

With the current trend in multigenerational family travel, Singapore has universal appeal. From world-class theme parks for the young and young at heart, to free and easy activities grandma and grandpa can join in, there are plenty of ways for your clients to enjoy a family holiday in the Lion City.

Young at heart The huge variety of experiences available in Singapore means there's something for everyone to enjoy - whether it's action-packed excitement, serene relaxation, sightseeing, culinary delights or culture.

Whether they're nine or ninety, everyone will love the **Mint (Moment of Imagination and Nostalgia) Museum of Toys**, a museum featuring toy collections from more than 40 countries - www.emint.com
Get into Singapore's green outdoors on a **Segway Eco Adventure on Sentosa Island** - www.segway-sentosa.com
Interact with feathered friends in shows at the **Jurong Bird Park** - www.birdpark.com.sg

Enjoy the blissful lush indoor greenery of the newly-opened **Gardens by the Bay**. Wander through the Cloud Forest and Flower Dome of rare plants in this delightfully cool 100-hectare oasis which offers plenty to occupy the kids.
And watch the nightly Garden Rhapsody light up the stunning Supertrees ("vertical gardens") which also offer amazing sky high dining- see gardensbythebay.com.sg



Singapore has lots of family-friendly accommodation ranging from five-star resorts to mid-range hotels.

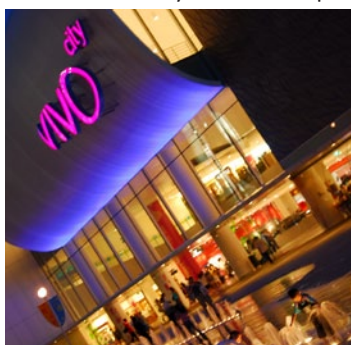
The kids can meet Universal Studios characters and sleep in loft beds at **Resorts World Sentosa's Festive Hotel**.

On the other end of the resort, the **Beach Villas** provide an escape for the whole family.

Their Ocean Suites give you an underwater view of 70 marine species - www.rwsentosa.com

Teen tempters There's action aplenty for kids of all ages in Singapore, with the destination offering theme parks, beaches, activities and of course shopping - check out these options for a holiday that will keep the whole family happy.

At the **Singapore Discovery Centre** the whole family can have a ball with the amazing interactive exhibits.
Details at www.sdc.com.sg
The fascinating **Jacob Ballas Children's Garden** is specially designed for kids to learn about plants www.sbg.org.sg, or meet dark creatures on a **Night Safari**. See www.nightsafari.com.sg



As well as great shopping, the kid-friendly **VivoCity** mall's rooftop garden provides great views of Sentosa Island and even a wading pool for the young ones to cool off!
Teenagers can blow their minds on the 6D effects of the XD Theatre featuring Canyon Coaster, Ravine Racer and more - singaporexdexperience.com

Does someone have a special birthday? Give them the party of a lifetime on the **Singapore Flyer** observation wheel complete with balloon sculpting, a magic show and stunning views.

For something more sedate, the wheel also offers the world's highest High Tea - details at www.singaporeflyer.com

Relaxed and easy A Singapore holiday doesn't have to be action-packed - check out these options for a slower pace.



Learn about the health benefits of aromatic spices like coriander and lemongrass at the **Singapore Spice Gardens**. Discover more unique flavours as you stroll the exotic streets of **Little India** or the traditional medicine vendors in Singapore's historic **Chinatown** - for expert guidance see societyoftouristguides.org.sg

For a fabulous pampering experience indulge in the exotic pavilions of **Spa Botanica**, Asia's largest outdoor spa - details at www.spabotanica.com
Take some time out on the sand, work on your tan or simply reflect beneath a palm tree on Siloso Beach, Palawan Beach or Tanjong Beach on **Sentosa Island** - see sentosa.com.sg

History buffs and culture vultures will enjoy delving into the past at **Changi War Museum** changimuseum.com.sg, the **Asian Civilisations Museum** www.acm.org.sg, and **National Museum of Singapore** - info at www.nationalmuseum.sg
There are also lots of intriguing temples, mosques and churches for culture seekers.

Fabulous food Exploring the fusion of Chinese, Malay, Indian and Middle Eastern cuisines in one of Singapore's cultural precincts is an adventure the whole family will love.

