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Travel Daily

First with the news

Thursday 5th December 2013

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VA retimes BNE/DRW

VIRGIN Australia has tweaked its Brisbane-Darwin return flights to provide better connections.

Commencing 15 Apr, the north-bound sector will leave at 9:30am and arrive into Darwin at 1:20pm, with the return service departing at 2:05pm & getting back to the Queensland capital at 6:15pm.

VA's southbound sector offers connections to nine domestic destinations within 3hrs of arrival.

COO Judith Crompton said the daytime service would aid tourism to the Northern Territory.

The previous slots at Brisbane and Darwin have been traded to Virgin Australia's no-frills partner Tigerair Australia, which has announced it would launch the same route in Apr (*TD* yesterday).

Art Series to Brisbane

BOUTIQUE Australian hotelier Art Series Hotel Group has signalled an expansion to the Queensland capital, acquiring a Spring Hill based development.

Art Series Hotel brand's creator Will Deague said now was the "perfect time" for the brand to expand the group's portfolio to seven and enter the Qld market.

The \$155 million project will be the firm's largest hotel and residential development outside Victoria, joining three established hotels in the state and one under construction in Adelaide and two Studios in Bendigo & Parkville.

The Art Series Brisbane development is slated to open in two years time.

Indonesia tops Oct stats

INDONESIA was the most visited destination by outbound Australian travellers during Oct, with ABS figures released today showing departures continuing their upward trend.

88,100 Aussies visited Indonesia - presumably Bali - during the month - putting it just ahead of New Zealand at 88,000 Aussie visitors during the month.

The US was in third place in terms of outbound travel, ahead of Thailand, China and Singapore.

The fastest growing destination was Singapore, up 20.6% year-on-year to 33,500 visitors, while there was also strong growth for

travel to India, up 13.1% following the debut of Air India's new direct flights to Sydney and Melbourne.

Departures to the US also grew strongly, up 9.2% year-on-year.

In terms of inbound arrivals into Australia, New Zealand was streets ahead of other markets, with over 121,000 Kiwis heading across the ditch during Oct.

That was more than twice as many as from the next biggest inbound market, the UK with 51,800 tourists, while China was in third place at 43,100.

The Chinese market grew 15.2% year-on-year, while Malaysia was the second fastest growing inbound market for Australia, up 12.7% to 22,100 visitors.

Singapore was also a strongly growing inbound market, up 9.7%.

ATAS webinar regos

AFTA has opened registrations for its online Transitional Webinar Workshop for the AFTA Travel Accreditation Scheme (ATAS), to be held from 11am on 10 Dec.

See www.bit.ly/ATASwebinar to register and propose questions.

Qatar Air to DFW

DOHA-BASED carrier Qatar Airways is introducing a second hub in Texas, adding daily services to Dallas/Fort Worth from 01 Jul.

QR's seventh US destination will be serviced by a two-class 259-seat Boeing 777-200LR aircraft.

DFW will join both Philadelphia and Miami as new QR gateways in the United States in 2014, complementing its current ops to New York, Washington DC, Chicago and Houston.

Six pages of news

Travel Daily has six pages of news & photos, plus full pages from: (*click*)

- AA Appointments jobs
- Travel Trade Recruitment

Fairfax offloads Stayz

US-BASED HomeAway has confirmed the acquisition of the Stayz holiday rental website in Australia for US\$198 million.

HomeAway, which is listed on the NASDAQ exchange, has been eyeing the Australasian market for some time, and said the purchase of Stayz from Fairfax adds 33,000 more Australian based properties to its portfolio.

"It also provides HomeAway a strong momentum to our newly-launched pay-per-booking business," said ceo Brian Sharples.



travel counsellors 

My Story Claudia Silk, Travel Counsellor

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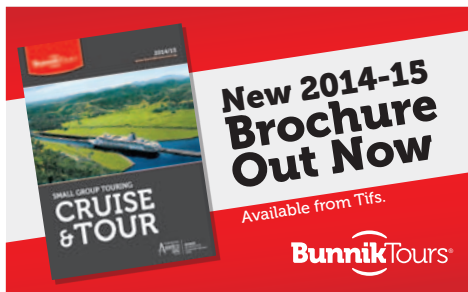
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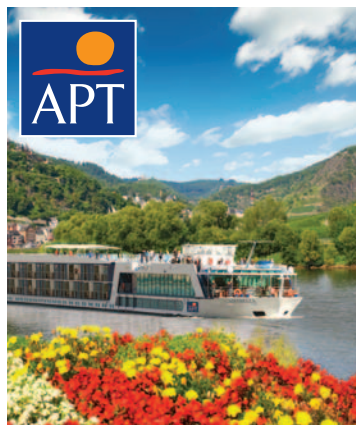
New Russian ship

VOLGA Dream Cruises has announced it will launch a brand new 81-cabin Russian river cruise vessel from Mar 2015.

