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# Travel Daily

First with the news

Tuesday 23rd October 2012

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## Wotif.com to boost its take

**OUTGOING** Wotif.com ceo Robbie Cooke yesterday announced that the company would lift the commission it takes out of hotel bookings by one percentage point, to 11%, effective from the start of 2013.

A further 1% increase will apply from 01 Jan 2014, with Cooke saying the moves are "necessary to enable us to continue the reinvestment in our business on initiatives necessary to drive sales performance for our partners".

He said this would still see Wotif remain as "one of the world's lowest cost online travel agencies for suppliers".

Cooke, who steps down as ceo

at the end of the year, again confirmed the firm was "moving towards offering dynamic holiday packages" (TD 23 Aug) which he said would "provide an opportunity to link into our global hotel supply chain to obtain wholesale product to package up with flight content".

He said Wotif had the key advantage of direct inventory sourcing arrangements with suppliers, which would enable it to provide "compelling offers to our customer base".

Cooke hailed the success of the Wotif flight booking engine, which accounted for 9% of TTV last financial year, and which will be a key component in the new holiday package offering.

He said the company was focused on increasing awareness of the flights to the "existing and sizeable Wotif.com audience".

And in terms of the outlook, Wotif is convinced that the current outbound trend will continue, with Cooke saying "we do not assume the appetite for offshore travel will diminish in the course of the current year".

## SQ boosts Adelaide

**SINGAPORE** Airlines is set to lift Adelaide capacity, with GDS displays indicating two additional services, making it a 12 times per week operation to the SA capital.

The increase is effective 03 Jul 2013, with double daily SIA departures ex ADL every day except Tue and Wed, when a single service will operate.

## Scotney promoted

**MANDY** Scotney has been named as Executive General Manager Commercial for House of Travel Australia, moving up from her previous role as gm of the group's TravelManagers home-based agency network.

With the company since 2007, she'll report to ceo Joe Araullo, while Michael Galaz will become the new TravelManagers gm.

Scotney said she was thrilled to be taking on the expanded role which will have a "corporate travel focus which I'm looking forward to".

## Disney Halloween

**DISNEY** is today promoting the range of popular Halloween activities at Hong Kong Disneyland, with night tickets now available - see **last page**.

## Eight pages of news

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

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## Jetstar Japan GDS deal

**AMADEUS** has become the first global distribution system to team with Jetstar Japan, providing agents globally with access to its fares, schedules and inventories.

The agreement will enable agents to combine Jetstar Japan domestic flights with those of sister carriers in Australia, Singapore and the Philippines.

## Voyager inbound

**ROYAL Caribbean Cruises'** ship *Voyager of the Seas* is enroute to Australia, setting out yesterday from Singapore on a 14-night Asia/Australia voyage that will see her arrive into Perth on 05 Nov.

Commercial director Adam Armstrong said despite a very popular season in Asia, "I am very confident that *Voyager of the Seas'* Australia can top that."

## ET 787s to Mumbai

**ETHIOPIAN Airlines** has loaded GDS systems with schedules for daily Boeing 787 flights between Addis Ababa and Mumbai, with the *Dreamliner* to replace 767-300ERs on the route effective from 25 Nov.

## Creative cuts NZ program

**CREATIVE** Holidays last night welcomed travel agents to the first of its World on Show events in Sydney, unveiling its 2013/14 brochure range to attendees.

However a notable omission is New Zealand, which for the first time in recent years, does not appear in Creative's line-up.

The wholesaler wasn't able to comment on its New Zealand offering before **TD's** deadline, but it's understood that the move is a response to low yields, with just a few hotels in Auckland offered as part of a stopover program.

Canada product is also believed to have been dropped from the Creative range.

The World on Show events (see pg 6) showcase continues this week, with Brisbane tonight, Melbourne tomorrow and Adelaide and Perth next week.

**MEANWHILE** in other Creative developments, the company has rolled out the consumer-facing 'ineedaholiday.com.au' website brand into the main Creative Holidays site.

Ineedaholiday.com.au was acquired by Creative in 2007 from

the Leapfrog Group, with the company at the time claiming the deal was "about providing the fulfilment for Leapfrog's loyalty program".

Consumers who search for ineedaholiday.com.au - or even by typing "I need a holiday" into a web browser - are now directed to the main Creative portal.

## New TUI marine chief

**DAVID** Reid was today named as Head of Distribution, Australia for TUI Marine, taking the role held by Mark Windsor (**TD** 06 Sep) who is relocating back to Melbourne.

Reid takes up the position today, with extensive industry experience including roles with Qantas Holidays in the UK as well as in tourism representation and inbound operations.

His new role covering brands such as Sunsail, Le Boat and The Moorings is very appropriate, with Reid in his youth having been an avid sailor which saw him win the Scottish Championships.

Windsor's last day at TUI Marine will be Fri 23 Nov.

