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Travel Daily

First with the news

Thursday 24th May 2012

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TMS ASIA-PACIFIC QUALITY RECRUITMENT FOR THE TRAVEL & HOSPITALITY INDUSTRIES IN ASIA PACIFIC

ISSN 1834-3058

MK bomb a fizzer

A SOFT drink can with the word BOMB written on it caused the emergency diversion of an Air Mauritius flight after it departed from Melbourne yesterday.

The captain was informed of the suspicious item shortly after take-off and decided to return to MEL where all pax were given overnight accommodation.

Police are investigating the incident and the rescheduled flight left at 11.30am today.

TCF 2011 claims total \$1.5m

THE Travel Compensation Fund paid out \$1.504 million in claims last year, the fund has revealed.

The biggest collapses included Global Travel Coolum (\$291,000), Aerius Travel Holdings (\$171,000), Harvey World Travel Broadbeach (\$123,000), Harvey World Travel Liverpool (\$111,000) Jetglobe Travel (\$97,000), The Travel Guy (\$95,000) and Jetset Frankston (\$61,000).

The TCF annual report issued this week details the fund's performance, which showed a 25% decrease in the number of claims paid, but the overall total payout just 1% less than in 2010.

TCF ceo Glen Wells highlighted a number of trends, including the continuing decline in the use of

credit cards by consumers to pay for travel arrangements, while the use of debit cards and cash has increased "to avoid the merchant fees charged per transaction".

He said that 193 head office applications were approved in 2011 - around the same as the previous year - but just 87 new branches vs 156 in 2010, with the drop in branch applications attributed to the "uncertain economic climate".

The TCF report also reveals that about one in five travel agencies were unprofitable last year, while a further 27% made less than \$10k.

17% of agencies (443 in total) made over \$100,000 in profit, of which 43 made over \$1 million.

RCF Annual Financial Review data revealed that TCF participants employed 32,291 people during 2011, with a large majority (72%) being female.

Dig the new CTM brand

CORPORATE Travel Management this morning unveiled a new 'Resource Travel Management' sub-brand, specifically targeting the mining industry.

MD Jamie Pherous said the move was the "logical next step" for the company with sources over 30% of its business from the resources sector.

Lewanavanua leaves

SOUTH African Tourism head of Business Tourism for Asia and Australasia, Eric Lewanavanua has today announced his departure from the organisation.

Future MICE enquiries can be directed to country manager Lalie Ngozi, who will be managing the portfolio until a new person is appointed to manage the Asia-Pacific region.

Orient-Express role

SHANE Arroll has been promoted to Regional Director of Sales - Asia & Pacific for Orient-Express, based in Sydney.

He's been director of the group's Australian field sales office since 2008, presiding over a 44% increase in revenue last year. More appointments on page 6.

Today's issue of TD

Travel Daily today has seven pages of news, a front full page for Virgin Atlantic as well as plus full pages from: (click)

- TMS Asia Pacific executive
- AA Appointments jobs
- Travel Trade Recruitment
- Disney Destinations

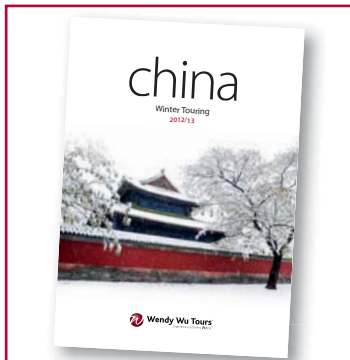
Disney update

TODAY'S TD includes the latest 'Word of Mouse' update from Disney Destinations, highlighting the new Aulani property in Hawaii and its amazing family-friendly facilities - see last page.

VS Britain bargain

VIRGIN Atlantic is promoting its current fare sale for London flights, leading in at \$1507 in economy, \$3063 in Premium economy and \$7048 in Upper Class, valid for booking to 30 May.

See the special front full page of today's TD for details.



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15th - 29th May 2012

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Thursday 24th May 2012

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BESydney restructure

BUSINESS Events Sydney ceo Lyn Lewis-Smith has announced a restructure "to enhance future business event opportunities for Sydney and NSW".

BESydney will centre on targeted business development, high yield corporate business, innovative conference marketing and destination marketing activity with growth in Asia a key priority.

The new structure will see Hannah Jamieson to become gm Strategic Marketing; Robyn Johnson to be General Manager Event Delivery; a recruitment process for a General Manager Business Development; and other new positions to be advertised.

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

Tourism Aus/Virgin \$6m pact

VIRGIN Australia and Tourism Australia today announced a \$6m marketing Memorandum of Understanding, "aimed at using the airline's growing network of international alliances to boost visitation from ten of Australia's key overseas markets".

The deal covers 3 years of joint marketing activity focusing on the US, NZ, UK & continental Europe, as well as China, India, Indonesia, Korea, Singapore and Japan.

As well as traditional and digital media platforms, it includes event and sponsorship activities, principally targeting the USA.

TA md Andrew McEvoy said that as with other airline deals, the promos would use the *There's Nothing Like Australia* messaging alongside Virgin's "compelling brand and competitive airfares".

Adina for Syd Airport

TOGA Hospitality this morning announced the 2013 opening of a new hotel to be known as Adina Apartment Hotel Mascot, located within 1km of Sydney Airport on Bourke Road.

The newbuild will comprise 123 apartments in a mix of studio, one and two bedrooms.

"While there are many hotels in Mascot, apartment hotels are limited," the company said, with the Adina set apart by its "signature apartment space, stylish interiors, functional features and premium lifestyle facilities".