The *MS Volga Dream II* is set to feature the largest two room suites on Russian waterways at up to 44sqm, the company said.

Volga Dream II will operate between Moscow & St Petersburg from mid-2015, with prices and dates to be available in coming weeks via Russian Travel Centre.

More in today's *Cruise Weekly*.



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Qantas to slash 1000 staff

QANTAS ceo Alan Joyce this morning outlined an "accelerated cost reduction program" which will see at least 1,000 positions eliminated over the next year.

The announcement came alongside a profit warning (*TD breaking news*), with Joyce saying that trading conditions last month showed a marked deterioration.

The Qantas Group now expects to report a loss of up to \$300m for the six months to 31 Dec, and he also warned that given the uncertainty in global conditions, fuel prices and exchange rates, it's not possible to provide full year guidance at this time.

Joyce said that since the global financial crisis, Qantas had faced significant headwinds including the strong Australian dollar and record fuel prices, which had exacerbated its high cost base.

He also reiterated comments

about international competitors, "almost all owned or generously supported by their governments" who have increased capacity to pursue A\$ profits, "changing the shape of the market permanently."

He also cited the uneven playing field in Australia where Virgin's strategy "is designed to weaken Qantas in the domestic market".

As well as staff cuts, executive wage freezes and supplier reviews, capital expenditure will also be looked at along with possible structural changes that could unlock sources of capital.

"No options will be off the table," Joyce said, promising to do "whatever we need to do to secure the Qantas Group's future".

Expedia TAAP 3.0

THE latest version of the Expedia TAAP platform will be rolled out to Australian travel agents next Wed, with the OTA promising lots of "wow" features.

Expedia Travel Agents Affiliate Program 3.0 was launched in select European markets in recent weeks, where its response has been "extremely positive," says local representative Stuart Udy.

Modifications have seen log-in & back end processes streamlined and automatically generated unbranded vouchers which allow agents to self-brand, print or forward to clients.

Other enhancements include a GDS string which can be cut and pasted into global distribution systems, creating a passive segment.

Udy said the new features will help users manage the processing and reporting of all activity.

VA/MK codeshare

AIR Mauritius has signed a new codeshare agreement with Virgin Australia on domestic services from Perth to Sydney, Melbourne, Brisbane and Adelaide.

The deal takes effect 10 Dec and means passengers will enjoy a seamless travel experience on connecting flights.

MK ceo Andre Viljoen said the agreement will assist the airline develop its Perth hub.

"The new partnership with Virgin Australia, part of our new network strategy...will also offer better choice and flexibility for our passengers," Viljoen said.

At this time, the codeshare does not include the 'VA' designator on Air Mauritius metal.

HA boosts BNE flights

A NEW fourth weekly service to Brisbane starting 31 Mar will boost Hawaiian Airlines' non-stop capacity to the Queensland capital by 20,000 seats annually, the carrier has announced today.

Passengers demand for the Honolulu-Brisbane service has been "booming" from both ends since its launch 13 months ago, with sales eclipsing expectations by about 24,000 seats.

Effective 14 Apr, HA is also adjusting its days of operation for the Qld route, which will see the carrier move from its current Tue, Wed, Thu and Sun operation ex BNE to Tue, Thu, Sat and Sun.

MEANWHILE, HA passengers on Sun's Sydney-Honolulu service were forced to spend the night in the Kingsford Smith Suite after flight delays caused the service to miss Sydney Airport's curfew.

The delay was caused after a last minute aircraft change in Honolulu saw the inbound flight arrive just before SYD's 11pm curfew lock-down.

A shortage of hotel rooms in Sydney due to four other flight cancellations meant impacted pax needed to stay at the airport.