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## 180 MEL-SYD flights axed in Sep

**TRUNK** routes between the nation's busiest hubs witnessed more than 180 flight cancellations last month, new government data reveals, with every major airline canning services.

According to the Bureau of Infrastructure, Transport and Regional Economics' Sep Domestic airline On Time Performance report released today, about 1 in 20 flights between Melbourne and Sydney (and vv) were axed.

Qantas had the highest number of cancellations on the return route, binning 100 services (or 5.3% of flights), which was about double that of Virgin Australia - which cut 49 flights, or 3.1%.

Jetstar shelved 27 (4.1%) of its flights between the capital cities

and Tiger Airways cut six (1.2%).

Not surprisingly, the routes had the highest cancellation rate in the country, followed by the Ayers Rock-Sydney city pairing, where 3.3% of flights were terminated - however in contrast, that was just two of 120 services.

The Hamilton Island-Sydney (& vv) route scored the worst percentage of on time departures and arrivals, both less than 50%.

Elsewhere, among the major domestic carriers, Qantas regained the title from Virgin for the month for achieving the highest rate of OTP departures, at 86.1%.

Virgin Australia (on 83.9%) was followed by Tiger Airways (79.5%) and Jetstar (75.8%).

Qantas also achieved the best OTP arrivals figures at 82.9%, then Virgin (80.7%), Jetstar (75.9%) and Tiger (75%).

Regional Express trumped the major carriers, with 87.8% of its regional operating departing flights and 84.5% of its arriving services on time.

## VS Cape Town season

**VIRGIN** Atlantic has resumed seasonal services from London Heathrow to Cape Town, initially operating as thrice weekly before increasing to daily until the end of the season, ending Apr 2013.

## Dubai 2013 mega-fam

**EMIRATES** and Dubai Tourism have confirmed plans are underway to operate an even 'bigger and better' mega-famil in 2013 following the runaway success of this year's event.

Nearly 300 top selling agents will visit Dubai over five days between 15 and 20 May 2013.

"We felt it was important to build on this activity in 2013 and offer our trade partners the chance to experience even more of our hub-city first-hand," said EK vice president Australasia Barry Brown.

Further details on the trade incentive will be announced soon.

## Singapore stats spike

**SINGAPORE** Tourist Board has reported a 10% increase in the number of Australians travelling to the state capital in Jun compared to the same time last year.

According to latest STB figures, just shy of 93,000 Aussies arrived by sea, land or air to Singapore.

Year-to-date figures are ahead by 2.9% to around 477,300.

Over all markets, the total number of visitors has risen by 11.4% to over 7 million arrivals.

## Hobart a Best City

**LONELY Planet** has rated Hobart as one of the top 10 best cities to visit in 2013, putting it in the company of San Francisco (1), Amsterdam (2) and Beijing (5).

The Tasmanian capital was the 7th Top City of 2013 in Lonely Planets' latest *Best in Travel* guide and the only Australian city.

"This is great news for Hobart and great news for Tasmania and Tasmanian tourism operators," Tourism Tasmania said.



## Window Seat

**ACCOR** has launched an "Ibis Pillow Fight Party" Facebook app, inviting users to throw virtual pillows at each other to attempt to win Ibis hotel stays.

The promotion is running until 21 Nov with users encouraged to customise their own pillow to "throw" at friends online.

The top ten high-scoring players will win a three-night stay at selected Ibis properties.

**THAI** airline PC Air has been grounded by the country's Department of Civil Aviation due to financial problems that saw passengers left stranded in South Korea recently.

PC Air made global news earlier this year when it hired four transgender cabin crew for its Asian charter operations.

The carrier is expected to remain grounded until the end of the month as it seeks to pay its service and fuel fees and have its aircraft released by Korean authorities to take off.

**A YOUNG** Indonesian pilot has been suspended by Indonesian aviation officials after completing a routine domestic flight with one rather important omission...he landed at the wrong airport.

Carrying one hundred passengers, the Sriwijaya Air jet was operating a normal domestic service between Medan and Padang, landing normally without any issue, but at an Air Force base approx 12km from the intended destination.

SINGAPORE AIRLINES



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Applications should be addressed to Mr Greg McJarrow, Manager Queensland, Singapore Airlines, either by mail to GPO Box 49, Brisbane, QLD 4001 or by email to [info\\_bne@singaporeair.com.sg](mailto:info_bne@singaporeair.com.sg). Applications should be received by Monday 29th October 2012.



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## Swiss roadshows roll around



**THIS** year's Switzerland Tourism delegation is bigger than ever, with the group above conducting jam-packed roadshows in Sydney, Melbourne, Brisbane and Canberra this week.

The big news is the launch of *Destination: Switzerland*, a new "professional sales manual".

Switzerland Tourism's local chief Evelyn Lafone hosted a function yesterday, telling guests that more and more Australians were travelling to Switzerland, which has seen huge exposure in the last 12 months through being featured on *The Biggest Loser* - as well as via a major travel consultant mega-famil (**TD** 19 Jun).

