfirmed the 65% domestic market share "line in the sand" which will see the group expand capacity on Qantas, Jetstar and QantasLink routes (**TD** breaking news).

Extra Qantas peak services will be added on the key Sydney-Brisbane-Melbourne triangle, while Jetstar will increase capacity in key leisure markets and QantasLink will introduce F100 services between Brisbane and Emerald.

On the key transcontinental routes Qantas will reintroduce 747s on Sydney-Perth and operate more A330s on Melbourne-Perth, to offer more flights with Skybeds in business class.

"The Qantas Group's portfolio of airlines and the 8.5 million-member Qantas Frequent Flyer program give us a clear advantage over our competitors," he said.

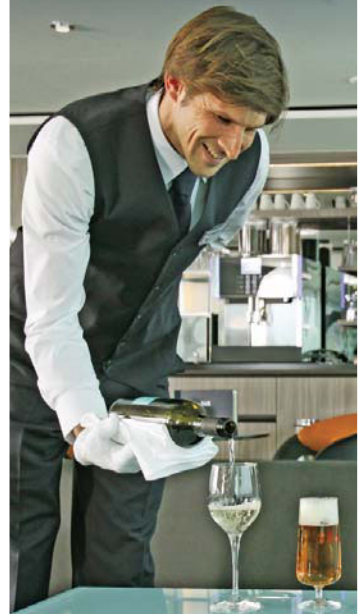
"We know that network and frequency are key to customer satisfaction and the changes we are announcing today mean we will offer even better service in both areas," Joyce concluded.

Club Med campaign

CLUB Med is offering agents a range of collateral including new posters and a 2012-13 brochure which promotes its new "It's all included without the worry" line - see the last page of today's **TD**.

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New Caledonia winner

CONGRATULATIONS to Tina Los from Los and Turner Travel Associates in Rochedale, Qld who is the lucky winner of last month's **Travel Daily** competition.

Tina is heading off to Noumea, courtesy of AirCalin and GLP Hotels, with flights and accom at Le Nouvata Hotel and L'Escapade Island Resort.



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Online focus on China

A NEW China-based website will be developed aimed at delivering the Australian tourism message directly to the online Chinese community, Tourism Minister Martin Ferguson announced at the ATEC Symposium yesterday.

To be implemented alongside Tourism Australia's \$13m Chinese advertising campaign, the new site is to "ensure our online presence is as good as it possibly can be," Ferguson said.

"The Asian century is now well underway and we must not delay if we are to seize its benefits," Ferguson added.

To be tailored to deliver a variety of information to prospective Chinese travellers, hosting options for the new platform are currently being considered.

ATEC wants red tape slashed

AUSTRALIAN inbound tourism is the vehicle it is today because of entrepreneurship, ATEC chairman John King said yesterday.

Speaking at the ATEC Symposium on the Sunshine Coast, King was critical of a number of things he perceived as holding back the industry in going about its work.

"The fundamental thing that drives tourism is entrepreneurship and the absolute antithesis to entrepreneurship is over-regulation, red tape, forms and regulations that sap that entrepreneurship," King said.

"We really need to allow the industry to get back to doing what it does best and that is to innovate, to think outside the square, and to really develop that vision once again that [I suggested] has been a bit diminished by the imposition of

all these restrictions," King added.

The chairman cited a recent conversation with former British Airways board member and the current chairman of the World Travel & Tourism Council David Scowsill, in reference to former confidence about Australia's tourism industry, telling King he now believed Australia appeared to have "lost its vision, its confidence and has become somewhat inward-looking."

King expressed confidence in the new governments in NSW and Qld, saying that he believes they are both starting to show an appetite to address issues limiting inbound industry growth.

CASA bites Alligator

KIMBERLEY-BASED Alligator Airways has had its Air Operators Certificate suspended by the Civil Aviation Safety Authority, with the regulator saying that continuing to allow it to fly "poses a serious and imminent risk to air safety".

The carrier operates scenic flights over the Kimberley region from Broome and Kununurra.

CASA said it has previously issued a number of show cause notices due to concerns about aircraft maintenance, failure to report incidents and inadequate training, and says it now "no longer has confidence in the ability of Alligator Airways to address safety issues that have been identified".

AIX pax numbers up

AUSTRALIAN Infrastructure Fund today reported a 4.9% lift in Mar weighted passenger numbers in its portfolio which includes Perth, Melbourne, Darwin, Mt Isa and Gold Coast airports.

