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# Travel Daily

First with the news

Tuesday 25th September 2012

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## QF/EVA Airways split

**QANTAS** has confirmed that its existing codeshare relationship with Taiwanese carrier EVA Airways, which offers direct codeshare flights between Taipei and Brisbane, will cease effective from 01 Mar 2013.

QF said it would continue to offer a range of fare products servicing the Australia/Taipei market via Hong Kong and Shanghai, connecting with Cathay Pacific and DragonAir.

## Virgin anti QF/EK alliance

**VIRGIN** Australia and two of its four alliance partners have argued against the ACCC granting Qantas interim authorisation for its proposed alliance with Emirates, saying the move "risks disrupting the market status quo."

QF/EK are hoping the Australian Competition & Consumer Comm. will grant interim authorisation to enable them to begin talks on joint coordination (**TD** Thu).

But in a submission to the ACCC, Virgin argued it was not clear if the partnership would provide "significant public benefits that outweigh the associated anti-competitive detriment."

The Qantas rival said details of the QF/EK pact neglect to address in detail "complex issues across many markets," saying interim

authorisation isn't necessary for the planned conduct, and that there is "high risk" it would give rise to anti-competitive detriment.

Virgin highlighted 'Preparatory Work' had not held the applicants back from initial planning, such as QF's own Dubai flights, a Tasman capacity commitment, along with increased EK capacity to Australia. "A lack of authorisation has not hampered the Applicant's ability to engage in this planning."

Singapore Airlines urged the competition watchdog to delay its decision until a full competition assessment was undertaken.

"Convenience as to early negotiation of route scheduling & slot allocation, joint marketing and alignment of ticketing systems should not be substituted with urgency," SQ warned.

DJ's transTasman partner Air New Zealand told the ACCC QF/EK were already promoting the pact on a "generic basis" (no cities or pricing), but "it was crucial that consumers are not misled."

Air NZ said the public would face "substantial disruptions" if interim authorisation was handed down but not final approval.

At this stage, Virgin's Middle East-based alliance partner, Etihad Airways, and Delta Air Lines have not made submissions.

**MEANWHILE**, the Department of Infrastructure & Transport said it supports an interim green light.

## Fantasyland growing

**DISNEY** details the exciting changes being undertaken at Walt Disney World Resort today, which will see its Fantasyland themed area double in size - see **page 13**.

## TreadRight program

**SUSTAINABLE** tourism venture TreadRight funded by The Travel Corporation's Australian brands, has pledged support on behalf of Contiki to a new short film by Céline Cousteau, *Scars of Freedom*.

TreadRight is the new name given to the former Conservation Foundation, an initiative headed by TTC Global ceo Brett Tollman, which encourages sustainable initiatives in the places visited in its tours and sold by wholesalers.

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## Ten pages of news

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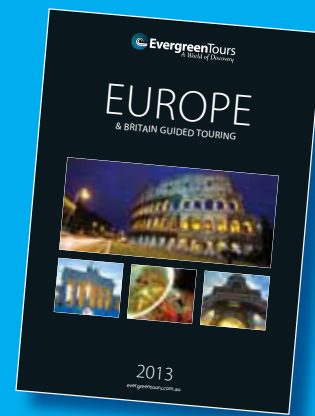
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## TSAX, JTN close doors

**THE** upcoming Jetset Travelworld Network and Travelscene American Express conferences will not feature any on-location media coverage, with previously issued invitations to **TD** from both groups withdrawn late last week.

The move signals a significant shift in policy from the "open doors" arrangements of the past few years.

Travelscene gm David Padman said the upcoming TSAX owner-managers conference in Santa Monica would feature many closed sessions and it wasn't deemed worthwhile to have media attend the event.

And Jetset Travelworld Network gm Julie Primmer said the backflip was a "business decision" with media releases to instead be issued after each presentation.

## SQ to offer Tasman tickets

**SINGAPORE** Airlines is planning to extend its network to include flights between Australia and New Zealand, as an expansion of its alliance with Virgin Australia.

In an application to the International Air Services Commission revealed this morning (**TD** breaking news), Virgin Australia is seeking a variation of its existing determination which would allow Singapore Airlines to "offer code share services on selected flights operated by Virgin Australia on the New Zealand route".

In a separate development, Virgin Australia also applied for a variation to its rights on the Indonesia route which would allow its US partner, Delta Air Lines, to codeshare on selected

flights from Australia to Bali.

The IASC is now seeking submissions on the requests, with a deadline of 09 Oct.

Virgin Australia's Tasman flights already operate with Etihad and Air New Zealand flight numbers - while the EY code is also placed on Air NZ Tasman services.