*Destination: Switzerland* details Swiss cities, activities across the summer and winter seasons, holiday offers and the amazing Swiss Travel System.

SWISS International Airlines is also taking the opportunity afforded by the roadshows to heavily promote its new non-stop flights between Singapore and Zurich, which commence operations ex SIN effective from 13 May 2013 (**TD** 27 Sep).

SWISS manager Anil Rodricks told **TD** the flights were attracting strong interest, with the new route kicking off about five weeks after the commencement of Qantas operations to London via Dubai rather than Singapore.

A new participant at the roadshow this year is Yan Baczkowski from Verbier Tourism, who is highlighting major developments including the opening of Starwood's first W Hotel in Switzerland, as well as the new La Cordee des Alpes complex which has been created by Marcus Bratter - an Aussie "ski bum" who arrived in Verbier many years ago and never left.

**Pictured** above are the Switzerland delegates, from left: Mark Meier, Lucerne Tourism; Daniela Fuchs, Jungfrau Railways; Rayomand Choksi, Titlis Rotair; Florence Pasquier, Rail Europe; Evelyn Lafone, Switzerland Tourism; Richard Leonard, Rail Europe; Francois Michel, Lake Geneva Tourism; Yan Baczkowski, Verbier Tourism; Birgit Weingartner, Switzerland Tourism; and Anil Rodricks, SWISS.



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## CTM plans US growth

**LISTED** TMC Corporate Travel Management has confirmed its ongoing interest in acquisitions, in particular exploring other new deals in North America as it beds down the purchase of Denver-based Polk Travel.

Matt Cantelo, who previously ran CTM's NSW operations, has relocated to the USA to work in Colorado, and at the CTM agm on Fri ceo Jamie Pherous confirmed there was already significant "cross sell" from Australian based accounts which have travel spend originating in the USA.

Pherous said other US deals were being explored using the company's "acquisition discipline and selection criteria".

## VTIC slams VMC hike

**THE** Victoria Tourism Industry Council chief has slammed the 25% spike on the Working Holiday Visa (**TD** yest.), referring to the \$70 increase to \$350 as a "major setback for the tourism industry," particularly on young tourists.

"This additional tax is yet another barrier in a situation in which we're trying to encourage, not dissuade," VTIC chief executive Dianne Smith said.

Smith said backpackers and regional areas will feel the pinch.

"We'd like to see the WHV scheme made more attractive for visitors through measures like increasing the maximum age from 30 to 35, not making it less appealing through higher charges."

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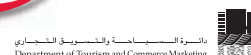
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Philippine Airlines

## PAL Sabre switch

**PHILIPPINE** Airlines yesterday afternoon announced plans to upgrade its Passenger Services System this weekend, switching over to Sabre on Sat (27 Oct).

The change to SabreSonic Customer Sales & Service system will enable reservations, ticketing and check-in agents access to the same information across all points of customer contact.

All PAL flights are planned to operate during the transition.

The adjustment to a major GDS is seen as a key step to aligning with the **oneworld** alliance which PAL exec Felix Cruz has signalled may occur in 2014, sponsored by Cathay Pacific Airways.

Agents with queries regarding the switch can contact PAL at [cto@philippineairlines.com.au](mailto:cto@philippineairlines.com.au).

## Creative appointment

**CREATIVE** Holidays has today named Belinda Herbert as National Events & Program Manager.

## More time for Quark

**QUARK** Expeditions has pushed back its 50% off second passenger discount for new bookings until 30 Nov, using the code 'TR21'.

The Antarctica Promotions for 2012/13 (28 Oct 2012 to 01 Mar 2013) also include a 25% saving on single cabins aboard *Ocean Diamond* and 25% off single supplements across all ships (code 'TR15').

Industry employees can also take advantage of 50% off the cost of their cruise & that of one travelling companion (TR21G).

## AW Canada/Alaska/US

**ADVENTURE** World has released its 2013 Canada, Alaska and USA brochure featuring an expanded range of options including heli-hiking through the Columbia mountains and ski packages.

Brochure information content is supplied by partner National Geographic and National Geographic Traveller articles.

## QF sponsors procurement



**ABOVE:** More than 650 procurement professionals celebrated key achievements last week at the sixth annual Chartered Institute of Purchasing and Supply (CIPSA) Awards dinner at Melbourne's Crown Casino.

Qantas was a proud sponsor of the event, with award categories including people development, procurement operations and

social responsibility.

QF's involvement acknowledges the key part the airline plays in the supply chain in Australia.

**Pictured** above from left are: Allan Leibowitz, CIPSA; Tony O'Connor, TMS; Qantas Head of Corporate and Industry Sales, Karen Tsolakis; Adele Sheers, Qantas; Yosu Uriguen, Qantas; and Nigel Wardropper, CIPSA.

