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# Travel Daily

First with the news

Monday 19th November 2012

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## Evergreen 2014 ERC release

SCENIC Tours-owned Evergreen Tours says strong demand for its 2013 European River Cruise (ERC) program has led to a decision to launch a 2014 preview brochure - about 18 months in advance.

It's the earliest release of a European River Cruising program in the Aussie market ever, gm Angus Crichton told **TD** this morning, adding many agents had said clients were saving up for 2014 and wanted to pre-register.

Crichton said the ERC preview brochure was out about three months ahead of its competitors, and enables agents to secure firm dates for 2014 with a \$250pp refundable deposit.

Cruises are available at 2013 prices, and clients booking before 31 Jan will receive a free cabin

upgrade, meaning "clients get the best deal and secure their cabin now for 2014 instead of waiting until mid next year for full brochure releases," Crichton said. More at [www.bit.ly/EGerc2014](http://www.bit.ly/EGerc2014).

### Five agencies close

THE Travel Compensation Fund had advised of the voluntary termination of five travel agency participants due to their closure or ceasing to trade as a travel agent.

The departures from the TCF include Vic agency Extragreen Holidays (ABN 35 147 448 726); as well as Jetset Travel Warwick in South Hedland WA (ABN 21 429 332 131); Melbourne's Cloud 9 Travel (ABN 31 118 052 976); Lifepan Travel from Gawler Place in Adelaide (ABN 53 008 065 530); and Austime Travel Service of NSW (ABN 26 625 889 145).

### Tempo 2013 out

TEMPO Holidays is again today promoting its 2013 programs with instant availability, price guarantee and exclusive range of holiday parks - see the **front** full page.

### Eight pages of news

**Travel Daily** today has eight pages of news & photos, a front full page for **Tempo Holidays** plus full pages: (**click**)

- AA Appointments
- Travel Trade Recruitment
- Territory Discoveries



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## Velocity Amex deal

**AMERICAN** Express has joined forces with Virgin Australia's Velocity frequent flyer scheme to launch a \$0 annual fee credit card, allowing earning of points on everyday spending.

Members will earn an uncapped one Velocity Point for every dollar spent on the new American Express Velocity Escape Card, as well as two points for every dollar spent with Virgin Australia.

"Travel remains the most popular choice of reward for American Express Cardmembers," said Amex head of consumer products Rachel Stocks.

Velocity gm Phil Gunter said the new offering was the "first and only card in the Velocity Frequent Flyer portfolio that has no annual or joining fee".

## Two luxury travel shows?

**THE** founders of this year's inaugural Luxperience "luxury and experiential" travel show have split, with both Helen Logas and Rosemarie Sama planning to host an event in Sydney on 02-04 Sep 2013 (**TD** breaking news).

Logas was overnight announced as the new ceo of Luxperience 2013 - just as Sama announced that "her event returns in 2013 with a new format and a new name" - Luxe Events + Travel Experiences (LETE).

LETE will take place at Sydney's Overseas Passenger Terminal, while it's not clear at this stage where Luxperience will be held.

Logas is well known to the

travel industry, having sold TMC Travelcorp which she founded in 1994, to Corporate Travel Management for \$15m as part of the CTM float (**TD** 19 Oct 2010).

Sama is also a key player in the business events sector, having headed up the annual Asia-Pacific Incentives and Meetings Expo (AIME) for some years.

Sama said feedback from Luxperience 2012 showed a need for "a greater focus on experiential meetings and events," with plans for LETE 2013 including a series of eight "fun and informative networking events".

LETE will not have exhibition booths, but instead lounge-style meeting areas and a fixed pricing system for exhibitors.

Logas said Luxperience would continue its major partner agreement with Virgin Australia, with dozens of participants already having reconfirmed.

"The Luxperience meeting exchange 2013 will maintain the intimacy of a growing community that is committed to high quality and inspirational travel experiences," she said, with earlybird deals out shortly.

Intriguingly, ASIC records show that Sama resigned as a director of Luxperience on 01 Sep 2012 - before this year's show started.

The documents also show that Sama and Logas are each still 50% shareholders in Luxperience Enterprises Pty Ltd.

## Walshe parent off NZX

**SOUTHERN** Travel Holdings, the New Zealand-based parent company of The Walshe Group, will cease to be quoted on the New Zealand Alternative Market (NZAX) from the close of business on Fri 30 Nov (**TD** 07 Nov).

Trading in Southern Travel shares will be halted from market close on Tue 27 Nov, with the move following approval by shareholders at the firm's annual general meeting to instead have its shares traded on the Efficient Market Services (EMS) Unlisted trading platform.

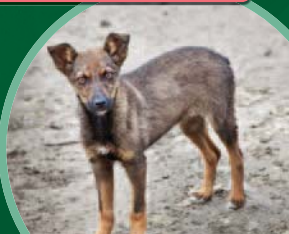
The company's shares will be quoted on [www.unlisted.co.nz](http://www.unlisted.co.nz) effective from Mon 03 Dec.



