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Travel Daily

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Friday 8th February 2013

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TA/SQ UK campaign

TOURISM Australia has teamed with Singapore Airlines to prompt Brits to travel Down Under for their next big long-haul holiday.

The month-long campaign was rolled out yesterday on the back of TA's highly successful *There's Nothing Like Australia* promo, and features 30-sec TV commercials focusing on Aussie experiences, nature, food and wine.

The campaign is valued at close to £1 million (AU\$1.5 million), & offers discounted SQ fares to Aus.

Seven pages of news

Travel Daily today has seven pages of news plus a full page of jobs from AA Appointments.

Fuel court cases finalised

THE LONG-RUNNING fuel surcharge class-action reached its conclusion yesterday, with Air New Zealand becoming the final carrier to reach settlement over paying commissions to travel agents on fuel levies.

The class action representing Australian travel agents was led by law firm Slater & Gordon, and saw other carriers incl Qantas, British Airways, Cathay Pacific and Singapore Airlines ordered to recompense affected agents who didn't opt out of the case.

The courts ruled in favour of the Slater & Gordon plaintiff in 2010 (*TD* 04 May 2010), following the

initial filing of the suit in Dec 06.

Interestingly, Air New Zealand claimed later that year that it was not liable to pay fuel surcharge commissions after separating its defence from Qantas three years earlier (*TD* 06 Sep 2010).

Senior Slater & Gordon litigation lawyer, Steven Lewis, said the result was instrumental in changing the travel industry.

"As a result of this action, we have recovered commission for hundreds of small businesses across Australia," Lewis said.

"Importantly, the case has changed the way international airlines pay commission to all Australian travel agents, whether they were involved in the action or not," he added.

"Travel agents successfully argued that airlines were contractually bound to pay commission based on the actual cost of the ticket to the consumer, including the fuel charge component," Lewis said.

Yesterday's announcement failed to disclose the exact dollar figure Air New Zealand must now pay out to travel agents.

SEALINK

Travel Group

Business Development Executive

Employing over 650 people throughout Australia, SeaLink Travel Group are best known for their ferry operations connecting the South Australian mainland to Kangaroo Island. In addition they have built a significant tourism operation as a tour operator, travel wholesaler and retail travel business nationally recently purchasing Sun Ferries in Townsville (now SeaLink Queensland) and Captain Cook Cruises on Sydney Harbour.

SeaLink has an opportunity for a Business Development Executive to join their team. Working within the Adelaide/South Australian market this position is primarily responsible for the promotion and selling of Adelaide Sightseeing products. This position also plays a key role in the Adelaide hotel network and is responsible for the market share of Adelaide Sightseeing sales. Assistance in the South Australian and Northern Victorian markets for the selling of the wider SeaLink products will also be a requirement of this role. In addition to the Adelaide hotel network the role also requires a strong emphasis in the Groups and Charters area and in particular with the Adelaide Convention Bureau and its key partners.

This position is offered on a permanent full time basis and is based in Adelaide.

To be successful you will demonstrate a strong understanding of retail trade distribution, with previous experience in a Business Development Executive or Retail Travel sales capacity.

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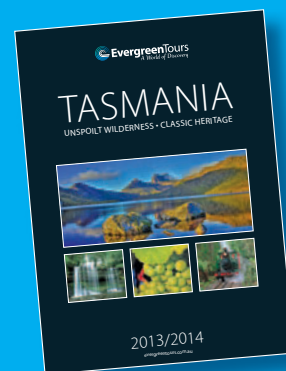
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Skimax Japan going off

SKI specialist wholesaler Skimax says it's having such a huge Japan season this year that it plans to release rates for 2013/14 soon.

MD Rodney Muller told **TD** that skier numbers to Japan for 2012/13 have "far outstripped any year in history," with last minute booking demand still also high.

"With the weakening Yen and the increase in demand for Niseko, we anticipate 2013-14 is going to be another strong season for Japan and Skimax," he said.

QF mull London reduction

QANTAS has told regulators in NZ it is considering dropping one of its double daily services to London should it be unable to gain approval to form a joint venture with a "mid-point carrier".

What's more, the Australian-flag carrier suggests shelving all flights to Europe in the long-term.