Food choices are never a problem in Singapore.
From cheap hawker-style fare at **Maxwell Road Hawker Centre** and **Makansutra's Gluttons Bay**; to tasty Western dishes available at the many restaurants around **Clarke Quay** that will please even the most finicky eaters, no-one ever goes hungry in Singapore.

Dine in lush surrounds at the **Halia** restaurant, right in the centre of the one-hectare Ginger Garden of the Singapore Botanic Gardens - thehalia.com
Or enjoy Italian cuisine at the historic **Alkaff Mansion Ristorante**, with panoramic views overlooking the ocean and the serene Telok Blangah Hill Park - alkaff.com.sg

Insider tip

Singapore is at your fingertips with the **YourSingapore Guide** mobile app, which offers clients benefits at many attractions - yoursingapore.com/guide

And there's no need to worry about roaming charges - Starhub's **Preferred Tourist Card** gives unlimited data on the app, plus free IDD voice calls to Aussie landlines, texts and internet access - details at www.starhub.com/visitsg

NEED TO KNOW:

- Singapore's hawker markets and food stalls all display prominent government-backed ratings based on regular inspections of their hygiene standards, so clients can enjoy this unique dining experience without worry.
- The tap water in Singapore is safe to drink.

New TripCase website!

- ✓ Keep your travellers informed with free mobile flight alerts
- ✓ Stay in touch with your travellers through message stream
- ✓ Itinerary automatically imported from Sabre Red



Contact Sabre Pacific today for access

Sabre
pacific

Travel Daily

First with the news

Wednesday 20th February 2013

SHE IS!

Are you keeping up to 100% of your up-front commissions? At Travel Partners you can.

Ph: 1300 559 527



TRAVEL
PARTNERS

EXCELLENCE IN TRAVEL

Email: 100pct@travelpartners.com.au

ISSN 1834-3058

PAL Aus expansion

PHILIPPINE Airlines has begun spruiking new Australian services to Brisbane, Perth and Darwin in Filipino newspapers, but launch dates remain yet to be specified.

The ads appeared in print media last week in the Philippines and promote the destinations as coming "soon", featuring images of Brisbane's Southbank, Perth's Bell Tower and Darwin's croc tours on the Adelaide River.

Currently, PAL operates four and three B777 weekly Sydney and Melbourne services respectively.

It's understood the Manila-based carrier will operate A320 services to Brisbane, via Darwin (TD 08 Nov).

PAL's website does not list any of the new Aussie gateways on its drop-down list at present.

Qantas launches 'cash card'

QANTAS ceo Alan Joyce this morning announced what he described as the "Swiss Army Knife" of loyalty cards, with a new Mastercard-linked QF Frequent Flyer Card which will double as a travel card (TD breaking news).

All nine million-plus Australian-based members of the QFFF scheme will receive one of the new cards from the third quarter of this year.

As well as loyalty membership, airline check-in and boarding, the card will be able to be used for everyday purchases and travel money, with up to nine different currencies loadable.

The card can be used for in-store transactions when travelling overseas as well as for the withdrawal of foreign currency from ATMs across the globe - in addition to online purchases.

Fine details have not been released at this stage, but Joyce this morning confirmed that users would be able to 'double dip' using the card, earning extra points by using it to purchase items which already attract

Qantas frequent flyer points.

The rollout will also give the ability for Bronze frequent flyers to utilise QF's 'Smarter, Faster Check-in' systems, which previously only worked with the chips inside Silver, Gold and Platinum cards.

Qantas loyalty head Lesley Grant said the carrier's research had shown that 70% of members already carry their card with them at all times, so it made sense to add the extra functionality.

QF is expecting a revenue boost from the cards, both from higher patronage of the QFFF program as well as from margins on foreign currency, Joyce said.

New SQ Seoul lounge

SINGAPORE Airlines has opened its 15th global SilverKris Lounge, at Incheon Int'l Airport in Seoul, South Korea, featuring wi-fi, a business centre, shower rooms, TVs, warm food and light snacks. The Korean lounge doesn't incorporate SQ's new \$20m lounge design concept, which is expected to debut later this year beginning with the Sydney SilverKris lounge.

MEANWHILE, SQ is also scaling back services to Sydney, Brisbane and Melbourne during May, with GDS displays showing MEL cut from 21 to 18 weekly, SYD dropping from 28 to 26 and BNE reducing from 21 to 20 weekly.