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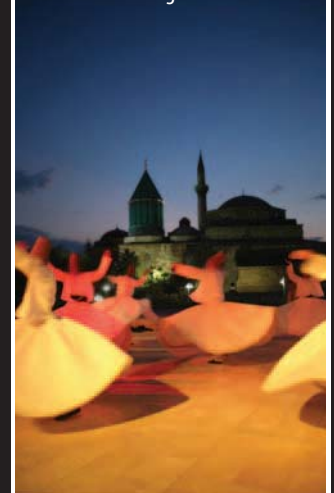
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## Smartraveller insurance promo

**FOREIGN** Minister Bob Carr has launched a \$2.6m nationwide Smartraveller campaign to reiterate the importance of taking out travel insurance before travelling.

The campaign spells out the health and financial costs of travelling abroad uninsured.

It encourages Aussies to take care while abroad "and take out insurance before you leave."

"Australian embassies and consulates assist more than 14,000 Australian families in distress each year.

"Regrettably this includes many hospitalisations, accidents and illnesses on the road," Carr said.

The Senator said Australians not taking travel insurance can be putting their health at risk in poor local hospitals and face high

medical bills, should they become sick or injured travelling without the right insurance coverage.

The campaign tells the story of young Australian Erin Langworthy who had her bungee cord break in Zambia last year, who saved \$50,000 in medical bills expenses as she had travel insurance.

A Smartraveller iPhone App offering location-aware travel advice, a Facebook page and 'Travel Tales' competition will also be promoted in the campaign.

**Travel Daily TV** is hosting the new ad today - click on the icon to watch it.



## PER next for EK A380s

**EMIRATES** has flagged the launch of Airbus A380s to Perth Airport, once a superjumbo-capable gate is developed at the WA gateway.

The move is expected at some stage next year, and was revealed by Khalid Al Zarooni, who is EK's Uganda country manager, when he tweeted '#Emirates #Airline will fly the 489-seat A380s to Perth as soon as the WA airport completes a dedicated boarding bridge now being built'.

## Amadeus goes mobile

**AMADEUS** has today officially launched its Mobile Access product in the Asia-Pacific region, with the "browser-based mobile device reservation solution" aiming to help agents give clients 24x7 customer service.

Amadeus Mobile Access enables consultants to connect via the Amadeus Cryptic Command Screen and is available on Apple, Android, Blackberry and Windows devices.

PNR creation, fare quotes and bookings, ticketing and sales reports are possible across air, car and hotels using the system.

The mobile system was previewed at the ACTE Global Education Conference in Rome last month (TD 16 Oct).

## Qantas in power play?

**A GROUP** of Qantas investors may back a plan for a change in strategy at the airline, with today's *Financial Review* detailing discussions held by a "loose consortium" including former QF ceo Geoff Dixon and ex chief financial officer Peter Gregg as well as trucking magnate Lindsay Fox and ad-man John Singleton.

The group has reportedly approached major shareholders with a proposal which would include forcing the board to sell off Qantas Frequent Flyer and partly float Jetstar, in order to return capital to investors.

Gregg and Dixon were involved in the failed private equity bid for Qantas in 2007 which would have seen shares valued at \$5.60 - about five times the current price.

However Emirates ceo Tim Clark has strongly backed the strategy undertaken by Qantas chief Alan Joyce, saying he was tackling problems left by his predecessors.

"They will always be in the wings," Clark is quoted as saying. "If they have retired, retire".

## Marriott on a Mission

**MARRIOTT** Hotels has announced a five year partnership with Mission Australia, under which it expects to donate about \$350,000 annually.

The arrangement will also see Marriott work with the charity group's employment solutions business to source positions for long-term unemployed people.



## Window Seat

**IF THE** 1970's television show *The Love Boat* taught viewers that cruising was ever the romantic way to travel, a new survey by P&O Cruises has shown it can also be the way to put the spice back into an older, or perhaps tired relationship.

The survey found 74% of respondents believed cruising still had its romantic aspects and could breath new life into any potentially flickering flames.

However, the survey curiously asked which famous faces, if onboard the same cruise, could be considered "deal breakers", with George Clooney voted into top spot, behind Prince William and Kylie Minogue.

Sarah Jessica Parker and Lady Gaga were voted as the least popular cruising cabin mates.

**BIRDS** being sucked into aircraft engines are definitely something to avoid, but floating lanterns?

Thai Airways has made some alterations to its flight schedule and flying patterns into Chiang Mai & Chiang Rai to make room for thousands of floating lanterns that will take to the sky during the annual Loy Krathong festival, occurring this coming weekend.

The lotus-shaped lanterns are being released as a gesture to banish bad fortune and ask the goddess of water for forgiveness.