In a joint 116-page application to the New Zealand Ministry of Transport, Qantas and Emirates said their proposed conduct "is a measured and balanced response to the economic realities of the highly dynamic and competitive international aviation industry."

QF reiterated that "mid-point carriers" - those with hubs in Singapore, Hong Kong, Middle East or locations in China - "have an immediate and significant geographic advantage over end-of-line carriers like Qantas International" because they have access to hundreds of millions of consumers in a nearby proximity.

The lengthy document, submitted in Sep last year, outlines the range of public benefits to be derived through the alliance, including increased tourism, enhanced customer experiences & products

and Qantas fare reductions.

QF said "numerous reasons" had previously prevented pacts with other mid-point carriers, such as Singapore Airlines, Cathay Pacific and Malaysia Airlines, which has resulted in QF Int'l "continuing to lose money and contract."

Qantas has already confirmed it will cease services on the "loss-making" Frankfurt route, one of its three daily European options.

However, the application to the NZ MOT goes further, saying, "absent the ability to coordinate with one of the mid-point carriers [namely EK], Qantas International's current European network will contract further, with the possible withdrawal of one of the daily London services in the short term.

"In the long-term, Qantas Int'l will only invest in new aircraft & operate to those ports where it can make an appropriate return on capital - this will not include Europe," the document states.

Since the application was filed, QF/EK won a Draft Determination from the ACCC in favour of the pact, excluding trans-Tasman ops.

Avalon incentive

AGENTS booking any 2013 Avalon Waterways European river cruise with a Singapore Airlines airfare will be entered into a draw to win a 5-day Christmas cruise for two.

Eligible bookings must be made before 31 Mar and depart between Apr and Oct this year.

Three incentive runners-up will each also win a 16GB Samsung Galaxy Tab 2 tablet.

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Travel Daily
on location with
Bill Peach Journeys

Today's issue of **TD** is coming to you from Emirates Wolgan Valley Resort & Spa, where today Bill Peach Journeys celebrates its 30th birthday.

BEING whisked by private jet from Sydney this morning to have lunch at one of Australia's top resorts pretty much epitomises the spirit of Bill Peach Journeys.

The iconic tour operator specialises in luxury "private air tours" and is today also celebrating the launch of its brand new Embraer 135LR jet.

This aircraft is set to take the Bill Peach product to another level, with a plush leather interior and full bar and capacity for 34 "privileged passengers".

The range of the plane will enable Bill Peach to carry its lucky clients to the furthest reaches of the globe - but today it's just a short hop from Sydney to Bathurst before a luxury transfer for lunch - and a glass or two of bubbly on the flight home.

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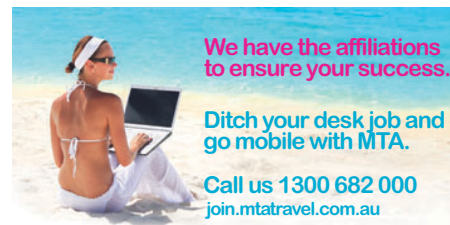




Travel Daily

First with the news

Friday 8th February 2013



Europe booming for Bunnik

BUNNIK Tours says it's reaping the benefit of a rebranding strategy and new, destination specific brochure range, with its passenger numbers booked to Europe in 2013 having already "raced past" the full 12 month figures for last year.

MD Dennis Bunnik told **TD** yesterday the brochure range, which highlights Bunnik's key differences such as smaller group

sizes, more time to explore and authentic experiences, was "really starting to pay dividends".

"Our concept hasn't changed, but we're communicating it better," he said, with the wide range of Bunnik tours aiming to truly capture the essence of a destination rather than just "ticking off tourist sites".

The strong demand has seen the majority of Bunnik's 2013 European departures guaranteed, with many already sold out.

The Europe boom reflects the decline in Bunnik's previous mainstay, Egypt, which he said was definitely showing signs of recovery with a spike in bookings each time the country is out of the news for a few weeks.

But the Egyptian turmoil has had some benefits for the SA-based operator, which has spread its portfolio far wider as a result.

Bunnik said the company is budgeting for a 30% increase in overall sales this year, which will take it back to the levels it experienced prior to the recent unrest in North Africa.

Other Bunnik initiatives are also showing strong success, including the niche 'Solo Traveller' brochure with trips in which each passenger gets their own room.

As far as Egypt is concerned, Bunnik stressed that the political situation is not affecting the operation of the country's mature and well-established tourism industry in any way.