Singapore cheat sheet

THE front full page of today's TD features the fourth in our series of Singapore Cheat Sheets.

The fifth and final document will appear in next Wed's issue - collect all five for the opportunity to win an iPad mini.

BREAKAWAY
International Travel Industry Club

5 DAYS TO GO!

Revolutionary

www.travelclub.com.au

Royal Class Annual Sale

SAVE UP TO \$2000⁺ PER CABIN

Click here for more



So much in TD today

Travel Daily today has seven pages of news, a front page featuring TD's fourth **Singapore Cheat Sheet** plus full pages:

- AA Appointments jobs
- AA Appointments temp jobs
- inPlace Recruitment jobs

BALI VIP PACKAGES

GET THE VIP TREATMENT YOU DESERVE!

Book your clients Bali VIP packages today!

*Conditions apply

Double points

viva! holidays

RUN WILD
GECKOS ADVENTURES

'REMEMBER O TRAVELLER, THE MOST FOREIGN THING IS YOU.'

WIN ONE OF FIVE TRIPS TO ANYWHERE*

To celebrate the launch of Run Wild, we're giving away five totally free trips.

Click here to check out the trips on our website, tell us which one you'd like to go on and then enter for your chance to win that trip!

1300 791 536

geckosadventures.com/knoweth

Luxury Inbound FIT Cons

- Interesting and upmarket itineraries
- High end luxury domestic product
- Must have extensive Inbound exp.
- Excellent salary on offer, Sydney

Contact: Kristi Gomm
02 9278 5100
kristi@inplacerecruitment.com.au



click here for details

Travel Daily

First with the news

Wednesday 20th February 2013

New Caledonia 2013 MICE Airfare
Only \$599

Put somewhere NEW on your radar



Ex SYD/BNE inc all taxes

CLICK HERE

Vanuatu record visits

OVER 108,000 visitors arrived in Vanuatu during 2012, 61% of which were Aussies, according to Vanuatu Tourism Office data.

The 2012 result was up 15% (about 15,000) on the previous 12 months and more than 7,000 on the record mark set in 2009, and well surpassing the country's target of a 10% visitor uptick.

Cruise passenger arrivals saw huge gains, up 41% on the year prior to close to 220,000 pax.

Australian numbers soared 9.6% year-on-year to 64,900.

New Zealand & New Caledonia held a 13% and 12% market share.

Vanuatu Tourism Office gm Linda Kalpoi said a lot of work had been put in to "grow these numbers to reach this record breaking level and we thank the support that our wholesaler partners have shown to help drive bookings."

Kalpoi said VTO would again target a 10% growth in visitors for 2013 & further focus on growing tourism to the outer islands of Tanna and Espiritu Santo.

Aside from core markets, VTO will aim to raise awareness in Europe, USA and Asian countries.

Air Canada upbeat on Oz

A RECENT move by Air Canada to self-handling for its Australian operations has laid the basis for continued growth in its local business, according to AC vice president of global sales management, Claude Morin.

Morin visited the new Air Canada offices in Sydney yesterday and told **TD** the move was the continued evolution of its presence here which now sees it operate non-stop daily 777 flights to YVR.

Such has been the strength of winter ski demand from Australia, the airline operated a number of supplementary services over the recent holiday season (**TD** 24 Jul), boosting weekly flights to ten.

Morin said the airline is in a significant expansion phase this year, with five new 777s to join the fleet in the next 12 months.

The new 777-300s will see the debut of a Premium Economy cabin for Air Canada, with these aircraft earmarked for new destinations such as Istanbul.

That growth will be bolstered further with the arrival of the first of 37 Boeing 787 *Dreamliners* which are currently scheduled for

the first quarter of 2014.

Morin told **TD** that Boeing continues to assure AC that the 787s are "absolutely on schedule", despite the current grounding of the global 787 fleet due to electrical issues.

The extra capacity isn't earmarked for Australia in the short term, but Morin said the strength of the local market is such that expansion could be on the cards in the future.

Australia delivers more than CA\$100m in revenue for AC each year, and he said that it just made financial sense to move away from its GSA arrangement with Airline Marketing, stressing that it was in no way a reflection on the firm's quality or professionalism.

"We can do it more efficiently ourselves," Morin said.