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## Hertz acquires Dollar

**CAR** rental heavyweight Hertz Global Holdings has been given a green light by US regulators to acquire Dollar Thrifty Automotive Group, two-and-a-half years since initially announcing the proposed takeover (**TD** 27 Apr 2010).

Hertz confirmed the US Federal Trade Commission would permit the sale late last week, so long as it divests its Advantage business, select airport concessions (**TD** Tue) and certain other assets.

The pact creates a global, multi-brand rental car leader with a full range of rental options through its strong premium & value brands.

“Hertz will provide Dollar Thrifty with the resources to expand its value leisure focused brands in key car rental markets around the world, while Dollar Thrifty will provide Hertz instant scale with 2 new, well-established brands with airport concession infrastructure in the mid-tier value segment,” the firm said on Thu in the US.

## Free wi-fi with Toga

**TOGA** Hospitality will soon roll out complimentary wi-fi access in the bars, lobbies and restaurants of its 53 Adina, Medina, Vibe and Travelodge hotel brands .

The “guest driven initiative” is available now in 25 select Toga Hotels, and will be expanded to the remaining hotels in time.

Guests of Adina Apartment Hotels, Medina Apartment Hotels and Vibe Hotels can access the internet free for 30mins per day, and Travelodge Hotels will provide 15mins free access per day.

## JQ Japan slowdown

**JETSTAR** Japan has confirmed it will delay the launch of one new Osaka-Tokyo return service, due to commence this week, as a result of internal “issues”.

The issues identified by the Japan Civil Aviation Bureau relate to its own internal procedures, with under-experienced engineers having carried out certified work.

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**FEDERAL** Tourism Minister Martin Ferguson unveiled the \$30 million Uluru Meeting Place and complete renovation of Sails in the Desert Hotel last weekend.

The facility features a modern Indigenous design with facilities including a new ballroom seating 420 people that can be divided into smaller meeting spaces.

A second ballroom seats 300+ and can be split to create an

integrated conference arena.

Voyages Indigenous Tourism md Koos Klein said the conference centre makes the Red Centre “an important new option in Australia for event planners.”

Ferguson is **pictured** (right) with Peter Garrett MP (left) & Voyages md Koos Klein, with some of the local Anangu people.

More info on the Uluru Meeting Place in **Business Events News**.

emiratesagents.com/au

# Emirates Early Bird fares to Europe from \$1,630\*

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\*Airfares are quoted ex Melbourne and are inclusive of taxes and surcharges correct at 11th September, 2012. Offer ends 30th November, 2012. Travel from 1st February, 2013 until 31st October, 2013. Airfares shown are for travel in the low season. Seats subject to availability. Amendments and cancellation fees apply. Flight restrictions apply. For more information contact your Emirates’ Sale Representative or the Emirates’ Contact Centre on 1300 880 599.

## Explora photo tours

**ECO**-Adventure firm Explora has introduced monthly photographic expeditions from its Atacama Desert and Patagonia region properties in Chile - [explora.com](http://explora.com).

# MU eyes off new Aussie routes

**CHINA** Eastern Airlines is waiting on approval from Australian aviation officials for the launch of new direct Beijing to Sydney and Nanjing to Sydney routes in a significant expansion of its existing operations down under.

MU vice-chairman Ma Xulun said the carrier was enthusiastic about the prospect of introducing new routes to Australia.

"We've already got the nod from [the] Civil Aviation Administration of China and are now waiting for the approval from Australia,"

Xulun said.

Operation of a direct service between Beijing & Sydney would serve as direct competition with Chinese flag carrier Air China.

China Eastern chief marketing officer Dong Bo said indications of a complete passenger structure existed for a PEK-SYD operation.

"We've got enough business travellers choosing business class, sufficient medium-end and massive low-end tourists for the new air route," he added.

**MEANWHILE**, two weeks out from the launch of direct flights between Shanghai and Cairns, China Eastern has reported average load factors of 80% on its new non-stop FNQ operation.

## easyway gets easier

**QANTAS** Holidays and Viva! Holidays have launched a dedicated reservations phone line for agents requiring assistance for bookings initiated online, with the higher commissions unaffected.

The new **easyway** assist phone number, which went live today, is available on 1300 653 919, with consultants able to assist with booking changes and much more.

## Houston cruise hub

**NORWEGIAN** Cruise Line and Princess Cruises are to operate Caribbean cruises from Houston, Texas on *Norwegian Jewel* and *Caribbean Princess* from 2014 and 2013 respectively.

## Cruise safety rules

**THE** Cruise Lines International Association (CLIA) and European Cruise Council have announced three new cruise safety policies, implemented in the wake of the *Costa Concordia* accident in Jan.

New policies include stowing lifejackets in close proximity to muster stations or lifeboat embarkation points on constructed vessels; securing heavy objects - such as pianos & TVs - to prevent injuries should they shift in severe weather conditions & the harmonisation of bridge policies for enhanced operational safety.