Toga md Allan Vidor said it would be the fourth new Adina Apartment Hotel to be announced this year in Sydney, after Bondi Beach, Norwest & Royal Randwick.

TIME scholarship

THE Inaugural Travel Industry Mentor Experience scholarship has been awarded to Grace Lech from Grace Club Travel, who will join the program from 06 Jun.

The scholarship is funded from money set aside by the former Travel Industry Careers Association for a travel education scholarship.

Battlefields 2015 site

MAT McLachlan Battlefield Tours has launched a dedicated Gallipoli Centenary website which provides detailed information on the war historian's dedicated 2015 touring programs.

The portal provides a detailed guide to the day by day itineraries of its two nine-day trips departing on 18 & 22 Apr 2015, as well as a FAQs and a bio on its historians.

See gallipolitour2015.com.au.

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UA IAH/AKL pending

UNITED Airlines has shelved its planned *Dreamliner* service between Houston and Auckland.

Yesterday, UA put its first 787 route on sale: flights from Denver to Tokyo Narita effective 31 Mar 2013, putting a question mark over the AKL route.

A UA spokesperson told **TD** the carrier "may need to reevaluate its plans" for the IAD-AKL route.

Currently, Southwest Airlines is lobbying for rights to operate internationally from Houston's second airport, William P. Hobby, and the spokesperson said the Houston-Auckland flights had been predicted on "Houston George Bush Intercontinental Airport being the sole international airport in Houston, maximising connecting traffic."

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Thursday 24th May 2012

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Conditions Apply. Taxes approx. \$125 - \$325*pp.

CLICK HERE for further details

QF/JQ Red Centre flights culled

THE Australian Tourism Export Council has joined with tourism officials in the Northern Territory and the Liberal Party expressing concern at Qantas Group's decision to scale back NT flight frequencies due to low demand, as part of a shake-up to its Territory ops (**TD** breaking news yesterday).

Qantas will halve its flights between Ayers Rock and Cairns & between Ayers Rock and Perth - to 7 & 2 weekly respectively - from 01 Sep, while the AYQ-PER route will be suspended outright from 28 Oct under the revision.

Jetstar will cut up to 4 weekly Darwin-Sydney services and up to 3 weekly Darwin-Denpasar flights from 16 Jul, also under the rejig.

A TEC md Felicia Mariani told **TD** having reduced access to a major tourism destination such as Darwin - a key hub for inbound travel for the Top End as well as Northern Australia - was "bad

news for the industry."

"We can only hope that this situation is temporary," she said.

Australian Shadow Minister for Tourism Bob Baldwin said the cuts would now make it harder and more expensive for visitors to access travel to the Red Centre.

NT Tourism Minister Malarndirri McCarthy said the move was a "worrying signal" for regional tourism operators "in a market already challenged."

MEANWHILE, Qantas Grp today signalled plans to ramp up capacity on east coast routes by 25,800 seats/week (**TD** breaking news).

Qantas will add 11 new return services between SYD-MEL from 09 Jul and SYD-BNE from 23 Aug.

Jetstar will add 21 return SYD-MEL weekly services, new daily SYD-ADL, SYD-OOL and SYD-BNK flights, & extra services from OOL to ADL and NTL, between 16 Aug and 18 Apr 2013.

New TCF participants

THE Travel Compensation Fund has approved nine new travel agency head offices (and seven branch locations) so far this month, including **Ultimate Sports Tours** (ABN: 71 140 154 730), **Classic Driving Tours** (ABN: 98 156 148 382), **New Star Travel Services Australia** (ABN:18 156 529 565), **Atrip** (ABN:49 156 131 967) and **Cloud 7** (ABN:50 153 823 413).

Another of the new additions is an agent in Parramatta NSW trading as **A&K Group** (ABN: 26 156 122 959), which **Travel Daily** has been advised is not in any way associated with luxury travel firm Abercrombie & Kent, which also goes by the name A&K.

Scenic agt incentive

SCENIC Tours is celebrating the launch of its 2013 Europe River Cruise program with a new agent incentive to win a stocked mini-bar and a catered agency event.

The prize includes a private bartender and canapes served by butlers, in recognition of Scenic's all-inclusive drinks & butler service that will be offered across its 'Space Ship' fleet from next year.

To enter see bit.ly/scenicinc.

GBTA conf sessions

CRISIS management, the carbon emission trading scheme and the evolution of low cost carriers and DFAT's Smarttraveller program are some of the key topics to be discussed at the GBTA Australia/ New Zealand conference in Aug.

The 'New Directions' 2012 conference will be held in Sydney from 26-28 Aug - to register to attend see bit.ly/GBTAconf.

Waldorf adding UAE

HILTON Worldwide's high-end hotel brand, Waldorf Astoria, will open its first property in the United Arab Emirates next year.

The 349-room Waldorf Astoria, Ras Al Khaimah is being built by the Al Hamra Group and will form part of the Al Hamra Village.

Tibet disruptions

PEREGRINE Adventures says new policies for travel to Tibet (**TD** 16 May) are causing disruptions for many travellers.

Peregrine says it's aware that some operators have cancelled all Tibet tours, in some cases leaving travellers stranded without land arrangements.

The company said despite the more complex new requirements, travel to Tibet is "absolutely still possible" if pax have a "little flexibility in their travel date".



A B&B in the New Zealand township of Tasman near Nelson has been named the country's most unusual place to stay.