Kuoni Travelport pact

SWISS travel giant Kuoni has renewed its long-term agreement with Travelport, with the deal including the integration of the Travelport Universal API into specific areas of Kuoni's business.



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Heathrow 24-hr strike

STRIKE action by the Immigration Services Union at London Heathrow Airport is likely to cause chaos on Thu, with the group expected to join industrial action by the public sector over retirement ages.

New APAC chairman

AUSTRALIA Pacific Airports Corporation (APAC) - operator of Melbourne & Launceston airports - has named David Crawford AO as its chair, succeeding Jack Ritch.

Abu Dhabi webinar

ABU Dhabi Tourism Authority is hosting its next destination webinar for agents on 30 May between 8:15-8:45am EST.

RSVP to Kate Brown by 28 May at kbrown@abudhabitourism.com.au.



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Agents decide on destinations

TRAVEL agents play a key role in influencing the choice of overseas holiday destinations, with agents being the top information source according to a Roy Morgan report released this week.

Travellers who took an overseas holiday in the last year were surveyed as to how they chose their destination, with 38% saying they based their decision on travel agent advice.

The next most popular source was the internet, cited by 35% of respondents, followed by advice from friends or relatives at 27%.

23% of those surveyed said they were influenced by previous trips to the same destination, while travel or guide books came in fifth place at 15%.

Travel brochures were only cited by 9% of respondents as having influenced their decision.

Roy Morgan spokesperson Jane Ianniello said the figures showed that "despite the increasing use of the internet, travel agents are still playing a key role in assisting Australians to choose their overseas holiday itinerary".

MEANWHILE, a separate Roy Morgan report has also showed an increase in "holiday intention," with 71% of Aussies planning to take a vacation in the next year.

The figure for the same period in 2011 was 70%.

Of those intending to holiday, 9% (1.6 million people) said they intend to travel overseas for their next trip, while the domestic holiday intention figure dipped to 56%, down one percentage point.

Ianniello said it will be interesting to see if or how the figures change after this week's Reserve Bank interest rate cut.

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Applications close Monday 14 May 2012.



BA to launch Seoul

BRITISH Airways is to introduce new services to Asia from 02 Dec when it launches flights linking London Heathrow with Seoul, South Korea.

BA plans to operate the route using triple-class Boeing 777s on the six times weekly service.

Relaxaway returns

THE Travel Compensation Fund has announced the reinstatement of Relaxaway Travel in East Gosford (ABN:56 119 697 853), to the fund effective immediately.

Relaxaway was terminated from the TCF mid-Dec last year.

Grand Princess to SFO

PRINCESS Cruises will base the 2,600-passenger *Grand Princess* at San Francisco year round from May next year from which it will sail to Alaska, Hawaiian Islands, Mexico & California Coast voyages during 2013/14.

It's the first time Princess has based a ship in San Francisco.

\$32/day UK car rentals

DRIVEAWAY Holidays is offering discounted car rentals in London priced from \$32 per day based on a seven day economy vehicle hire, when collected before 15 Jun.



Window Seat

TO QUOTE Josie and the Pussycats...you've come a long way baby.

In his opening address to the ATEC Symposium on the Sunshine Coast yesterday, chairman John King recounted a tale from 1983, when tourism to Australia was far from what it is today.

Aboard a US warship visiting Port Melbourne, King noticed a large framed poster that likened places around the world to different types of women, with Australia, circa 1983, listed as "like the old whore - everyone knows where she is but no-one wants to go there."

The following year, a man named Paul Hogan "threw a shrimp on the barbie."

PEOPLE have gone over Niagara Falls in a barrel, and now circus performer Nik Wallenda is set to walk across it...on a tightrope.

Up to 120,000 people are expected to witness the event, set to take place on 15 Jun, to see Wallenda attempt the 515-metre crossing, which will also be televised to millions of keen viewers worldwide.

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Owner-Main Beach Travel - mandy@mainbeachtravel.com.au

Oceanworld renamed

SYDNEY's Oceanworld Manly is to be rebadged as Manly SEA LIFE Sanctuary from 28 Jun 2012.

The relaunch will include the opening of a new 'Penguin Cove' exhibit & rehabilitation facility for sick and injured sea life.

No G Adventures IPO

THE founder and chief of small group adventure touring firm G Adventures says it could one day launch an Initial Public Offering (IPO), but the business will for now run independently indefinitely.

While some of its competitors have aligned with publicly listed businesses, Bruce Poon Tip told *Travel Daily* that as a private company it's "totally motivated by what's best for the customer."

"We have no pressures of any shareholders or delivery results.

