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Friday 21st September 2012

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ISSN 1834-3058

Virgin pilot pay talks

PILOTS at Virgin Australia have rejected a pay offer from the carrier, saying the conditions on offer are significantly lower than those at rival Qantas, according to the *Australian* newspaper.

More than 60% voted against the proposed deal.

"We think that if our pilots are competing against Qantas pilots who are paid significantly more, then it's time for our pilots to be paid accordingly," the union said.

Australia to host WYSTC

TOURISM Australia says the hosting of next year's World Youth and Student Travel Conference in Sydney (*TD* breaking news) will attract around 800 delegates from 80 countries around the world.

The event will take place at the Sydney Convention and Exhibition Centre in Sep 2013, with the announcement of Sydney made at this year's WYSTC in San Diego yesterday afternoon.

TA md Andrew McEvoy and ATEC chief Felicia Mariani congratulated Sydney on becoming the host city, after a bid by Business Events Sydney.

"As the major global youth and student education and travel event, WYSTC will provide our smaller operators with the capacity to engage with distributors they might not normally have access to,

particularly for those who can't afford to travel to this annual global conference," said Mariani.

McEvoy admitted that the youth segment had been suffering in recent years - particularly in terms of regional dispersal.

He said the backpacker market was "now more likely to stay in major cities and work rather than travel around Australia engaging with tourism product.

"We must strengthen the message that Australia is a wonderful destination full of unique experiences, adventure and a place to explore fully... WYSTC will help sell that message and overcome some of the declining engagement amongst youth travellers with regional Australia," McEvoy added.

Palazzo acquisition

A GROUP of Chinese investors has signed a deal for the Gold Coast's luxury Palazzo Versace hotel - and they will also have the ability to develop more hotels under the brand in other markets.

The conditional sale by listed property group Sunland is worth \$68.5 million, and is subject to approval by the House of Versace as well as the Foreign Investment Review Board.

It's due for settlement in Nov.

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Seven pages of news

Travel Daily today has seven pages of news and photos, plus a full page from: ([click](#))

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Keith Prowse live price

KEITH Prowse Travel says the new live pricing on its centralised ticket and travel services portal (*TD* 25 May) is offering significant savings in destinations such as Las Vegas, New York, London and Sydney.

MD John Godwin said www.keithprorowse.com.au gives live comparisons to 54 other booking engines along with last minute availability on tickets.

CZ SYD aircraft swap

CHINA Southern Airlines has modified capacity on services between Guangzhou and Sydney for the Northern winter.

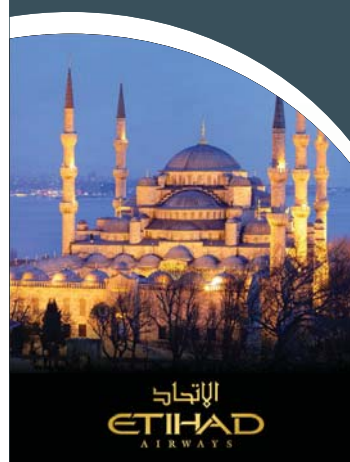
According to GDS displays, CZ has reversed plans to operate B777-200ERs on flights CZ301/302, sticking with A330-200s.

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NOU So Close

New Caledonia is a unique island paradise, less than 3 hours from Sydney and only 2 hours from Brisbane

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Sebel CNS China-ready

SEBEL Cairns has this week been accredited by Accor as an official Chinese Optimum Service standards provider, ahead of the arrival of China Eastern flights.

The property is the first former Mirvac group hotel to be recognised as a provider of the key service standards, which sees it offer special buffet and menu items as well as Chinese hotel materials, TV services and staff members fluent in Chinese.

Victoria chases China buck

TOURISM Victoria has confirmed today the launch of non-stop services to Melbourne by a new Chinese entrant to the Australia market, Sichuan Airlines.

As previously flagged by *Travel Daily* on 07 Jun, the Chengdu-Melbourne service will operate thrice weekly, but a specific start-up date for Sichuan is currently under "commercial negotiations." 3U will provide an extra 44,200 seats annually to Victoria.

The announcement comes as the Premier of Victoria, Ted Baillieu launched a China-specific campaign for the state as part of a 'super trade mission' to the

Asian country this week.

