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# Travel Daily

First with the news

Friday 7th September 2012

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JESSICA TSOLAKIS  
RECRUITMENT ASSOCIATE

ISSN 1834-3058

## Qantas and Emirates

**TODAY**, a special front full page for *Travel Daily* highlights the newly announced alliance between Qantas and Emirates.

The groundbreaking partnership is still subject to ACCC approval, but it's planned that from Apr next year Qantas will operate its London Heathrow flights via Dubai rather than Singapore, along with extensive cooperation between the carriers.

See **page 4** for industry reaction.

## Walshe parent back in black

**SOUTHERN** Travel, the parent company of representation specialist The Walshe Group, has reported its first profit in three years, with a NZ\$110,000 result.

That's a \$733,000 turnaround from last year and reflects actions taken to restructure its Japan-focused inbound division.

Overall revenue was very similar to last year, and while it was another profitable year for the Walshe Group, this was at a lower level than previously due to the phase in of new accounts.

The loss of Royal Brunei online operations in New Zealand was

compounded by "underperforming accounts in the 2012 financial year which have resulted in a need to negotiate revised terms or working through a termination process," the company said.

Additions in the last year include China Airlines in NZ and Oman Air in Australia, while the new online Hawaiian Airline operations in NZ will see Auckland operations expand.

Asia is seen as an area for growth, with recent wins including IndiGo in Singapore.

The inbound division, suffering from the Japanese decline, was boosted by the Rugby World Cup.

**MEANWHILE**, the company also announced that from its 2012 agm, Rodney Walshe will be standing down as chairman, but will still remain a director.

A TEC chairman John King will step up as new Chairman and will "provide significant support to our Australian based ceo," Jacqui Walshe, the company said.

Southern Travel is also seeking advice about transitioning its listing on the current NZAX platform to an 'Unlisted' company.

## Mauritius winner

**CONGRATULATIONS** to Lesley Cavill from TravelManagers who has been selected as the winner of last month's amazing *Travel Daily* Mauritius competition.

Lesley has won a stunning \$5300 trip for two to the Indian Ocean paradise courtesy of Beachcomber and Air Mauritius.

## Leisurely Europe

**ALBATROSS** Tours is today promoting its 2013 range of European escorted tours, including an earlybird saving of \$600 per couple.

See the **last page** of today's *TD*.

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[www.qhv.com.au/agents](http://www.qhv.com.au/agents)

## TQ seeks ceo

**TOURISM** Queensland is today advertising for a new chief executive officer, following the abrupt departure of Anthony Hayes last month (*TD* 10 Aug).

The organisation is seeking someone to "provide leadership and direction," and be "instrumental in the implementation of DestinationQ by building collaborative and cooperative partnerships between government and industry."

An advertisement in today's *Financial Review* reiterates the importance the role in helping the Queensland tourism industry reach the goal of \$30 billion in visitor expenditure by 2020.

## Another big issue

*Travel Daily* today has eight pages of news and photos, a front full page from **Qantas and Emirates** plus full pages:

- AA Appointments jobs
- Albatross Tours

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Friday 7th September 2012

**NOU France**  
New Caledonia  
is a real taste of  
France, less than  
3 hours away

RUE  
DE PARIS



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## New TCF participants

**THE** Travel Compensation Fund has added seven new head office and branch travel agency locations in the last two weeks, including two outlets operating under Flight Centre's niche cruise brand Cruiseabout.

The new Cruiseabout offices are in Erina, NSW and Cleveland, Qld, while new head offices include RML Travel in Robina, Qld; Delhi Rocks Travels from Springvale, Vic; Iceberg Travel in Milton, Qld; and Excite Adventures in Marrickville, NSW.

## St Kilda Novotel sale

**THE** 211-room Novotel St Kilda Hotel in Melbourne has changed hands for about \$55 million, having been sold to Sydney property developer Barana Group which also owns the Novotel in Glen Waverley.

Accor's management agreement for the property has nine years left to run, but the 5,792 square metre site also has significant potential for residential redevelopment.

The vendor was Tourism Asset Holdings Limited.

## Travel spending rises 10%

**OVERALL** expenditure on travel by Australian consumers has increased 10% over the last two years, but the majority of the growth has come through direct bookings rather than via travel agent distribution.

That's one of the findings of a Quantum presentation at this morning's TravelTech conference in Sydney, which also reported strong growth in online travel agent bookings.

However, it's not all doom and gloom, with traditional agencies still commanding more than 75% of sales via travel agents.

Quantum has compiled the data through a partnership with National Australia Bank, in which the firm receives a direct feed of all electronic transactions by the bank's 2.5 million customers including EFTPOS, credit cards and direct debit.

The information is de-identified and then analysed, providing some unique insights into Australian travel shopping habits.