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# Creative shows off its world



**MORE** than 220 agents from across Sydney braved cold and wet conditions outside to venture into the city for the 2012 Creative Holidays World On Show event, held last night at the Four Points by Sheraton hotel.

The event is the first of five to take place across Australia, which has seen more than 1000 agents confirm their attendance.

Shows in Brisbane & Melbourne will follow tonight and tomorrow, with Adelaide on 29 Oct and Perth on 30 Oct, with Creative welcoming a packed house full of attendees and proudly showing off its broad destination range for the 2013/14 selling year.

Conducted in a speed-dating style format, agents were given tables to begin their evening at, and progressed around the room in 5-minute intervals, busily speaking with key suppliers from around the world.

More than 20 different suppliers, representing individual hotels and hotel chains, airlines,

car rental companies, tourism authorities, ground operators and day tour providers were all on hand informing agents about their products and answering all the specific questions put to them by the Sydney trade.

Creative Holidays national sales manager Peter Douglas said events such as World on Show were vital to maintaining strong working links with its core agents and agency groups.

"Our suppliers are very keen to interact with our agent group, and in turn, our agents always enjoy meeting with suppliers to have their questions answered and to learn more about any product that a brochure may not be able to answer," Douglas said.

**Pictured** above from left is, Clint Jones & Angela Grant from Virgin Australia; Annabelle Hender, Creative Holidays; Maria Elena Kaldani, Unique Hotel Solutions; Charlie Ridout, Complete Travel Marketing and Peter Douglas from Creative Holidays.

## Lyttelton closure

**LYTTELTON** Port Company has confirmed Lyttelton - used as the closest cruise hub to Christchurch - will not be taking bookings from most cruise vessels over the 2013/2014 cruise season as it continues to determine how best to rebuild following last year's 6.3 magnitude earthquake in Feb.

LPC says it needs more time to ensure a new cruise port is built safely and to int'l standards.

Akaroa, some 80kms away, will continue to be used as an alternative Christchurch port until at least Mar 2014.

## AirAsia to Kunming

**AIRASIA** is launching new four times weekly services from Kuala Lumpur to Kunming from 10 Dec, utilising 180-seat A320 aircraft.

Kunming becomes AirAsia's 24th destination in China.

## Mardi Gras packages

**GAY** wholesaler Gay Globe has released three- and five-night packages for the 2013 Sydney's Gay & Lesbian Mardi Gras.

Included in the three-night deal is accom at the Cambridge Hotel, Grandstand parade viewing tickets, entry to the Mardi Gras Party and tickets to The Laneway recovery party, priced from \$789ppts.

More at [www.gayglobe.com.au](http://www.gayglobe.com.au).

## Spanish rail tickets

**INTERNATIONAL** Rail has released exclusive rates on the new Renfe Spain Rail Pass, valid for Australian travellers.

The pass is available for four, six, eight, ten or twelve sectors to be used within a one-month period, and includes seat reservations and all high-speed supplements.

Fares start at \$241 for a four sector pass in second class, and for more info, ph 1300 387 245.

## Park Hyatt Qingdao

**HYATT** Hotels Corporation has unveiled plans to open the Park Hyatt Qingdao in the city's CBD on Shandong Road in 2016.

The property will be managed by China Resources Land Ltd which owns six other built or under development Hyatt-branded hotels in China, including the Grand Hyatt Shenzhen.

Park Hyatt Qingdao will feature 247 rooms and suites.

Tuesday 23rd Oct 2012



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## South East Asia on two wheels

Someone recently asked us where's the most dangerous place in the world for tourists? The answer: "on the back of a motorcycle".

Even in Australia, with relatively sane road rules and manners, you are 45 times more likely to be injured in a crash if you're on a motorcycle. What are the odds in places like Bali where there are 10 road deaths a week!

Sure, you're only zipping between the hotel and the beach, but even low-speed accidents can, and do, result in serious injury. You may have read about the NZ man who has run up more than \$16,000 in medical bills after colliding with a taxi. He's going to have to pay those bills himself because he chose an insurer and a policy which excluded motorcycles as simply too risky.

SureSave policies automatically cover you for motorcycle injury IF you are properly licensed. But what does "properly licensed" mean? Glad you asked. It means different things in different destinations, which is explained in full on [SureSave.net.au](http://SureSave.net.au) and you can download it as a PDF for your customers.

But use this as a rule of thumb: if you have a motorcycle license at home, and you are not doing anything illegal, such as drink-driving or riding without a helmet, or breaking any local laws, you will most probably be covered. But no license means no cover, it's that simple. Think about that before you jump on two wheels next holiday.



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## Aussie tourist forecast

**DUBLIN**-based firm Research & Markets is predicting Australia's forecast for tourist arrivals will reach 5.89m this year, nearly 3m of which are travelling for leisure.

The visitor arrivals figure will continue upwards in years to come, spiking to 6.74m by 2016.

The research specialists said close to 1/4 of all current arrivals are business travellers.

