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First with the news

Friday 18th May 2012

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QUALITY RECRUITMENT FOR THE TRAVEL & HOSPITALITY INDUSTRIES IN ASIA PACIFIC

ISSN 1834-3058

Excite Hols recruiting

EXCITE Holidays will hold its first ever recruitment open day next month as the B2B wholesaler looks to expand its operation.

To be held at Excite's Bondi Junction office on 01 Jun, the firm is seeking experienced travel professionals to fill roles within its online Reservations & Customer Service departments.

Two sessions are being held between 12pm-1pm and 1pm-2pm - details at bit.ly/excitejobs.

31% MEL China growth

THE China market is continuing its growth surge into Australia, with Melbourne Airport today reporting a 31.2% year-on-year rise in arrivals from the country for the month of Apr.

The Taiwan & Sri Lanka markets were also stand-outs, rising 24.6% & 21.5% respectively, while most traditional markets also grew.

Overall international passenger numbers for Apr were 546,700, up marginally by 2.2%, however domestic arrivals slipped 1.7% to 1.814,000 - which MEL ceo Chris Woodruff said was largely due to a late Easter in 2011.

No audits for small agents

THE Travel Compensation Fund board has approved amendments to its Financial Criteria which will mean that most participants with a turnover of \$1m or less will not be required to lodge audited accounts (**TD** 16 Dec).

The TCF has also authorised a review of its financial criteria, with the first stage involving an assessment of whether the process places an "unnecessary burden on the TCF's ASX-listed participants".

A second stage of the review will also assess if the criteria should be changed for other participants in the scheme, with the moves detailed in a summary of outcomes of a TCF board meeting held on 27 Apr.

The document also summarises

the current position of the TCF which has 3041 head office and 1664 branch locations.

So far this year 48 head offices and 36 branches have been added - a significant increase on the same period last year which the TCF said was a "very quiet period for industry expansion".

The TCF currently holds \$77.8m in guarantees from agents, down about 8% on last year due to lower numbers of agents needing a guarantee to comply with the TCF financial criteria.

The board noted that in 2010 there were 392 agents with a trading loss of over \$10,000, but this had decreased to 228 in 2011 or 7.8% of active participants.

Since the Feb board meeting claims have been received against 4 agents but in all cases it holds a guarantee which is unlikely to be exceeded by claims levels.

Seven pages of news

Travel Daily today has seven pages of news, a full page of photos from the **Star Alliance's** plus full pages from: (**click**)

- AA Appointments jobs
- Club Med
- Tourism crisis survey

AW communicating

YESTERDAY's communication outage at Adventure World (**TD** special alert) was due to a power failure at a communication exchange in North Sydney station, the wholesaler confirmed today.

All channels of communication with Adventure World returned to normal yesterday afternoon.

Eichorn back to TMS

TMS Asia Pacific has welcomed back Susan Eichorn to its senior ranks, taking on the position of executive recruiter with the travel & hospitality recruitment firm.

She previously ran the executive desk at TMS for around a decade, returning after a three year stint in the human resources sector.

Airservices chief quits

AIRSERVICES Australia chief financial officer Andrew Clark has assumed the role of acting chief executive following the sudden departure of former head Greg Russell earlier this week.

In Sep, Russell had indicated he would be departing the firm and a recruitment process is already underway, reports *The Australian*.

Russell's departure has come just days before he was due to sit before a Senate Committee.



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Friday 18th May 2012



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Travel Daily on location in New York

Today's issue of *TD* is coming to you from New York courtesy of the Globus Family.

TODAY *Travel Daily* sets forth with a group of Aussie travel agents on a Cosmos eight day itinerary from New York to Niagara and Washington DC.

Our adventure starts in the Big Apple, which has so much to see and do - including shopping!

For those interested in art and culture there are numerous museums and galleries, and the New York 'CityPass' is a great option - priced at US\$89 for adults there are six admission tickets giving entry to the Metropolitan Museum of Art, the Museum of Modern Art, the Natural History Museum and the Guggenheim among others.

Also worth a visit is the United Nations, which offers tours though the day from \$16.

Guides escort visitors through the General Assembly room and there are several thought provoking exhibitions to wander through.

For photos of our visit see facebook.com/traveldaily.

Tas cuts tourism

THE Tasmanian govt says it's continuing to work with the tourism industry to create "new visitor opportunities for the future," despite cutting tourism funding by \$1.4m this year.