"Hawaiian attempted to advise passengers in advance of the delay and arrangements were made for outbound passengers who arrived at the airport to remain at Sydney Airport until check-in could reopen at 3am and immigration reopened at 4am," a HA spokesperson told *TD*.

HA's airport team & additional escorts supplied catering, pillows and blankets to passengers, and they were also offered a \$100 courtesy credit voucher.

The delayed service departed at 6am the following day.



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Princess Cruises industry rates for all industry members. Inside cabin twin share from **\$749*** AUD pp including taxes & port charges.

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ATEC calls for R&D agency

THE Australian Tourism Export Council says supply-side support was a "crucial plank" to ensure Australia remains a competitive destination for int'l markets. Releasing results from a recent industry survey, ATEC

chairman John King said feedback suggested the tourism industry - and in particular small-medium size tourism businesses - would benefit from the support of a research & development agency.

The survey of 165 ATEC & non-ATEC respondents identified two critical challenges are facing the industry - the people & the level of service quality and infrastructure.

"It was clear the respondents saw a need for an independent agency to help guide them."

King said tourism currently receives virtually zero public sector R&D funding, despite a considerable contribution to the national GDP.

"We know tourism businesses are not consciously innovative in the way that businesses in the information and communication technology, manufacturing and mining industries are and we believe there is much to be gained in supporting the industry to innovate in a similar way," King said at the ATEC Meeting Place event in Sydney this morning.

Nearly all the respondents agreed with the concept of a central fund dedicated to R&D, and most thought it should be a government initiative.

FQ schedule changes

REGIONAL carrier Brindabella Airlines has confirmed an internal review of its operations has seen it "temporarily suspend" flights on the Sydney-Orange route, as flagged by **TD** yesterday.

The change comes as the airline works to restore integrity to its scheduled regular passenger transport services following a review by CASA (**TD** 21 Nov).

Suspending Orange frees up aircraft to support Brindabella's NSW regulated routes.

"The airline has worked tirelessly to minimise disruption on its network and has called upon additional resources across the business, including arranging the use of aircraft from other operators to assist carry passengers who were displaced, engaging additional manpower in flight operations and customer services," a statement released yesterday afternoon by FQ said.

Brindabella says it is providing operational updates to Transport NSW and will issue further updates to confirm flight times over coming days.

Qantas yesterday confirmed it would be withdrawing the QF code from all Brindabella flights "until further notice."

Alice Springs appeal

TRIPADVISOR has named Alice Springs in its Top 10 'Destinations on the Rise' in the South Pacific.

The 2013 Traveller's Choice survey is based on destinations which have had the greatest rise in positive traveller feedback and interest from year to year, and placed the Red Centre town 8th.

Christchurch topped the table, followed by Margaret River.



Window Seat

EMIRATES has expanded its range of soft, cuddly toys for the enjoyment of child travellers, introducing four more characters to the onboard range.

The new characters are named Zaive, Oggie, AirBoe and Fangdango and come in two forms - either wrapped around a seat-belt to promote safety or - and highly likely to be the most popular - attached to a soft polar fleece blanket to encourage them to drift off to sleep.

The carrier unveiled the range last year and have since given out more than 3.5m of the cuddly monster toys.

STILL on cute and cuddly, the Loews Portofino Hotel at Orlando's Universal Studios has introduced a range of suites themed on the animated film series *Despicable Me*.

The suites are a treat for the imagination and are designed to look like Gru's House, with Minions who drop from the ceiling and "missile beds" so kids can sleep like Gru's girls.

Outrigger opening

SPECIAL launch rates of \$222 are available at the soon to open Outrigger Mauritius Resort & Spa.

Acquired in May, the 181-key property will have a soft opening mid next month following an extensive refurbishment.

The beachfront resort's launch offer (€149) is valid for travel between 15 Jan & 15 Feb and includes brekkie for two - more at www.outriggermauritius.com.



WIN THE GILDED CAGE TICKETS

This week, **Travel Daily** and **Palace Films** are giving five lucky winners the chance to win a double pass to the new movie, *The Gilded Cage* (M).

This warm-hearted delight is the story of a loving, hardworking couple whose dream of returning to their Portuguese hometown becomes possible thanks to the unexpected inheritance - only for their plans to be secretly undermined by their overly dependent friends and neighbours.