## Blue Train value add

**SOUTH** Africa's The Blue Train is offering a complimentary night accom & brekkie at either 131 on Herbert Baker in Pretoria or the Taj Hotel in Cape Town for new bookings in 2012, and all of 2013.

## Kids free in Wellington

**POSITIVELY** Wellington Tourism is enticing families across the ditch over the Christmas school holiday period, offering free accom at a choice of 16 city hotels for stays from 15 Dec to the end of Jan.

Other bonuses on offer include free internet, parking, activities and free breakfast - all the info at [WellingtonNZ.com/KidsStayFree](http://WellingtonNZ.com/KidsStayFree).

The promo runs until 18 Nov, with kids classed as being aged from 0 to 16 years.

## Turkish Boeing order

**TURKISH** Airlines is continuing its fleet renewal scheme, placing an order with Boeing for 15 firm & 5 optional B777-300ER aircraft.

Three 777s will join TK's fleet in 2014, followed by seven in 2015 and five in both 2016 & 2017.

Earlier this month Turkish Airlines signed a deal with Airbus for 15 A330-300s (**TD 12** Oct).

## Sheraton Bourail

**STARWOOD** Hotels & Resorts will add to its portfolio in New Caledonia when it opens the 120-room Sheraton Deva Golf Resort & Spa from Dec 2013.

The property will feature an 18-hole golf course and looks out over the UNESCO World Heritage lagoon and reefs of Bourail.

## KLM Euro Comfort

**KLM** Royal Dutch Airlines is rolling out its Economy Comfort product on European services operated with Boeing 737s departing from 01 Dec onwards.

On European services, Economy Comfort will provide up to 9cm more legroom and 40% more recline than standard Economy.

Positioned towards the front of the cabin, other benefits include early disembarkation as well as in-seat power.

Pax can upgrade to Economy Comfort for a nominal fee of €20 to €30 (AU\$25-\$38) one way, dependent on flight duration.

## UTracks Active brox

**UTRACKS** has released its Active Europe 2013 brochure covering 24 countries and including 100 new trips, plus there's a 10% early bird saving if booked by 16 Nov.

New destinations include Norway, Cyprus, Malta, Serbia & Finland - contact Brochure Flow.



## AFTA UPDATE

The latest insights from AFTA's Chief Executive, Jayson Westbury

**DEEP** Vein Thrombosis (DVT) is a serious thing I have managed to find out without knowing.

On a recent overseas trip I managed to bump my shin on the edge of a bedframe (not naming the hotel). As with most things like this I thought nothing of it.

I continued with what I had to do over the course of the following few days and then flew home - on a 15 hour flight. When I got home that day I noticed that my foot had turned purple (sorry that is a little bit yucky).

So after some pressure from home, I went to my GP, at which time I was referred to an ultra-sound centre for a lower leg DVT scan. It's amazing what you can see when they stick a little bit of plastic on your leg.

Anyway, turns out that my DVT (not serious) is treatable with a month of aspirin, an elevated leg position and some physio to my foot.

Why have I shared this with you? Well in the travel industry I think we all too often take these things for granted and I have found out the hard way that DVT is serious and for what it is worth, something that people can develop from the smallest of things and for no particular reason.

There are some great tips to pass onto your clients at [welltogo.com](http://welltogo.com) - see <http://welltogo.com.au/checklists/onboard.asp>.

So there you go. Someone who should have known better, developed this by simply having a fantastic night's sleep on a long flight.

I am adding DVT to my list of useful acronyms.



## Agents marvelling at Canada



**THIS** group of 25 agents were whisked off to Canada recently to experience the Travelmarvel "How to see Canada" style.

The packed itinerary saw the group fly into Vancouver and stay a couple of days before boarding the Rocky Mountaineer for two days aboard the luxury train.

The most popular activity undertaken was a gondola ride in Banff, enjoyed during a two-night stay in the mountain-footed town.

Other activities included a visit to Moraine Lake, a ride on the Ice Explorer on Athabasca Glacier, a safari cruise on the Blue River and a whale-watching cruise in the Victoria region, along with visits to Whistler, Jasper & Lake Louise, where the group gathering for the above photo.

**Pictured** above in the back row from left is Wendy Ord, ET Geraldton; Allecia Mason, FC

Tuggerah; Kym Ryan, Our Vacation Centre; Jane Nethercott, APT; Nyree Hope, APT; Isabelle Jouan, FC North Brighton; Sam Newham, Jetset Travel Port Augusta; Marco Appadoo, RAC West Perth; Kirsty Johnstone, RACT Travelworld Burnie; Brett Atkinson, FC Forest Hill; Michelle Deunhouwer, HWT Mt Pleasant; Bill Heron, Travelworld Whyalla; Roslyn Esley, ET Tamworth; Merry Booth, Travelworld Mt Barker; Olivia Newman, FC Glenorchy; Sarah Waymouth, APT; Ashleigh Seggie, Travelworld Charlestown; Matthew Purins, FC Belmont; Renee Vanbeelen, FC Chirnside Park & Melanie Hogg, APT.