Quantum has looked at six categories of transactions: purchases with airlines, traditional

travel agents, online travel agents, car hire and cruising.

In the last two years, the revenue has remained static for traditional agencies, up just 1%, compared to 55% growth in online travel agency bookings and interestingly, a 17% increase in direct cruise line payments.

But the growth in OTA bookings is from a much smaller base, with bricks and mortar agency transactions still comprising 75% of the total agent booking pie.

In terms of total travel transactions including direct, accommodation bookings took the biggest share with 34%, followed by flights at 27%.

Traditional travel agencies were in third place with 22% of value, while online travel agencies came in at 8% - just ahead of direct car hire payments at 6% and cruising taking 3% of the share.

The data intriguingly revealed that people who spend money on travel were also much more likely to give to charity and events.

The average annual spend by Australian travellers was \$2800, the Quantum data found.

## Agents to the Cup

**EMIRATES** will launch a travel agent incentive on Mon, giving 10 lucky consultants the opportunity to attend the Dublin-themed Emirates Marquee at this year's Melbourne Cup Carnival.

Live from 9am on Mon, agents will be able to register at [www.emiratesincentive.com](http://www.emiratesincentive.com), book flights and earn points through until 21 Oct.

Sales are eligible across the entire EK network of 125 destinations and the higher the class, the more points per booking with bonus points achieved via an online quiz.

## Travelmakers France

**TRAVELMAKERS** has launched a new 2013/14 France brochure, which will be available at the French Travel Workshops in Sydney next week.

For the first time, the brochure features special package modules for Paris and regional France, as well as new cycling and walking tours, wine tours and barging.

From next week the program will also be available online at [www.travelmakers.com.au](http://www.travelmakers.com.au).

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Consideration for Famil based on number of bookings made in September & October. Famil departure in late Nov / early Dec 12

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# Travel Daily

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## DFAT eases Egypt advisory

**THE** Department of Foreign Affairs and Trade this morning reissued its travel advice for Egypt, reducing the destination to the second-lowest "Exercise a high degree of caution" level.

It's a major move for Egypt wholesalers, which have been struggling over the last 18 months since the Feb 2011 revolution.

The advisory continues to warn of risk of further civil unrest and also has a higher level of warning about the governate of South Sinai (apart from Sharm el Sheikh), while travellers are told "Do not travel" to the north Sinai

region which borders with the West Bank region.

As well as making the country more appealing to leisure travellers, the lowering of the overall advisory for Egypt is also likely to put the iconic destination back on the radar for the business events sector, with Egypt very popular for incentives.

Earlier this week, Bunnik Tours, which sent many groups to Egypt prior to the revolution, revealed that its turnover had fallen 22% in the last 12 months to \$17.9 million (**TD Mon**) due to the unrest in Egypt.

## Scoot open to trade

**SINGAPORE** Airlines' low-cost long haul offshoot Scoot is set to further expand its GDS links, with the carrier's Head of Commercial, Steven Greenway this morning confirming that two more GDSs will be distributing its fares in the coming months.

Scoot is already on Abacus, and Greenway also revealed that several major announcements are expected in coming weeks.

He said Scoot aims to "be on every shelf" with availability via API, GDS as well as its website.

## Canberra targets international flights

**CANBERRA** tourism authorities are actively courting direct international flights, with a significant expansion of the city's airport set to be completed early in 2013.

Once finished, the airport will have full customs and immigration capabilities, with recently appointed head of Australian Capital Tourism, Ian Hill, telling **TD** yesterday that he's hopeful of trans-Tasman flights, and has also spoken with a Chinese carrier.

## Vail plus Verbier

**US SKI** giant Vail Resorts has launched a unique partnership with the Verbier Resort in Switzerland, giving holders of the Vail Epic Pass three days of free access to the Verbier Piste.

Verbier includes the iconic Les 4 Vallees, Switzerland's largest ski area which includes Verbier, Nendaz, Veysonnaz and Thyon.

The pact adds even more value to the Epic Pass which gives unlimited, unrestricted skiing and riding at Vail's resorts in Colorado and California.

The reciprocal deal also gives Verbier season pass holders three days free skiing at Vail resorts which include Vail, Beaver Creek, Breckenridge, Heavenly, Kirkwood Northstar and Arapahoe Basin.

## Window Seat

**DUBAI** prides itself on being a destination that has something for everyone...and it does.

A popular misconception though is that the futuristic city is too expensive for the average traveller - very far from the truth.

Of course, for those where money is no object, Dubai has its share of "out of this world" palatial luxury available, such as the Royal Bridge Suite at the iconic Atlantis The Palm resort, which will set you back a cool AU\$20,000 per night, but which does come with 20% commission, should you manage to offload a stay in the 928sq-metre "room".