**MEANWHILE** Air New Zealand yesterday reported a significant lift in demand on its Tasman routes, with revenue passenger kilometres up 6.4% last month.

Air NZ increased Tasman/Pacific capacity by 9.9%, and the Tasman demand offset reductions in NZ domestic traffic.

The airline carried 975,000 pax in Aug, down 2.9% compared to last year when traffic was high due to the Rugby World Cup.

Long haul passenger numbers were up 4.2%, with stronger demand on both North America/UK routes and Asia/Japan/UK.

Air New Zealand said Aug was the first month that "pre-earthquake traffic levels returned to Japan routes," auguring well for the continued recovery of the Japanese market.



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## ATEC urges FNQ to be China ready

**THE** head of the Australian Tourism Export Council is insisting tourism operators in Cairns need to ramp up services tailored for Chinese travellers if new seasonal scheduled air services from China are to become permanent.

ATEC md Felicia Mariani made the call ahead of the launch of Cairns routes by China Eastern Airlines & China Southern Airlines from Shanghai and Guangzhou (via Brisbane) respectively.

Mariani yesterday said the challenge for operators in Far North Queensland was to "build capacity and offer the kind of

services and experiences these visitors are looking for."

The new flights to the region "puts a significant onus on local operators to provide culturally appropriate services," she said.

Mariani lauded the efforts by businesses which have adjusted products, including most recently the Sebel Cairns which adopted Accor's Chinese Optimum Services scheme (**TD Fri**).

While larger operators are able to quickly identify and action change to products, small operators tend to struggle to understand what is fully needed to engage new opportunities, she said.

The ATEC boss encouraged FNQ small operators to embrace the *Welcoming Chinese Visitors* program (**TD 14 Jun**) it is helping to deliver, saying they required "ongoing support, learning & development opportunities if they are to have ongoing success in this market."

## Moorings price pledge

**THE** Moorings has introduced a 'Price Pledge', guaranteeing the cost of sail, power and luxury private cruise charters paid up to 30 days prior to departure.

The promise offers to reimburse clients benefits to the same value in the form of credit vouchers.

## UA receives first 787

**UNITED** Airlines has officially taken ownership of its first Boeing 787 *Dreamliner*, the first of five new 787s it expects to receive this year out of a total order of fifty of the aircraft.

UA is the first North American carrier to take delivery of the 787, with the plane expected to travel to Houston later this week for a month-long training and certification program.

United's 787s are configured with 36 seats in the BusinessFirst cabin, 70 in Economy Plus and 113 in Economy.

## SAT comp winner

**CONGRATULATIONS** to Tim van den Akker from Holiday Planet who was the latest weekly winner in our exclusive South African Tourism competition running this month - as featured on **page 10**.

Tim has scored himself two bottles of South African wine, plus a bonus cooler bag.



## Window Seat

**A SEQUEL** to Snakes on a Plane?

It wasn't a snake, but Qantas has confirmed a crocodile being transported in the cargo hold below the aircraft managed to escape from its enclosure during a Brisbane to Melbourne flight.

Despite the reptile reportedly not being at full size, it would still have been a surprise upon baggage services in Melbourne discovering it was on the loose.

Thankfully for all concerned, the animal was recaptured safely without any dramas.

Cargo handler Australian Air Express however has launched an investigation into the matter to find out how the crocodile managed to escape from its cage, with the likely scenario being that it was not loaded correctly upon its delivery to the delivery company pre-flight.

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## Room Key expansion

**HOTEL** group-backed search engine Room Key has added more inventory, with the addition of three new direct connect hotel partners.

Room Key debuted earlier this year after being founded by Choice Hotels, Hilton, Hyatt, Marriott, InterContinental Hotels Group and Wyndham Worldwide, with Australia a launch market for the [www.roomkey.com.au](http://www.roomkey.com.au) site.

The newest additions are Millennium Hotels & Resorts, Leading Hotels of the World and Quinta Inns & Suites, and will go live on Room Key shortly.

The company's global websites have now grown to attract more than 14 million monthly visitors.

## WestJet BA pact

**BRITISH** Airways has entered into a new code-share agreement with Canadian carrier WestJet.

Effective immediately, the BA code will be placed on some WestJet flights connecting from Vancouver, Calgary and Toronto to Ottawa, Edmonton and Victoria.

## VX revenue up 29%

**VIRGIN** America has reported its financial results for the second quarter of 2012, with turnover up 29% to US\$347 million.

Capacity was 32% higher than the previous corresponding period, with the carrier recording an operating loss of \$4 million.

Year-to-date Virgin America's total revenue is \$614m, and the overall operating loss for the six months to 30 Jun is \$53m.