The state budget handed down yesterday allocates \$5.2m more in major events funding which the govt said provides a "huge boost to the economy"

QF accused of fee rip-off

CONSUMER group CHOICE this morning slammed Qantas credit card surcharges, claiming the carrier is overcharging consumers by \$100 million every year.

At a Reserve Bank meeting today the regulator is expected to introduce new surcharge limits "designed to limit excess rip-offs," CHOICE's Matt Levey said.

"Our analysis shows that the Qantas Group may be charging consumers at least \$100m more each year than it needs, under the guise of covering processing costs," he said.

The RBA Payments System Board is likely to limit credit card surcharges to reflect the real cost of accepting the payment, with QF currently charging \$7.70 for credit card payments on domestic bookings and \$30 on international.

Today's statement is the latest move in a long-running CHOICE

campaign against the QF fees.

Levey said that CHOICE estimates that Qantas is now collecting more than \$204 million in surcharges every year "while potentially paying less than half of that to their bank to process the transactions".

The consumer group says it's concerned that airline surcharges could disguise the real cost of an airline ticket.

Qantas and Jetstar aren't the only airlines to impose credit card surcharges, with Virgin Australia imposing a \$4.50 fee on domestic and \$25 on long-haul int'l flights booked by credit card.

And Tiger Airways charges a \$7.50 per sector credit card fee.

Etihad free stopovers

ETIHAD Airways is offering pax in all classes and on EY marketed flights (like Virgin Australia) one free night's hotel stay in Abu Dhabi when booking a journey beyond the emirate, before 01 Dec.

A minimum two night stay is required to take advantage of the deal, with extra nights priced at US\$45ppts for a three-star accom or US\$59 for a four- and five-star.

EY passengers are also being offered a range of 2-for-1 deals on activities in Abu Dhabi at Ferrari World, Saadiyat Beach Golf Club, Abu Dhabi Golf Club, Yas Links & Monte Carlo Beach Clubs, as well as on the Desert Safari & City Tour.

The 'Essentials Stopover' offer is an extension of Etihad's Essential Abu Dhabi program - more info at www.etihad.com/stopovers.

Could this be the Best Job in the World?

Live in the Whitsundays, the Heart of the Great Barrier Reef and live for the Whitsundays as

Chief Executive Officer Tourism Whitsundays and Enterprise Whitsundays.

The merger of our regional tourism organisation, Tourism Whitsundays with our regional economic development organisation, Enterprise Whitsundays initiates an exciting new chapter in the story of Queensland's most beautiful tourism region.

Boasting the Great Barrier Reef, 74 Whitsunday Islands including the nation's premier island resorts, Airlie Beach and the iconic Whitehaven Beach this is a unique tourism destination that competes with the best the world has to offer.

Behind this glittering facade, the towns of Proserpine, Bowen and Collinsville maintain diverse economies based on grazing, sugar and horticulture while riding a wave of investment in the resource and transport sectors ensure the region's future as an economic powerhouse.

This is an opportunity for an outstanding leader to take this organisation and the Whitsundays community into a successful future.

A position description containing selection criteria and contact details for inquiries is available from recruitment@tourismwhitsundays.com.au



Virgin rocks in Mt Isa

VIRGIN Australia will introduce new Embraer E190 weekday services between Brisbane and Mt Isa from 13 Aug under a deal with Xstrata Mount Isa Mines.

DJ gm sales Justin Montgomery said the new flights would bring competitive pricing, enhanced flight connections and "a higher quality overall travel experience" to the north-west region.

Chief operating officer of the Mt Isa-based mining firm Steve de Kruijff said demand for the sector had experienced high demand for contractors, with traffic increasing 10% year on year in Mar.

Xstrata will continue to work with Qantas on its Mt Isa services too.

This year we Spice things up

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Friday 18th May 2012



ATEC/AHA energy saving funds

THE Australian Tourism Export Council has won support from the Federal government to assist tourism businesses transition to a low carbon economy.

Announcing the move, Federal Tourism Minister Martin Ferguson said the country's small & medium enterprises (SMEs) would benefit from over \$1 million in funding, split between ATEC and the Australian Hotels Association.

MD Felicia Mariani said today ATEC was committed to aiding the trade to reduce energy bills and "make informed decisions about energy efficiency."

The \$612,000 govt funding will enable ATEC, in partnership with EC3 Global, to provide practical and business relevant information to companies under the Tourism's Bright Future program.

Mariani said: "The tourism

industry has a low profit margin and any capacity to improve this margin and become more competitive is a positive, particularly for SMEs."