For more on the Atlantis The Palm, the property has released a new video, available on **Travel Daily TV** by clicking the logo or at [www.traveldaily.com.au/videos](http://www.traveldaily.com.au/videos).

**DOESN'T** get any fresher...

The Waldorf Astoria Hotel in New York City has decided to forgo the middleman in its daily purchase of honey for its culinary offerings, installing a hive on the roof which is now home to more than 300,000 bees.

It appears to be working, with the hotel reaping 95lb of honey in its first harvest recently.

No word has been released on how many chefs have quit in that time due to being stung while collecting the honeypot.



### Snow conditions

**WELCOME** to **TD's** regular snow conditions update, providing info on the latest snow falls, depths and lifts in operation across key Australia and New Zealand ski-fields.

Here's the latest snow reports:

- Falls Creek - 163cm / 15 lifts
- Perisher - 186cm / 33 lifts
- Thredbo - 186cm / 10 lifts
- Charlotte Pass - opens 22 Jun
- Mt Hotham - 185cm / 7 lifts
- Mt Buller - 84cm / 19 lifts
- Whakapapa - 165cm / 1 lift
- Coronet Peak - 40cm / closed
- The Remarkables - 70cm / 5 lifts
- Mt Hutt - 195cm / closed



### TICKET OFFICER

An opportunity exists for a full-time Ticket Officer at Singapore Airlines in the Adelaide Town Office, starting immediately.

**CONTEXT OF JOB:**  
Service all aspects of fares, ticketing, refunds, agency quotes and passenger enquiries with an emphasis on customer service.

**QUALIFICATION & REQUIREMENTS:**

- Experience in Amadeus an advantage
- A polite and pleasant personality with a strong service attitude
- A keen attention to detail and the ability to work well as part of a team
- Fares & Ticketing knowledge with completion of Fares & Ticketing II

**SALARY:**  
The position is graded under Singapore Airlines Enterprise Agreement 2011 as Band B-C.

Written application to be forward via email, attention The Manager, [info\\_adl@singaporeair.com.sg](mailto:info_adl@singaporeair.com.sg) by COB, Thursday 20 September 2012.  
Only suitable candidates will be accorded an interview.



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# No QF/EK commission changes

THE groundbreaking alliance between Qantas and Emirates will not see any change for existing commission structures “at this point,” with EK president Tim Clark saying it’s too early at this stage to talk about commercial arrangements.

At yesterday’s announcement Clark told **TD** that “these kind of things will flow” as further details of the pact are finalised.

“We’ll probably be talking about that later on...it’s early days, too early to say what we may or may not do,” he added.

The deal has been welcomed by stakeholders across the industry, with Tourism Australia ceo Andrew McEvoy saying it “has the potential to bolster international visitation and increase the dispersal of visitors in Australia”.

However, he said the loss of QF direct flights from Frankfurt will hit the inbound industry “and we shouldn’t underplay that, given the value of the German market”.

“Tourism Australia will work closely with the industry including those carriers that continue to serve Western Europe to ensure we best manage this change,” he added.

Qantas ceo Alan Joyce has flagged possible expansion of QF metal into Europe from Dubai, particularly once it takes delivery of its long-awaited 787 aircraft.

TTF ceo John Lee said the agreement had huge potential for Australian tourism.

“It will improve travel times and connectivity for travellers coming to Australia from Europe, the Middle East and Northern Africa”.

The wide-ranging cooperation deal is still subject to Australian Competition and Consumer Commission approval, with ACCC chairman Rod Sims saying the commission will examine it on a route-by-route basis.

# New FJ Australia head

ANDREW Stanbury, marketing manager for Air New Zealand in Australia, has been appointed as general manager Australia for Fijian flag carrier Air Pacific.

# Massive Canberra celebration

2013 will see a full year of celebrations for Canberra as the nation’s capital commemorates its 100th birthday.

The \$30m party, funded jointly by the ACT and Federal Governments, will see events take place across the calendar, in a huge investment which is hoped to change perceptions about the seat of government.

The massive program is being coordinated by the Centenary of Canberra Creative Director, Robyn Archer AO, who’s well known as a singer, writer, artistic director and public advocate of the arts.

At a function in Sydney yesterday, Archer previewed some of the events which include sporting, arts, musical, cultural and intellectual pursuits.



It’s so big that a 100-page plus brochure covers just the first five months of the year, with a sequel for the remainder of 2013 currently in final production.

A highlight will be 12 Mar which marks 100 years since the capital was formally named, while the year will also see Archer travel to Lucknow, India to hold a ceremony at the burial place of Canberra’s architect Walter Burley-Griffin.

Archer is pictured above with recently appointed Australian Capital Tourism ceo Ian Hill.