"We have no qualms whatsoever in promoting the destination," he said, and as if to prove the point is heading to Cairo next week to personally escort one of Bunnik's groups.

QF Arabic attendants

QANTAS has initiated the search to recruit cabin crew in Australia with Arabic language skills to service its new Dubai services.

Applicants are required to have Level 4 or more Arabic language skills, be Australian citizens or hold an Australia Permanent Residency and hold a passport which ensures unrestricted access to all Qantas destinations with a minimum 12 months validity.

QF commences new daily services from Melbourne and Sydney to Dubai on 31 Mar, with cabin crew training expecting to take around six weeks - more info at www.bit.ly/QFarabiccc.

JTB agent incentive

TRAVEL agents booking JTB's 2013 Food & Cherry Blossom Tour for their clients are being offered a chance to win a place on the trip for themselves at no cost, or a generous \$1,000 Myer Gift card.

Departing from Tokyo on 31 Mar, the 10-night trip visits Kyoto, Takayama, Kurashiki, Fukuoka and Osaka and is priced at \$4,950ppts. More info on 1300 739 330.

AC Prem. Economy

AIR Canada has confirmed it will introduce a new International Premium Economy cabin (**TD** 05 Dec) on five new Boeing 777-300ERs, expected to launch in Jul.

The new premium seat option will feature 7" more legroom than the Economy cabin, with pax provided premium meals and free bar service, and priority check-in/baggage delivery at the airport.

AC plans to roll out the first of the new 777s on the Montreal-Paris route on 11 Jul, with other routes added over time.

Window Seat

FIRST there was the Canadian squirrel photobomber in Banff, but how's this for the sequel!

The image **below** of a llama who decided to get itself well in the way of a tourist's attempt at photographing the ancient Inca ruins of Machu Picchu has gone viral around the world.

Dozens of camelid roam free around the attraction, and are usually found around the site, but rarely with this much focus.

According to the author, this is now her favourite image of her travels in Latin America.



Asian carriers boost

PASSENGERS are slowly drifting to Asian-based airlines for int'l services to the continent and also to Europe, affecting the market share of flag-carrier Qantas.

Statistics from the Bureau of Infrastructure, Transport and Regional Economics, released yesterday, showed a 1% drop in Qantas' passenger market share compared to Nov 2011 (**TD** yest.).

Benefiting from this has been the market shares of Thai Airways (up 1.0%), Singapore Airlines (+0.4%), Malaysia Airlines (0.1%) and low-cost AirAsia X (+0.9%).

Qantas also saw market share migrate to its low-cost subsidiary Jetstar, which improved 0.3% in the latest figures.



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Philippine Airlines

GA 777s to Gatwick

GARUDA Indonesia has today confirmed the launch of services to London Gatwick (**TD Tue**), with the SkyTeam-elect carrier to operate six weekly flights using B777-300 aircraft ex Jakarta, commencing from Q4 this year.

President and ceo Emirsyah Satar said the launch of London flights was part of GA's 'Quantum Leap' program to develop its global network, and primes the airline to become a 'global player.'

Golden Door discount

THE Golden Door Health Retreats are offering a 15% discount across all stays in Queensland and NSW for travel between 01-24 Mar.

Guests can take up the deal by booking a five- or seven-night program at Golden Door Willowvale in the Gold Coast Hinterland, or two-, three-, five- or seven-night stays at The Gold Door Elysia. Call 1800 212 011 for more info.

Grand Sth American

COX & Kings has released a new 17-day escorted Grand Tour of South America itinerary taking in some of the most popular highlights on the continent.

The trip visits Rio de Janeiro, Machu Picchu and the Iguazu Falls among other popular sites between Peru and Brazil.

Inclusive of accommodation in four- and five-star properties and flights within the continent, the itinerary offers regular departures between 28 Mar 13 - 27 Mar 14 and is priced from \$6,295ppts.

Excite AP100+ converts

EXCITE Holidays is reporting a positive response from agents to offers of bonus commission when securing bookings by paying in full 100+ days prior to service, via the 'Advance Purchase' promo.

The B2B wholesaler says over 92% of agents have altered their booking behaviour to opt in on the 'AP100'+ incentive.