"The industry is grappling with how the carbon tax will impact on their business and what to do about it," said EC3 Global's ceo Stewart Moore.

He said that the govt's funding would allow the launch of a 3-step program to help key decision makers understand how they can reduce energy costs and how to measure carbon footprints.

MEANWHILE, the AHA has been awarded \$423,690 under the govt's \$40m 'Energy Efficiency Information Grants' program.

The AHA will invest the funds into producing fact-sheets for pubs & accom providers on how to undertake cost saving measures.

Dubai 2013 mega-fam?

EMIRATES Australasian vice-president Barry Brown says he hopes a Dubai mega-famil can be repeated in 2013, following the success of the inaugural effort.

Speaking to **TD** at a supplier workshop during the mega-famil in Dubai, Brown said he'd had overwhelmingly favourable feedback on Dubai Tourism's five-day program, and highlighted the importance of educationals as a selling tool for consultants.

"You can do a million sales calls on a travel agent but to allow them to touch, feel, smell [and] experience, there's no substitute for that," Brown said.

The EK executive said there was a "buzz" from agents at being a part of the event.

When quizzed on whether he hopes the trip can be run again next year, Brown added "This is the first one we've done and to get just under 300 people here is significant".

\$10m ADL conference

ADELAIDE Convention Centre says the Australian Petroleum Production & Exploration Assoc. Conference held over four days this week has injected around \$10m into the state's economy.

The 3,000 delegates booked out the city between 13-16 May, accounting for 10,755 bed nights.

BA adds LGW-LAS

BRITISH Airways will ramp up nonstop options from London to Las Vegas with a new thrice weekly Boeing 777 service from Gatwick, to launch on 29 Oct.

BA already operates seven weekly services from Heathrow to Vegas.

Worldhotels appoints

WORLDHOTELS has appointed Joseph Nader as director, hotel development for Asia Pacific to manage the independent hotel network's increasing portfolio in the region - now over 100 hotels.

Nader will be based at the group's Singapore regional office.

Getaway Oz episode

TOMORROW night's episode of travel program *Getaway*, at 5:30pm on Channel Nine, has an all Aussie flavour, with destinations covered including Palm Cove, Brunswick in Melbourne, Brisbane and Uluru.

Topdeck winter deal

TOPDECK is offering 10% off its 11-day Winter Express tour, for departures between Nov 2012 and Mar 2013, when paid in full before 11 Jun - 1300 886 332.



Window Seat

ELVIS is alive - but not for long if he keeps this up.

A group of Elvis impersonators made history this week by being the first riders to "take to the skies" on a new theme park ride at the Six Flags Great Adventure attraction in New Jersey, USA.

The SkyScreamer is described as an "extreme swing ride" and was christened by 30 Elvises in trademark Elvis jumpsuits.

BEACHGOERS in California this week enjoyed a most unusual aquatic sight - a large horse which swam two miles out to sea after it was "spooked" on the beach by the surf.

Instead of racing away from the water the majestic Arab stallion headed into the waves at Santa Barbara, and was rescued after about three hours.

DISNEY has launched a new way to experience one of its most iconic rides on your iPhone.

The "It's a Small World" App now available on the iTunes store promises to "take readers on a world class adventure packed with whimsical interactivity, beautiful artwork and unforgettable music".

However a number of user reviews on the Apple store claim the software is "boring and slow," with one wit quipping that "it's a crap App after all".

Senior Marketing Manager



An experienced Marketing Manager is required for leading wholesale company based in North Sydney to lead a team of marketing executives in online, trade and consumer sectors.

The key responsibilities of the role include:

- Overall responsibility of the Marketing team
- Key focus on e-commerce marketing by developing and maintaining the company's websites and online market activities including paid and organic search
- Relationship management with trade, affiliate and market partners
- Develop the strategic marketing with a focus on business development and customer acquisition

The right person must have:

- Demonstrated and extensive marketing management experience, with a strong emphasis in online marketing
- Experience in strategic planning, plus marketing program development and execution
- The ability to create, establish and maintain effective relationships with key industry personnel
- Excellent project management and co-ordination skills

If you're an experience Marketing Manager with a keen interest and proven track record in the realm of e-commerce, and want to be part of a dynamic and creative team, apply now.

Please send a cover letter and your resume to:
HRSydney@driveaway.com.au before Tuesday 22 May
 or call Michelle on 9900 9363 for further information.

Hawaii numbers on the up



HAWAII Tourism Authority has flagged a rise in hotel and airfare prices was inevitable as the US state rises in popularity from overseas travellers.