In the last year Virgin America has launched new services to Palm Springs, Puerto Vallarta, Philadelphia and Portland.

## RCCL Dubai pullout

**ROYAL** Caribbean International will withdraw from operations in Dubai after the upcoming *Serenade of the Seas* season, according to cruise industry magazine *Seatrade Review*.

The report says *Serenade* will operate 11 seven-night voyages ex Dubai to Middle Eastern ports starting from 28 Jan, and will relocate to New Orleans for the winter 2013/14 season.

RCI spokesperson Helen Beck was quoted as saying that "we were initially very pleased with the business development there and expected continued growth, however the demand has declined in recent seasons".

## Rafter tests FNQ's offerings



**IN HIS** official role as Mantra Hotels Ambassador, tennis legend Pat Rafter headed to Far North Queensland to sample products & services offered to Mantra guests.

From kayaking, feeding crocs, bushwalking, and reef diving, Pat road-tested the products to

ensure Mantra guests would have a wide choice of available options.

A hit of tennis at sister property Peppers Beach Club and Spa was also enjoyed, with Rafter teaming with Mantra ceo Bob East against Quicksilver md Tony Baker & TTNQ rep Dale Flack, all pictured above.

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## QF 747s for Swans fans

**QANTAS** is boosting capacity between Sydney & Melbourne by 1,800 seats for this weekend's AFL Grand Final.

The extra capacity includes a Boeing 747 aircraft being used on flights QF1231 & QF1232 on Sat 29 Sep, before & after the match.

Other additional services incl two Melbourne-bound services (QF1233 & QF1235) on 28 Sep, and QF1238 to Sydney on 30 Sep.

## Perth lures golf pros

**WESTERN** Australian Tourism Minister Kim Hames this morning confirmed the addition of former world No. 3 Paul Casey to the line-up for the inaugural Perth International golf tournament.

Held from 18 to 21 Oct, the event is expected to drive domestic and int'l tourists to the state with its player prize kitty of \$2m - the richest tournament in Australia.

## GA to the US by 2015

**GARUDA** Indonesia's chief exec Emirsyah Satar has flagged the introduction of nonstop services to the USA by 2015.

Satar didn't specify which cities the Indonesian carrier was eyeing but said GA would "be ready to fly to the US" as soon as it takes delivery of Boeing 777-300ERs, due in three years time.

## Sunshine opening

**MANTRA** Hotels & Resorts has opened the first 10 lodges of the Sunshine Coast's Mantra Rainbow Shores project, with a further 26 lodges to be added in the future.



**STAFF** loyalty, and celebrating it with those who achieve a long-serving employment milestone of 10 consecutive years is important to Penny Spencer and the staff at Spencer Travel.

The company holds their most loyal staff in high-esteem, and has a prestigious club to which these staff are granted admission - the Spencer Travel Diamond Club.

Recently, the special club welcomed its newest member in Stewart Peterson, the fourth person to be bestowed with the honour.

New members are usually gifted with a diamond ring to mark their achievement, however as Stewart was the first male member, he was allowed to swap the ring for an alternative prize in the form of a Mont Blanc pen.

The team also took the chance to celebrate, hosting the team to a night out at Lucios Restaurant in Sydney's trendy eastern suburb of Paddington.

Stewart is **pictured** above centre, flanked by Edwin Spencer and company founder and managing director Penny Spencer.

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**INFORMATION EVENING Wednesday 26 September at 6pm**

**Scot's daily upgrade**

**LOW-COST** carrier Scot has launched a unique innovation designed to encourage bookings via its [www.flyscot.com](http://www.flyscot.com) website, offering upgrades to its ScotBiz Business Class product every day.

Guests booking seats online will be prompted to purchase select add-ons such as baggage, seat pre-selection or meals in order to qualify for a daily lucky draw.

Scot will then choose one booking daily and upgrade each person on that PNR to the higher class cabin for their flight.

**Globus unearths golfing talent**



**NEARLY** 150 players of all skill levels were on hand yesterday at Pymble Golf Club for the Globus Family of Brands annual Golf Day, now in its sixth year.

The 18-hole Ambrose event saw the likes of Emirates' Barry Brown, Int'l Cruise Council Australasia's Brett Jardine & Holland America's Tony Archbold take part.

Globus, Cosmos, Monograms and Avalon Waterways form the Globus Family of Brands, and with the support of many different suppliers and partners, a generous

table of outstanding prizes was up for grabs to the winning teams, including golf bags, bottles of Verve Cliquot champagne and kegs full of Heineken beer.