"We can just do what is best for the customer, our people, living up to our values and driving our company's culture and focusing on customer service," he said.

Poon Tip said his company isn't "forced to discount" just to prop up quarterly results.

When queried by *Travel Daily* if that meant G Adventures would never consider an IPO, Poon Tip said: "I don't think so, but I would never say never."

He said some companies have proven that public share floats can be successful, such as Amazon.

Bmibaby to close

BMIBABY, the low cost offshoot of British carrier bmi, is to be shut down by its new owner IAG, with flights from Belfast, East Midlands and Birmingham to be phased out starting from next month.

The carrier employs 470 people, with IAG saying it has failed to sell the business which has lost more than £100 million over the last four years.

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WIN A MOVIE PASS

Congratulations to yesterday's lucky winner, Kieran O'Neill of Queensland Rail Travel.

This week, Village Roadshow Pictures, Warner Bros. Pictures and *TD* are giving readers the chance to win a double pass to the movie "Dark Shadows"!

For your chance to win, be the first to answer the question to darkshadows@traveldaily.com.au

Who plays Elizabeth Collins Stoddard in the movie?



Check the Classification

Travel Daily AU
First with the news

Sun shines on ATEC Symposium



LIVING up to its name, the Sunshine Coast turned on its bluest skies for ATEC Symposium delegates who gathered at the Noosa Heads Surf Club yesterday morning for an official welcome.

A number of local growers and producers showed off their wares to delegates, alongside small displays from upcoming festivals and events in the region.

The delegates were impressed

by a surf rescue demonstration from the Westpac Careflight helicopter and entertained by an impromptu "flash mob" who performed on the beach.

Pictured above at the event, from left, is Steve Cooper, Sunshine Coast Destination Ltd ceo; Martin Ferguson MP, Minister for Tourism; Felicia Mariani, ATEC managing director and John King, ATEC chairman.

Jumeirah limo iPads

ABU Dhabi's Jumeirah at Etihad Towers has added Apple iPads to its fleet of chauffeured limousines, giving guests live internet connectivity from the moment they are picked up at the airport.

It's the latest innovation at the stunning property, with gm Doris Greif saying the move aims to give immediate internet and email access so travellers can more effectively use the travel time from the airport and then have more time to relax on arrival.

Screening on Getaway

TOMORROW night's episode of Channel Nine's *Getaway* travel program at 5:30pm has stories on Norway, Ireland, a surfing and gourmet food trail tour near Sydney and WA's Margaret River.

Bench safari specials

BENCH International has released a last-minute African safari offer, offering a seven-day journey of Zimbabwe and Namibia for \$1,395pp - a saving of \$1850pp. Call 1300 195 873.

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Laucala exec changes

FIJI's luxurious Laucala Island has named a new management team, led by gm David Stepanek who has 17 years experience with the Four Seasons Hotel Group.

3,500 LH jobs to go

GERMAN carrier Lufthansa has cited increased fuel prices, new air traffic taxes in Germany and Austria, along with the cost of emissions trading for a €381m (AU\$488m) first quarter loss.

The figure was down €212m on the same time last year.

"We cannot wait until politicians (also) recognise the damage that one-sided taxes and charges do to aviation & to Europe's reputation as a place to do business," ceo & chairman Christoph Franz said.

Franz said that measures to make "sustainable savings" of €200m in 2012 will require about 3,500 full-time jobs to be axed.

C&K host the 'sport of kings'.



COX & Kings last week hosted a VIP marquee at the "Polo in the Valley", inviting agents, suppliers and partners to cheer on the C&K polo team in action in Perth.

A host of sporting and television personalities were on hand for the event, attended by around 1500 keen spectators.

The company also sponsors the Portsea polo team in Melbourne - understood to be the most prestigious and recognisable polo event held in Australia.

Pictured above outside the C&K marquee, from left is Gemma Smith from Broadway Travel & Cruise; Diane Roach, Tour de Force Travel; Kirsty Ganfield, Tour de Force Travel; Russell Jahn, HWT Booragoon and Katrina McKay, Cox & Kings BDM.

Sea World back in time

SEA World on the Gold Coast has announced the launch of a new interactive Dinosaur Island attraction, featuring life size dinosaurs and fossil replicas.

Village Roadshow Theme Parks ceo Tim Fisher said the offering would also feature an interactive Excavation Site where kids can become real life palaeontologists and dig for fossilised footprints.

New Highlands app

TOURISM Southern Highlands has unveiled a new free smartphone app, allowing users to view special deals, discounts & offers.