Reminiscent of Old Mother Hubbard, the accommodation consists of a "size 318 boot" and is billed as "Romantic, Fairytale Accommodation".

"The Boot" (*pictured below*) is said to be just a hop, skip and a jump from nearby attractions including beaches, golf courses, galleries and wineries, and has been created with the philosophy "if it's worth doing, it's worth doing humorously".



AIRLINE food doesn't exactly have the greatest of reputations, but this new venture is making an effort in turning this around.

Soon to open in the Chinese city of Chongqing, an Airbus A380 themed restaurant entitled "Special Enjoyment" will cater for up to 110 people at a time in its 600sqm eatery.

No word yet on whether the restaurant will blame turbulence on any poorly cooked food.

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Backed by an established Sales Department you will receive the resources and support needed in order to succeed.

Qualified candidates should forward a CV and covering letter to recruitment@globusfamily.com.au with ASM NSW in the subject line by **Friday 1st of June 2012**.

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

GLOBUS COSMOS MONOGRAMS AVALON WATERWAYS

Footsteps to Australia

INDOCHINA-based boutique tour operator Footsteps In Asia has opened an Australian office.

The Melbourne operation is managing local bookings for the firm's 2012 program of 50 tours in Vietnam, Laos, Thailand and Cambodia - passing on savings by "cutting out the mid-market".

CEO John Powell said the new office is part of the company's strategy of "providing high margins and support to travel agents who direct online bookings through FIA."

Travel agents are being offered 15% commission on all FIA tours booked online, and 10% if it's part of a promotion.

Prices lead in at \$566 for a week-long Vietnam Escape.

See www.footstepsinasia.com.

Latin America growth

TOURISM Research Australia yesterday released a new report which highlights Latin America as a key tourism growth market.

Since 1986, visitors from Latin America to Australia have grown at an annual rate of 10%, and the outlook is continuing to remain positive over the next five years.

Tourism Minister Martin Ferguson said the strong performance supported Tourism Australia's increased marketing efforts in the region, and QF's new Sydney-Santiago non-stops.

He said the government was encouraging visitation by offering online visa lodgement for visitors from Chile, Brazil and Argentina, simplifying the process and supporting long-term growth.

See www.ret.gov.au/TRA.

APT stakes its claim

APT has self-proclaimed a status of 'Head of the River', announcing growth of 36% for the 2010-11 period in the face of a recent ICCA report saying river cruising had grown by 22% in the same period.

The company thanked its trade partners for its success, claiming 40% of the Australia/NZ market via innovations such as the Freedom of Choice customisable cruise product pioneered in 2000.

Platinum hits the road

GREYHOUND Australia has unveiled its newest luxury coach in line with the launch of its new Platinum Business Class product.

Likening its new offering as "the A380 of the road," the vehicle will initially operate on the Govt and corporate Sydney-Canberra route.

Hawaiian food flavours

HAWAIIAN Airlines and Hawaii Tourism Oceania will bring a selection of cuisine by renowned Hawaiian chef Alan Tsuchiyama to Australia as part of next month's Flavours of Hawaii Food Festival.

The works of pastry chef David Brown will also be showcased, with the inaugural culinary festival to be held at Sydney's Grace Hotel from 15-30 Jun.

Thursday 24th May 2012

Egypt election impact

ABERCROMBIE & Kent says it doesn't expect next week's Egyptian elections (on 23 & 24 May) will cause any disruptions to its tour itineraries or movements.

It's hoped the election of a new President will bring confidence to the country which has suffered from a drop off in tourism since the violent 2011 'Arab Spring'.

A&K md Sujata Raman said tourism plays a crucial role in Egypt's economic recovery, with deals currently in place making it better value than ever before.

Tech loan for Amadeus

AMADEUS has been granted a €200m loan by the European Investment Bank to allow the GDS company to finance research and development of new technologies.

A variety of projects on the drawing board for the next two years include projects in industry segments such as airlines, airports, hotels and global railways.

The company invested almost €2b in R&D between 2004 & 2011.

Cruise like an Egyptian



ABOVE: This group of Travellers Choice agents channelled their inner Bangles and donned their best Egyptian garb as part of a nine-day "Wonders of Egypt" famil courtesy of Insight Vacations.

Flying with Emirates, the group were enchanted by the Pyramids of Giza, rode the rails overnight between Cairo & Aswan and cruised the Nile over four nights.

Pictured above costumed up in

the back row is Saibra Twigg, Australind Travel; Maureen Van Metter, Insight Vacations; Rosie Tripodi, Travel House and Gillian Connors, from Ucango Travel.

Middle row: Phil Cox, St George Travel; Lynn Bradley, Compass Travel & Cruise; Leah Squire, Tewanin Travel; Jen Winter, Central Coast Travel and Mark Hastwell from Travellers Choice.

Front row: Walter Andrews, Tour de Force; Denise Bradley, Moss Vale Travel and Hans Went, Canadian Bay Travel.

3 vye for 2020 Games

THE International Olympic Committee has shortlisted Tokyo, Madrid and Istanbul as the remaining candidates to host the 2020 Olympic Games, after this week eliminating Doha and Baku.

Air NZ load rises

AIR New Zealand carried just over 1 million pax in Apr, up 1.8% year-on-year, and saw a 0.7 point lift in Group load factor to 83%.

Long haul passenger numbers rose 4.4%, with small increases on North America/UK routes and demand up a whopping 17.7% on Asia/Japan/UK routes.