The winning team, consisting of Matthew Hickey, HWT Katoomba; Darren Wilson, Steve Labroski and Tony Todorovski from iTravel took out the top score of -11 for the round and are pictured above with Globus managing director Stewart Williams and Master of Ceremonies for the event in Greg Clark from Fox Sports.

**Another group buyer**

**THE** already heavily crowded online group buying market appears to be expanding with a new site called Escape Lounge preparing to launch soon.

According to Google searches, the Escape Lounge "offers members amazing local and international travel packages."

Existing group buying firms with a local presence include Groupon Getaways & Cudo/Getaway Lounge.

**SEA LIFE Sydney debut**

**SYDNEY** Aquarium yesterday officially rebranded as the all-new SEA LIFE Sydney Aquarium after a nine-month \$10m upgrade.

The Darling Harbour attraction is now home to 70 exhibits of 700 different species and a new \$5m ocean tunnel walk-through."

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Please note: only short listed applicants will be contacted for an interview. One hour interviews will be scheduled on either 22 & 23 October 2012.

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**CUSTOMERS** of Bench International heading to Egypt will have lots of new things to look forward to following a new agreement between the company and world-renowned Egyptian antiquities authorities.

Bench International's general manager Martin Edwards met with Dr Zahi Hawass in Cairo to discuss the introduction of a number of exclusive experiences for Bench travellers for scheduled departures next year.

Egypt as a destination on the whole is again ramping up its promo activities following last year's "Arab Spring" political

uprising, and which has since seen DFAT lower Egypt's official warning level for the country.

Edwards said next year's Egypt itineraries would include a range of exciting new activities with more cruising experiences on the Nile River, Lake Nassar, as well as new 15-night group tours sailing between Cairo and Aswan.

"We want to cover Egypt from top to bottom, from the Mediterranean city of Alexandria to the awe-inspiring temples of Abu Simbel," Edwards said.

Dr Zahi Hawass is **pictured** above left with Bench International gm Martin Edwards.

SINGAPORE AIRLINES

## Customer Services Officer – Adelaide Airport

A vacancy exists at Adelaide Airport Office for a Temporary Full-Time Customer Services Officer, period of 10 months commencing from 24 October 2012. This position reports to the Station Manager Adelaide.

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Please submit your application to Mark Lee, Station Manager Adelaide, via email to [Mark\\_Lee@singaporeair.com.sg](mailto:Mark_Lee@singaporeair.com.sg) by COB, Friday, 28 September 2012. Only successful applicants will be contacted for an interview.

Tuesday 25th Sep 2012

## Indo in Top 10 at AKL

**VISITOR** arrivals from Indonesia leapt into the Top 10 nationalities welcomed into Auckland Airport for the first time, according to the latest stats released by the facility.

Year-on-year, arrivals from Indonesia jumped 36.4% during Aug, with the new direct Air New Zealand service between Auckland and Denpasar fuelling growth.

The facility also saw numbers from Asia grow 14.4%, while Queenstown Airport also reported a 26.3% jump in visitor numbers.

## Contiki \$759 Euro fare

**CONTIKI** has released airfares to Europe priced from \$759 return, flying China Southern Airlines, when booked in conjunction with select 2013 European tours.

CZ operates from Sydney, Melbourne, Brisbane and Perth to London, Paris & Amsterdam.

The offer is good for departures between 01 Apr-31 May, 16 Aug-03 Oct, when booked by 27 Dec.

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

## Mercure Geelong gm

**MERCURE** Geelong has named Phil O'Brien as its new general manager following the departure of Benjamin Krieg who has taken on a new career path in Asia.

O'Brien moves in to the role with a 15-year history in the hotel industry, including previous general manager roles with three Accor properties in Melbourne.

## Travelport renews GF

**BAHRAINI** national carrier Gulf Air and Travelport have renewed their full content agreement, ensuring uninterrupted access to GF's fares, scheduled & inventory to all Galileo, Worldspan and Apollo systems worldwide.



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## NZ campervan theft

A campervan is a great way to see New Zealand. You can camp just about anywhere because NZ allows "free camping", but there are some rules, and exceptions, and one nasty problem - you might get all your stuff nicked!

While you are more likely to get hurt by an extreme sport than a criminal, the number one tourist-related crime is theft from vehicles. Thieves go after campervans, at trailheads and overnight parking areas.

Queenstown, Rotorua and the Coromandel Peninsula are bad spots.

It's hard to combat because by their nature you take everything you have along with you in a camper. So don't take anything you couldn't bear to lose.

Especially don't leave computers, cameras, mobile phones and jewellery in the camper, they're not covered if they're left in an unattended vehicle. Other items are covered only if they're locked in the boot or a concealed luggage compartment and then only in daylight hours.