Starwood's Fiji g'tee

STARWOOD Hotels in Fiji has announced its "Great Guarantee" offer remains valid and continues to be upheld by its Fijian resorts.

The offer states that guests will receive an instant FJ\$250 resort credit if resort pools, spa, golf, tennis courts, water activities, kids programs or cultural shows are not operating as normal at any time during their stay, subject to some terms & conditions.

Technology Update

Today's Technology Update is brought to you by Amadeus IT Pacific.

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While it may not be obvious to most travellers, technology makes a huge contribution to helping

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Amadeus' Altéa platform enables over 140 airlines and all Amadeus-connected travel agents to speak the same language and share the same PNR!

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4. **Significant reduction of claims and ADMs** - Common Fares: travel agents access the same fare database and pricing engine as the airlines
5. **Single seatmap** - Guaranteed view of same seatmap
6. **Automatic frequent flyer validation** - Notification of customer preferences (as enabled by the airline) and automatic validation of customer's frequent flyer number
7. **Enriched Flight Information (flifo)** - Amadeus travel agents can search flifo free of charge to see changes after departure.

This **100% real-time transparency** brings peace of mind and duty of care to airlines, travel agents and travellers alike.

Sari Vahakoski, Managing Director, Amadeus IT Pacific

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Sinai travel update

THE Dept of Foreign Affairs & Trade updated its travel advisory for the Sinai region of Egypt (except Sharm el Sheikh) advising travellers to reconsider the need to travel to the area, especially by road, due to the "high threat of kidnapping and banditry."

The warning covers the road to St Catherine's Monastery (**TD 28** Mar) - including day trips - with DFAT suggesting travellers to Sharm el Sheikh be "strongly encouraged" to do so by air.

Adv. Assoc. Polar deal

POLAR specialists Adventure Associates has launched its 2013 program offering earlybird savings of between 10-20% on new voyages booked by 31 May.

The company offers 30 Arctic cruise itineraries, ranging from nine to 14 days between May and Sep 2013, with options for camping, hiking and kayaking.

See adventureassociates.com.

New Vanuatu website

VANUATU Tourism's has today launched its new consumer website, featuring page upgrades including Google maps, video content, suggested itineraries and holiday planning assistance.

Unlimited Dreamworld

ZAGAME'S Paradise Resort on the Gold Coast has launched a unique 5-night 'Stay & Play' deal, which includes unlimited entry to Dreamworld & Whitewater World.

The package is available for sale only until 31 May this year, for travel until 31 Mar 2013.

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Virgin Tasman meals

VIRGIN Australia has announced changes to meals offered along with its trans-Tasman Flexi Fares.

Effective immediately, guests travelling on Flexi Fares will now receive a new hot meal in addition to complimentary beer, wine and other beverages, while those in Premium Economy will also receive the new meal plus complimentary menu selections.

Hawaiian lifts Vegas

HAWAIIAN Airlines is adding two more weekly flights to the Honolulu-Las Vegas route, making a total of 19 services,

The carrier also this morning announced a two month extension to its seasonal Maui-Los Angeles nonstops which will now operate through to Oct.

Air India US fine

THE US Dept of Transportation has levied a US\$80,000 fine against Air India because it failed to post customer service and tarmac delay contingency plans on its website.

Travelport: embrace change



ABOVE: Travelport is using its 'Winning Together in the World of Travel' roadshow to not only showcase a range of products to enhance productivity, but to call on agents to "embrace change" to avoid being left behind as technology continues to develop.

The show gives agencies a chance to learn about existing products already available on the GDS through break-out sessions while giving Travelport a chance to explain what's been happening over the past two- to three-years, trends & the impact social media, such as Facebook and Twitter, are having in the travel marketplace.

GM Sean Cummins told **TD** this morning the event spearheads strategies agents could adopt to be future proofing their business. "Change is inevitable & agents should be prepared for change, it's happening, some are embracing it and others need to embrace it," Cummins said.

Travelport also shows how it plans to expand its Smartpoint and Universal Desktop platforms.

Guest speaker Tony Hopwood - an industry expert with 20 years desktop, technology & automation experience - uses the forum to discuss leveraging opportunities that GDS platforms offer.

"In many cases I think a lot of clients probably don't use the full range of features & functionality

available," Hopwood told **TD**.

He suggested that around 25% of agents were using the full range of products on offer.

"Most are just using the basics - availability, sell and book - but there's so much more richer [sic] features that are available in terms of graphical user interfaces, & in terms of some of the processes to build workflows," he said.