Front row: Ashley Brunette, FC Bunbury; Mark Wilson, FC Miranda; Michael Drew, Travelworld Inglewood; Peter Minniti, Travelworld Bull Creek and Craig Brown from APT.

## WIN A LUGGAGE SET!



This week *Travel Daily* and *Smarttraveller* are giving one lucky reader the chance to win a Caspian Hybrid three-piece luggage set - perfect for the holiday season.

A valuable website for travellers to register an itinerary, subscribe to the latest travel advice updates and source insurance information, [Smarttraveller.gov.au](http://Smarttraveller.gov.au) should be a first port of call for Australians heading overseas.

For your chance to win, tell us in 25 words or less:

**How many travel advice levels are there and why it is important to advise your clients to subscribe to travel advisory updates?**

Email your answer to [smartcomp@traveldaily.com.au](mailto:smartcomp@traveldaily.com.au)

**smarttraveller.gov.au**

**Every traveller, every trip.**

## ANA back to Burma

**ALL** Nippon Airways has resumed flights to Myanmar after a 12-year stoppage, with a thrice weekly service between Narita and Yangon to fly using B737 aircraft.

## No EK Zambia mishap

**EMIRATES** has downplayed initial reports of an incident at Lusaka Airport, which claimed one of the carrier's aircraft had "crashed" shortly after takeoff. This was not the case, with EK confirming a technical issue which saw the aircraft land normally, taxi to the stand and "the passengers disembark in the usual way."

## Costa reiterates blame

**COSTA** Crociere has released an official statement concerning the sinking of the *Concordia* vessel as the trial of former Captain Francesco Schettino continues.

The company has defended its safety policies and reiterated the functionality of the emergency systems in place at the time of the disaster which claimed 32 lives.

Costa continues to lay the blame for the accident squarely at the feet of Schettino for his inadequate response taken.

More details in today's edition of *Cruise Weekly*.

## Phillip Is. stay pay

**RAMADA** Resort Phillip Island is offering a Stay 3/Pay 2 deal valid for stays during Nov, priced from \$236 in a studio villa.

Quote code 'November S3P2' when booking - more details at [ramadaphillipisland.com.au](http://ramadaphillipisland.com.au).

## QATAR AIRWAYS RECRUITMENT

### Strive for Excellence with One of the World's Fastest Growing Airlines!

As one of the World's 5-star airline and fastest growing carriers, Qatar Airways is dedicated to excellence and continuous improvement. We apply this same philosophy towards our people where we provide diverse career focus, continual development and training.

### Airport Services Agent (Full Time, MEL)

Representing the company in providing Qatar Airways renowned 5-star services to customers at the airport terminal, and helping create a stress free environment for customers whilst travelling. Support in ensuring total quality service and adhering to safety policy and security standards of the company.

We require a minimum of 2 year customer service experience in an airline / travel industry. IATA or airline Basic Tariff and ticketing knowledge will be an advantage.

### Pricing Agent (Full Time, MEL)

The Pricing Agent is responsible for the evaluation and performance of comprehensive pricing analysis of online, interline and offline fare proposals from QR network and authorize competitive fares. The incumbent will identify opportunities based on sales feedback/special prorate agreement and introduce competitive fares for new destinations, as well as to provide maximum support to the Sales Force in order to achieve revenue targets.

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.

**Applicants must have the right to live and work in Australia. Please send your detailed CV to [employment@au.qatarairways.com](mailto:employment@au.qatarairways.com) by 5 Nov 2012. Only those candidates that have made the shortlist will be advised.**



World's 5-star airline. [qatarairways.com](http://qatarairways.com)

## WIN a unique trip for two to Austria

Pick your favourite 3 Unique Experiences, put together your dream itinerary & win your personally designed trip to Austria!

During October, the **Austrian National Tourist Office**, **Austrian Airlines**, **Rail Plus** and **Travel Daily** are giving readers the chance to win a trip of a lifetime to Austria. Browse [unique.austria.info](http://unique.austria.info) for more than 250 "Unique Experiences", pick your favourite 3 and put together your dream itinerary.

The prize consists of:

- Two Return Economy Air Fares from Australia to Austria (flying Austrian Airlines into Vienna)
- 6 nights accommodation for 2 persons including breakfast
- Eurail Select Pass to travel through Austria linking your chosen experiences
- Sightseeing program associated with your choice of experiences
- **Detailed itinerary depending on your choice of experiences**

For example: [Learn to waltz](#) at Vienna's best address, dive into a glittering subterranean world in [Swarovski Crystal Worlds](#) near Innsbruck, listen to Haydn's music at the [Esterhazy Palace](#), or experience the magic of [Christmas in Salzburg](#) - the choice is yours!