And there are a few rules for free camping: you have to stay within 200 metres of a road or vehicle-accessible track and it's good manners to take all waste, including grey water, out with you.

You're bound to be dazzled by the beautiful scenery, but take care behind the wheel, there are some really treacherous roads. Read about them and other safety tips at [SureSave.net.au](http://SureSave.net.au) and use this PDF to share with your customers. Happy trails!

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## Alan Stuart induction

**PRINCESS** Cruises has welcomed Alan Stuart as its new commercial director to oversee the local operations from Carnival Australia's Sydney head offices.

Stuart assumes the role from Stan Birge, who is returning to the United States as Cunard's new vice president for North America within Carnival.

## CCC NYE Syd sailing

**CAPTAIN** Cook Cruises is offering a 20% early booking discount on its Sydney Harbour New Year's Eve cruise on *MV Captain Cook III*.

The book & pay now price for the Seafood Buffet Dinner and Fireworks cruise is \$699pp, down from the regular price of \$890pp.

## Funky new Excite logo

**EXCITE** Holidays continues to evolve, yesterday launching its new corporate logo (below), with the image coming on the back of the launch of its new website.



## Amadeus lists on DJSI

**TRAVEL** technology firm Amadeus has yesterday debuted on the Dow Jones Sustainability Index in its World and Europe sub-indexes, ranking first among Support Service listed companies.

## Rocky reminder

**ROCKY** Mountaineer is reminding travel agents its early booking bonus offer of up to CAD\$1,500 credit for select packages in 2013 will expire on 30 Sep - for details see [www.rockymountaineer.com](http://www.rockymountaineer.com).



## AFTA UPDATE

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

**LAST** week at the AFTA board meeting Rob Gurney was elected Vice Chairman. He joins fellow Vice Chairman Graham Turner and of course Mike Thompson who was returned to the Chair of AFTA at the annual general meeting in July.

Rob, as the newly appointed CEO of Jetset Travelworld Limited, brings a wealth of travel and aviation industry experience to the board of AFTA and I am sure as we go forward he will be a big contributor to the agenda of AFTA. Like all boards, diversification of experience and knowledge ensures that it continues to be successful as a board but also it ensures that the organisation continues to be focused. AFTA enjoys this diversification and has a clear and full policy agenda.

Interestingly over the past few weeks I have had many calls from members about the banks and some of the ways travel agent owners are being treated when it comes to merchant facilities. I am pleased to inform everyone that this is something that AFTA will be working on over the coming months. It was discussed at the board meeting, and talks with the banks to assist them in having a better understanding of the risks associated with travel agents and the reasons why we (travel agents) are good for their business will become one of the key policies areas for AFTA going forward.

I know that for many out there this cannot come fast enough and like most things that require lobbying these things can take some time, but it is good to know that AFTA will be taking this issue on board and up to the banks directly. Shopping around for the best deal is always an option for agency owners and for many that have made contact with me this has been my first suggestion when it comes to the deal you may have for your merchant facilities.

There is no question that as credit card payments and other forms of electronic payments come to market, your bank relationship and indeed your merchant facility "deal" will become a key to being a successful travel agency business. I hope to be able to provide more information on this key and important issue over the coming months.



# The Jetset Travelworld Group

## Product Marketing Manager (Pacific and Americas)

A vacancy exists for a **Product Marketing Manager (Pacific and Americas)** at **Qantas Holidays/Viva!**

**Located in Mascot**, this role will manage a range of marketing partners including tourist boards, land suppliers and airlines from the South Pacific, Hawaii, USA and Canada.

In this role you will build relationships and work with a range of stakeholders to provide innovative marketing ideas promoting destinations and experiences in the Pacific and North America. You will build long-lasting partnerships that will focus on increasing joint marketing investments and a positive ROI for all parties.

To be successful in this position you will have tertiary qualifications in marketing coupled with experience in the development and management of campaign partnerships. You will have proven experience in working with successful teams to deliver results. Excellent communication and presentation skills with a strong consumer focus are essential. Expertise in the Pacific and American markets is desirable, as is experience in the travel industry.

Please send your application to [kate.shilling@jtg.com.au](mailto:kate.shilling@jtg.com.au) by **close of business 28 September 2012**.

Please place the title of this position in the subject line of your email.



## Insight flowering up

**OVERWHELMING** demand for tours to the 100th anniversary of the Chelsea Flower Show in May 2013 has seen Insight Vacations add two new departures of its "Springtime in the Alps" itinerary.

The new operations will depart London on 22 and 24 May, will travel to Paris and is priced from \$5622ppts land only.

## CX regional Business

**CATHAY** Pacific has revealed its new Regional Business Class, to be operated on CX aircraft flying on routes between HKG, Singapore and regional Chinese destinations.