To win, be first person to email the correct answer to the daily question below to:

palace@traveldaily.com.au.



How many admissions did *The Gilded Cage* achieve in France?

Yesterday's winner was **Katherin Gabathuler** from **World Travel Professionals**.

Smartpoint upgrade

AN ENHANCED version of the Travelport Smartpoint point-of-sale application has been rolled out, offering interactive graphical mapping capabilities and a secure & fully integrated eNett payment solution that links directly within an agent's desktop environment.

Intelligent fare rules & advanced seat maps have also been rejigged.



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Anantara Africa open

ANANTARA Hotels & Resorts has opened its first African property, the Anantara Bazaruto Island Resort & Spa.

It features 44 villas, a spa and a mix of family & adults-only pools, and is accessed by a 15min flight from Vilanculos Airport that connects to Johannesburg on a two-hour direct flight.

Club Med bargains

ALL-INCLUSIVE holiday gurus Club Med are offering savings of up to 40% for stays between May and Oct, when booked by 18 Feb.

For further information on the Winter Sun Early Bookings bonus, see www.bit.ly/clubspecial.

Lawyer review advice

TRUMAN Hoyle Lawyers says the Australian Competition & Consumer Commission's new Online reviews guideline (**TD** Tue) is an important reminder of the application of competition & consumer laws in the online space.

Senior Lawyer Bridget Edghill says it is essential organisations seeking reviews, websites that publish reviews and amateur reviewers all paid close attention to the guide - see www.bit.ly/ACCReviewguide.

Travel adaptor recall

A TRAVEL Power Adaptor sold through Australia Post outlets nationwide has been recalled due to its noncompliance with Australian Safety Standards.

The unit was available through Aus Post retail stores between Oct and 03 Dec and has the barcode 9312650610371.

Customers are urged to return the devices for a full refund.

Delta flat out for corporates

DELTA Air Lines has been touting the benefits of its daily flights from Sydney to New York via Los Angeles as well as its trans-Pacific alliance with Virgin

Australia - with the help of a large visual aid.

A DL lie-flat Business class seat has been set up in the foyer of Sydney's Australia Square tower in the heart of the CBD.

Yesterday **Travel Daily** spotted Virgin Australia's six-foot-four-inch (193cm) tall Clint Jones taking his ease in the seat while Delta Air Lines BDM Australia, Victoria Kyngdon looks on.

NBO reconstruction

WORK has commenced on the reconstruction of a new international terminal at Nairobi Jomo Kenyatta Int'l Airport, four months after an electrical fire gutted the previous facility.

The new Greenfield Terminal is designed to handle 20 million passengers annually and is slated for completion in 2017.

Greenfield will feature 50 int'l and 10 domestic check-in points, 32 contact and eight remote gates, 45 aircraft stands as well as railway and bus terminals.

Rendezvous free wifi

RENDEZVOUS Hotels is spruiking its Value Promise Program for business & leisure travellers which includes free unrestricted 256kb/s internet access at the group's hotels in Australia, New Zealand and Asia Pacific.

The VPP also includes free local phone calls and "low-cost" long distance calls, mini-bar drinks & food and laundry pricing.

Guests can upgrade to the Business Benefits package for \$27.50pp per day which includes faster unrestricted internet access. See www.rendezvous-hotels.com.



The DL-VA partnership allows reciprocal frequent flyer and lounge access privileges, with passengers able to connect via Los Angeles to DL's extensive network which covers 356 destinations in 65 countries, carrying over 160 million passengers every year.

Industry Appointments

WELCOME to Industry Appointments, **Travel Daily's** Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry, send us an email at appointments@traveldaily.com.au.

Sports and entertainment travel firm **Keith Prowse Travel** has welcomed **Chris Hegarty** to the role of National Sales Manager. Hegarty brings years of experience from senior roles in the ski and snow sector of the industry.

Sunshine Coast Destination Ltd has announced the addition of **Grant Hunt** to its Board of Directors, replacing outgoing chairman Barrie Adams.

Bringing a strong background in hospitality operations in the state over the last 20 years, the **Australian Tourism Export Council** has recruited **Michael Collins** to the position of WA Branch Manager.