Acting Marketing Manager – Australia & New Zealand – 2 Year Fixed Term Contract

Tourism Ireland markets the island of Ireland overseas as a tourism destination. We're currently looking for an Acting Marketing Manager – Australia & New Zealand – 2 Year Fixed Term Contract - to ensure the successful development and implementation of consumer, product and trade marketing plans for Australia and New Zealand in order to raise the profile and awareness of the island of Ireland as a holiday destination, in line with corporate objectives and targets, with particular attention to strategic priorities.

This position is based in Sydney and the salary scale is AUD\$95,651 - AUD\$108,998.

Interested?

Please find Role Profile and Application Form on our website www.tourismireland.com/jobs.

Screening is by Application Form only. Completed applications should be forwarded to Jennie Devlin at jdevlin@tourismireland.com.

CLOSING DATE for receipt of applications is 12 noon (GMT) on Tuesday, 5th June 2012. Late applications will not be accepted.

Today's issue of **TD** is coming to you from Washington DC, USA courtesy of the **Globus Family**.

THE US Capital is a delightful city to visit. Well planned, it is fashioned after Paris with its neat alignment of significant buildings and green spaces.

The city grew up along the Potomac River in a location chosen by George Washington.

The most famous landmarks are clustered on and along the National Mall and Memorial parks - The US Capitol, The Lincoln Memorial and The Washington Monument just to name a few.

The Cosmos tour takes in these important sites as well as allowing free time to explore the amazing museums and other attractions.

The optional Washington DC by night tour with dinner at a local restaurant gives travellers a chance to see some of the memorials illuminated to show off their magnificent architecture.

Washington also has a fascinating collection of hip and historic neighbourhoods for visitors to explore such as Georgetown and Old Town Alexandria in nearby Virginia.

Thursday 24th May 2012

Peregrine US/CA deals

PEREGRINE Adventures has a 10% discount available on its range of North American tours, when booked between now and 30 Jun, for travel prior to 31 Dec.

The US National Park Walks camping-based itinerary is now priced from a low of \$1,673.

Pinpoint helps out Fiji

THE Pinpoint Travel Group this week shipped off a massive 50 cartons of clothing, linen, books and more, gathered as part of a Fiji Flood Appeal.

Pinpoint thanked everyone involved, including Rosie Hols who are handling the goods in Fiji.

Best West app offer

BEST Western is offering a 10% discount for users who use its 'Best Western To Go' mobile app to book a hotel stay in Australia, NZ or Fiji before 11 Jun.

Use the promotion code of MOB2012A to validate the offer - bestwestern.com/mobileapps.

Malaysia hits the road



TOURISM Malaysia is going all out to boost tourist arrivals after suffering a sharp decline in visitor numbers in the past year.

Last night, upmarket Malaysian products were showcased to wholesalers and airlines in Sydney through a series of roadshows conducted under the theme of "Affordable Luxury," following similar events in SA and Tasmania.

"We had a decline in tourist arrivals last year from 580,000 to 555,000, so we have to be more aggressive in the future if we want to arrest that", said Shahrin Mokhtar, Tourism Malaysia director for Australia.

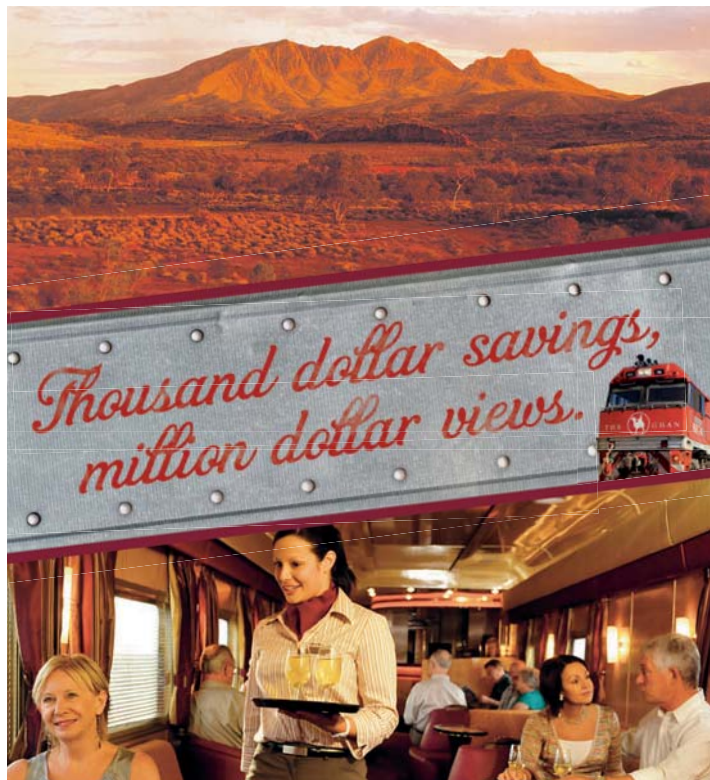
He put the drop down to higher competition from neighbouring Asian countries, but stressed that Malaysia remains one of the most

affordable countries in the region with bargain shopping, cheap food and luxury hotels offering affordable packages, he told **TD**.

"And we are close, only three movies away on flights from Australia and with our multi-cultural population, you can see almost all of Asia in Malaysia".

Mokhtar is hoping that tourist numbers will spike upward with Air Asia X offering very cheap fares from Australia and the start of Malaysia Airlines A380 daily flights from Sydney to Kuala Lumpur from 26 Sep (**TD** 12 Mar).