Flight capacity to Hawaii has been boosted in recent months with permanent daily departures ex Sydney with Hawaiian Airlines, and an ever growing number of US domestic airlines announcing new frequencies and services.

This week US budget carrier Allegiant Air announced five new routes to Honolulu and Maui (**TD** Wed), while Southwest Airlines is on the verge of announcing a launch date of Hawaii flights.

Tourism brand manager Michael Story told **TD** yesterday in Sydney that rates have "slightly increased" but it's not holding back sales from the Australian market.

Hawaii is prospering from a 32% spike in Australian arrivals for 2011, with visitor days and spend jumping 33% & 13% respectively.

Incentive travel has surged a massive 140% to 1,293 pax.

Story also said that the booking window for Australian travellers was on the rise, now at around 3 to 6 months, he told **Travel Daily**.

Hawaii's unique people, places and culture are key factors "no destination can replicate" and would form the focus away from "just a sun, sand & surf" escape to tempt travellers, he said.

US \$400K hazard fine

US AIRWAYS has been slapped with a US\$396,000 civil penalty by the FAA for violating hazardous materials regulations, carrying undeclared cigarette lighters and alaki batteries on a number of its passenger-carrying flights.

The incidents are alledged to have occurred on 12 flights from Hartford Bradley Int'l Airport between Feb and May in 2010.

Pictured in Sydney during Hawaii Tourism Oceania's Aloha Down Under roadshow yesterday, from left is Oahu's Hi'ilani Shilbata, Sherilyn Robinson, HA; Helen Williams, HTO country manager; Emma Gardiner, HTO pr mgr and John Votsis, Trump Int'l Waikiki.

For a chance to win a trip to Hawaii, courtesy of HTO, HA and Trump Int'l Waikiki see **page 7**.

Friday 18th May 2012

VS Great Britain fares

VIRGIN Atlantic is offering \$1,507 fares to London, Edinburgh or Manchester in Economy class, for travel between 12 Oct & 15 Nov.

Premium Economy fares start at \$3,063, valid on dates between Oct-Mar, and Upper class fares start at \$7048, for travel 19 May to 31 Mar 13, all ex Sydney.

Sales & ticketing by 30 May.

Evergreen locks in WA

EVERGREEN Tours has firmed up its entire range of Western Australia tour itineraries - ranging from seven to 28 days - today announcing all trips in 2012 are now guaranteed to operate.



Cruise Opportunity; National Market Leader

Do You Have A Passion For Selling Cruises? Like To Earn Some Big \$\$\$? Then Read On

BestCruises – A national market leader in e-cruising & winner of the Cruise Passenger Readers Choice Awards 2011 is looking for a top line sales person.

Due to expansion & growth an opportunity now exists for an experienced cruise consultant to join the BestCruises team. The successful applicant will ideally have the following:

ABOUT YOU:

- Minimum 2 years of experience in cruise and/or general travel retail
- Knowledge of Sabre and Tramada would be an advantage
- Solid sales record, with the ability to create and convert opportunities
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- Self-disciplined: strong admin skills; the ability to work under pressure and meet deadlines
- Multi-skilled, with the ability to work in a fast-paced sales environment
- Team-player, dedicated to the success of the whole team
- A great sense of humour and a passion for all things cruise

RESPONSIBILITIES:

- Answering calls and responding to emails in a timely and professional manner
- Consult and sell all levels of cruise product
- Managing and administering bookings, ensuring all payments are received and made on time
- Providing excellent customer service, including follow-up sales calls
- Working within a close-knit team to achieve business unit goals

WHAT WE OFFER:

- An attractive remuneration package including guaranteed minimum and the ability to earn in excess of \$100k through commission and bonuses
- The opportunity to work in a fun, open-plan office in the heart of trendy Leederville in Perth, WA

If you feel that this opportunity has your name written all over it, then please forward your CV to adamo@bestcruises.com.au before 25th May 2012. Only applicants that have been successful in advancing to the interview stage will be called back.

Technology Update

Today's Technology Update is brought to you by Tramada Systems Pty Ltd.

Credit card security.....



It seems that almost daily there are changes that impact the travel industry and add to the cost and

complexity of running travel businesses. One such requirement that is increasingly going under the microscope is how businesses handle credit card information. The Payment Card Industry - Data Security Standards (PCI DSS), whilst not being a legal requirement in their own right, are now standard requirements for financial institutions to do business with merchants and for corporations to do business with travel agents.