The trade mission involves 600 delegates from 450 businesses, and will target 13 cities including Beijing, Shanghai, Chongqing, Guangzhou, Hong Kong & Shenzhen.

Tourism Victoria's 'Open up to More' promo is the body's first dedicated brand campaign, and includes a fully redeveloped Chinese portal, digital/print media and social media activities.

The focus of the campaign is to take advantage of record numbers of Chinese travellers visiting the state.

In 2011, more than 265,000 visitors from China stayed in Victoria, representing a six-fold increase on the figure set in 2000.

Baillieu said the campaign promotes Victoria's diversity and sophistication to Chinese travellers, as well as the "stylish, romantic & contemporary" capital city.

Tourism Australia md Andrew McEvoy welcomed the planned new Sichuan Airlines service.

Chengdu was identified by TA as one of three new Chinese gateways it would target in 2013.

SATC to target China

SOUTH Australian Tourism Commission are preparing to launch a major promotional blitz into China to promote the state.

The campaign will encompass a mix of traditional media as well as online and social campaigns.

SATC director of sales and int'l Karyn Kent told *TD* the campaign would evaluate the opportunities on how the state can capitalise.

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*conditions apply

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ing

Creative roadshow

CREATIVE Holidays will host a five city 'World on Show' 2012 roadshow in Sydney, Brisbane, Melbourne, Adelaide and Perth, between 22-30 Oct - register now at www.bit.ly/creativeshow.

Bowling Night rsyps

VISIT USA is calling on teams to register urgently for its Bowling Night, being held on 03 Oct at Kingpin Darling Harbour - register asap to tristan@gate7.com.au.

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*Conditions apply

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DJ leads on-time performance

VIRGIN Australia has taken the lead for on-time performance by a major domestic carrier for departures during Aug, at 85.6%.

Released today, the Bureau of Infrastructure, Transport and Regional Economics report shows Virgin pipped Qantas by 0.3% (on 85.3%) then Jetstar (78.2%) and Tiger Airways (75.8%).

Virgin Australia's ATR/F100 regional operation with Skywest Airlines set the departure OTP benchmark for Aug, at 87.5%.

DJ also saw its on-time arrival performance in top spot, albeit tied with Qantas, on 82.3%, followed again by Jetstar (78.1%) and Tiger (73.4%).

"To be best airline in Australia for on time departures - no matter how you look at it - is an extremely satisfying result," a DJ spokesman told **TD** today.

"This outstanding result is a tribute to our staff and the sustained long-term program of work they have implemented to improve on time performance," Colin Lippiatt said.

Overall, last month's departure and arrivals performances were down by around 1% on the same time in Aug 2011.

QantasLink had the highest share of cancellations, at 2.3%, and cancellations were highest on the Adelaide-Gold Coast city pairs at 4.8%, then Karratha-Perth and Melbourne-Sydney, both at 4%.

MU SYD flight boost

CHINA Eastern Airlines plans to boost services between Shanghai and Sydney to nine weekly from 14 Dec, according to Oceania gm Kathy Zhang.

The MU executive told **Travel Daily** in Cairns on Wed the extra flights are being added as part of an effort to reduce connection times to North America & Europe, which in some cases requires an 18-hour lay-over.

MEANWHILE, Zhang flagged a possibility of offering double-daily services on the Shanghai-Cairns route (launching 30 Oct) within three years, dependant on market response.

Zhang said the Cairns market held huge potential and that the soon-to-begin trial services will be an interesting barometer on which to judge future growth.

CNS agents laud MU

RETAIL travel agents were quick to praise the decision by China Eastern Airlines to start scheduled services to Cairns, even if only on a trial basis in the short term.

Phil Slater from The Travel Lounge told **TD** the Cairns market is sure to love the new link direct to China and onward to Europe.

"A lot of people here detest flying south [in order] to go north, and in that respect, China Eastern will be great," Slater said.

"It will be a direct flight out of Cairns that is not a budget carrier & an alternative to Cathay Pacific".
"It should go well," Slater added.