Pictured at last night's event in Sydney are Chris Hallett, The Travel Corporation; Malaysia Airlines marketing mgr Julia Loong; and Shahrin Mokhtar, Tourism Malaysia.



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Bookings from 1 April - 31 May 2012, valid for travel until 31 March 2013.



WHERE IT ALL COMES TOGETHER

*Save up to \$1000 price based on the Indian Pacific, Sydney - Perth and The Ghan Adelaide - Darwin, for travel on selected departures 1 November 2012 to 31 March 2013 (except Territory Complete package which is for travel from 1 December 2012 to 31 March 2013). For bookings 1 April 2012 to 31 May 2012, for travel from 1 April 2012 to 31 March 2013. Fares based on low season pricing, twin share per person, Gold Service Adult fare one way, with single supplements applicable. Booking, credit card and amendment fees may apply. Hotel surcharges may apply to event period dates. All fares include fuel price surcharge, and will be subject to availability at the time of booking. Through or stopover fares not applicable with any holiday package unless otherwise specified. Images for illustrative purposes only. Offer not available in conjunction with the Great Southern Rail Seniors Concession Travel Card or any other offer except \$99 - \$299 Motorail offer. All fares and timetables are subject to change without notice. All fares quoted in Australian Dollars. Conditions apply. For general terms and conditions of carriage please visit greatsouthernrail.com.au. Travel Agent License No.TTA164190.

TNSW Awards rego

REGISTRATIONS for the 2012 NSW Tourism Awards, recognising excellence in tourism practice and products in 31 categories, have now opened - bit.ly/TNSWawards.

In Cosmos we trust...

ON THE last full day of this week's Cosmos US famil, the group spent the morning visiting the historic sites of Washington DC.

They took in the Arlington National Cemetery where they saw the grave of JFK and the thousands of headstones of soldiers lost in conflicts dating back to the Civil War.

The Lincoln Memorial was next, followed by the very moving Korean War Memorial and the Vietnam Veterans memorial which bears the names of over 56,000 casualties between 1959 and 1975.

The afternoon was free to explore some of the Smithsonian



museums, or visit other sites such as the Capitol or Washington monument.

Pictured in front of Abraham Lincoln are, back row from left: Bryn Davies, Macleay Valley Travel; Christian Schweitzer, Globus; Matt Johnson, Herald Age; Ross Wiseheart, Globus. Middle: Justine Waddington, A Rendezvous; Janelle Beucker, Casino Travel Shoppe; Marlene Lester, Travelabout @ Ryde-Eastwood; and Julia Humberstone, Our Vacation Centre. Front row: Julie Rogers, Globus; Stacey Ward, Phil Hoffmann Travel; Alex Smith, Travelscene Echuca; and Sue Sheridan, O'Shannessy's Quality Tours.



Qatar Airways are proud partners of the Melbourne International Jazz Festival taking place from 1st to 10th June 2012.



Email your answers and win two tickets to Grammy Award - winning Patti Austin performance at the Qatar Airways Modern Master series.

4 pairs of tickets to be given away.

What is Qatar Airways Economy Class seat pitch in Boeing 777-200LR?

a) 33 inches b) 31 inches c) 34 inches

When does Qatar Airways commence flights from Perth?

a) 3rd June b) 3rd July c) 13th July

Email: melsvp@au.qatarairways.com
Closing date for entries 24th May 2012.



Industry Appointments



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RECRUITMENT

For the top travel jobs

inplacerecruitment.com.au

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

Susan Rice has been recruited to the General Manager position of the All Seasons Cairns Colonial Club. Susan brings extensive experience in hotel sales, administration and marketing and will utilise knowledge from these roles to generate new business leads.

A new management structure has been implemented at Fiji's Castaway Island, with current Operations Manager **Steven Andrews** assuming the role of Resort Manager from Dawn Wakeham, who announced her retirement earlier this year. Steven will begin his new role on 28 May.

GainingEdge has been appointed by the Malaysia Convention and Exhibition Bureau as their sales representative for the Australian and NZ business events market, effective this month. GainingEdge will provide assistance to MyCEB in sales promotions and business development.

David Lanning joins the ATPI Group based in Sydney as the new sales director. He will report to Australia ATPI Group managing director David McHardy and will lead the sales team in Australia.

Holiday Inn Old Sydney has appointed **Adam Miles** and **Shehan Vilathgamuwa** to its team as Guest Experience Managers - front office and night managers respectively.

Louise Smythe has returned to her role as Director of Sales & Marketing for **The Huka Retreat**, which manages properties in NZ, Fiji and South Africa. Louise previously spent three years with The Dorchester in London.

Viator Inc has added **Gavin L. Delany** to the company's executive management team as vice president in charge of global product sales.

Carmine Iommazzo has been promoted to General Manager of the **Makana Beach & Golf Resort**, Maui, Hawaii. Iommazzo brings hotel experience in Adelaide, Melbourne and Sydney to the new role.

Hotel Fort Canning in Singapore has found its man in **Leslie Pereira**, who has assumed the role of General Manager at the property. Bringing 20 years of experience in the hotel and hospitality industry, Pereira boasts experience with the Shangri-La group and Malaysia's Metroplex Group.

Christoph Voegeli has been recruited to the position of general manager at **The Royal Cliff Hotels Group**.

Int'l arrivals growing

PRELIMINARY data from the Pacific Asia Travel Association (PATA) has found international arrivals into the Asia/Pacific region collectively grew by 7% in Jan and Feb this year.