The product sees wider seating and increased legroom, with the new cabin to be rolled out on B777 and A330 aircraft from Jan.

## Longitude enhanced

**LUXURY** Uluru hotel Longitude 131° will introduce helicopter transfers to and from Ayers Rock Airport and in-tent iPads as new enhancements to its philosophy of luxury desert exploration.



## Finals - Wk3

### CONGRATULATIONS

**Ozlem Tuncay**, from Tramada Systems and **Jan Alexander**, from Travelscene Belrose, are fighting it out for the #1 position in our NRL Footy Tipping Competition. They are neck and neck with equal scores of 271!

### Major Prize Sponsors

**1st Prize:** 4-night holiday to Dubai, courtesy of Emirates and Holiday Inn



**2nd Prize:** 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu





# Adelaide welcomes Emirates

**LAST** Thu South Australia's travel community turned out for a taste of Emirates, with the airline operating a one-off 777 flight to Adelaide ahead of the 01 Nov launch of direct ADL-DXB flights.



More than 250 guests attended including SA deputy premier John Rau and governor Kevin Scarce, and were hosted by Salem Obaidall who is Emirates senior vice president, commercial for Far East and Australasia.

**Pictured** above are Alice Lim, Escape Travel Elizabeth; Holly Velardo from Travel Prospects; and Angelya Vassiliadis-Balaguer, Dubai Tourism.



**ABOVE:** Elyse Kerr, Jade Billingsley and Stella Ku from Flight Centre Semaphore.



**ABOVE:** Rachel Williamson, Natalie Gulasci and Wendy Green, all from Carlson Wagonlit Travel.

**RIGHT:** Steven Eickhoff and Sarah Churchett of Escape Travel.



**ABOVE:** Angela Young and Joel Materne, Tee Lee Travel; Annie Chua, Airborne Travel & Tours; and John Bennett, Tee Lee Travel.

**BELOW:** Honi Gibson and Kenn Otzen-Barrio from Bunnik Tours.



## Hilton NZ appointment

**HILTON** Hotels & Resorts has appointed Jo Marsh as the new marketing and communications manager for Hilton Auckland and Hilton Lake Taupo.

Marsh has a hotel background, and moves from her most recent role with magazine publisher ACP

## Europcar basket case

**CAR** rental company Europcar has inked a new sponsorship deal National Basketball League team, the Melbourne Tigers.

The agreement will see vehicles provided throughout the 2012/13 season to the Tigers for travel to and from games.

## UK insurance move

**TRAVELLER** support provider Mondial Assistance is changing its name to Allianz Global Assistance in the UK, aligning its brand to that of parent firm Allianz Group.

The company's Australian operations made a similar move just over a year ago.

Tuesday 25th Sep 2012

## Qamea ticket to ride

**FIJI'S** adults only Qamea Resort & Spa has introduced daily guided surfing package for guests.

Available during the surf season (01 Nov-30 Apr), the \$134pp per day 'Ticket to Ride' surf pass includes boat transfers to an uncrowded surf break, coaching tips and more.

Email [reservations@qamea.com](mailto:reservations@qamea.com).

## New Bahamas Warwick

**WARWICK** International Hotels has announced the acquisition of the Paradise Island Resort on Paradise Island in the Bahamas.

The 246-room property has two restaurants, conference facilities, a fitness centre and kids' club and will be fully renovated once the purchase is settled.

## The Jetset Travelworld Group

### Product Marketing Manager (Australia and New Zealand)

A vacancy exists for a **Product Marketing Manager (Australia and New Zealand)** at Qantas Holidays/Viva!

**Located in Mascot**, this role will manage a range of marketing partners including tourist boards, land suppliers and airlines from Australia and New Zealand.

In this role you will build relationships and work with a range of stakeholders to provide innovative marketing ideas promoting destinations and experiences in Australia and New Zealand. You will build long-lasting partnerships that will focus on increasing joint marketing investments and a positive ROI for all parties.

To be successful in this position you will have tertiary qualifications in marketing coupled with experience in the development and management of campaign partnerships. You will have proven experience in working with successful teams to deliver results. Excellent communication and presentation skills with a strong consumer focus are essential. Expertise in the Australian and New Zealand markets is desirable, as is experience in the travel industry.

Please send your application to [kate.shilling@jtg.com.au](mailto:kate.shilling@jtg.com.au) by **close of business 28 September 2012**.

Please place the title of this position in the subject line of your email.



## Tourism winner in the swim

**TORIE** Mackinnon, md of Sorrento-based Moonraker Dolphin Swims, has taken out the *Marie Claire* Victorian Young Business Women's Award for 2012 in the annual Telstra businesswomen's awards.