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Pictured is Maxeine McKeon from HWT Erina with Buzz Aldrin

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HONG KONG TOURISM BOARD

# HONG KONG ASIA'S WORLD CITY

**Hong Kong Wine & Dine Month.**  
**Best Place. Best Taste. 1 – 30 Nov 2012**

Kick off this epicurean feast with the 4 day Hong Kong Wine & Dine Festival showcasing the best in wine, cuisine, live music and entertainment. Throughout the month enjoy food and drink promotions, wine appreciation classes, themed tours and cooking classes.

Sample the flavour of Asia’s world city, where a new culinary experience lies around every corner.

Friday 7th Sep 2012

## RCCL cruises inland

**ROYAL** Caribbean Cruise Lines has concluded a six week tour of Australia & New Zealand in which it conducted 36 training events to more than 1500 travel agents on its RCI and Celebrity Cruises.

RCCL national sales manager Peter McCormack said he was very pleased with the response from agents in inland regions such as Bundaberg, Dubbo and Bendigo, saying the trade was very receptive and interested.

## AW Canada ski deal

**ADVENTURE** World is promoting a Silver Star special ski deal in which a family of four can pay just \$2389 for a week in the Canadian snow.

The deal includes seven nights quad share accom at Firelight Lodge and a seven day lift pass for two adults and two children aged under 12.

More info 1300 320 795.

## QF supplements HNL

**QANTAS** will operate an additional round-trip A330 flight between Sydney and Hawaii at the start of the upcoming private school holidays, with the QF83/84 operating on 09/12 Sep.

# Wu-hoo, look at these agents



## Vote now for World's Best Hotel Award

**REGISTRATIONS** are now open for the first "World's Best Hotel Award", with the grand objective to find a single hotel to honour with the title - world's best.

Unlike other hospitality awards, this "prestigious, global title" has no region or category-based awards.

All types of hotels may enter, whether a large resort, small boutique hotel, luxury lodge or modest – so everyone is in the running to win.

Registrations are open until 30 November, with voting by staff and guests from 1 December to 28 February, 2013.

Enter the codeword "BEN3237" where directed during the sign-up process to receive 10% off the normal registration price, with 15% from registration fees to be donated to brain cancer research.

The overall winner will be announced on 31 March, 2013 at [www.theworldsbesthotel.com](http://www.theworldsbesthotel.com) and on social media sites.

To access the registration page visit the awards website and click the "Registration" link.

## EK to boost JetBlue

**EMIRATES** has lodged an application with the US Department of Transportation, asking permission to expand its codeshare pact with New York-based carrier JetBlue.

The growth will see the EK code placed on JetBlue services to Barbados, Cancun, Punta Cana, Santiago and Santo Domingo.

**ABOVE:** This group of lucky Perth agents recently experienced an abridged version of Wendy Wu Tours' Indian Golden Triangle Itinerary.

Over seven days they took in the delights of Jaipur, Agra with the Taj Mahal, the Bharatpur Bird Sanctuary and Delhi.

They're pictured "doing the Wu" at the Royal Plaza with Go India.

## Travel Booking Coordinator

Carnival Australia is part of the Carnival Corporation, the world's leading cruise holiday company, representing iconic brands including P&O Cruises, Princess Cruises, Cunard, Carnival Cruise Lines, Holland America Lines and Seabourn. Cruising is the fastest growing segment of tourism in Australia, with brands managed by Carnival Australia representing approximately 80 percent of the market.

Reporting to a Team Leader, the Travel Booking Coordinator will be responsible for:

- responding to calls and emails from trade and contact centre regarding passenger flight, hotel and transfer bookings
- reviewing eZAir/CruiseAir booking queues to ensure accuracy and making adjustments as required
- providing a flight booking service (via Sabre) for the international brands we represent
- educating travel agents in the effective use of our online flight booking system
- booking corporate travel and accommodation for Carnival Australia's employees as required

We seek applications from experienced travel consultants/ticketing agents, who demonstrate:

- experience in a fares and ticketing role
- 2+ years' experience using an Air Booking GDS system (SABRE highly preferred)
- strong computer literacy with MS office, and the proven ability to grasp new systems
- a strong bias for providing excellent customer service
- excellent communication skills (both verbal and written)
- a high level of motivation, team orientation and a positive 'can do' attitude,
- completion of Fares and Ticketing 1 & 2 via IATA highly desirable

Please note: there is a requirement to work on a rostered basis to cover shifts between 8.00am to 6.00pm Monday to Friday and occasional Saturdays.

Apply online at [careers.carnivalaustralia.com](http://careers.carnivalaustralia.com) Job Reference: CAR/909380



## HONG KONG RIDDLE COMPETITION

This week **TD** is giving one lucky reader the chance to win a different Hong Kong themed prize every day, courtesy of the **Hong Kong Tourism Board (HKTB)**.