Visit California has created an Australian & NZ Travel Advisory Board to help develop brand strategies and oversee local California advertising in this market. Named to the board is **Alastair Fernie**, The Cruise Team; **Alison Espley**, United Airlines; **Clair Flack**, Hertz Corporation; **John Simeone**, Qantas Airways; **Kirsty Rankin**, Pinpoint Travel Group; **Randall Deer**, Ignite Travel Group & **Steve Labroksi**, iTravel.

Long-term **Tourism Malaysia** employee **Ammelia Affendy** has relocated to the Perth office as Deputy Director, replacing Wan Sara Wan The.

Theme park operator **Village Roadshow Limited** has split the roles of Executive Chairman and Chief Executive Officer to two people, with the incumbents **Robert Kirby** and **Graham Burke** sharing the responsibilities.

To be based at PARKROYAL Melbourne Airport, **Chris Lane** has been hired as the new Director of Sales for **Pan Pacific Hotels Group**. Lane has been tasked with supporting sales at all of the group's Australian hotels.

Peter Rowland Catering has been selected as the exclusive functions and events food & beverage firm for the **Melbourne Star Observation Wheel**.

Celebrated restaurateur **Justin North** has been appointed to the role of Culinary Ambassador for **Pullman Hotels & Resorts**. North will work with chefs at the Accor brand to oversee menu and dining development.

Hotel, flight and car pricing aggregator **Skyscanner** has appointed a new chairman in **Margaret Rice-Jones**, who joined the company last month.

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RECENTLY appointed ceo of home-based group MTA Travel Don Beattie has described the loyalty level toward the company he has seen in his three months in the role as “extraordinary”.

Speaking to *Travel Daily* at the firm’s second regional meeting in the current national tour, Beattie said the group was focused on attracting the industry’s best.

“Unlike other organisations, we are not chasing numbers,” he said.

Beattie revealed to *TD* the group received 55 enquiries weekly from agents across the entire industry, with a very strict quality rating seeing approximately only 3 of every 100 making the grade.

Beattie joined MTA managing directors/founders Roy and Karen Merricks and a number of senior staff at its annual regional meeting, which took place in Sydney yesterday.

The Sydney event was the second in the series and saw 62 agents in attendance, following

more than 50 who turned up to Brisbane’s event earlier this week.

Points of discussion included IT system improvements, structure of fees and the overall position of the company in the marketplace.

Many questions were put to management on the impending rollout of ATAS accreditation, with Roy Merricks confirming the group will be adopting ATAS for members at a group level.

Members were also in strong agreement that ATAS was “the way forward” for the industry.

“We’re committed to supporting AFTA and the ATAS program - we think it’s fantastic,” Merricks said.

He added there was still little detail currently available on the new IPP safeguard insurances but that the company was preparing to seek quotes for some policies.

Roy and Karen Merricks are **pictured** above left with IT support manager Nik Donovan; director & operations manager Sara Merricks and ceo Don Beattie.

Spencer Travel expands, again



SPENCER Group of Companies has added a new business to its portfolio, welcoming the former Benchmark Travel/Travelscene Kogarah office into its stable.

Effective this week, the agency will now be known as Spencer Travel Southside, broadening Spencer’s offices to four along

with offshoot 24x7 Solutions.

Pictured by Botany Bay at Brighton Le Sands from left are Carissa Johnson, Marilyn Heslop, Tegan Walmsley and Gemima Mennell from Spencer Travel Southside with Penny Spencer, Louise Brown and Tina Killeen of Spencer Travel.

App download mark

HOTELS.COM has introduced a new app available for the Kindle Fire device, adding its collection of smartphone apps have been downloaded 25 million times.

Beachcomber bush & beach fam



A TRUE bush and beach safari experience was provided to this group of agents, who recently toured South Africa & Mauritius.

The agents were hosted by Air Mauritius and Beachcomber, undertaking a range of wildlife adventures before ending their trip in palatial island luxury at one of Beachcomber’s resorts.

One of the highlights reported was a rather fiery argument

between two hippos who clearly were not in agreement about something important.

Pictured above during a game drive in Thornybush with their ranger is Monika Wright, Alpha Travel; Senay Yakar, Cathy Rice Travel; Kathryn Warner, Flight Centre; Anita Medcalf, TravelManagers; Jessica Eirth, Flight Centre and Janice Lee from TravelManagers.

Agents give thanks in Aloha sun



MEMORIES of the Islands of Aloha have been brought home to Australia by yet another group of top-selling agents, who spent an entire glorious week in Hawaii.