South-east Asia was the fastest growing sub-region, including Australia, with 14% & 11% jumps for the periods, with Southern Asian destinations, such as India, close behind in the results.

Individually, Australia posted an average 2% increase, while New Zealand posted a 2% decrease.

PATA ceo Martin Craigs described the region as consistently strong, saying "Even under the current constraints of the global economy, Asia Pacific continues to produce strong performances in international travel flows".

Free Apostles heli ride

WALKING tour operator bothfeet has announced it is offering 10% discounts as well as a free helicopter ride over the iconic Twelve Apostles for its guests as a bonus on its four-day Twelve Apostles itinerary.

Prices for the tour have been kept at 2011/12 rates and start at \$1,995pp, inclusive of all meals.

Private flight popular

AIR Asia's Facebook competition in which the carrier are giving away a private flight for a winner and 302 of their closest friends has seen more than 10,000 entries.

MEANWHILE, an initial public offering in Thai AirAsia has priced its opening shares at THB3.70 (AUD \$0.12c) per share.

NSW goes mobile

DESTINATION NSW is taking advantage of the surge in mobile phone web-browsing for travel info launching mobile versions of Sydney.com and VisitNSW.com.

Located at m.sydney.com and m.visitnsw.com, the portable sites feature directories under Things To Do, Destinations, Events, Deals and Accommodation.

TA/NZ Canada promo

TOURISM Australia is tempting Canadian travellers to Australian shores with a "major campaign" run with Air New Zealand.

The campaign features packages to SA's Kangaroo Island & Barossa wine region and Qld's Daintree Rainforest and Great Barrier Reef.

Souffit Expeditions

SOULFIT Adventures and World Expeditions have teamed up to offer a holistic 11-day cycling and yoga tour of Laos, departing from Luang Prabang on 15 Oct.

Numbers are capped at 12, with the trip priced at \$3,225ppts.

Hong Kong to light up Sydney

HONG Kong will stage a dazzling laser light show in the Sydney CBD in late June to mark the 15th Anniversary of the handing over of the Territory by England to China on 01 Jul.

The show is called the "Symphony of Lights" and it will be screened on the façade of Hong Kong House on the corner of Druiitt and York

Streets (opposite Town Hall) from 28 Jun to 03 Jul.

"It's a world-class laser light show and it will thrill crowds who come to see this exciting free event," said Steve Barclay, Director of the HK Economic & Trade Office on Tue night.

Barclay said the best vantage point to see the spectacle will be



on the Queen Victoria Building forecourt at the Town Hall end.

The show will run from 5pm to midnight daily.

In addition, the International Chinese Film Festival will bring three of Hong Kong's best movies to Sydney that will be shown at Events Cinema in George St.

Barclay is **pictured** above with Teresa Lee, exec. officer, Hong Kong Australian Business Assoc.

MEANWHILE, the Hong Kong Tourism Board has announced a 4.6% year-on-year rise in arrivals from the MICE travel sector for the 2012 Q1, to over 310,000 overnight stays - 80,000 of which were from long-haul markets.

Business from the meetings, incentives, conventions and exhibitions markets out of Australia, New Zealand and the South Pacific region showed the most prominent growth, up 7.2% to over 11,600.

AA 777 schedules

AMERICAN Airlines will deploy its new fleet of 10 777-300ERs, to be gradually delivered by Boeing from late Dec, between Dallas/Fort Worth and Sao Paulo and London Heathrow, and from New York JFK to Sao Paulo.

The 777s will feature a triple-class cabin of First, Business and Main Cabin Extra (Economy).

GSR Kakadu comp

GREAT Southern Rail is giving agents a chance to win one of ten Wildman Kakadu Adventure packages, valued at \$3,764pp.

The 10-day trip includes two nights in Darwin, a three-day safari experience at the Wildman Wilderness Lodge and a rail journey from Darwin to Adelaide aboard The Ghan.

To enter, agents need to sell a GSR holiday package before 13 Jul and email the reference number and the name of the package sold, to agentsupport@gsr.com.au.

More info at bit.ly/gsrwildman.

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.18: Are meals and drinks complimentary onboard Hawaiian Airlines?

Hint! Visit www.hawaiianairlines.com.au

Click here for more information



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

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: advertising@traveldaily.com.au

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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EXECUTIVE SEARCH

TMS are seeing strong and confident surges in the current market, evident by the return of Susan Eichorn to its Senior Executive team. "A lot of senior executive positions are not advertised in the industry", says Sally Matheson TMS's Australian based General Manager. "With a combination of Susan's extensive 13 years experience in the executive work space, and TMS' highly respected reputation within the recruitment industry, further success and growth of this top end sector is only around the corner. It takes someone of Susan's calibre to be able to discreetly and professionally work with senior personnel and Board level executives to deliver true partner recruitment solutions. It will most definitely bring back the confidence in that space as Susan's return helps raise the bar in terms of the level of industry knowledge, market touch, and professional services packaging currently being offered by recruitment firms in support of executive appointments in the Australasian market".

Susan Eichorn ran the Executive Desk at TMS for some ten years and has just returned to the TMS team after a 3 year term in the Human Resources space. Susan believes that the experience gained from her time in the Human Resources sector gives her a much stronger understanding (and empathy) for the Human Resource Managers that she has now returned to work with. Susan will be working with TMS exclusive clients on a number of executive search opportunities across Australia and Asia.