To celebrate Hong Kong Wine & Dine Month, HKTB will be sharing a daily dining riddle. Today, the 1st person to enter & answer correctly wins a Kylie Kwong cookbook, valued at \$60.



**CLUE: To experience a slice of old Hong Kong and fresh seafood, a visit to L\_\_\_ Y\_\_\_ M\_\_\_ you must include!**

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

Today's hints! Answer starts with 'L' & visit [www.discoverhongkong.com/au/dine-drink/where-to-go/dine-and-drink-districts/index.jsp](http://www.discoverhongkong.com/au/dine-drink/where-to-go/dine-and-drink-districts/index.jsp)

Congratulations to yesterday's lucky winner, Kartika Dwyer from New Horizons Holidays.



## Augmented reality app for BlackBerry

TRIPADVISOR has released a new dedicated BlackBerry application which utilises the device's inbuilt camera and GPS to bring up reviews for hotels, restaurants and bars within walking distance of the user. The app can be downloaded at BlackBerry AppWorld for free.

## Fiesta steamboats

FIESTA Holidays has expanded its range with the addition of the American Queen Steamboat Company, which operates the *American Queen* authentic steam-powered paddlewheeler. Tours range from 6-14 days and start at US\$1164 per person - more info 1300 368 484.

## NZ online renewals

THE New Zealand government has announced the launch later this year of an on-line system for passport renewals. Officials have flagged a review of passport fees which last changed in 2005, including making online renewals relatively cheaper to incentivise uptake.

## Dubai brings its shine to Aus



DUBAI brought its dazzle, charm and charisma to Sydney last night with the final stop on the 2012 Dubai Roadshow tour taking place at the Museum of Contemporary Art at The Rocks in Sydney.

More than 120 agents were given opportunities to meet with 20 representatives from Dubai suppliers, including hoteliers, attraction operators & destination management specialists including Dubai Golf, Arabian Adventures, Atlantis The Palm and Burj Khalifa.

Agents networked with the suppliers, able to have answered any questions, as well as interact

and learn more about the destination through a series of games, puzzles and challenges including trying to build a mini version of the Burj Khalifa.

The excitement and buzz in the air was palpable, fresh off the announcement yesterday of the global partnership between Emirates and Qantas (**TD** yest.)

EK's Tim Harrowell could barely hide his enthusiasm for the future of the carrier in Australia, reminding the trade that upon the start of direct services to Adelaide on 01 Nov (**TD** 05 Jul), and increasing capacity to Perth to thrice daily, the airline will fly 84 services per week to Australia.

Jumeirah also had exciting news, showcasing photos of its newly opened Jumeirah Creekside Hotel, which debuted on 01 Jul.

Dubai Tourism opened the evening by showcasing its newly released promotional and highly impressive video, which can be viewed at [www.bit.ly/defdubai](http://www.bit.ly/defdubai).

The roadshow was sponsored by Emirates and Jumeirah Hotels and Resorts, both contributing to the major prize on offer of two return tickets to Dubai, three nights in a Jumeirah Hotel, transfers and a range of exciting activities & experiences, which was won by Michelle Michael-Pecora from Travelmanagers.

Michelle is pictured above, fifth from left with the team from Dubai Tourism, representatives and partner sponsors, who from left consisted of Carlah Walton, DTCM; Lara Nickson, DTCM, Siraj Memon, Jumeirah Hotels; Angelya Vassiliadis-Balaguer, DTCM; Tere George, Jumeirah Hotels; Mohamed Almuhaire, DTCM; Julie King, DTCM; Tim Harrowell, Emirates & Fiona Stewart, DTCM.

## Technology Update

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



Imagine you have a customer travelling to Istanbul. You book their flights and a great hotel near

the Grand Bazaar and pocket a few dollars in commission.

The potential was there to book them a private car from the airport, a day tour including the Blue Mosque and a nice dinner. And of course travel insurance to ensure that they are covered.

But it just seemed a little difficult.

Land bookings are clearly the key to more commission and better customer service, but trawling through multiple providers and thousands of irrelevant options is time consuming and confusing.

The key is not to have access to ALL content, but the RIGHT content. And for it to be available within your standard booking system.

Travel agents live and breathe the GDS for booking air, hotel and car rental - it's quick and simple to book, commissionable, dynamic and offers the most relevant content for customers.

Amadeus is now offering you **greater choice** by partnering with specialist content providers such as Rail Plus, Car Pilots, HRS, The Lido Group and global insurance suppliers to ensure that the right add-on margin opportunity is available to agents within the GDS booking environment. Find out more here [sales@au.amadeus.com](mailto:sales@au.amadeus.com)

**Sari Vahakoski, Managing Director, Amadeus IT Pacific**

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Hello Tomorrow



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Are you passionate, committed and want to represent Emirates in Perth?