It's expected the policies will be adopted around mid-2013.

## Relais gift vouchers

**RELAIS & Chateaux** has released a new series of gift vouchers and boxes priced from €89 (AU\$110) to €1,220 (AU\$1,500), valid for two people for two years, and accepted in 300 hotels and restaurants worldwide.

The top end voucher includes welcome champagne, gourmet dinner, one night's accom, spa treatment, wine tasting or cooking classes, and brekkie.

They are presented with a free copy of the Relais & Chateaux Guide book for 2013.

More on how to buy Lys Gift Boxes at [relaischateaux.com/gift](http://relaischateaux.com/gift).

## TG delays CDG A380s

**THAI** Airways International has postponed the launch of flights to Paris Charles de Gaulle using its A380 superjumbos to 31 Mar, according to GDS displays.

The A380 operation was initially scheduled to debut from 16 Feb.

## WIN A TRAVEL & RECIPE BOOK



Every day this week, **Travel Daily** is giving one lucky reader the chance to win *Produce to Platter: Daylesford, Macedon*

*Ranges, Ballarat & The Pyrenees* book, courtesy of **Smudge Publishing**.

In this travel & recipe book, Melbourne-based mother & daughter publishing team discover the history, wine and food of the region, with in depth reviews & delicious recipes from local chefs - using local seasonal produce for optimal flavour and sustainability.

To win, simply be the first person to send in the correct answer to the daily question below to: [ptpcmp@traveldaily.com.au](mailto:ptpcmp@traveldaily.com.au).

**Who is the publisher for Produce to Platter?**



## Hurtigruten discounts

**DISCOUNTS** of up to 35% are available on last-minute sale fares for Hurtigruten's 10-day Classic Expedition Antarctic voyages.

The offer applies to departures between 02 Jan and 13 Feb, with all sailings inclusive of full-board & return charter flights between Buenos Aires and Ushuaia.

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We require a minimum of 2 years experience in an airline / travel industry. IATA or airline Basic Tariff and ticketing knowledge will be an advantage. Proven MS Office and analytical skills are essential.

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**More 787s for Avianca**

COLOMBIAN flag carrier Avianca has boosted its order of the Boeing 787 Dreamliner, adding a further three units of the efficient aircraft to its original order of 12.

**National Geographic Live expanding**



**ADVENTURE** World yesterday celebrated its partnership with National Geographic with a special travel industry VIP function at the Sydney Opera House.

This was the second National Geographic Live performance which had its Australian debut in Oct with celebrated oceanic photographer Brian Skerry.

Yesterday's show featured famed NG photographer Annie Griffiths who shared an amazing journey through three decades of international adventure, and poignant stories to a packed audience.

"The alignment of National Geographic with AW is a perfect synergy and on that we are developing further in terms of product and media offering in 2013," Adventure World National Sales & Partnerships manager Neil Rodgers said.

The event continues in Dec with photographer Mattias Klum.

Rodgers, who is pictured centre with Andrew Mulholland AW gm & Annie Griffiths, also confirmed the National Geographic Live series would be expanded in 2013 to other Australian cities and across the ditch to New Zealand.

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If you have 2 years or more supervisory contact centre experience and above, with analytical and logical thinking skills with the ability to think laterally, challenge conventional thinking and develop innovative solutions with the ability to lead, motivate, engage and coach employees we want to hear from you!

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**Brochures of the Week**

**WELCOME** to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



**Tempo Holidays - France & Spain 2013**

According to this guide, every square inch between Calais and Marrakesh has been "scoured" in order to compile the most comprehensive FIT and small group itinerary range covering France, Spain and Portugal. Featured in the new guide are eco-adventure tours, Spanish coach tours in major cities such as Madrid and Barcelona as well as outer regions, vintage train tours, cruising on the Rivas, Portugal's coastline and interiors & the lesser trod regions of Morocco.



**Bunnik Tours - Egypt & the Middle East 2013/14**

Popularity of the Middle East shows no signs of abating anytime soon, and Bunnik's new guide to the region offers a plethora of options, with Egypt included in seven individual itineraries ranging in length from 12-25 days. The intriguing Zanzibar region is also on show, as are a wide variety of 3-5 day itinerary extensions, which also touch on the United Arab Emirate cities of Abu Dhabi and Dubai, with Jordan, Israel and Oman also available.



**Suresave Travel Insurance 2013**

Fresh off the launch of their modified Product Disclosure Statement and product range, Suresave has pressed print on a brand new guide to the range to make the selection of insurances as simply as possible. The new guide promotes simplicity, while clearly explaining the features and benefits of each product, in order to help agents sell insurance to their clients. The PDS is worded in such a way so everybody knows exactly for what is covered in their policy without using confusing jargon or pages of intimidating small print.