In short, the standards outline best practice in payment card processing to ensure that card data is safe. Tramada has been working through a series of changes that means tramada®next gen is delivered to our clients as a compliant environment with the final part of this work is being progressively rolled out over the next 3 months. This doesn't, in isolation, mean Tramada clients are compliant with PCI DSS as there are practices and policies that individual businesses must adopt if they are to achieve this status. However, it does mean that our clients are on their way as a key piece of their technology supports these important standards.

At Tramada we have commenced a series of client broadcasts that help our customers understand the impact of these changes. If you are not a client but interested in receiving these broadcasts with no obligation please email us at info@tramada.com and we will be happy to send you more information.

Jo O'Brien
Chief Executive Officer
Tramada Systems Pty Ltd



WA Waterfront funds

THE West Australian govt said yesterday it will spend \$167m of the total \$270m Perth Waterfront project (TD 23 Feb 11) in 2012-13, aimed at revitalising the city.

Top Dubai achievers reach new heights

BELOW: The arms say it best as Amy Harrison makes her feelings on Dubai perfectly clear.

FIVE top-selling Dubai agents from Australia and one from NZ made the absolute most of an extra day earned in Dubai as part of a special extension to their mega-famil experience. After enjoying breakfast in the desert in the company of a trained falcon bird, three took to the skies for a skydive while three others chose an encounter with a bottlenose dolphin as their special reward.



Regrouping again at the ultra-luxurious Al Maha Desert Resort - their home for their final night - the group swapped stories of their exciting experiences and began loosely planning their next adventures in Dubai.



LEFT: Renate Fernando of Arabian Adventures is presented with a deserved accolade by Dubai Tourism head Mohamed Almuhairi and AA senior vp Peter Payer for her tireless efforts in planning much of the week's activities.



ABOVE: Melbourne's top-achiever Alen Skulj enjoying the fruits of his efforts.



BELOW LEFT: The group were sent off in style, enjoying a last dinner at the Al Maha Desert Resort.

RIGHT: Maria Mansour from Travelworld Mt Druitt raising a glass to toast the group's generous Emirati hosts.



Travel Specials



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

Travel Industry Club has Economy class fares with **Malaysia Airlines** to Kuala Lumpur, Kota Kinabalu, Kuching, Penang and Langkawi, priced from \$510 + taxes ex PER and \$530 + taxes ex SYD/MEL/BNE & ADL, for travel until 21 Jun, 13 Jul to 18 Sep & 01 Oct to 15 Nov - (02) 9700 8711.

Getaways Limited is offering a three-night air/land package to the **Palazzo Versace** on the Gold Coast in a Lagoon Room from \$699pp - a saving of \$535pp. It includes brekkie & private transfers - 1300 881 433.

Early bookers of three or more nights at **Perisher Valley Hotel** can take advantage of a 15% discount, when reserved by 31 May. The offer incl daily brekkie and dinner at Snow Gums Restaurant - 1300 655 811.

Pullman Reef Hotel Casino has created an Audi Drive Package that incl accom, access to an Audi A5 or A6 for up to 4hrs to explore the region, priced from \$395 per couple per night, valid til 30 Dec - (07) 4030 8801.



ABOVE: Although nervous at first, Rita Ditore from Presidential Travel extends her arms and makes a new best friend in Blacky the Dolphin at Aquaventure.

LEFT: Top seller Zac delivers a hand-held breakfast to a very appreciative and majestic falcon.



A steal of a luxury deal

JUMEIRAH'S Zabeel Saray hotel in Dubai has released a special industry rate of AED750 per night (AUD\$207) for stays in a Deluxe Room from now until 18 Aug.

Located on the fringe of one of Dubai's iconic palms, the rate includes free breakfast, unlimited access to the Wild Wadi Waterpark, in-room internet and a private beach plus much more.

In addition, the resort offers a private cinema for hotel guests, offering daily movies at scheduled session times, with refreshments, as well as housing one of the biggest spa facilities in the region.

To book, visit www.jumeirah.com.

Star Alliance celebrates!

THE world's leading airline alliance marked its 15th anniversary this week with cakes, balloons and some nice gifts for Australian travellers, including a 15% reduction on Star Alliance RTW fares and an online 'mystery plane' competition offering some amazing prizes.

To promote the 15% discount - which is valid for economy RTW fares sold and ticketed before May 29 - staff from Star Alliance's 25 members celebrated with agents across Australia this week, and had their cameras along with them to take these snaps.