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 - 138cm / 14 lifts
- Perisher - 213.5cm / 28 lifts
- Thredbo - 213.5cm / 12 lifts
- Charlotte Pass - 213.5cm / 0 lifts
- Mt Hotham - 148cm / 10 lifts
- Mt Buller - 132cm / 11 lifts
- Coronet Peak - 45cm / 7 lifts
- The Remarkables - 70cm / 7 lifts
- Mt Hutt - 215cm / 5 lifts



Ticket & Reservation Officer

As one of the fastest growing airlines in the world, this position requires high level of customer service to our call centre and serves our walk-in customer at our Sydney office.

Duties include:

- Dealing with travel agents and customer enquiries.
- Working as part of the professional National Call Centre team on a daily bases.
- Update the existing databases and the status of each customer/prospective customer.

Successful candidates will have:

- Minimum of 2-3 years of experience on airline ticketing & reservation.
- Strong communication skills. Fluent English is mandatory, while Mandarin & Cantonese are preferable.
- Solid understanding on daily ticketing & reservation tasks.
- Intermediate to Advance level on the GDS system, preferably on Amadeus.

Please email a cover letter with resume attached to hr@csair.com.au. Application closed on 10th October 2012.
Only the successful applicants will be contacted.



Window Seat

SYDNEY is well known around the world for a lot of things, and it may soon add to that list.

Dog-food maker Purina is calling all dog owners to round up their canine companions, big or small, and to converge on Sydney's Domain precinct to be part of an attempt at breaking the Guinness World Record for the loudest bark by a group of dogs in history.

The attempt will take place between 10am-2pm on Sat 27 Oct and will form part of a free event held on behalf of the Animal Welfare League NSW and will be hosted by dog-lover and Today Show weatherman Steve Jacobs.

More information on the event, celebrity attendees and doggy treats available at www.purina.com.au/bark-in-the-park.

CHENGDU Panda Base is on the lookout for three global "Pambassadors" following the launch of its 2012 Global Panda Awareness Campaign.

Three panda-lovers, passionate about protecting the species will be hired to serve as the official Pambassadors for a year, during which they will become the public face of the campaign.

Successful applicants will also next year participate in a "Global Panda Conservation Tour".

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TN \$425 agent fare

AIR Tahiti Nui has an industry fare for agents and companions available on return flights from Auckland to Papeete, valid for travel from 04 Nov to 18 Dec.

Fares are NZD\$425 for agents and NZD\$475 for one companion, travelling on the same TN flights. Book on 1300 732 415.

Chnl 10 travel shows

NETWORK 10 will launch two new food-travel programs this weekend, with APT featuring heavily in both, exploring parts of Australia, NZ, Asia and Europe.

Huey's Kitchen on Tour and *A Taste of Travel* will air at 2:30pm and 3:30pm respectively on Sat for the next 13 weeks.



WIN A \$100 PREPAID VISA CARD!

This week **TD** has teamed up with **inPlace Recruitment** to celebrate the launch of their new travel recruitment website, by giving five readers the chance to win a \$100 prepaid Visa card to spend online or in a store of their choice!

For your chance to win, be the first person to send in the correct answer to the daily question below.

What is the name of inPlace Recruitment's sponsored Assistance Puppy?

Email your answer to inPlacecomp@traveldaily.com.au
Hint! Visit www.inplacerecruitment.com.au
Congratulations to yesterday's lucky winner **Solinda Person**, from **Corporate Traveller**.



Vanuatu visits up 30%

VANUATU Tourism Office has reported a 28.5% spike in Aussie visitor numbers in Jul compared to the same period in 2011.

Australia is the number one source market for Vanuatu, with the Jul arrivals up to 7,200.

Year-to-date arrivals from Australia are up 17.5% to 59,200.

VTO general manager Linda Kalpoi is optimistic the result will enable Vanuatu to achieve its target of a 10% y-o-y rise.

Kalpoi said joint campaigns with wholesale partners in Australia late last year and in 2012 have driven sales.

"A key part of our strategy this year was to educate agents," she said, with 'quiz night' roadshows and VTO's newly launched online training cited for the success.

Kalpoi said the 2013 strategy will capitalise on work and partnerships struck in recent years "and also to build on our niche segments such as weddings, meetings & incentives."

"Our overall aim is to ensure that Vanuatu remains in position as one of the top South Pacific island destinations for Australian travellers," she added.