SUSAN EICHORN
EXECUTIVE SEARCH

TMS... EXECUTIVE SEARCH SINCE 2005

FOR A CONFIDENTIAL CHAT PLEASE CALL **SUSAN EICHORN**
ON **0430 008 437** OR EMAIL **SUSAN@TMSAP.COM**



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JOIN THE EXECUTIVE COMMITTEE

**GENERAL MANAGER GROUP SALES
MELBOURNE – SALARY PACKAGE NEGOTIABLE**

Step into the limelight with this top level role heading up the global sales operations of this successful brand. Overseeing global offices you will be able to implement strategies across the business improving bottom line performance and structuring continuity across the brand. Strong industry relations are required along with high level communication & negotiation skills and outstanding business acumen.

HELP TAKE THIS AGENCY IN TO THE FUTURE

**MANAGER PERFORMANCE & PLANNING
SYDNEY – SALARY PACKAGE TO \$120K**

If you're experienced in call centre operations and customer service delivery this new role will provide you with the opportunity to contribute to an evolving business. You'll be experienced in workforce planning, performance metrics, operational efficiencies, and people management. This is your chance to steer operational improvements and work with an experienced team that will lead to ongoing opportunities.

AN AWARD-WINNING TEAM TO MANAGE

**CORPORATE TRAVEL OPS MANAGER
SYDNEY – SALARY PACKAGE OTE \$95K**

This dynamic travel business has a rare opportunity for a talented Manager to come in to the business and lead their corporate team. You will have experience in corporate travel, be confident in making decisions, performance management, rosters, managing stats & KPI's, and driving the best practice in service delivery to your clients. This is largely a hands-off role that requires proven experience in a similar role.

KNOW ALL ABOUT ONLINE BOOKING TOOLS?

**ONLINE CHANNEL MANAGER
SYD, MEL OR BNE – SALARY PACKAGE TO \$90K**

This new role requires an energetic and inquisitive person with strong GDS and Online knowledge and the ability to drive a major project. With a focus on the efficiency of the fulfilment of bookings through the online channel, you will work across the business, including regular interstate travel, assessing existing processes and making recommendations which will improve efficiencies & maximize revenues.

THIS ROLE IS WORTH ANALYSING

**BUSINESS ANALYST – CORPORATE TRAVEL
MELBOURNE – SALARY PACKAGE NEGOTIABLE**

This successful corporate agency is looking for a talented Analyst to maximise their business potential. Working with the account management team you will be responsible for analysing business activity and providing reports on various components of their corporate accounts while understanding the profitability of those accounts. Your experience in this area of expertise will be well rewarded by this leading company.

DEVELOP THE PRICE THAT'S RIGHT

**PRICING ANALYST
MELBOURNE - SALARY PACKAGE TO \$80K**

This large business requires the skills of a strong pricing analyst who understands the intricate requirements of pricing. You will be focused on developing and maintaining new pricing models for this operators tour programs ensuring all components fit into the final sale price respectful of business turnover and maximizing profit, while maintaining a competitive edge in the market at all times.

BE PART OF THE GLOBAL SOLUTION

**TEAM LEADER - TRAVEL AGENTS SUPPORT
SYDNEY – SALARY PACKAGE TO \$75K +**

If you're an experienced Team Leader with hot GDS skills this role will offer you great variety and future scope within a global company. We're looking for someone with great leadership and problem solving skills, staff development, and maintaining service levels within a global Support operation. Working Mon-Fri you'll need some flexibility for the odd weekend, which is well compensated, and you'll be rewarded with a great salary.

CAN YOU SELL ICE TO THE ESKIMOS?

**CORPORATE BDM
SYDNEY – SALARY PACKAGE OTE \$80K**

Take your ability to convert a sale and apply it to this exciting corporate travel business that is growing. If you know how to approach businesses, build relationships and offer a compelling proposition you'll be on your way to a career in corporate sales, where the dollars are great and the career progression unlimited. If you're looking for a fresh start with a company that will support your development, apply now.

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Working in partnership with the Australian Travel Industry

**Corporate Groups Flights Coordinator
Sydney - Up to \$65K + Super - Ref 2011**

Want a new challenge in your travel career? An experienced travel industry professional is needed with solid experience in dealing with group travel. This is a fantastic opportunity to step away from repetitive reservations and to move into an exciting and diverse position. A competitive salary is available depending on experience and the chance to work with a stable, secure and growing corporate company where your efforts are recognised with realistic career progression.

For more information call Cliff on (02) 9113 7272 or email cliff@traveltraderecruitment.com.au

**Eastern European Specialist
Sydney - \$DOE - Ref 2015**

If you have been to Eastern Europe and have a passion for travel, this is the role for you. Working Monday to Friday as part of a small friendly team, you will be working with agents and the public. This is an excellent opportunity to work within a niche market offering amazing experiences to the gems of Eastern Europe including hotels, rail, tours and outstanding hotels. You will be well rewarded if you are hungry for sales.

For more information call Natalie on (02) 9113 7272 or email natalie@traveltraderecruitment.com.au

**2 x Customer Service Executive
Sydney - Up to \$45K - Ref 1370**

Start Monday 28th May with this global accommodation provider! Work in a busy and demanding customer service department, handling inbound calls, and ensure clients needs & queries are looked after. You will be confident to handle customer complaints, think on your feet and provide the best customer service. This rewarding & reputable travel company look after their staff and offer training and career opportunities. Interview tomorrow, start Monday!