Mackinnon, **pictured right**, received her award last Thu in a ceremony at Melbourne's Crown Casino, with her career seeing her work her way up from deckhand to become managing director of the business in 2006.

Moonraker Dolphin Swims is Victoria's largest dolphin swim operator, catering for over 14,000 visitors each season.

Torie was the only Victorian finalist from the tourism sector, and will now compete for the national Young Business Women's Award' to be presented in Sydney in Nov.



## AirAsia cans DPS-HKT

**THAI** AirAsia is set to suspend operations on its four times weekly Phuket-Bali route, with the cancellation to become effective from 01 Oct.

## 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!



Is this on your SA Bucket List?

### 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

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HERE'S WHAT YOU'LL GET:

- ✓ Competitive salary with incentive based rewards
- ✓ **\$2,000 per year** to spend across our travel brands
- ✓ Fun team environment with ongoing training

WHAT WE ASK FOR IN RETURN:

- ✓ Exceptional customer service skills on the phone
- ✓ Ability to talk travel with travel agents
- ✓ Keen eye for identifying customer needs
- ✓ Proven track record of excelling at the work you do

### SOUNDS LIKE YOU?

To apply, forward your CV and covering letter to [recruitment@globusfamily.com.au](mailto:recruitment@globusfamily.com.au) with the position title in the subject line by **Friday 28th September, 2012.**



**GLOBUS COSMOS MONOGRAMS AVALON WATERWAYS**

### QR "Easy Deals"

**QATAR** Airways is offering members of its Privilege Club frequent flyer program the ability to redeem award tickets for less Qmiles, via so-called Easy Deals which highlight special redemption offers on particular routes.

Easy Deals are updated monthly and offer up to 50% off the normal number of points required to redeem award tickets.

The carrier's Australian routes are included, with current offers including Melbourne to Doha business class flights, which normally cost 70,000 points, now available for just 49,000 points.

Perth-Doha economy is on offer this month for 24,500 points, down from the normal 35,000.

### Hebrew Hotels.com

**EXPEDIA'S** consumer-facing Hotels.com accommodation site has launched a new Hebrew version, complementing its existing English language website in Israel.

### 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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## HOT ROLES OF THE WEEK

Entry Level – Corporate Business Development Manager Melbourne, VIC Salary Pending Experience [CLICK FOR MORE](#)

State Sales Manager – Corporate Travel Brisbane, QLD \$120,000 OTE [CLICK FOR MORE](#)

Senior Travel Consultant Brisbane, QLD \$44,000 + Commission + Super [CLICK FOR MORE](#)

Senior Leisure Consultant Eastern Suburbs, Sydney NSW Salary Pending Experience [CLICK FOR MORE](#)

Corporate Travel Account Manager Sydney, NSW \$100,000 OTE [CLICK FOR MORE](#)

Experienced Corporate Travel Consultant North Shore, Sydney NSW \$55,000 + Super [CLICK FOR MORE](#)

Junior Corporate Travel Consultant Western Sydney, NSW \$45,000 + Super [CLICK FOR MORE](#)

High-End Corporate/Leisure Consultant Sydney, NSW Up to \$60,000 + Super [CLICK FOR MORE](#)

## CASUAL ROLES

Retail Travel Consultant Australia Wide Up to \$27 per hour + Super [CLICK FOR MORE](#)

Inbound Travel Consultant Temp Sydney CBD, NSW Up to \$25 per hour + Super [CLICK FOR MORE](#)

Fares & Ticketing Temp Sydney CBD, NSW Up to \$25 per hour + super [CLICK FOR MORE](#)


After Hours Online Customer Service Specialist – Home based Sydney, NSW Up to \$45,000 + Super [CLICK FOR MORE](#)

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CORPORATE CONSULTANT  
SYDNEY – GREAT SALARY PACKAGE**

Are you bored of booking the same boring itineraries? Do you need some variety in your role? This is a unique and exciting role where you will enjoy booking VIP groups to exciting destinations. Enjoy being part of a vibrant friendly team in a boutique environment. What’s more you will enjoy famils to luxury destinations. The ideal candidate will have 2 years travel industry experience and strong GDS skills. Call AA today to find out more.

**IT’S A GROUP THING  
GROUPS CONSULTANT  
SYDNEY CBD –SALARY PACKAGE TO \$50K**

Are you an expert in group travel? Are you looking for a new and exciting opportunity? Do you want to work for a company that offers fantastic benefits? Look no further! Enjoy an attractive salary package with a fantastic bonus, and great educationals. Enjoy booking group travel for a vast range of clients to worldwide destinations. All you need is min 12 months groups travel experience along with a friendly, positive attitude!