Other recent developments for Air Canada include the launch of its low-cost offshoot Rouge, which will operate both long and short haul routes and help the carrier compete against charter leisure operators.

Launch routes for Rouge include flights to Venice and Athens, as well as 'winter sun' destinations popular with Canadians such as Cuba, Orlando and the Dominican Republic (**TD** 19 Dec).

As for Australia, Morin said the carrier would be interested both in boosting capacity on the Sydney route as well as possibly adding Melbourne or Brisbane.

Although other carriers bring trans-Pacific traffic to Canada via Los Angeles or San Francisco, Morin said that Air Canada had the key advantage of offering non-stop flights which avoid the need to transit US customs.

Travel brochure award

ONLINE brochure portal Travzy has announced the creation of a new Travel Brochure Award, aiming to recognise the Australian wholesalers who spend millions of dollars each year compiling, designing, printing and distributing travel brochures.

To nominate a brochure, visit www.travzy.com before 31 Mar and 'Like' your favourite, with all voters going into a draw to win a \$500 Myer Gift Card.

AVALON WATERWAYS®

WIN 'CHRISTMASTIME IN ALSACE & GERMANY'

RIVER CRUISE & FLIGHTS
with Avalon Waterways and Singapore Airlines

SINGAPORE AIRLINES

Three Runners-Up will win a Samsung GALAXY Tab 2 (10.1)

Click to Download Competition Flyer

DELTA

NONSTOP SERVICE FROM SYDNEY TO THE U.S.

Connect to the U.S. with daily flights to New York-JFK from Sydney* via Los Angeles.

For details, visit delta.com or call 1800 458 368.

*Travel from Melbourne and Brisbane is also available with our codeshare partner Virgin Australia.

Twice daily non-stop to Africa.

South African Airways. Bringing the World to Africa and taking Africa to the World.

flysaa.com.au

SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER



Travel Daily

First with the news

Wednesday 20th February 2013

We have the affiliations to ensure your success.

Ditch your desk job and go mobile with MTA.

Call us 1300 682 000
join.mtatravel.com.au

mobile travel agents
VIRTUOSO
TRAVELSCAPE

Windstar signs 3 Seabourn ships

THE parent firm of Windstar Cruises has overnight announced the acquisition of three Seabourn ships - *Seabourn Pride*, *Seabourn Spirit* and *Seabourn Legend*.

Xanterra Parks & Resorts, which bought Windstar Cruises in 2011, also announced the purchase of the Grand Hotel in Tusayan, Arizona and VBT (Vermont) Bicycling & Walking Vacations.

The deal with Seabourn will see the 104-suite ships integrated into the Windstar fleet over two years in the Mediterranean, beginning from Apr next year.

It boosts Windstar's fleet from the current three - *Wind Spirit*, *Wind Star* and *Wind Surf* - to six vessels and 1,230 berths.

Seabourn Pride will join first, followed by *Legend* in Apr 2015 and *Spirit* in May 2015, after a dry-dock period and Windstar

branded renovation.

Seabourn said there would be no disruption in service or changes in operations on any of its currently published voyages.

More in **Cruise Weekly** on Thu.

Jetstar Japan + Sabre

JETSTAR Japan has signed a GDS agreement with Sabre Travel Network, giving Sabre-connected agents worldwide access to the airline's fares and schedules.

"Adding the ability to distribute through well-established global distribution systems such as Sabre is an important step in expanding our market reach," said Jetstar Japan ceo Miyuki Suzuki.

Suzuki said the move would also allow the airline to reach out to new markets "including the high yield corporate channel".

Star Asia pass rejig

THE Star Alliance has announced the roll out of an enhanced Asia Airpass that now covers Sri Lanka, Bangladesh, Nepal, Pakistan, all of Japan and extra services to India.

The expansion is on top of the 15 countries and territories previously included in the pass.

Travel on the Asia Airpass can be booked on Star carriers such as Asiana Airlines, Air China, ANA, Ethiopian Airlines, Turkish Airlines, Lufthansa, Shenzhen Airlines, Singapore Airlines, THAI Airways & United - www.bit.ly/StarAsiaPass.

Jewel Qld diversion

P&O Cruises Australia has confirmed a medical evacuation on board *Pacific Jewel* overnight has seen the ship alter course off the Queensland coast.