SA keen to see EK fly

SOON to launch regular direct services to Adelaide by Emirates can't come soon enough, says Karyn Kent from the South Australian Tourism Commission.

Kent told **TD** airlines were really taking notice of the potential available from the SA market.

"With Emirates coming online, it's a big opportunity for us in UK/Europe which is still over 50% of our business.

"Emirates for us is a game-changer," Kent added.

Getaway Asia special

TOMORROW night's episode of Channel Nine's dedicated travel show *Getaway*, airing at 5:30pm, is a special on Asia and features Thailand, Bali, Taiwan and Japan.

Peppers NZ addition

PEPPERS Retreats, Resorts & Hotels will open its newly branded New Zealand property in Able Tasman NP on the South Island on Sat - Peppers Awaroa Lodge.

The 26-room lodge becomes Peppers 7th in its NZ portfolio - see www.peppers.co.nz/awaroa.

SA spreads its wings into Syd



AS DOMESTIC visitor numbers continue their recent resurgence, South Australian Tourism Commission (SATC) and nearly 30 local suppliers visited Sydney's trendy Museum of Contemporary Art last night to woo more than 100 local members of the trade into helping that trend continue.

Expertly wielding a microphone as Master of Ceremonies for the evening was Sydney breakfast radio personality Tim "Rosso" Ross from Mix 106.5 FM.

Rosso's T-Shirt perhaps best summed up the message for the event, adorned with a map of South Australia with the simple phrase "Heaps Good".

"You can fly into Adelaide and

be in the Barossa that evening for dinner," Rosso told **Travel Daily**.

"South Australia has beautiful beaches, and it's an experience not enough people on the east coast have had," Rosso added.

SATC director of sales and int'l Karyn Kent said there was a lot of new product in SA for suppliers to educate the trade about.

"It's been a great response from the trade and suppliers are seeing a real mix of business coming through, both domestic and int'l."

Rosso is pictured above left at the event, with Karyn Kent, SATC; Jennifer Taylor, Rodney Fox Shark Expeditions; Renee Newman, Kangaroo Is. Sailing and Darcy Maine, Kangaroo Is. Helicopters.

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Europcar Australia is seeking an Inbound Sales Manager to build and implement sales strategies and lead tactical sales activities that will enable targeted revenues from the Leisure market. In this dynamic and challenging role your focus will be on the development of the International, Inbound & domestic tour operator market by generating new business and increasing revenue through existing partnerships.

Your responsibilities will include but not be limited to:

- Developing and implementing promotional initiatives to exploit market opportunities
- Conducting direct negotiations with key clients and monitoring contract performance
- Developing sales strategies to successfully attract targeted accounts
- Building relationships with clients and key market players
- Attending trade shows

To be successful with your application you must have:

- An understanding of travel agency booking systems and processes
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- Business development experience in car rental or wider travel industry

Based at HQ Melbourne, this is a fantastic senior career opportunity for an experienced travel industry professional. Please forward your application to Human Resources, anna.dixon@europcar.com quoting reference number 'HO 21/12.'

MK1644

AirAsia's biggest sale

KUALA Lumpur-based carrier AirAsia 'Biggest Sale Ever' is now on with fares to over 80 cities priced from just \$9, available til 23 Sep, for travel 01 Apr-30 Sep.

Sheraton Macao debut

PHASE one of the monstrous Sheraton Macao Hotel, Cotai Central in Macau has opened.

Claimed by Starwood Hotels & Resorts as "the largest hotel to open worldwide in 2012", the first of two towers welcomed guests yesterday, and features 1,829 rooms, a 13,000sqf Sheraton Club Lounge and Shine Spa.

The second phase will see 2,067 additional rooms open early next year, bringing the total room count at the complex to nearly 4,000.

Scoot onto Wego

SCOOT has broadened its online presence, signing a commercial agreement to integrate fares on the Wego travel metasearch platform in over 50 countries.

"For Scoot, the partnership with Wego extends our reach & helps introduce Scoot to new customers," ceo Campbell Wilson said.

Driveaway US bargain

DRIVEAWAY Holidays is offering discounted US car hire rates from \$35/day for an economy vehicle or \$57 for a Ford Mustang, on sale until 31 Oct - 1300 363 500.