**Connections by Abercrombie & Kent - 2013**

In the year of its fiftieth anniversary, A&K has launched a brand new style of touring in its Connections by Abercrombie & Kent. Designed to deliver a more in-depth, immersive experience in a destination, its surroundings and history, the initial Collections range consists of 16 itineraries visiting some of the most interesting places on the planet. Available destinations include East and West Europe, Indochina, Asia, Africa, the Middle-East and the Americas.



**Wendy Wu Tours - Vietnam 2013/14**

Also encompassing Cambodia, Singapore, Myanmar, Laos, Borneo and Thailand, the available range of group and independent tours consists of itineraries ranging in length from 8-27 days. Vietnam & its many regions is comprehensively covered, with all-inclusive tours taken at different paces to suit your style and covering a selection of highlights, or all of them. Singapore is offered as a stopover destination, with Pandaw River Expedition cruising also available.



**Celebrity Cruises - 2013/14 Worldwide Cruises**

As the arrival into Australia of *Celebrity Solstice* edges nearer, the company's recently released guide to its 2013/14 offerings worldwide has the market excited. Itineraries in Australia and New Zealand are featured, as are Asia, Europe, the Caribbean, and many more. The brochure introduces the new *Celebrity Reflection*, the newest vessel to join the fleet, as well as the line's range of innovative developments such as AquaClass accommodations & the private cabana-style Alcoves, along with the new Lawn Club Grill.

Today's issue of *TD* is coming to you from Qatar as we check out the burgeoning Middle-Eastern nation ahead of Qatar Airways' maiden flight to Belgrade.

*Travel Daily* is on the coast of the Persian Gulf, courtesy of Qatar Airways which has exclusively invited us on their inaugural flight from Doha to Belgrade, Serbia this week.

But firstly we're spending a couple of days in the Qatar capital to get better acquainted with this booming oil-rich city.

We took QR Flight 31 ex-MEL on Saturday night, a long 14hrs in the air but made extremely pleasurable by the attentive and courteous cabin crew.

Seated in 1K in Business Class, the cuisine and range of fine wines were outstanding, and they certainly lived up to their claim as the "world's 5-star airline".

The 42 Business Class seats on the B777-200LR are big and comfortable, all convert to lie-flat beds and crew handed out pyjamas for the overnight trip, while the seats also give you a wonderful shoulders and back massage, at the touch of a button.

There are hundreds of on-demand movies, TV shows, music and other distractions to watch on your personal wide screen TV, and you can also call a friend on the ground by phone, and stay in touch with others on the flight with Qatar's Chat to Seat service.

Landing on time at 5.20am, we were bused 3 km to the arrivals hall passing dozens of Qatar jets preparing to leave on trips to their ever-expanding network, but here you don't need to fill out any arrival docs - all they want to see is your passport and 100 Riyal (\$25) for a visa which you pay by credit card.

A tip - don't bring wine in your carry-on bag, as our one bottle was taken away by Customs, which you get back on departure.

The Qataris are a lucky lot. Our tour guide told us they pay no tax, get free electricity and water and one litre of petrol costs a mere 1 Riyal or about 25 cents. "Petrol is cheaper than a bottle of water," he says.

There's also lots of excitement here with the arrival of QR's first 787 Dreamliner - more from Qatar in tomorrow's *Travel Daily*.

## HA name BNE winners

**HAWAIIAN** Airlines has selected the winners of its agent incentive in which it gave away five pairs of tickets on the inaugural direct service to Honolulu from Brisbane, which takes off next week.

Kirsten Wells of Journeys of the World, Nicola Clarke from Jetset Bassendean, Jodi O'Sullivan from TravelManagers, Ashleigh Wagener of Travelworld Helensvale and Richard Van Schouwen from Kawana Waters Travel were the lucky agents chosen.

## Abu Dhabi appoints

**ABU** Dhabi Tourism and Culture Authority has announced the appointment of Michael Woods as Country Manager for Australia.

Woods was most recently the Marketing and Sales Manager, Australia & NZ for the Papua New Guinea Tourism Promotion Authority at GTI Tourism.

Prior to joining GTI Tourism, he was Marketing Manager at Garuda Orient Holidays for seven years.

## Shangri-La Android

**SHANGRI-LA** Hotels and Resorts has released an Android version of its smartphone application, following the recent launch of the app on iPhone and iPad.

The free app contains all of the features available on the group's website, as well as a number of location-based special offers.

A Blackberry version of the app is due to be released soon.

## DL lauds DOT choice

**DELTA** Air Lines has praised the Department of Transportation's preliminary tick for its proposed Seattle-Tokyo Haneda service (*TD* Fri), saying its Mar debut will further strengthen ties to Asia.

DL plans to operate the route using 767-300ERs.



### Supplier Updates

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

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

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

## Ascott for Chengdu

**THE** Ascott Limited group will launch its first Citadines-branded serviced residence in China, after inking a deal to open the Citadines South Chengdu in 2014.