**Austria. Unique Like You**

### HOW TO ENTER

Browse [unique.austria.info](http://unique.austria.info) for more than 250 "Unique Experiences", pick your favourite 3 and tell us in 50 words or less why these make up your dream itinerary. Send your response to [ANTOcomp@traveldaily.com.au](mailto:ANTOcomp@traveldaily.com.au)



## NZ numbers plummet

**ONE** of the problems with a huge event like the Rugby World Cup is reporting relative visitor numbers a year later.

Statistics NZ yesterday reported the country's short term arrivals figures for Sep, which are down almost 20% on the previous corresponding period.

About 180,000 short term visitors arrived in NZ last month, down from 220,000 a year ago when the RWC tournament was at its height.

Tourism NZ says the result is no surprise, pointing out that the figures are up 3.1% on Sep 2010.

For the year to 30 Sep, Australian visitor numbers to NZ are up 4.4% to 1.7 million, which TNZ ceo Kevin Bowler said was an underestimate because transiting cruise ship pax were not included.

## Argentine web entry

**AUSTRALIAN** tourists entering Argentina at Ezeiza International Airport and Jorge Newbery Int'l Airport can now apply for the reciprocity fee of US\$100 online.

Collection at the airports will be phased out before the year's end.

The Dept of Foreign Affairs & Trade advises that visitors can pay the fee on the Argentine Migration website, but must print a copy of the receipt and submit it to immigration authorities at the airport - [www.migraciones.gov.ar](http://www.migraciones.gov.ar).

## Europcar gets e-tolls

**EUROPCAR** has rolled out a new tolling method on its vehicle fleet with renters now charged the cost of driving on toll roads, via an installed e-tag, in the same way they pay for the rental.

**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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## HOT ROLES OF THE WEEK

### Head of Product - Sydney

- ✓ Global travel technology company
- ✓ Take ownership of the company product strategy
- ✓ Manage and prioritise product development and implementation
- ✓ Manage team across Australia
- ✓ Present at board level
- ✓ Work closely with Sales Team

*Please contact Sally Frape on 02 9231 6444  
or email [sally@tmsap.com](mailto:sally@tmsap.com)*

### Business Development Manager - Syd & Mel

- ✓ Above industry standard salary (OTE) 120K-150K
- ✓ Identify new business opportunities
- ✓ Analyse your corporate clients travel policies, provide recommendations for cost saving opportunities & negotiate contracts
- ✓ Growing and unique product range to sell
- ✓ Use your exceptional sales skills to excel

*Please contact Jessica Tsolakis on 02 9231 6444  
or email [jessica@tmsap.com](mailto:jessica@tmsap.com)*

### Leisure and Groups Travel Consultant - Sydney

- ✓ Are you tired of face to face consulting?
- ✓ Boutique and modern office, innovative company
- ✓ Monday to Friday hours. Excellent base salary
- ✓ Work for a boutique agency, with an established client base
- ✓ Book small-large leisure, groups and corporate travel

*Please contact Sharon Moss on 02 9231 6444  
or email [sharon@tmsap.com](mailto:sharon@tmsap.com)*

### Adventure Travel Coordinator - Brisbane

- ✓ Book \$50,000 itineraries as opposed to \$5000
- ✓ This client is all about the ultimate experience
- ✓ Think 'out of the box' when it comes to travel arrangements
- ✓ This is not for budget backpackers, this is the high end so previous experience essential

*Please contact Lucinda Coorey on 0402 289 769  
or email [lucinda@tmsap.com](mailto:lucinda@tmsap.com)*

### Int'l Travel Consultant (Cruise) - Sydney

- ✓ Join the booming Cruise Industry with an established cruise company
- ✓ Excellent base salary plus incentives on offer
- ✓ Book and sell cruising packages to the direct public and agents
- ✓ Monday – Friday hours, based in the heart of the CBD

*Please contact Marie Anderson on 02 9231 6444  
or email [marie@tmsap.com](mailto:marie@tmsap.com)*

### Sales Team Leader in 24x7 Operation – Brisbane

- ✓ Full Time role on a rotating roster offering flexibility to your lifestyle
- ✓ \$70,000 package plus car park and shift penalties
- ✓ Opportunity to grow your career
- ✓ Team Leader experience not essential
- ✓ Flexibility & profitability are guaranteed

*Please contact Alex Sleba on 0402 289 769  
or email [alex@tmsap.com](mailto:alex@tmsap.com)*

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**CALLING ALL GROUPIES  
GROUP OPERATIONS CO-ORDINATOR  
SYDNEY – SALARY PACKAGE TO \$52K OTE**

This great new role will provide a fantastic opportunity to earn a top salary in an established global company with a great bonus scheme in place. You will enjoy ensuring the smooth operation of group tours from start to finish, liaising with offices all over the world to confirm hotels, coaches, guides, attractions and more. The ideal candidate will have 1-2 years experience in the travel industry and excellent worldwide destination knowledge. Interviewing now so get in quick!