2014 Tahiti pricing

TAHITI Travel Connection has loaded 2013 package prices on its website, valid for travel to 31 Mar 2014 - www.tahititravel.com.au.

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.

See all of the Hawaiian Islands while only having to unpack your bag once with today's super special from **Norwegian Cruise Lines** and the **Travel Industry Club**. Set sail across the picturesque Pacific on a 7-night voyage aboard the *Pride of America* with cabins starting from \$1252ppts. For more details or to book, phone TIC now on (02) 9700 8711.

Keen foodies will want to head to **Peppers Salt Resort & Spa** at Kingscliff on the Tweed Coast on the weekends of 26-28 Oct or 15-17 Feb to enjoy the resort's "Gourmet Food Trail" celebrations. Packages start from \$998 per couple and include two nights in a 1-Bed Spa Suite, full brekkie daily, plus a full program of "unique dining experiences and events" with Exec Chef Reuben Radonich. See www.peppers.com.au/food for more details.

Air New Zealand has launched the Great Short Break sale on seats to the picturesque paradise of Norfolk Island. Enjoy a weekend away, with seat-only fares on sale until 05 Oct ex BNE from \$328 or \$376 from SYD, both excluding taxes. The deal is valid for travel between 06 Oct and 15 Dec with max 3-night stay. Conditions apply, see www.airnewzealand.com.au.

Enjoy prime viewing of Canadian wildlife with **Adventure World's** "Grizzly Bears of Knight Inlet" package. Starting from \$1985ppts, the three-night package includes meals, floatplane transfers and bear-viewing experiences with the assistance of an expert guide. Ph 1300 320 795 to enquire or book.

Boulding bowls over VIPs



INSIGHT Vacations president & ceo John Boulding thanked the brand's highest selling agents at its annual NSW Top Achievers Dinner in a sign of appreciation for their continued support and dedication to the company.

This year's dinner was held on Fri last week at the renowned Zest Waterfront, Royal Motor

Yacht Club in Point Piper, Sydney.

Pictured from left are: Insight Vacations' Walter Delorie, Lisa Kirwan and Joost Timmer, md Australia; Leanne Pettit; John Boulding, Insight Vacations pres/ceo; Sarah Fahart; Angela Melotti; David Farrar, Insight Vacations; Luke Kokotovish and Steve Farrelly, Insight Vacations.

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Central Reservations Team Leader

Mantra Group is one of Australia and New Zealand's largest accommodation providers with a network of over 115 hotels, resorts and retreats operating under the successful brands of Peppers, Mantra and BreakFree.

We are looking for an experienced Team Leader to join the Central Reservations Team on a 12 month maternity contract, based in the heart of Surfers Paradise.

Our large Central Reservations Team receives approximately 1000 calls a day, assisting our guests with their booking arrangements into our 115 properties around Australia and New Zealand.

As the Team Leader your key responsibilities will be:

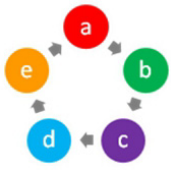
- Drive for results and setting direction. The drive and energy of leaders creates the momentum needed for service change and for meeting challenging targets.
- Building effective team and working together to achieve a common goal.
- Problem solving – using experience and confidence to solve guest problems.
- Planning and organisation - the smooth functioning of the work area depends on the Leaders ability to effectively plan, organise and coordinate the team of people to ensure that objectives are met.
- Customer focus - providing services that are useful and relevant for existing and potential guests.
- Commitment to learning - intrinsic motivation, energy, attention, authenticity and trust. Identifying areas that need improvement.
- Financial and reporting - timely and accurate completion of statistical reporting. Using this information as a tool for training and development.
- Booking engine and system - complete and total understanding of the booking engine and system processes and identifying areas that need improvement.
- Workforce planning - achieving sustained organisational performance and accountability through the development of a capable workforce

In return for your passion, hard work and sense of fun, we offer a friendly, energetic environment and a plethora of professional development opportunities to help you realise your full potential. Team Members also have access to a great range of industry perks including discounted accommodation at our properties across Australia and New Zealand.

If this sounds like the opportunity you've been waiting for and you think you have what it takes, please email your cover letter and résumé to info@mantragroup.com.au

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

Migration....get on board, it's as easy as a, b, c.....