Aussie flavour at The Capital

DAVID Levin, who owns London's The Capital Hotel, has such a strong affection for Australia that he displays the Aussie flag out the front (**right**).

Levin is currently promoting the property to travel agents here, with Aussies consistently providing a significant share of the luxury Knightsbridge hotel's occupancy - some years up to 20%.

In fact, yesterday he told **TD** that this is his 42nd consecutive annual trip to Australia, having spent the local summer here every year since 1971/72.

The property has recently undergone some changes, including the introduction of a new eatery called Outlaw's Seafood & Grill, headed up by Cornwall-based UK celebrity chef Nathan Outlaw.

A mark of The Capital's attention to excellence is that the restaurant is supplied directly by Cornish fishermen, with a van



packed with seafood driving from the coast to London several times weekly to ensure a fresh menu.

The Capital's rooms have also had a makeover, with a classy new softer look.

Currently, the five star hotel, located next to Harrods, is offering a range of special offers including breakfast, round trip airport transfers and free wi-fi.

For details, call Unique Tourism on 02 9211 6590.

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IHG pampers VIPs on The Island



IHG last night spoilt around 150 corporate, meeting planners and trade partners of the Crowne Plaza & Holiday Inn hotels across NSW, ACT and SA to a fabulous party on Sydney Harbour.

General managers & executives from the two brands mixed with VIPs on the floating pontoon, The Island, to celebrate their close business ties, while breaking from the traditional IHG sailing regatta.

Moored at Athol Bay - not far from Taronga Zoo - guests sipped champagne and dined on prawns, pizza, calzone and other such delicacies while watching the sun set behind the Sydney Harbour Bridge and the Opera House.

The contingent of Crowne Plaza and Holiday Inn representatives from the NSW/ACT/SA properties are **pictured** here.

Star Alliance fare cut

A NUMBER of Star Alliance-sold air-passes will be discontinued for sales from later this month.

From 18 Feb, the Brazil Airpass, Japan Airpass, Micronesia Airpass, Middle-East Airpass, South Pacific Airpass, Thailand Airpass, Circle Asia Fare and Circle North Asia Fare will no longer be available.

A Star Alliance spokesperson said the reason for the stoppage was due to many only offering travel on a single Alliance carrier.

"Our intention is to place our emphasis on those products which are genuinely multi-carrier alliance fare products".

Air-passes sold by individual carriers will not be affected, and passes sold prior to the deadline will still be honoured for travel.



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Air NZ slams WLG fees

NEW Zealand's Commerce Commission has handed down a report showing Wellington Airport would have earned NZ\$69m in extra revenue over the next five years as a result of deliberately overcharging on airport fees.

Air New Zealand coo Bruce Parton said passengers had been forced to pay higher airfares than would otherwise have been charged, and that the airline was "committed to reducing airfares as soon as a more reasonable charging system is implemented."

Flight Centre Dubai

FLIGHT Centre Ltd this morning confirmed it will expand the reach of the Flight Centre brand into Asia and the Middle East (TD breaking news), with a new Dubai store to open later this month.

The expansion comes as FC grows its global footprint by 6-8% annually, with nearly 100 corporate and leisure travel stores in Asia & the Middle East - a region offering "solid growth opportunities," says FLT Asia-ME exec gm, Rob Flint.

Flight Centre founder Graham Turner is **pictured** below outside the first Middle East outlet.



DL/Starwood alliance

DELTA Air Lines and Starwood Hotels & Resorts have joined forces on a new loyalty program partnership that will see the elite members of both schemes offered a range of exclusive benefits.

The new program, to be named Crossover Rewards, will offer reciprocal earn & burn incentives.

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CA boost Vancouver

AIR China will boost frequencies between Beijing and Vancouver in Canada from daily to 11-weekly from 17 May, with an additional service on Tue, Thu, Fri and Sat.

2 new Starwood Capital brands

STARWOOD Capital Group has breathed life back into a pre-GFC plan to launch two new hotel brands, dubbed Baccarat Hotels & Resorts and 1 Hotels & Resorts.

Five properties will form the initial launch of the brands over the next two years, with Baccarat Hotels to represent a new luxury high-end chain, while 1 Hotels will form a new eco-brand design.

The group's launch timeline will see the opening of the Baccarat Hotel & Residences in New York alongside the Baccarat Hotel Rabat, in Morocco.