Hosted by Hawaii Tourism Oceania and flown by Hawaiian Airlines, the 2013 mega-famil saw the group initially split across the islands of Kauai, Maui and Hawai’i before regrouping in Waikiki.

Activities enjoyed included swimming with green sea turtles, snorkelling off Molokini, mountain tubing in Kauai and gazing at the stars in the clear night sky from the top of Mauna Kea.

Once back in Oahu and Waikiki,

the group headed to Aulani, a Disney Resort & Spa to hang loose with a variety of Disney’s classic characters including Stitch, who is **pictured** above with the group.

One of the cultural endeavours the group participated in was an exercise in making traditional bark cloth, known as kappa.

Happily for the shoppers in the group, the famil coincided with the famous “Black Friday” sales at the beginning of the Thanksgiving holiday weekend, which saw Ala Moana tally up a roaring trade.

The event came to a close with a divine dinner on Waikiki Beach courtesy of the Halekulani Hotel.

Hana Tour abandoned

THE Travel Compensation Fund has non-voluntarily terminated the participation of Hana Tour Australia (ABN: 85 094 837 831) after the agency was abandoned.

TTA celebrates Christmas

THE Travel Authority last night celebrated a huge year of growth, welcoming key clients and supplier partners to a Christmas party at Sydney's Grain Bar at the Four Seasons Hotel.

TTA founders Sarah Bush and Peter Hosper (pictured) told



TD, 2013 had seen a host of new alliances and partnerships, including an arrangement with like-minded agencies in Vancouver, Boston, Singapore and London which provides full transparency of client bookings so that each other's passengers can be mutually serviced.

Other developments this year have included participation in the MTA7 marine group (**TD** 16 Sep) and the relaunch of The Cruise

Authority in partnership with Cruise Holidays (**TD** 22 Oct).

Hosper said the group, which is currently a Travelscene Corporate member, is looking forward to the imminent consumer launch of Helloworld, with the agency continuing with the group as an associate member.

Major overhaul for KU

KUWAIT Airways will next year carry out the largest overhaul on its aircraft fleet since the 1990 Iraqi invasion, the carrier said.

A purchase contract has been signed with Airbus for 25 new jets along with a lease for 12 more, with the new planes expected to begin arriving from Q2 next year.

Ryanair fee structure

IRISH low-cost carrier Ryanair will launch new check-in, luggage and boarding pass reissue fees from this Sun as part of a renewed focus on customer service.

A variety of social media, family and business initiatives are also on the drawing board for coming months, the carrier said.

Hawaii forecasts drop

DECLINING visitor arrival numbers in Sep and Oct are being forecasted to continue for the rest of the year and into 2014, according to Hawaii Tourism Authority ceo Mike McCartney.

Despite the grim overall forecast, visitor figures from Oceania remain high, with a 27.1% year-on-year jump in arrivals for Oct, with a 54.5% climb in available air seats from the region.

McCartney said the overall drop in arrival numbers showed tourists were beginning to take note of gradually rising costs of a holiday in the Hawaiian Islands.

EL AL low-cost carrier

ISRAEL'S EL AL is launching a new low-cost offshoot which will offer fares from \$69 to Europe.

Dubbed 'UP', the subsidiary will offer an Economy Plus & Economy cabin & plans to debut on 30 Mar and operate to Berlin, Budapest, Kiev, Prague and Larnaca.

A&K enticing Egypt

BESPOKE tour firm Abercrombie & Kent has slashed 20% from the price of its nine-day Nile in Style itinerary, inclusive of a four-night luxury Nile cruise, now priced at \$4,438ppts - phone 1300 590 317.



Travel Daily's popular Christmas photo competition is back! **Fraser Suites Perth** want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

At the end of the month, the judges will select the most creative photo and the person who submitted this will win two nights accommodation for two guests at Fraser Suites Perth, including daily breakfast and complimentary Wi-Fi.

Stylish, with world class facilities, Fraser Suites Perth is the first gold-standard serviced residences to be built in the city in over a decade.

Overlooking Swan River with a design set to appeal to business and leisure travellers alike, Fraser Suites Perth holds an enviable spot within the Free-Transit Zone and is just a stroll away from the world famous WACA cricket ground, Adelaide Terrace, Burswood Entertainment Complex and Perth Convention Exhibition Centre.