The cruise line says once the transfer of the pax is completed *Jewel* will continue its journey, with any itinerary impact to be communicated to onboard guests.

Linear selling 3 hotels

CBRE Hotels has confirmed that Sydney-based Linear Group will be shortly listing three of its regional hotel properties for sale.

The hotels include the 94-room Quality Apollo International Hotel in Newcastle and 43-room Quality Inn HW Boutique Hotel in Port Macquarie, NSW - both members of Choice Hotels Australasia.

Linear is also selling its ACT 79-room Best Western Tall Trees.



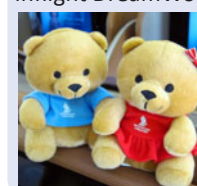
Window Seat

SEAN Simmons Travel, which has launched the new Dolphin Dynamics collaboration with Amadeus (**TD** yesterday), also revealed some of its funky marketing techniques.

The agency's client collateral includes these fabulous bag tags - with the Sean Simmons logo on the back - given to pax in a folder labelled "luggage with attitude".

AS IF they're not already thoroughly spoilt, Singapore Airlines is hoping to appeal to the hearts and minds of younger premium travellers, with the launch of some cuddly new friends for children travelling in Suites, First Class and Business Class.

The SIA Bedtime Teddy Bears (**below**) are available on a first-come first-served basis on selected flights - along with new inflight DreamWorks (think



Shrek and Kung Fu Panda) amenities for kids in all classes.

SINGAPORE AIRLINES



Passenger Sales Executive, Singapore Airlines, Sydney

SIA Sydney requires a highly motivated and skilled Passenger Sales Executive to join the Sydney Sales team. The position is responsible for managing relationships with agency accounts and achieving revenue targets.

The successful candidate will possess:

- Sound commercial acumen with a clear focus on business development
- A proven track record in achieving sales targets
- Strong analytical and problem solving skills
- Experience in developing and successfully implementing sales and marketing strategies
- High level of written and verbal communication skills
- The ability to organize, prepare and deliver sales presentations with confidence
- Sound proficiency in all Office PC applications
- The ability to work with minimal supervision
- High standards of professional deportment and personal presentation
- A current drivers license with access to their own vehicle, safe driving record and the ability to obtain security clearance for an ASIC

This is a full-time position. The successful candidate will be offered an attractive salary package including travel benefits, medical insurance and superannuation. Starting salary is AUD\$53,015 per annum.

Written applications with CV should be forwarded to Lida Alevizos, Sales Manager NSW/ACT, via email to Cecily_Woo@singaporeair.com.sg.

Applications close Friday, 22 February 2013. Only shortlisted candidates will be contacted for interview.

Seeking Multiline Sale Representation

Holiday Autos is seeking the services of a multiline sales representative on a contract basis to cover NSW.

If you represent a number of non conflicting products and have the capacity to take on a new client 6 to 8 days a month then we would be interested in talking to you.



Contact Nick Dobner email:
ndobner@holidayautos.com.au

Dolphin dives into local market



ABOVE: The launch of the new partnership between Amadeus and mid/back office system Dolphin Dynamics (*TD* yesterday) included a presentation from Victorian travel agent Sean Simmons of Sean Simmons Travel.

He told *TD* that he had moved from his previous system because he particularly likes the flexible reporting available in the Dolphin system which means his consultants are able to quickly and easily produce custom reports to suit particular client requirements.

The alliance sees Amadeus add the Dolphin system to its existing

offerings which also includes Tramada, Travelog, VTO and Amadeus Agency Manager.

Dolphin ceo Roberto Da Re travelled to Australia for the launch, which has seen the software adapted for the Australian market.

In particular, the system handles the vagaries of GST, and its accounting system export module has been customised to work with Quickbooks and MYOB.

Pictured at yesterday's launch are, from left: Amadeus IT Pacific md Tony Carter; Roberto Da Re of Dolphin Dynamics; and Sean Simmons, Sean Simmons Travel.



Sales & Marketing Coordinator

Vietnam Airlines is seeking a dynamic travel professional for its sales & marketing team. It is a full time position based in Sydney.

Primary responsibilities include:

- Sales reporting & analysis;
- Coordination of sales meetings & presentations;
- Coordination of sponsorship/media requests;
- Development of comprehensive database for media, VFR agents, tour operators & corporate clients.