The debut 1 Hotels properties will all be in the US and are set to be located in South Beach, Florida and two New York properties at

Central Park, Manhattan and at the Brooklyn Bridge Park.

Starwood Capital Group ceo & chairman Barry Sternlicht - who was the founder of Starwood Hotels & Resorts - said the launch of the new brands was like seeing an idea becoming a reality.

"With two revolutionary hotel brands entering the marketplace and five hotel openings in the next two years, we are confident that Baccarat and 1 Hotels will place Starwood Capital Group at the very forefront of the dynamic hospitality industry," he said.

Baccarat Hotels will feature a heavy focus on the French crystal company purchased by Starwood last year to acquire the naming rights for the brand & will target high-end luxury-seeking travellers.

The 1 Hotels name will adopt an eco-sensitive ethos, with multiple green initiatives and services on offer including farm-to-table dining and other ecologically responsible amenities.

Viva selling United tix

VIVA! Holidays has released an exclusive range of ticket & accom packages for the upcoming Manchester United Vs A-League All-Stars football match in Sydney.

Category A, B & C tickets with confirmed seating are all available for the 20 Jul match, with two nights and "C" tickets priced from \$472ppts - phone 13 27 87.

Rottnest ramping up

TOURISM Western Australia has awarded a \$1.2m contract for the construction of a nine-hole golf course on Rottnest Island.

Campgrounds on the island will also receive a makeover, with projects aimed at boost tourism to the island destination.

MEANWHILE, the WA Govt has said it will inject new funds into the Australasian Safari endurance motorsport event, helping it to stay on the series calendar and securing visitation from int'l fanbases as well as global TV exposure for the state.



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.

The **Travel Industry Club** has released a deal so hot, it is valid only for the next week. Fly to the UK and Europe with British Airways for \$699 return plus taxes. Seats are limited, so phone the TIC on (02) 9700 8711 to book.

For a Pacific escape, **Tahiti Travel Connection** is offering savings of up to \$4,150 per couple in the form of free nights, upgrades, breakfasts & hotel transfers via its Tahiti On Sale deals. Packages are available at resorts in Papeete, Moorea and Bora Bora, and to book yours, phone 1300 858 305.

If you're in need of a break, **Big4 Adventure Whitsundays** has the cure in the form of Stay 5 Pay 3 deals for stays up to 31 Mar, priced from \$330 twin share for a Deluxe Studio Cabin. If your stay includes Valentine's Day, mention "romance" when booking to get a free bottle of sparkling wine. For more info or to book, see www.adventurewhitsunday.com.au.

Mantra Hotels has released a range of Sizzling Summer deals to enjoy a break in SE Queensland or North NSW. Rates start from \$149 per night or one-night-free on many three-night packages. Call 13 15 17 to book.

SAA 2013 value fares

SOUTH African Airways has released a range of new special return fares leading in at \$1,520 to Johannesburg ex Perth or \$1,635 from Sydney.

Destinations in Mauritius, Tanzania, Kenya and other ports in South Africa are also on sale as part of the release.

Seats are on sale until 25 Feb and valid for travel to 30 Nov.

Book Accor by mobile

ACCOR has released a new version of its smartphone application offering bookings at the group's 3,500 hotels globally.

The group has also launched a dedicated app for the ibis family of properties, with rooms at over 1,600 ibis hotels worldwide able to be booked via the app.

Both apps are free to download on iPhone, Android & Blackberry.

WIN A 2-NIGHT BREAK AT PALMER COOLUM RESORT

This week, **Travel Daily** is giving one lucky reader the chance to win a 2-night break at **Palmer Coolum Resort** on Sunshine Coast.

The prize includes 2 nights accommodation in a Deluxe Junior Suite and flights from any Australian capital city.

Palmer Coolum Resort is Australia's finest all encompassing luxury resort destination, providing superior accommodation and an unsurpassed range of facilities and activities - all set in a natural environment.

For your chance to win this great prize, email your answer to the question below by COB on Friday to: pcrcomp@traveldaily.com.au.



In 50 words or less, describe why you think Palmer Coolum Resort is a great destination for your next Australian getaway



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To apply, please send your resume to Pacific.HR@aa.com

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American Airlines



Territory incentive winners

A **KIMBERLEY** Cruise, a Platinum Rail journey aboard The Ghan and a Coral Princess Cruise were up for grabs in an agent incentive run recently by Territory Discoveries.