For more information call Lisa on (02) 9113 7272 or email lisa@traveltraderecruitment.com.au

**Luxury Travel Consultant
Brisbane - \$40-50K + Super + Bonus - Ref 1077**

Do you have extensive travel industry experience with long haul, high end, luxury bookings? Yes, then this could be the role you have been waiting for. A niche travel agency in Brisbane is looking for an experienced Senior Travel Consultant to join their friendly team. High end, repeat clientele are the focus in this role, with lucrative bookings waiting to be made. Call me confidentially to discuss your next career move & this rare role in the Brisbane travel market.

For more information call Sarah on (02) 9113 7272 or email sarah@traveltraderecruitment.com.au

**Corporate Travel Consultants
Sydney - Packages Up To \$70K - Ref 1546**

We have a number of roles across Sydney's CBD & suburbs within leading travel management companies & niche independents. If you are an passionate & experienced travel professional with an international or corporate travel background, then we want to speak with you. Each opportunity offers something unique and different, so you'll be spoilt for choice when deciding which opportunity would be the right career step for you.

For more information call Cliff on (02) 9113 7272 or email cliff@traveltraderecruitment.com.au

**Retail Travel Consultant
Sydney - \$DOE - Ref 2016**

We have a wonderful job for the right person. Our client is looking for an experienced consultant with excellent product knowledge, including cruises. You will have extensive customer service skills, a wonderful phone manor and extensive fares and ticketing knowledge in a target orientated environment. You will be working as part of a very close team in the CBD area. No weekends or Thursday nights - capture back the work life balance with this position!

For more information call Natalie on (02) 9113 7272 or email natalie@traveltraderecruitment.com.au

**Corporate Travel Online Support Consultant
Melbourne - \$Competitive - Ref 5344**

Do you want to expand your travel industry skills and knowledge, and step into the corporate travel world? If you have experience of handling travel itineraries and using CRS system, this could be the opportunity you've been waiting for. You will deal with domestic travel requests, assist online bookings and work on after sales enquiries. A competitive salary & career progression is on offered to the successful candidate.

For more information call Sarah on (02) 9113 7272 or email sarah@traveltraderecruitment.com.au

**International Travel Consultant
Perth - \$Excellent Base + Bonus - Ref 1475**

Have you got a previous retail travel background and experience selling worldwide tailor-mades and packages? Are you confident with various travel products and able to offer customers a choice like no other? We have a role within a well-known travel company based in Perth, and due to ongoing repeat business and a constant flow of new enquires, they are expanding and in search of a passionate Travel Consultant to join there successful team.

For more information call Cliff on (02) 9113 7272 or email cliff@traveltraderecruitment.com.au



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(Available on Apple & Android Smartphones)**



★ WORD OF MOUSE ★

May 2012
Edition # 13

All the fun at Aulani, A Disney Resort & Spa, Comes together in **Waikolohe Valley**

Located between the 2 towers of Aulani, Waikolohe Valley is brimming with family fun. With its crystalline waters, winding streams, interactive play features and private snorkeling lagoon, this imaginative pool area offers something to delight **every age and interest.**



Waikolohe Stream

Enjoy 2 tubing adventures from Pu'u Kilo: One extreme the other serene. The rapids twist through caverns, while the lazy river glides gently along the **Hawaiian landscape.**

Waikolohe Pool

This 8,200 square-foot, zero-entry pool offers refreshing fun, and exciting activities for every age and interest! Plunge down Volcanic Vertical, the tunnel body slide. Party poolside with some favourite Disney Characters at a signature celebration. Or enjoy one of our teens-only, tweens-only or all-ages **themed parties!**

"Party poolside with some favourite Disney Characters at a signature celebration. Or enjoy one of our teens-only, tweens-only or all-ages themed parties!"

Rainbow Reef

The only private snorkeling lagoon on O'ahu, Rainbow Reef offers an up-close look at aquatic life. Snorkel among Angel Fish, Butterfly Fish and Tangs. Or stay dry and behold the beautiful aquaculture through glass. Snorkel equipment is included in the entrance fee.

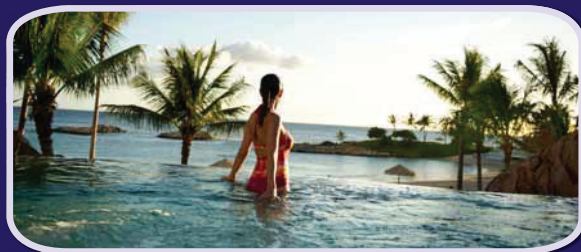


Menehune Bridge

Little ones will love this interactive play area that features 3 slides, a play structure and more! Throughout Menehune Bridge, kids will discover the Menehune, the legendary "little people" responsible for mysterious happenings on the Islands.

Whirlpool Spas

Four Whirlpool Spas promise relaxation - with two offering spectacular sunset views. Tip for parents: Enjoy a peaceful escape while your children play at Auntys Beach House.



Wailana Pool

Separated from the excitement of the main pool, Wailana Pool offers a relaxing retreat. Take a dip in the tranquil water, or lounge poolside in the tropical sun. Thirsty? **Wailana Pool Bar serves up refreshments from 9am till dusk.**

Makai Preserve

In this conservation pool, encounter stingrays with the guidance of marine biologists. Reservations are required and group sizes are small, ensuring a personal experience. All proceeds support **Hawaiian research and conservation efforts.**

[Click here to view some fun Waikolohe Valley Adventures!](#)

And remember to take advantage of our **Travel Agent Appreciation Offer!**