The successful candidate will have the following skills and attributes:

- Be tertiary qualified preferably in business or marketing with at least 2 years' experience in sales/marketing for airline and/or travel industry;
- Working knowledge of GDS and Sabre in particular;
- Good knowledge and experience in pricing and fare distribution;
- Strong communication and presentation skills.

To apply please email your resume to vnaustralia@vietnamair.com.au by Friday February 22, 2013.

Now more services to MNL
SYD – 4pw direct B777
MEL – 3pw direct B777

[Click here for more details](#)



Philippine Airlines

QF+Qld partnership

QANTAS has announced a joint \$400,000 marketing campaign with the Queensland government which will focus on attracting more visitors to Brisbane, the Gold Coast, Cairns and Townsville.

"Queensland has had another tough summer with the floods, however the message from this campaign is that these destinations are open for business," said QF Domestic ceo Lyell Strambi.

He said the promotion would build on the recent return of QF Gold Coast flights, with the airline in talks with the Qld Government about further opportunities.

Strambi added that the proposed Emirates partnership with Qantas would also benefit Queensland, with an expected boost to inbound tourism as EK flights feed passengers into the QF domestic network.

The Qld deal is expected to be followed by joint marketing agreements with other states as Qantas shifts its cooperative campaigns away from Tourism Australia, with QF ceo Alan Joyce citing a conflict of interest by TA chairman Geoff Dixon who has agitated for a change in strategy at Qantas.

Southwest streaming

US low-cost carrier Southwest Airlines has launched a new 'Movies on Demand' service, expanding its existing system which streams live television to passengers' personal devices.

The addition allows the selection of on-demand episodes of popular TV shows and costs US\$5 per day per device on Southwest's WiFi enabled planes.

IHG profit up 10%

INTERCONTINENTAL Hotels Group has reported a strong 2013, with revenue increasing 4% to \$1.835 billion and operating profit up 10% to \$614 million.

CEO Richard Solomons said the company had added on average one hotel a day into its pipeline, with 54,000 rooms in 356 properties signed up.

The year also saw IHG extend its brand portfolio, with the launch of EVEN hotels and HUALUXE, described as "an upscale hotel brand that is designed specially for Chinese travellers."

The company also announced it would move from quarterly to half yearly result reporting "in line with wider UK market practice".

After Hours Corporate Travel Consultant Weekend and Evening Work

We have a new position available for an experienced travel consultant who has thorough knowledge in fares and ticketing. This is a great role which services all enquiries out of business hours. It has great flexibility and is based on a rotational roster. Great for an experienced corporate travel consultant looking to return to work. Must have corporate travel consulting experience to apply.

Afterhours Corporate Consultant Role:

You will make new bookings and service existing bookings. A high level of customer service. Be a problem solver, for last minute issues that arise. Ability to work well under pressure, and a high level of accuracy and attention to detail.

Most importantly you need to have thorough knowledge of at least 1 GDS and be proficient in self ticketing.



To apply for this corporate travel position please email your resume to mena.clark@24x7solutions.com.au

Sofitel French events

LUXURY Accor brand Sofitel has partnered with French prestige reception and events organiser Potel et Chabot to boost the firm's presence in Asia & Latin America.

AFTA UPDATE

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

AMAZED and blown away would be how I'd describe my initial reactions to the response to the nominations for this year's NTIA. It is fantastic that the travel industry has once again embraced the NTIA "fever".

Already, we can see that the volume of nominations for all of the categories being proposed for this year are exceeding last year. Of course this means that we will have a contest when it comes to voting before the judging process (for those judged categories) begins. I am really pleased that the NITA "fever" is so contagious as 2013 is setting up to be such a big year for the travel industry, and the NTIA will be an important part of this big year.

Plans are shaping up really well for the gala event on the 20th July, with all the necessary elements to make the big night an evening to remember. The great thing about this year is that so many more people from the industry will be able to attend, as we have a much bigger venue than previous years. So good luck to all those nominees as we move through the nomination process to voting, judging and beyond.

On another matter, AFTA's board will meet today and on the agenda is a range of the important aspects of the forward moving issue of accreditation and the industry transition. An important component of the transition will be the education of both travel agency owners and the travelling public about how we all make the transition from the licensed environment to the accredited environment. Still a lot of water to go under the bridge and clearly detail needed, but I can assure everyone that we are moving in a forward direction.