Visit [emiratesgroupcareers.com](http://emiratesgroupcareers.com) for more information on the following positions available. To apply please use the following reference numbers;

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Airport Services Agent ASA/CJ/22514  
Lounge Agent – Part Time LA-PT/CJ/22521

### Sales Positions:

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Senior Sales Support Assistant SSSA/CJ/22513  
Customer Sales & Service Agent CS&SA/CJ/22509

Applications close Wednesday 19<sup>th</sup> September 2012

Telephone and postal applications will not be entertained.

Where could you be tomorrow?



## Travel Specials

**TRAVEL  
INDUSTRY  
CLUB**



Travel, for  
travel people

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

It has been a big week in the news for **Emirates**, and this week's offer from the **Travel Industry Club** has just made it bigger. To celebrate EK's newest route to Australia, TIC is offering return seats from Adelaide to Dubai starting from \$1099 plus taxes. Call TIC on (02) 9700 8711 to book.

**Adventure World** has released a special offer for 20% off ticket prices to see **National Geographic Live** at the Sydney Opera House. Hear stories behind some of the most amazing travel photos, told by the adventurers that took them. It might not inspire you to swim with sharks or dive with whales, but it will surely give you a unique insight into some of the most amazing spots on earth. For details or to buy tkts, visit [www.bit.ly/awngtkts](http://www.bit.ly/awngtkts).

Fresh off the back of the release of its 2013 Maldives packages, **Fiesta Holidays** has upped the stakes again with an offer of 5-nights including **Singapore Airlines** airfares starting from \$2332pp ex PER or \$2356pp ex SYD/MEL/BNE and ADL. For more details or to book, phone 1300 368 484.

Jet off to Cairns these school holidays with Accor, who has released a range of special packages, including 5-nights at the **Novotel Palm Cove Resort** for two adults and two kids starting from \$1150 per room - ph (07) 4059 1234. Alternatively, the **Novotel Cairns Oasis Resort** has rooms available from \$180 per night - phone (07) 4080 1888. Book-by dates and selected travel dates apply for both offers.

### QF driving to airports

**QANTAS** has announced a new "Chauffeur Drive" service in line with its new Emirates partnership.

First and Business Class pax on flights longer than 12 hours will be able to utilise a private driver transfer door-to-door at each end.

For a list of cities in which the new service is available, visit [www.qantasandemirates.com](http://www.qantasandemirates.com).

### Movies on Sun Island

**SUN** Island Tours will next week give away four tickets to the Lavazza Italian Film Festival, valid in Adelaide, Sydney, Melbourne and Brisbane.

To enter, simply answer a "super easy" question that the wholesaler will post on its Facebook page next week, with the winner to be drawn on Wed.



## RETAIL TRAVEL MANAGER

GTS Travel is an award winning boutique agent part of the Travelscene American Express network, who has been in operation for over 30 years.

With a proven record of sound retail skills, we require an outstanding Retail Travel Manager or a 2IC who is ready to take it to the next level to lead our office located in Mirrabooka (WA).

**To be successful for this role, you must possess the following skills:**

- Minimum 5 years travel management experience or similar.
- Must be Sabre & Tramada trained.
- Must have excellent Time Management
- Able to train and motivate a team of 3 Travel Consultants
- Work closely with BDM to grow the business
- Work well under stress and deadlines
- Must be multi-task
- Excellent customer service delivery
- Attention to detail

**We offer a competitive salary for the right candidate. If this sounds like you and are ready to take Retail Travel to the next level, send your application and resume to [belinda@gststravel.com.au](mailto:belinda@gststravel.com.au).**

**Travel Daily**  
First with the news

Friday 7th Sep 2012

### GA posts huge profit

**GARUDA** Indonesia has reported a 131% year-on-year increase in operating profit for the first half of 2012, posting a US\$10.8m profit for its 9.6 million pax carried.

## Brett Lee & TA hit India for six



**CRICKET** legend Brett Lee, acting as the newest "Friend of Australia", this week joined with Tourism Australia to welcome a delegation of 70 Indian travel agents, in town as part of TA's Australian Mega-Famil.

Lee provided a money-can't-buy experience in a guided tour of the Melbourne Cricket Ground as one of the final highlights of a full week of activities across the country for the group, who split up to cover places such as the Hunter Valley, the Gold Coast, Perth, the Whitsundays, Kangaroo Island and the Yarra Valley.

Federal Tourism Minister Martin Ferguson this week said tourism from India could comprise visitor numbers upwards of 300,000 annually by the year 2020.

Lee is **pictured** above with the Indian delegation following their tour of the MCG.

### WA seeks developers

**WEST** Australia Planning Minister John Day has called for expressions of interest from hotel and resort developers for the first land release at Elizabeth Quay.

The WA Govt will release two sites adjacent to Barrack Square to be developed into a premium hotel project.