LEFT: Melbourne Airport staff cut the cake, from left: Ken Barry, Singapore Airlines; Murray Fox, THAI Airways; Melissa Wilson, Air New Zealand; Leone Addison Baker, United Airlines; and Yang Peng, Air China.



ABOVE: Brisbane travel consultants celebrated the milestone at a Star Alliance Fares Training Day.



LEFT: Turkish delight! Mary Thapa, US Airways sale executive with Holly Gursansky, Timeless Tours & Travel in Sydney.

RIGHT: Go west young ladies! Perth airline staff Emma Newick of Singapore Airlines; Dominique Friedrich from Lufthansa, SWISS and Austrian Airlines; and Vanessa Carver, South African



LEFT: Balloons were definitely the order of the day, putting the true party spirit into the Star Alliance celebrations.

RIGHT: Star Alliance really takes the cake - literally!



FAR RIGHT: Flashing their 15% are Jane Allright and Barbara Christen of THAI; Stella Vlahos, Lufthansa; and Graham Ware, South African Airways.



RIGHT: Air NZ's Elizabeth Hutchison (second from right) with the Flight Centre Neutral Bay team: Michelle Haugh, Sarah McKenna, Adam Kormendy and Rachel Pasalich.



ABOVE: A blast from the past - media personality George Negus introduces Star Alliance to Australia in 1997, when it had just five founding members - Lufthansa, United Airlines, SAS, THAI and Air Canada. Today there are 25 members offering a combined daily total of 21,100 departures across the globe.

ET launches Toronto

ETHIOPIAN Airlines has announced the debut of twice weekly 777-200LR flights between Addis Ababa and Toronto effective from 16 Jul.

Nothing fishy at the Atlantis



ATLANTIS The Palm in Dubai doesn't do things by halves.

Within a property already boasting 1,539 hotel rooms and suites and a water themepark among many other amazing features, the Ambassador Lagoon is what gets its guests talking.

Speaking to *Travel Daily* over dinner at the famous Japanese Nobu Atlantis leisure sales director Kyp Charalambous went over some of the resorts' stats.

The signature lagoon fish tank houses over 230 various species of marine life within a tank of an 11-million litre capacity, with 10-

metre high viewing walls and 77cm thick glass.

But it is the maintenance that boggles the mind, as the tank's occupants have their own kitchen dedicated to their upkeep and producing 165kgs of food daily to keep them nourished and healthy.

Kyp is pictured above in front of a small part of the tank with Leisure sales vp Lisa Goswell.

Economy fares rising

DOMESTIC Full Economy fares have risen by more than six index points in May compared to last month, and over 25 points on the same time last year, according to new government figures.

The Bureau of Infrastructure, Transport & Regional Economics data released yesterday shows non-discounted Economy fares are now at an index level of 122.4.

Best Discount airfares are also tracking north, rising to 58.8 compared to 55.0 last month, and Restricted Economy fares were up by 0.5 points to 66.3.

Business Fares held steady at similar levels held in Mar & Apr 2012, at an index level of 81.6.

"Ample capacity" at Sydney Airport

THE operators of Sydney Airport claim it has "ample capacity on its runways and in its terminals," with the company's agm yesterday told that the current master plan envisages that passenger numbers will grow to 79 million annually "without requiring changes to the runways, curfew or cap".

CEO Kerrie Mather said that only 61% of the airport's slots are currently being used - and said the "new vision" to have two combined domestic and international terminals would add further capacity to ensure SYD

meets expected demand until at least 2045.

"The introduction of low cost carriers and the growth from Asian markets will assist Sydney Airport to maximise use of the airport across the off-peak periods during the day," she said.

Domestic symposium

AGENTS in the Central Coast & Newcastle regions are invited to an Australian Domestic Symposium, to be held on a day out in the Hunter Valley on Mon 04 Jun - victoriak@broomekimberley.com.

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.14: Name the five (5) Intentions available at Trump International Hotel Waikiki Beach Walk Spa

Hint! Visit www.trumphotelcollection.com

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Phone: 1300 799 220 Fax: 1300 799 221

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Editor: Guy Dundas
Contributors: Matt Lennon, Chantel Long, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au

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QLD & NT – 13/97 Creek St, BRISBANE – (07) 3229 9600 – employment@aaappointments.com.au
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A CAPITAL ROLE

CORPORATE TRAVEL CONSULTANT

CANBERRA – SALARY PACKAGE \$45K - \$55K

Struggling to find a challenging and fulfilling role in the capital state? Our client is a Global TMC and they are currently recruiting for their Canberra Office. You will enjoy working on dedicated private and government accounts. With a minimum of 2 years experience in retail travel you will have excellent CRS and airfare skills as well as outstanding customer service and the ability to work to deadlines. Experience in ticketing would be a plus. Excellent salary and career progression opportunities.