## Basking in the Cable Beach sun



**SEVEN** WA agents were recently treated to a taste of the far northwest courtesy of Cable Beach Club Resort & Spa, and flown to Broome on Skywest Airlines.

On the agenda was a packed schedule of road-testing the new Okari Deck as well as being wined and dined at the Club Restaurant and Thai Pearl, with plenty of time by the Ocean Pool also enjoyed.

Venturing offsite briefly during the trip, the group also visited Matsos Broome Brewery, on behalf of Australia's North West Tourism, to see how the local

libations are produced.

**Pictured** around the table, from left, Justin Wiebrecht, Matsos Broome Brewery; Stacey Pitman, Skywest Airlines; Astrid Bierer-Cooper, Globetrotter Corporate Travel; Karla Williams, CTM; Rebecca Farmer, Matsos Broome Brewery; Stephanie Robertson, Corporate Traveller; Sophie Liddle, Ellandale Travel; Megan Schuckowsky, Tertiary Travel; Geoff Houston, World Travel Professionals; Susan Thom, Cable Beach Club Resort & Spa and Bec Lysons from FCM.

## GROW A MO AND WIN A CRUISE

**Cunard** in conjunction with *Travel Daily* is supporting Movember and is urging the industry to take part in the charity event.

The Movember event raises awareness and funds for men's health issues, such as prostate cancer & male depression, by encouraging people to sport a moustache and get sponsored.

Guys can take part as a Mo' Bro by grabbing some colleagues and registering a team and girls can help out as a Mo' Sis and posing with a mo (see the website for more details).

### WIN THE MAJOR PRIZE:

#### Three-night voyage on *Queen Mary 2*

1. Register your details at <http://au.movember.com/>
2. Email your individual or team name to: [mocomp@traveldaily.com.au](mailto:mocomp@traveldaily.com.au)
3. Grow some impressive facial hair or buy/make a fake mo.
4. Send in photos to feature on the *Travel Daily* website, with the link to your mo' page.

Click here for more details and Terms & Conditions of the competition



**CUNARD**



## EY Milan chauffeur

**ETIHAD** Airways has introduced its luxury chauffeur service for First and Business Class customers travelling to and from Milan's Malpensa International Airport.

The service will be available to book from tomorrow.

## Corks fly at Rail Plus

**RAIL** Plus has announced a new agent incentive in celebration of the launch of Earlybird rail fares aboard the Eurostar services.

Under the promo, agents who sell a Eurostar ticket between London & Paris and a hop-on-hop-off ticket in each city before 29 Nov will win a \$50 champagne voucher, while stocks last.

Earlybird fares are valid for travel between 15 Nov and 01 Jun 2013.

# Money concerns for tourism

**LONGSTANDING** worries over the high AUD to USD exchange rate remained the chief woe for respondents to the Tourism & Transport Forum's Mastercard Tourism Industry Sentiments Survey for Q3, released today.

The quarterly survey highlights the concerns of high importance to inbound and business tourism sector executives.

Moving into second place in the latest poll were increasing worries on the high number of taxes and charges imposed on visitors, with industry chiefs calling on the govt to do more to ensure Australia stays internationally competitive.

Two-thirds of respondents found collective efforts by the Australian and New Zealand governments to establish a common border by 2015 were satisfactory as of now, with calls for a single point of customs and Trans-Tasman visitor visas important to streamlining

## PER efficiency boost

**AIRSERVICES** Australia has released an efficiency report into Perth Airport, conducted in Jul by British air navigation service provider UK NATS.

The report returned 45 recommendations on enhancing use of existing airfield, airspace and infrastructure capacity.

Some of the observations noted included currently reduced arrival spacing as an opportunity to increase capacity & reduce delays in runway configurations, as well as engaging with turboprop operators on delivering a resilient high-intensity operation.

"Perth Airport is well advanced in implementing the 13 recommendations relating to our operations," PER chief executive officer Brad Geatches said.

Geatches added that should Airservices Australia implement the 25 recommendations relating to procedures and airlines cooperate on the remaining seven suggestions, "significant improvements can be made."

passenger processing from NZ.

Matters decreasing in concern included Australia's reputation as a desirable destination (-7%), skilled labour shortages (-5%) and Australia's abnormal weather or natural disaster occurrence (-13%).

Australia's lack of convention and meeting space climbed 5%.

Unchanged from Q2 were impediments citing inadequate room supply (17% of respondents) & Australia's ability to attract high quality business events (16%).

## SIA Oct results

**MORE** than 1.5 million pax flew with Singapore Airlines in Oct, while slower capacity growth pushed load factors up 1.1 points to a 77.8% average.

Regional offshoot Silkair cited new routes and more frequencies as central to big gains in capacity and passenger numbers.

# Sanford's fun day at the fair



**SANFORD** International Travel was represented at the recent Double Bay Street Fair in Sydney, showcasing their Travel with Kids holiday offerings to parents keen for a family holiday.