### Hop on hop off island

**HOLDERS** of the Sydney Harbour Explorer Pass are now able to visit two National Park islands in Fort Denison and Shark Island for an additional \$7 through Captain Cook Cruises' school holiday offer.

The HOHO Explorer departs Circular Quay every 45 minutes.

### POA to be revamped

**NORWEGIAN** Cruise Lines has announced it will place its Pride of America liner into drydock next Mar to undertake a US\$30-million renovation project.

The 2,124-pax vessel will see 24 new suites, including 22 Family Suites & two new owner's suites.

Public area works will include the construction of four new studio suites for solo travellers, new interior designs for several restaurants, new carpeting, upgrades to the fitness centre, new signage throughout and a refreshed gift shops & art gallery.

All new suites and staterooms will go on sale from 01 Oct for sailings from 07 Sep next year.

### Fresh Peninsula look

**PENINSULA** Hotels will undertake a US\$58m renovation to its flagship Hong Kong property as part of a soon-to-be-launched global marketing campaign.

The promo will focus on the highlighting "moments" that can be experienced during a stay at any of the group's nine properties.

Works to be installed at the Peninsula Hong Kong include a new interior look, implementation of touch-screen tablet technology to control in-room functions and enhanced LED audio visual offerings in each guest room.

## DFW sign up with ICN

**DALLAS** Fort Worth Airport and South Korea's Seoul Incheon Airport have signed a partnership agreement to develop a closer relationship between the two.

The pact will see the facilities work together on sharing information on business and operational projects as well as developments in areas such as customer service, sustainability, engineering, airport amenities and airfield operations.

## PGA into travel

**THE** Professional Golfers Association of Australia has launched PGA Travel which it says aims to become a "leading provider of golf related domestic and international travel".

It's a division of the already established Teed Up Tours, and will be the official travel supplier for the PGA offering exclusive 'stay and play' packages for PGA Tour of Australasia tournaments.

PGA ceo Brian Thorburn said each year golf travel injects more than \$400 million into the Australian golf and tourism industries, with PGA Travel set to generate a new income stream as well as promoting Australia as the "must-visit golf destination".

## School's out for new TIME mentees



**GRADUATION** night came this week for the latest class to progress through the Travel Industry Mentor Experience (TIME) education program.

Held at the BLUE Sydney Hotel in Sydney's Woolloomooloo, the graduates were joined by their respective mentors, all long-serving and highly-respected and decorated industry members.

The special guest speaker at the ceremony was Association of Travel Management Companies (ATMC) President Craig Smith, who wished the graduates well as they continued on their paths in the travel and tourism industry.

TIME Chairperson Penny

Spencer, founder of corporate travel agency Spencer Travel, said "TIME was created to foster the talent in the industry."

"The knowledge and experience mentees gain from the program empowers them to further develop their careers".

**Pictured** above are three of the graduates with their mentors; from left, Oliver Tams, Ryan Montgomery, Penny Spencer, Emily Warbrick, Philip Styles and Nigel Rodighiero, with fellow graduate Cassy Hall not pictured.

Travel Daily has more photos from the graduation ceremony on our Facebook page, available at [www.facebook.com/traveldaily](http://www.facebook.com/traveldaily).

## WIN a trip for two to South Africa

### Tick South Africa off your Bucket List!

**During September, South African Tourism, South African Airways & Travel Daily are giving Travel Consultants the chance to win an incredible 7 day holiday for two.**

Including: economy airfares to Johannesburg, 2 nights city stay, 4 nights luxury safari lodge, transfers, tours & breakfast daily.

**PLUS** weekly draws: 2 bottles of South African wine....Check Travel Daily each week to see if you are the winner!



### TO ENTER

Tell us in 25 words or less what is on your Bucket List in South Africa!

**Get creative and email your response to**

**>>> [satcomp@traveldaily.com.au](mailto:satcomp@traveldaily.com.au)**

Register for the South African Tourism Roadshow  
**>>> [www.etouches.com/SARoadshow](http://www.etouches.com/SARoadshow)**



*Click here for competition terms and conditions*



## Aussie amenities American appointment

**CONCEPT** Amenities, supplier of environmentally responsible hotel products, has named Australian Kerry Downen as its new Vice President of Sales for North and South America.

Downen has been with the company for 11 years in Australia, most recently as Queensland & NT Sales Manager.

She's well known in the industry, being on the Women in Tourism Committee and also serving as secretary of the South East Queensland Professional Housekeepers Association.

Downen will relocate later this year to the Concept Amenities head office in Las Vegas later this year to take up her new role.

## AI gets its Dreamliner

**AFTER** a four-year delay, Air India has finally taken delivery of its first Boeing 787 Dreamliner.

The carrier has ordered 27 of the aircraft, with 14 more to be received by Mar next year.