The promotion was held as part of celebrations for the launch of the wholesaler's Rail & Cruise brochure for 2013.

Winning the cruise around the idyllic Kimberley region was Karen Walkley from Flower Travel, who is **pictured** above right receiving her prize from Kate Danca



ster from Territory Discoveries.

Pictured left is Gary Seignior, who will soon be enjoying a Coral Princess voyage, presented by Territory Discoveries' Vic/Tas bde Amanda Reynolds.

The winner of The Ghan journey was TravelManagers Queensland PTM Corinne Heyman.



Southern Italy saving

BACK-ROADS Touring is cutting \$141 off the price of its seven-day Enchanting Southern Italy tour.

The itinerary, which visits Naples, Pompeii, Capri and the Amalfi Coast, is now priced from \$2,674pp if booked by 28 Feb.

More info on 1300 100 410.

FCm mobile solution

FCM Travel Solutions has launched an integrated mobile phone solution in conjunction with UK-based technology company Mantic Point.

The 'FCm Mobile' application provides business travellers with access to their itineraries on mobile devices, as well as flight status notifications and the ability to check-in for flights.

Airport guides, currency conversion tools and weather forecasts can also be accessed via the new software.

New luxury collection

THAILAND'S Vana Belle Resort in Koh Samui has been opened as the newest property to be part of Starwood's Luxury Collection group of properties.

The resort joins Bangkok's Sheraton Grande Sukhumvit and the Naka Island Resort in Phuket as Thailand's representative resorts of The Luxury Collection.

Food & Fishing Rules

MY KITCHEN Rules host chef Pete Evans will be the celebrity guest of a five-day Food & Fishing Safari, to take place at Western Australia's high-end Sal Salis Wild Bush Luxury Camp.

The itinerary will be available to a maximum of 16 passengers and is priced from \$4,699pp.

Details at (02) 9571 6399.

New SAT marketer

SOUTH Africa Tourism has appointed Janine Hutton as its chief marketing officer based in the organisation's Johannesburg head office, effective this month.

Wego to Middle East

ONLINE travel aggregator website Wego has opened a full-service operation office in Dubai as part of a global expansion plan.

The announcement follows the launch of the Wego Arabic language site, with the firm appointing Mohamad Ibrahim Masri as its managing director for the new Middle East office.

Transavia on GDS

DUTCH low-cost carrier and member of the Air France/KLM Group Transavia has signed a full content sharing agreement with Travelport.

The independently owned airline has also adopted Travelport's ETD base e-ticketing software solution for mainline and AF/KLM interline ticketing and ground handling messaging.

APT private jet offer

APT has extended the booking deadline for its half-price West Coast Air Cruising itinerary through until 31 Mar.

The tour departs daily between May & Oct and offers destination hopping aboard a private plane, visiting regional destinations across California and Utah at the discounted price of \$1,497.50pts.

The discounted price is valid alongside bookings on an APT Canada/Alaska land and cruise tour of 17-days or more.

For details, ph 1300 278 278.

UA boosts Heathrow

UNITED Airlines will increase frequencies to London Heathrow ex Houston to three daily from 02 Apr, with the new service seeing the roll-out of the carrier's new First-Class flatbeds on the route.



Win

a luxury trip to Abu Dhabi



Abu Dhabi Tourism & Culture Authority is giving one lucky Travel Daily reader and their guest the chance to experience the awe-inspiring nature, exhilarating adventure, rich culture and warm Arabian hospitality of Abu Dhabi.

Your luxurious prize will include: return Coral Economy Class flights to Abu Dhabi (ex Sydney, Melbourne or Brisbane) with award-winning Etihad Airways, 4 nights' accommodation at the 5* beachfront Fairmont Bab Al Bahr, an Arabian Adventures City Spectacular Tour, Sundowner Dune Safari and return airport transfers.

For the month of February, simply send the correct answers for our daily questions to abudhabicomp@traveldaily.com.au and this fascinating Arabian holiday for two could be yours.

Q6. From the beginning of February 2013, Etihad Airways began operating daily flights from which Australian city?

The deadline for all answers is 5.00pm Thursday 28th February, 2013.
Click here for full terms & conditions and to view all questions.





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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