While speaking with agency staff, planning the upcoming breaks, the kids were kept entertained with face painters,

magicians and balloon makers all on show for the crowd, with music and an energetic atmosphere everywhere you looked.

The staff, **pictured** above from left at the busy pavilion prior to the crowds descending on them, consisted of Karen Stock, Jill Zukerman, Dimi Bambaliaros and Osnat Manoff.

# CZ's seaside sculpture party



**CHINA** Southern Airlines invited 50 preferred corporate partners & suppliers to a special networking event along the Bondi to Bronte coastal walk, which was recently the home of the annual Sculpture by the Sea exhibition.

Held at the Tia Maria sponsored Sunset Lounge at Mark's Park on South Bondi headland, attendees relaxed wandering between the artworks lining the cliff-face.

The carrier also took the chance to confirm its sponsorship of Sculpture by the Sea's sister exhibit, occurring each Mar on the West Australian beachside town of Cottesloe.

**Pictured** at the event, from left, is CZ's senior business development advisor Derek Morris; Sponsorship Manager Hayley Baynard and Sculptures by the Sea founding director David Handley.

**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](http://www.traveldaily.com.au).

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### \*\*\*ROLE OF THE WEEK\*\*\*

#### GENERAL MANAGER

##### SYDNEY – EXECUTIVE SALARY PACKAGE ON OFFER

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

### LEAD FROM THE FRONT

#### CORPORATE TRAVEL TEAM LEADER

##### BRISBANE – SALARY PACKAGE TO \$80K

Take the lead role within a brilliant travel operation, bringing your skills & experience in corporate consulting and leadership skills. We're looking for someone who can manage workflows, statistics, KPI's and staff appraisals. You'll be a flexible 'can do' leader who is able to lead by example. Your positive approach and knowledge will bring a breath of fresh air in to the team and secure your future.

### DON'T LET THIS ONE SAIL ON BY

#### OPERATIONS MANAGER (CRUISE)

##### SYDNEY – SALARY PACKAGE \$100K+

This role is now available as a result of exciting growth within this large organisation. As an Operations Manager for this growing division your skills & experience will be drawn upon to shape the future of the business as it grows. You'll need experience managing large teams, implementing procedures, budget control, good knowledge of cruise product and passion and drive.

### TAKE ADVANTAGE OF THE CRUISE BOOM

#### BUSINESS DEVELOPMENT / INDUSTRY SALES

##### SYDNEY – SALARY PACKAGE OTE \$70K+

If you love cruise, you'll love this new BDM role that will let you use all of your knowledge and passion for cruise product. As an experienced BDM you'll know how to run a territory, plan your call cycle, drive sales and business growth, train agents on your product, and deliver presentations at conferences & expos. You'll be joining a growing organization within their cruise team.

### REPRESENT THIS PREMIUM BRAND

#### INDUSTRY SALES EXECUTIVE

##### BRISBANE – SALARY PACKAGE TO \$70k

Love being on the road with this product in your hand! Agents will welcome you and want to learn more from your fun loving personality. You will enjoy being out and about and know how to put the hard yards in when it counts. Be rewarded here with superb famil trips for you to enjoy and bonus schemes.

Everyone loves this brand which is growing bigger & better every year.

### THE SOLUTION THAT'S RIGHT FOR YOU

#### CORPORATE TRAVEL ACCOUNT MANAGER

##### SYDNEY- SALARY PACKAGE \$80k - \$100k

Think all TMC's are the same? Not this one. By joining this company you will be able to make a real impact on client activity and generate the best relationships possible with your client portfolio. With your strong communication and relationship building skills you will be able to drive solutions for your clients improving expenditure and creating a lasting impression, resulting in retention & growth in your portfolio.

### DRIVE PERFORMANCE FROM WITHIN

#### TEAM LEADER / MANAGER

##### PERTH – SALARY PACKAGE TO \$85k

Use your strong management skills when you join this forward thinking organisation today. Working as a hands-on manager you will be required to handle a small portfolio of business and drive the team to perform at their peak ensuring customer satisfaction is achieved gaining solid client retention. With your background in corporate travel and management you will know how to build a successful team environment.

### SITTING ON A GOLD MINE

#### CORPORATE SALES MANAGER

##### PERTH - SALARY PACKAGE OTE \$100 +

Capitalize on this great opportunity with this leading corporate agency. You will be highly motivated to perform with a keen hunter mentality and the ability to surpass goals and objectives. With your proven skills in lead generation and negotiation skills you will be able to take advantage of this booming market If you have a strong network in WA for business travel. Ring and enquire today.