JOIN THE BEST OF THE BEST

DOMESTIC TRAVEL CONSULTANT

SYDNEY – SALARY PACKAGE TO \$55K +

Our client; an award winning TMC based close to the CBD are searching for a superstar to join their team of high achievers. You will enjoy working on valuable account handling domestic corporate travel. Exceptional service is a point of pride and they only employ the best. If you have a minimum of 1 years experience in corporate travel, ticketing and using a back office we want to hear from you. Outstanding salary package, plus many more benefits.

NEW & EXCITING OPPORTUNITY

MULTI SKILLED CORPORATE CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$60K (DOE)

This is an exciting and new opportunity with a boutique corporate travel company that is fast becoming a major player in the Melbourne market. Working in a small boutique travel office, you will be working alongside other senior corporate travel consultants in this bright new office space. This is a great opportunity to join a growing organisation that can offer internal promotions and career advancement.

PROFESSIONAL OFFICE / DISCERNING TRAVELLER

SENIOR LEISURE TRAVEL PROFESSIONAL

PERTH (INNER) – SALARY PACKAGE TO \$67K (DOE)

Looking for a high set salary package with Monday to Friday hours and a professional and relaxed working environment? This award winning agency has the perfect opportunity to offer a senior leisure consultant that has experience servicing high end clients. No sales targets and monitoring in this office, just good old fashioned travel consulting is expected. Galileo experience is highly advantageous.

USE YOUR PERSONAL TRAVEL EXPERIENCES

WHOLESALE TRAVEL CONSULTANTS

PERTH (INNER) – SALARY PACKAGE \$50K - \$60K+ (OTE)

Prefer servicing travel professionals rather than the general public? We have two wholesale travel companies searching for experienced international travel consultants with solid sales skills and a good phone manner. With sensational educationals and famil trips on offer, together with ongoing rewards, you will wonder why you didn't make the move sooner! Calypso experienced well regarded, together with proven sales skills.

THE ROLE EVERYONE WANTS

EVENTS & SPORTING TRAVEL CONSULTANT

MELBOURNE (INNER) – SALARY PACKAGE TO \$60K (DOE)

This rare opening in Melbourne is the role everyone is seeking! Boutique travel company is seeking a highly experience travel professional with group and events travel knowledge and solid fares and ticketing experience. If you consider your fares knowledge superior, not to mention your attention to detail, why not throw your hat into the ring with this amazing opportunity. Monday to Friday hours.

LIVE IT UP ON THE NORTHSIDE!

RETAIL TRAVEL CONSULTANT

BRISBANE NORTHERN SUBURBS – SALARY PACKAGE TO \$49K +

Forget about time wasted sitting in traffic and packed buses travelling into the city. You'll love working close to home and cutting down on your daily commute with this north side agency. As part of this small and professional team you'll handle the leisure travel needs of a range of clientele. You will thrive in a fast paced environment and have exceptional time management skills. Enjoy a strong base salary along with rewarding incentives and bonuses.

AUSSIE AUSSIE AUSSIE

DOMESTIC WHOLESALE TRAVEL CONSULTANT

BRISBANE CBD – SALARY PACKAGE \$45K - \$55K OTE

If you are passionate about this wonderful country we live in - then this role is for you! Based in the CBD this leading wholesaler is looking for an experienced travel consultant to join their fun loving team. You'll receive all enquires via phone and email whilst dealing only with industry professionals. Sensational \$\$ are on offer along with the opportunity to move up the ranks. Min 12 months travel consulting experience required along with a positive attitude.

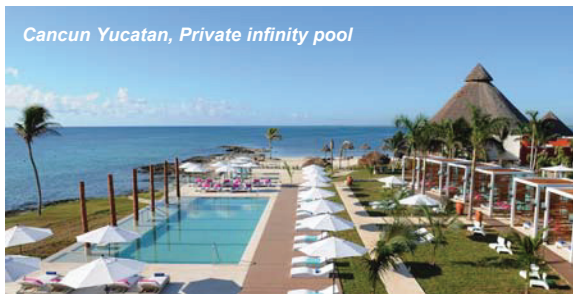
Introducing Club Med 5Ψ Luxury Space...