Travelport's first roadshow in around five years has fielded good participation and questions from agents in Perth, Adelaide and Melbourne, Cummins said.

The roashow will continue on to Sydney (16 May) before winding up in Brisbane on 18 May.

Pictured from left are Sean Cummins, Linda Kelly-Smith, head of solutions & support, Travelport and Tony Hopwood.

WIN A HOLIDAY TO HAWAII

May 1st is Lei Day in Hawai'i, a day that honours island culture, the Aloha spirit and the Hawaiian tradition of friendliness. It also marks the start of summer in Hawai'i, the perfect time to visit!

To celebrate the spirit of this Hawaiian holiday, *Travel Daily* is giving one lucky reader and their partner the chance to win a fantastic five-night holiday to Hawai'i courtesy of Hawai'i Tourism, Hawaiian Airlines and Trump International Hotel.

This amazing prize includes two return economy airfares to Honolulu from Sydney with Hawaiian Airlines and five nights accommodation in a Deluxe One Bedroom Suite at Trump International Hotel.

Each day *Travel Daily* will ask a Hawai'i-related question - just read the issue and email us your answer. 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 Hawaii holiday.

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



Q.4: The youngest Island in the Hawaiian chain, also known as Hawai'i's Island of Adventure, is which Island?

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**WE HAVE YOUR PERFECT ROLE!
LEISURE CONSULTANTS**

MELBOURNE (VARIOUS) – SALARY PACKAGE TO \$50K + (DOE)

Melbourne we have your retail roles covered for the suburbs! Are you sick of catching the train to work, sick of those annoying price beats, and need a change? With retail roles located across the Eastern Suburbs we will be bound to have something to suit your needs. If you have a minimum of 12 months industry experience using Galileo, Sabre or Amadeus then we can help you! High base wages on offer. Call us today

**CHECK OUT THESE BENEFITS
GROUPS CONSULTANT**

MELBOURNE (CBD) – SALARY PACKAGE TO \$80K (OTE)

Sick of the same old quotes day after day? We have a new role located in Melbourne’s CBD for an experienced consultant. Working with the groups division of this large corporate agency you will be responsible for arranging group travel for the academic market, from school groups, to swimming groups to arranging the professor’s travel. With fantastic benefits on offer, you would be crazy to miss this!

**BE HOME BY 5PM EACH NIGHT!!
CORPORATE CONSULTANT**

PERTH (NORTH) – SALARY PACKAGE TO \$60K (DOE)

This boutique agency is looking for an experienced consultant to join their growing team. Working with the academic market of Perth, you will enjoy M- F hours, 8:30am – 4:30pm days and a high base salary. All that’s required is a minimum of 3 years industry experience and a “can do” attitude. With a high staff retention rate, this role in Perth is a rare one! Are you the next staff member for this growing agency? Call us today!

**CRÈME DE LA CRÈME
TRAVEL CONSULTANT**

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

Do you pride yourself on your customer service skills? This boutique agency located in Melbourne’s CBD is looking for an experienced consultant to join their team. Working Monday – Friday hours, the business has a strong repeat clientele centered on the cruising industry. Selling pre and post accommodation and flights to accompany the worldwide cruises, your passion for cruise will be evident.

**LOOKING TO MAKE A SEA CHANGE
RETAIL TRAVEL CONSULTANT
MACKAY – UP TO \$50K PACKAGE**

Is city life getting you down? Looking for a change of scenery and a new travel role? Well today’s your lucky day! We are currently looking for an experienced retail travel consultant to join this well established travel team in Mackay. You will love working in this friendly team where you’ll handle the leisure arrangements for a wide range of clientele. A strong salary package along with bonuses and fabulous educationals are on offer along with much more.

**ESCAPE THE FRONTLINE
PRODUCT CONSULTANTS
BRISBANE CBD – UP TO \$52K PKG**

Are you a travel consultant ready to escape the frontline and sink your teeth into a new and exciting behind the scenes role? Then we need to speak with you. Currently there are a number of roles on offer in this leading travel product department in their support and load teams. You’ll love escaping sales targets and learning more about how the industry ticks along. This is a great opportunity to get your foot in the door of a leading travel operator.

Discover the NEW Club Med campaign!

- New tagline: all inclusive all exclusive **all yours**
- New claim: **It's all included.** Without the worry.
- New posters for instore window displays
- New 2012-13 Trident brochure available via TIFS



For marketing opportunities please
contact your Club Med sales representative.



Club Med 
all inclusive all exclusive **all yours**