Tramada is incredibly proud of the next iteration of tramada®, our industry leading next generation product. It is being provided to all existing Tramada clients at no extra charge but it delivers a wealth of enhanced functionality as well as productivity enhancements.

The migration from our Classic product is managed by a team of professionals who have two years' experience managing client migrations. From the first step to the go live day, we are by your side. We ensure that all system settings match your unique business needs and that the right features are enabled. The award winning eLearning for consultants, also provided at no charge, is designed to ensure that training is undertaken in the most effective and convenient way possible. Of course following migration you retain all access to past bookings and financial data from your Classic system.

There are only five main steps in the process, firstly introductory webinar, followed by requirements review, then training, then sign off and finally go live. It's as easy as a, b, c, d, e.

Of course new clients are always welcome and their migration and training is managed in the same professional and caring manner and remember we can accommodate whichever GDS you use or multiple GDS if required.

For information about migrating to tramada® next generation email nextgen@tramada.com, we will be happy to start your journey.

Jo O'Brien, CEO, Tramada - your technology partner



Friday 21st Sep 2012

SkyPoint climb & dine

GOLD Coast attraction SkyPoint has introduced new 'Rise, Climb & Dine', 'DayTime Climb & Dine' and 'Twilight Climb & Dine' packages priced from \$79-\$119.

The packages incorporate a meal at the SkyPoint Observation Deck and SkyPoint Experience.

6th 25Hr on 08 Nov 12

DESIGN Hotels member Twenty Five Hours Hotel chain will expand outside Germany, with its 6th property to debut in Zurich-West, Switzerland from 08 Nov.

Bookings at the 126-room chic hotel open on 01 Nov, with prices starting at \$185 per night.

New UA CLE routes

UNITED Airlines will introduce new daily services from Cleveland to Nashville and Oklahoma City, operated by ExpressJet, launching on 19 Dec & 14 Feb respectively.

Hamilton iPhone app

HAMILTON Island has launched a new free iPhone App detailing the latest info on the Queensland island, restaurant and bar hours, activity schedules, shuttle bus & ferry timetables, maps & more.

Online sales & marketing mgr Bernie O'Keefe said the app aims to "help our guests discover everything we have to offer."

Regents expansion

REZIDOR Hotel Group has inked an agreement with Formosa to Int'l Hotels Corporation to expand the Regent Hotels & Resorts into Russia, the Middle East & Africa.

Kingdom offers grog

WALT Disney World in Florida will break a 40-year dry-spell and begin serving alcoholic beverages at The Magic Kingdom.

Already available at Walt Disney World's neighbouring parks of Epcot, Animal Kingdom and Hollywood Studios, beer & wine will now be offered at the soon to open French-themed Be Our Guest restaurant in Fantasyland.

A warm Cairns welcome for MU

MORE than 100 travel and tourism industry representatives turned out in force to welcome China Eastern Airlines to Cairns this week.

Travel Daily was there to capture everything from the night, held at the Sebel Cairns hotel, ahead of the first service arriving on 31 Oct.

The arrival of scheduled services to the city from a new carrier signals a spike in visitor numbers and the opportunity for big groups of happy tourists to enjoy experiences such as the Great Barrier Reef as just one of the many attractions on offer in the city.

Enjoy this selection of photos from this week's event in Cairns.



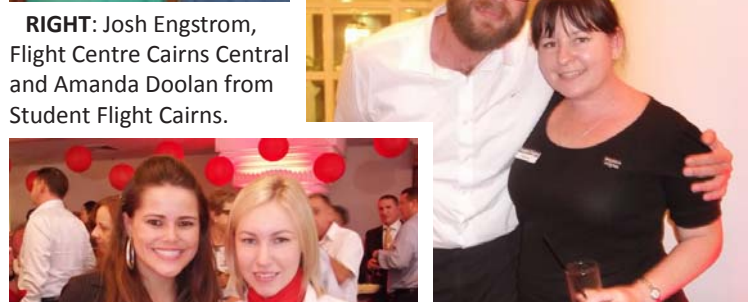
LEFT: Wines in hand, Elizabeth Killon, Air Canada; Susan Crockford, Kuranda Rail; Barbara Thomson, Cairns Tropical Zoo and Sharon Livingstone, Big Cat Cruises.