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## Finding talent within the Australian Travel Industry

### Senior Travel Consultant

**Brisbane - \$40-50K + Super + Comm - Ref 3091A**

Only the best will do!! Are you an experienced Travel Consultant? Can you book a wide array of travel products including multi stop and long haul itineraries? This much loved travel company need a new member to join their friendly team. Reward your hard work with a commission structure, fantastic perks and benefits and a great team environment. This position is guaranteed to be snapped up, so if you have solid CRS skills and worldwide knowledge, do not delay and apply today!

**For more information, please call Sarah on (02) 9113 7272 or click [APPLY](#)**

### Travel Consultant - Events Travel

**Sydney - \$55K + Super + Incentives - Ref LYB332**

Rare opportunity for a highly skilled, dynamic Corporate Travel Consultant to join an Events Travel company. Leave your boring corporate job behind and join the exciting world of events travel! No two days here are the same in this fast paced, innovative company! You will need strong consulting skills and excellent product knowledge to deal with a range of different clients, and providing the highest level of customer service when handling global travel bookings.

**For more information, please call Lynsey on (02) 9113 7272 or click [APPLY](#)**

### Corporate Travel Consultant

**Melbourne - \$50K + Super + Commission - Ref 296**

Looking for a new challenge? Reach for this fantastic opportunity with this global travel management company in Melbourne's CBD, who offer training, uncapped earning potential & career opportunities. The ideal consultant will have excellent fares & ticketing skills, solid CRS training and have outstanding customer service skills. If you have a passion for travel, can work to sales targets and ready to kick start your Corporate Travel career, please call me.

**For more information, please call Lisa on (02) 9113 7272 or click [APPLY](#)**

### Reservations Consultant

**Perth CBD - \$DOE + Super - Ref 330**

To all Reservations Consultants in Perth - Join this fun team and work Monday to Friday! Located 5 minutes from Perth CBD, this reputable and expanding company seeks an experienced Reservations Consultant. You will sell worldwide destinations and use your outstanding customer service skills to convert bookings.

You will have at least 1 year experience within an Australian Travel company and have used a GDS before.

**For more information, please call Joana on (02) 9113 7272 or click [APPLY](#)**

### Customer Service Agent

**Sydney- \$55k-60K + Super + Bonus - Ref 5012**

Offering outstanding customer service, you will be the first point of call to solve valuable customer's issues! The ideal applicant will have a good mix of first hand travel agency experience and fantastic customer service skills. You will be the first port of call solving issues and escalating issues. This is a Global Company so you will have a chance to grow within. You will be well rewarded in this role with a fantastic salary and bonus - Monday to Friday too, what more could you want!

**For more information, please call Natalie on (02) 9113 7272 or click [APPLY](#)**

### Senior Travel Consultant

**Sydney - \$Negotiable + Super - Ref 236**

A fantastic opportunity for an Arabic speaking Senior Consultant has become available! A well-established family run agency is seeking someone with extensive experience in the travel industry, a minimum of 2 years with brilliant ticketing experience. You will be the welcoming face of the office and mentor more junior staff. You will be booking a mix of retail and corporate travel, offering amazing trips to the agency's valued clientele - cruise, hotels, and tours.

**For more information, please call Lynsey on (02) 9113 7272 or click [APPLY](#)**

### Senior Travel Consultant (F/T or P/T)

**Melbourne - \$Negotiable + Super + Targets - Ref 288**

Calling all experienced and talented Senior Consultants. Have you worked in leisure, homeworking or corporate travel, have your own client base and are looking for a more flexible role? This may be your lucky day! This client needs someone who is all about the customer. Meet client needs and work on VIP & repeat business. Flexible working conditions offered in Melbourne's CBD. Forget the walk-in's and work on clients that make a difference. Call me today.

**For more information, please call Lisa on (02) 9113 7272 or click [APPLY](#)**

### Corporate Account Manager

**Perth - \$80-90K OTE + Super + Targets - Ref 310JOL**

Are you an experienced Corporate Account Manager who'd like to work for a well-regarded global travel company? Do you have a background in corporate account management, Australian travel industry experience and looking for a new challenge? You will work on existing corporate & VIP accounts as well as establishing new accounts. Ideally you like working towards targets and are sales driven. Exciting salary package of up to \$90K OTE offered.

**For more information, please call Joana on (02) 9113 7272 or click [APPLY](#)**



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**Includes:** Return airfares to Darwin from Melbourne, Brisbane, Sydney, Perth, Cairns, or Adelaide, 3 nights 4 star accommodation in Darwin including BONUS night, 1 day Litchfield tour

**Booking code:** TDT2NT1

## Enticing Alice Springs

3 days from \$599\*

Be enticed by the delights of Alice Springs, a fun and festive town fringed by desert. Explore the many art galleries and historical museums of this region, and delve into the Indigenous stories of the area.

**Includes:** Return airfares to Alice Springs from Brisbane, Melbourne, or Sydney, 2 nights 4.5 star accommodation in Alice Springs with FREE breakfast and FREE Wifi, return airport transfers

**Booking code:** TDC2NT1

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