 **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)

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### MOVE WITH THE TIMES

#### ONLINE CRUISE CONSULTANT x 2

#### MELBOURNE & SYDNEY (INNER) - SALARY PACKAGE TO \$55K

Travel Agents, now is the time to move away from face to consulting and step into the online world! With online travel growing bigger and bigger you don't want to miss the boat!

This online agency will see you booking exciting cruises to worldwide destinations to the general public! You will love the warehouse style environment and the 9:30am starts! With a sensational salary package on offer, why wouldn't you move?

### ROLL OUT THE RED CARPET

#### HIGH END LEISURE CONSULTANTS

#### MELB & SYDNEY (INNER) - SALARY PACKAGES TO \$60K

Work close to the CBD with this boutique high end leisure travel agency and be a part of this fun team environment!

Moving away from the time wasters and the budget bookings, this role will see you booking travel for your repeat and referral clients. From Tuscany Villa stays to 5 star private island escapes! If you have a min 5 years retail experience now is your chance to make your move into the high life!

### REACH FOR THE SKY WITH THIS RES ROLE

#### AIRLINE RESERVATIONS - PART TIME

#### MELBOURNE (CBD) - SALARY PACKAGE \$40K+ PRO RATA

Are you a fares and ticketing guru? We have a new airline reservations role in Melbourne that will see you working Part Time Hours M-F! Located in the CBD you will be responsible for assisting with reservations, ticketing and sales! With exotic destinations on offer and sensational staff benefits you would be crazy to miss this role! Part time roles are rare in the travel industry, so don't delay! Apply today!

### DO YOU SPEAK JAPANESE?

#### CORPORATE TRAVEL CONSULTANT

#### MELBOURNE (CBD) - SALARY PACKAGES TO \$43K+ (DOE)

We have an exciting new role with a difference! This corporate travel consulting role will see you booking exciting travel itineraries for your loyal corporate clients. Liaising in both English and Japanese, this is the perfect opportunity to put those Japanese language skills to good use. If you have minimum 12 month experience in a travel related role then this could be yours! Call us today to find out more!

### ESCAPE ROUTINE

#### CASUAL AFTER HOURS CORPORATE CONSULTANT

#### BRISBANE INNER SUBURBS - TOP HOURLY RATE

Tired of a 9-5 boring job? Wish you had days off to laze in the sun? Here's your chance. We are currently looking for experienced corporate travel consultants to join this reputable TMC as an after hours consultant. Working a 7 day/24hr roster you will enjoy assisting clients with last minute changes, emergency assistance and more. No two calls will be the same. A top hourly rate is on offer with a strong training program.

### GOT YOUR SEA LEGS?

#### CRUISE CONSULTANTS

#### BRISBANE CBD - SALARY PACKAGES TO \$48K + BONUSSES

Are you a talented consultant with excellent cruise knowledge? Want to make it a career? This leading travel operator is looking for passionate cruise consultants to join their growing teams. Not only will you be booking a range of cruise liners but will also sell pre and post arrangements and airfares. A rewarding salary package along with free cruises, sensational educationals and career progression.

### LOOKING FOR ROLE WITH BITE? JOIN AA

#### TRAVEL RECRUITMENT CONSULTANT

#### BRISBANE - SALARY PACKAGE \$60K + BONUSSES

Tired of working as a front line travel consultant? Want to stay in the travel industry but thirsty for a new challenge?

Want to be excited about coming into work everyday? Then RECRUITMENT could be your ideal match.

Following a very successful financial year, our Brisbane office is searching for a talented individual to expand our Perms division. As part of our friendly team, you will be responsible for sourcing ideal candidates for our existing clients, business development and assisting our candidates in their career development. You will enjoy fantastic perks including an uncapped salary package, up to 5 weeks paid annual leave and amazing team rewards including a luxury Annual AA Conference. This is the ideal opportunity to use your travel industry knowledge, passion, strong sales ability and great customer service skills in a whole new career direction.

Want to know more? Contact our MD on 02 9231 6377 or send your CV to [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)

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Albatross European tours have been designed specifically for you – the Australian and New Zealand traveller. We understand that you want more from an escorted tour than a few hurried, all-too-brief visits and long drives on a coach.

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With our smaller group sizes up to only 30 people on our summer departures, you will enjoy a more intimate touring experience, staying in charming, character hotels and dining in delightful local restaurants larger groups simple cannot use.

## *Genuinely inclusive*

Our tours represent exceptional value for money and already include all of those special excursions, visits, sightseeing tours and feature dinners. We even include your end-of-tour tips to the tour manager and driver.

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- ✈ The Italian 'Grande' – 18 days
- ✈ La Francaise – 17 days
- ✈ Provence and Tuscany to Umbria – 17 days
- ✈ Black Forest, Bavaria and the Tyrol – 15 days

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