RIGHT: Ready to welcome Chinese tourists to Cairns are Max Shepherd, Skyrail Forest Cableway; Claudia McFadden, Silky Oaks Lodge and Michael Healy from Quicksilver Port Douglas.



LEFT: Kylie Davies, Big Cat Cruises; Ben Woodward, Capta Group and Skye Collie from Parker Travel Collection.



RIGHT: Josh Engstrom, Flight Centre Cairns Central and Amanda Doolan from Student Flight Cairns.



LEFT: Cici McLeod and Amy Hiles from FC Stockland Cairns.



RIGHT: Phil Slater, The Travel Lounge and Tanya Snelling from Strategic PR.

For more exclusive photos from the China Eastern welcome event, see **Travel Daily's** Facebook page at www.facebook.com/traveldaily.

Crowne UAE resort

INTERCONTINENTAL Hotels Group has signed a deal to open the first Crowne Plaza Resort in the UAE, and IHG's second in the emirate of Ras Al Khaimah.

Built on the manmade Marjan Island, Crowne Plaza Resort Ras Al Khaimah will feature 442-rooms and is expected to open in 2015.

FCm Trondent deal

FCm Travel Solutions has signed a global agreement with US web-based software applications and data management service provider Trondent Development Corp.

The TMC selected Trondent to support its "extensive technology roadmap and rapidly evolving global needs," a statement said.

Based in the UK, FCm's Global Product Manager Traveller Services, Katie Thomas, will lead the deployment of the online profile management technology.

3 more Autographs

MARRIOTT International says it will add three new Autograph Collection hotels to the brand's portfolio in Europe this year.

The hotels will be located in Lisbon, Portugal; Rouen, France and Lille, France.

25% off car rentals

HOLIDAY Autos is offering 25% off USA & Canada rentals of two-days or longer in a one day sale next Mon, 25 Sep.

The deal applies to select pick-ups between 24 Sep-14 Dec in 2012, using the code SEP252012 or 2013 bookings between 01 Jan-31 Mar, using SEP232013.

Cruise safety policy

TRAINING in the loading and launching of lifeboats by cruise crew members will occur every six months following the adoption of a new safety policy by the Cruise Lines Int'l Association and the European Cruise Council.

The policy exceeds the current requirements regarding operation of lifeboats, and implementation will see crew members better familiar with emergency processes.

Arg money restriction

THE Dept of Foreign Affairs & Trade is advising Aussie travellers to Argentina of recently adopted govt restrictions imposed on the purchase of foreign money in Argentina, while photo ID may be required on credit card purchases made in the country.

WY interlines with TG

OMAN Air has introduced new interline fares to Muscat via BKK starting from \$1000 plus taxes, with the Thai capital joining KUL as a transit point from Australia.

MAS through Expedia

MALAYSIA Airlines has expanded its agreement with Expedia, with the OTA an official agent for MAS international and domestic tkts.

Voyager adds Travex

GLOBAL travel management company Voyager, as part of GSM, has expanded to include Travex Belgium to its network.

The Belgian firm has a staff of 20 and is a congress organisation specialist, supported by a global network of DMCS.

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.

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Is this on your SA Bucket List?

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INSPIRING NEW WAYS A STAR ALLIANCE MEMBER

WA govt calls for reform input

WESTERN Australian consumers are being invited to comment on the proposed deregulation of the Australian travel industry (**TD** 06 Jul), with WA Minister for Commerce, Simon O'Brien, this morning urging "all interested parties to review the transition plan and submit their comments".

O'Brien pointed out that the draft plan proposes the removal of licensing requirements for travel agents, as well as the winding down of the Travel Compensation Fund.

"One finding of the review was that the growth in online bookings by consumers direct with travel providers in Australia and overseas has resulted in the

compensation fund applying to fewer travellers," he noted.

"Travel agents argue that current regulations are now anti-competitive," O'Brien added, with licensing and TCF contributions imposing an "unfair financial burden on bricks and mortar travel agencies".

The closing date for submissions to the review is fast approaching, with a deadline of 01 Oct.

AAX adds Quiet Zone

AIRASIA X will introduce a new 'Quiet Zone' in Feb on all flights, restricted to pax aged 12 & up.

The "minimal noise" zone is located between rows 7 and 14.

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

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

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