So start snapping, then email your festive photos (including names of the people pictured) to: xmasphotos@traveldaily.com.au.

[Click here for terms & conditions](#)



Protests hurt tourism

INITIAL signs of falling forward booking numbers are now being noticed by tourism officials in Thailand as protests continue at key political sites in the country.

Demonstrations to oust the Thai Prime Minister are ongoing, with reports of four deaths in peaceful rallies that have turned violent.

The Tourism Authority of Thailand says forward bookings are still strong despite the protests and 34 advisory bulletins issued by governments around the world, including Australia.

All services in the country are still operating as normal.

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On behalf of Adriana D'Angelis and the AA Team, we would like to thank all of our clients and candidates for your great support in 2013. We wish you all a wonderful Christmas and a prosperous New Year. We look forward to assisting you in 2014.

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NATIONAL IMPLEMENTATION MANAGER SYD & MEL – EXECUTIVE SALARY PACKAGE \$\$

Located in modern offices you will be working with a dynamic and supportive team, within companies who will provide outstanding development and the chance to have the career progression you have been dreaming of.

Key responsibilities will include understanding client needs within the online space and determine what solutions will provide value along with retaining and growing an existing client base. You will build and deliver detailed and high level product demonstrations, train and execute implementation plans and be the primary escalation point to support technical enquiries.

You will come from a strong corporate travel management background with strong systems and process mapping experience. You will be exceptionally organised, an excellent communicator, strong listener and a powerful relationship manager.

If this is the fresh start for 2014 you are looking for, apply now!!

USE YOUR SKILLS TO TRAIN OTHERS

TRAVEL INDUSTRY TRAINING MANAGER SYD, MEL & BNE - SALARY PACKAGE \$\$

How would you like to work for an organization where you will be overseeing a training department? This industry leader is looking for an experienced training manager with proven managerial and people skills. Ideally you will have the ability to build strong relationships with clients, both internally and externally. You will be overseeing training along with other customer service areas ensuring the client remains a leader within the marketplace.

ARE YOU TECHNICAL?

STRATEGIC ACCOUNT MANAGER – IT SOLUTIONS SYDNEY - SALARY PACKAGE \$150K ++

Are you an experienced Account Manager with a strong technical background and want to step up to a Global Brand where you will be generously rewarded. You will manage the strategic relationship between both internal stakeholders and 3rd party clients along with growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of working within a technical travel environment.

JUST CRUISIN

INDUSTRY BDM – PREMIUM PRODUCT MELBOURNE - SALARY PACKAGE \$\$\$

This fantastic new sales role has a vacancy open with your name on it. Looking after the Australian market, you will be self-motivated and utilise your strong negotiation skills to qualify opportunities and increase sales, growing sales revenue and build strong ongoing relationships with key industry personnel. Your friendly personality, presentation skills & creative ability is required here.

OPERATE THIS!

NATIONAL OPERATIONS MGR – LEADING TMC SYDNEY – EXECUTIVE SALARY PACKAGE \$\$

This award winning travel specialist is looking for a National Operations Manager to oversee their key operations. Key responsibilities will include human resources planning, increasing efficiencies and staff productivity, as well as profitable growth and financial accountability. Essentially you will come from a strong travel management background with leadership and people management skills along with team management experience on a National scale.

A NEW STYLE OF ACCOUNT MANAGEMENT NATIONAL CORPORATE CONSULTANCY MGR SYD & BNE - SALARY PACKAGE UP TO \$150K+

Our client, one of the largest travel organizations within the Australian market has a rare vacancy for a Travel Consultancy Manager to progress the business ensuring an even stronger position within the market place moving forward. If you have proven client relationship experience combined with strong management, analytical and strategic thinking skills and the ability to proactively provide future planning and project management services apply now!

THERE'S NO BETTER BRAND IN THE MARKET CORPORATE CLIENT RELATIONSHIP MGR SYDNEY – SALARY PACKAGE TO \$85K+

With roles in Sydney and Melbourne, these award winning TMC are a perfect match for an ambitious corporate travel Account Manager moving up. This position is offering a great salary package and a seniority that will elevate your career profile. Managing an impressive portfolio, this role will involve strategic development, service delivery, and managing relationships with key suppliers.

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