**EXOTIC DESTINATIONS AND ITINERARIES  
HIGH END LEISURE CONSULTANT**

**MELBOURNE (INNER) – SALARY PACKAGE TO \$80K (OTE)**  
Are you an experienced travel consultant who is ready to step up to your next challenge? We have a sensational new high-end leisure role that will see you booking exotic leisure itineraries for your repeat clients. Moving away from face to face consulting you will liaise with your clients via email and phone and work with one of the best commission structures in the business. Monday – Friday hours. Min 3 years experience

**KISS THE CBD COMMUTE GOODBYE!  
RETAIL TRAVEL CONSULTANTS**

**MELBOURNE (INNER) – SALARY PACKAGE TO \$40K + SUPER**  
Are you sick of the daily commute into the CBD? Are you an experienced travel consultant? The search is over; we have a fantastic new role that will see you working closer to home, better hours and earning a better base wage! This retail agency is looking for an experienced travel consultant to join their team. Located in the South Eastern suburbs now is your chance to move into a new role! Call us today to register.

**LOYAL CLIENTS, EDUCATIONALS AND GREAT \$\$\$  
WHOLESALE TRAVEL AGENTS**

**PERTH (CBD) – SALARY PACKAGE TO \$59K (DOE)**  
Have you been dreaming about working for a company that rewards their consultants with educationals and a sensational salary structure? Move into Wholesale and reap the rewards today. Work for a dedicated in-house wholesaler and book exciting travel itineraries for your loyal travel agents! Great team environment on offer. All that required is a minimum 12 months experience using Galileo GDS.

**BE THE LEADER OF THE PACK!  
WHOLESALE RESERVATIONS MANAGER**

**MELBOURNE (INNER) – SALARY PACKAGE TO \$65K (DOE)**  
Are you confident leading by example and being able to provide back up support for your team? This superb company is looking for an experienced highly skilled manager with experience in the South America and/or Africa regions. This well known wholesaler is looking for their next team leader to lead their team to success. Amazing salary package on offer and exotic famils! Call us today!

**AROUND THE WORLD IN 80 DAYS  
FARES CONSULTANTS**

**BRISBANE CBD – SALARY PACKAGE TO \$55K OTE**  
Are you an airfare guru? Get a kick out of assisting people with questions & queries? Then this role is for you. You’ll love this fantastic working environment with lots of energy and team spirit. On a daily basis you will be assisting agents across Australia with airfare queries as well as liaising with airlines solving problems & handling urgent ticketing when required. Earn sensational \$\$ and unbelievable benefits. Min 1 year international travel consulting experience a must.

**MACKAY MAGIC**

**RETAIL TRAVEL CONSULTANT  
MACKAY – COMPETITIVE SALARY PACKAGE**

Retail Travel Consultants here is your chance to join a reputable and well established Mackay travel agency. On a daily basis you will be dealing with a range of clientele and booking a variety of international and domestic holiday destinations. Being part of this small and supportive team you’ll earn fabulous\$\$, undertake exotic famils, enjoy team building events and more. All you need if min 2 years retail travel consulting exp and a positive attitude.

# ★ WORD OF MOUSE ★

Sep 2012  
Edition # 21

WALT DISNEY World Resort  
IN FLORIDA

Welcomes you to Magic Kingdom's  
**NEW Fantasyland**

Discover more immersive enchantment - and more interactive experiences - at New *Fantasyland*, opening in phases for the largest expansion in the history of *Magic Kingdom* park! The first elements of *Storybook Circus* has opened, marking the first in a series of progressive openings.



Upon completion, *Fantasyland* will nearly double in size - so you can look forward to extensive additions of fantasy and fun for the entire family. **The expansion provides more Disney characters and stories - presented in rich detail - in 2 new themed areas: *Storybook Circus* and *Fantasyland Forest*.**

## *Storybook Circus* - Now Open

Step right up to the classic American circus! Inspired by the Disney animated feature *Dumbo*, *Storybook Circus* transports Guests to another era - a period in time when the colourful big-top tents attracted audiences from far and wide with **astonishing stunts, majestic animals and spectacular entertainment.**

## *Fantasyland Forest* - Opening in Phases Beginning Late 2012

Later in the New *Fantasyland* expansion, you can look forward to meeting some of your favourite Disney princesses in *Fantasyland Forest*, an area inspired by the Disney films *The Little Mermaid* and *Beauty and the Beast*. You'll find interactive attractions, 2 majestic castles, a quaint village, waterfalls and more - **all nestled within the lush foliage of *Fantasyland Forest*.**