**LOOKING FOR SOMETHING TRULY DIFFERENT?  
AIRCRAFT CHARTER COORDINATOR  
MASCOT – SALARY PACKAGE TO \$72K + EXTRAS**

We are searching for a highly experienced travel consultant to join a growing aircraft charter solutions company based at Mascot. This is a challenging and varied position dealing with high level clients from mining and resource, government and entertainment industries. If you have 8 years plus experience as a consultant, experience working with VIP clients and outstanding analytical skills! This amazing role won’t last! Apply for this great role today!

**SALSA, SOMBREROS & TEQUILA  
RESERVATIONS CONSULTANT**

**MELBOURNE (INNER) - SALARY PACKAGES TO \$45K+ (DOE)**

Have you travelled extensively throughout South America? Do you have a passion for all things Latin American? We have a fantastic opportunity to work for this specialist wholesaler in Melbourne’s CBD. Working Monday to Friday hours, you must have previous experience selling Latin America to be eligible.

Contact us today to find out how you can be part of this amazing team & help showcase this captivating continent!

**MIX IT UP WITH THIS DIVERSE ROLE  
RETAIL CONSULTANTS**

**ADELAIDE (NORTH) - SALARY PACKAGE TO \$55K (DOE)**

A boutique travel agency in Adelaide is looking for an experienced consultant to join their small but successful team.

No one day is the same in this agency where you will be jumping from leisure, to corporate to group travel itineraries. Working Monday to Friday hours, the successful applicant must be proficient with Amadeus and able to commit to alternative Saturdays! Apply today to find out more!

**EXCEED YOUR CUSTOMERS EXPECTATIONS  
CUSTOMER SERVICE CONSULTANT**

**MELBOURNE (INNER) - SALARY PACKAGE TO \$50K +**

An exciting behind the scenes role has become available with a well established travel company in Melbourne. Assisting with online client queries, this company is looking for an enthusiastic consultant with min 12 months industry experience to join their team. If you want to move away from face to face consulting, but still be able to interact with clients and deliver a superior standard of customer service then this is the role for you!

**ADD ANOTHER STAMP TO YOUR PASSPORT!  
RESERVATIONS CONSULTANT**

**MELBOURNE (INNER) –SALARY PACKAGE TO \$70K (OTE)**

One of the industry’s big guns is looking for a travel expert to join their fun and energetic team & sell world wide destinations. You must have a proven sales history and have knowledge of Calypso native to be considered for this position. In return you will be rewarded with a generous salary, career progression and the most enviable famils going around. This role won’t be available for long, apply now!

**DOMESTIC GURU  
WHOLESALE CONSULTANTS  
BRISBANE CBD – \$45K-\$50K OTE**

Here’s your chance to leave retail travel consulting behind and specialise in a product close to your heart. As part of this leading travel company you’ll love specialising in domestic products and handling enquires only from industry professionals. A role within this superb team is the start of a flourishing travel career, you’ll earn great \$\$, enjoy ongoing training, the opportunity to progress up the ladder and more. All you need is a min 12 months travel consulting experience.

**NORTHERN DELIGHTS  
RETAIL TRAVEL CONSULTANTS  
NORTH QUEENSLAND – UP TO \$45K PKG + BONUSES**

Is city life getting you down? Needing a change of scenery and want to make a sea change? Here’s your chance. We currently have a number of opportunities available in North Queensland for experienced retail travel consultants. You’ll sell domestic and international holiday destinations along with the occasional corporate travel request. Min 18 months international travel consulting exp and GDS skills is all you need. Apply today and start packing your bags.

## CHOOSE YOUR DARK SIDE NOW!

Every year when the Halloween season dawns at Hong Kong Disneyland, the dark forces emerge with increasingly intensified strength. **This year Disney's Haunted Halloween is SCREAMING with excitement!**

### Main Street, U.S.A. – **Clash of Evil**

Main Street, U.S.A. has become the stage for the ultimate showdown, where two new forces of evil will converge in an attempt to reign supreme over all evil this year at Disney's Haunted Halloween!

**Glow in the Park Parade.** Once a year, when dark forces prevail, this spooky sensation glows in the dark and rocks the Park.

**Cursed Jungle.** Be daring, and remember to capture a photo of your spirited adventures in Adventureland.

**Revenge of the Headless Horseman** The Headless Horseman himself has come to claim what's been stolen from him. You want to view his head - now he wants yours!

**Tomorrowland Party Zone.** Enjoy music, roving entertainment, stage performances and interactive fun with your friends.

**Space Mountain – Ghost Galaxy.** Space Mountain has been eerily transformed with a haunting sound track, ghoulish monstrosities and scary apparitions which lurk around unsuspecting twists & turns that will make your heart race and your skin crawl.



**HONG KONG DISNEYLAND'S HAUNTED HALLOWEEN  
NIGHT TICKETS NOW AVAILABLE**

Event Period: Oct 4 – Oct 31 (Thurs – Sun, plus Oct 31)

Night Ticket Hours: 6pm – 11pm