...a Private Luxury Space within 4Ψ Resorts

1 - An exclusive 5Ψ space within a 4Ψ Resort

- ❖ An ideal option for privacy, privileged personalised services and luxury comfort with the warm and friendly spirit of the Club Med
- ❖ Inside a 4Ψ Resort, a luxury space, **exclusively** for clients of the 5Ψ Luxury Space
- ❖ Clients of the 5Ψ Luxury Space have **access to all the services** and activities available in the 4Ψ Resort.

Cancun Yucatan, Private infinity pool



2 - Luxurious accommodation

- ❖ An area exclusively composed of **Suites** and/or **Deluxe Privilege** rooms, for couples and families
- ❖ **Spacious** rooms (up to 73 m²) with a private terrace
- ❖ **Refined** interior design, beautiful bathrooms and top-of-the-range equipment (wifi, MP3 player alarm clock, Nespresso coffee machine, etc.)

Val d'Isère, Continental breakfast room service



3 - Refined and intimate meals

- ❖ **Priority booking to dine** in a dedicated space at the Specialty Restaurant
- ❖ **Free Champagne** served from 6:00pm at the 5Ψ Bar
- ❖ **Open bar and snack** all day long and during the evening

Kani 5Ψ Luxury Space



4 - Private areas to enjoy exclusive services

- ❖ **Concierge** services for special attentions
 - ❖ Bar service
 - ❖ Reservation at the Spa
 - ❖ Baby-sitting 24h/day
 - ❖ Laundry service
- ❖ **Private swimming pool** and/or beach at the 5Ψ Luxury Space

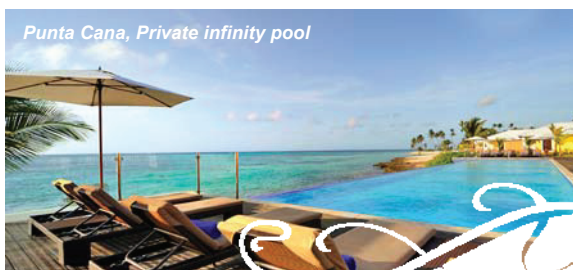
Sinai Bay, 5Ψ Luxury Space Suite



5 - 5Ψ customised services

- ❖ Customised transfer and greeting
- ❖ Continental breakfast room service included
- ❖ Concierge service

Punta Cana, Private infinity pool



Visit our dedicated Travel Agent Portal
www.clubmedta.com.au to discover more.



gourmet cuisine



sports & leisure



relaxation



open bar day & night



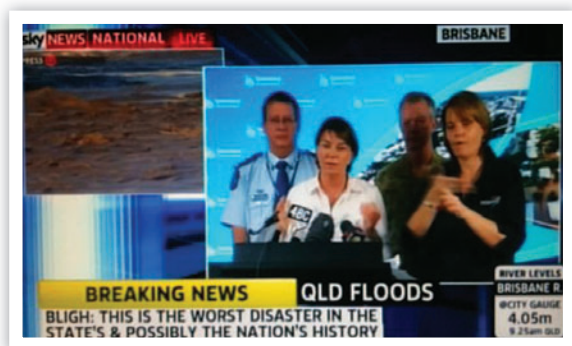
child care

Just a taste of all that's included

Club Med Ψ
all inclusive all exclusive all yours



DOES AUSTRALIAN TOURISM REACT WELL TO CRISES?



Have your say for
your chance to **WIN!**

Political crises, accidents and natural disasters increasingly impact on the world's travel industry. We're seeking opinions from local experts on how well the Australian tourism sector handles crises. What do you think are the main events that have impacted on the travel industry in Australia? What actions or solutions could minimise the impact of future events?

The 'tourism market reactions to crisis' survey is the 5th international study conducted by the **Pangaea Network**, an international affiliation of independent communication agencies offering consultancy and communication services to the travel and tourism industries. Pangaea is represented by **PEPR Publicity** in Australia.

The questionnaire is simple and quick. All information provided by you will be kept confidential and will be used for research purposes only. At the end of the questionnaire, you will be requested to enter your email address to receive a full copy of the survey results.

All participants will enter a draw to win one of 4 x 1/2 dozen cases of beautiful **Beelgara Wine**. Winners will be drawn on 24th May 2012 and contacted via email.

To complete the survey, please **click here** to start.



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Consultants to the Travel Industry



Principal: Philip Engelberts
www.pepr.com.au