It is imperative that we ensure that the new arrangements which are unlikely to commence before the start of next year are fit for purpose and appropriate for everyone within the travel industry. Over the coming weeks, the various working groups will be meeting to map out the way forward and while I know for many this feels like it is taking a long time, try and sit in my seat. I wish we could just make this all happen overnight and wave the magic wand and to know all that there is to know. This will take some time once again as we want to make sure the accreditation scheme and all of the associated elements to the scheme are right. The plan is to ensure that consultation within industry is broad and I can assure you that we will make this happen. But, a number of government led decisions and formal arrangements have to be completed before we can really get down to the detail. Thanks for sticking with AFTA on this, it is a journey and we are all in this together.



Tiger's 10m milestone

TIGER Airways has launched a \$10 Super Fare Sale in celebration of having surpassed 10-million pax carried on its Australian domestic network.

A resident of Mackay was the lucky 10-millionth passenger, and was presented with a \$1,000 TT travel voucher ahead of her flight.

Tiger Airways Australia commercial director Carly Brear said the 10m passenger milestone was a significant achievement.

The \$10 fare sale is valid for seats travelling on Tue, Wed & Thu and is on sale until midnight tomorrow, for travel 16 Jul-24 Oct.

SHG to enter Sri Lanka

SILVERNEEDLE Hospitality Group will debut its NEXT hotel brand into the South Asian market of Sri Lanka, following a partnership with the ABANS Group.

The development will be a mixed use lifestyle centre in Colombo and will include a four-storey shopping centre, 30-storey unit complex & 200-room NEXT hotel.

Excite gift card promo

NEW bookings made with Excite Holidays between 14 Feb through until 30 Mar may be eligible for a gift card incentive reward.

Austria glams the night away



KNOWN as one of the European capitals of music, the Austrian city of Vienna hosts more than 450 black-tie galas in Jan & Feb alone, affording many chances to dance the night away.

The Austrian National Tourist Office recently hosted this group of Australian VIP agents to partake in an evening of Austrian elegance.

Hosted by the Vienna Tourist Board and flown to the Austrian capital courtesy of Emirates, the group donned their finest threads to attend the Viennese Coffee

House Owners Annual Ball at Vienna's regal Imperial Palace.

Pictured above wining & dining with the city's elite, from left is Kate Collins from Angas Travel; David Cox, APT; Elke Bachner, Vienna Tourist Board; Andrew Jones, Andrew Jones Travel; John Lengacher, TravelManagers; Astrid Mulholland-Licht, Austrian National Tourist Office; Steve Reynolds, Cox & Kings; Debra Chalmers, Executive Edge Travel & Events and Louise Crane from Travelcall.

AVIS

Travel Account Manager Brisbane

Are you a travel consultant with 3-5 years experience and looking for your next challenge?

This is your opportunity to join Australia's leading Car Rental Company!

The position of Travel Account Manager is based at our State Office at Brisbane Airport. In this key role you will be responsible for managing a travel portfolio or existing accounts along with promoting Avis products and services, developing and retaining travel agency business and building effective business relationships throughout the industry.

Reporting to the National Agency Sales Manager you will be responsible for not only account management but for new business development as well as developing and implementing sales promotions.

To be successful:

- You will have previous travel agent experience
- You will have experience using GDS
- You will have a passion for customer service and enjoy developing your accounts for new and existing customers
- You are not afraid to approach new business or network to develop your connections
- You will have excellent interpersonal skills and be a confident negotiator and influencer
- Your upbeat personality and professionalism will assist you to become a valuable team member

By joining the Avis team we will offer you an attractive salary package inclusive of base, incentive and a fully maintained company car. Alongside this, is an excellent learning and development culture and other employee benefits.

Interested? To apply, please send your resume to travelsales@avis.com.au.

While we thank you for your interest, previous applicants need not apply.

Applications close 27 February 2013.

"We will lead our industry by defining service excellence and building unmatched customer loyalty."



Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.



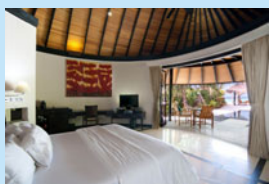
The southern hemisphere's first permanent ice-skating rink within a resort has opened at the **Paradise Resort Gold Coast**. Named Planet Chill, the facility is aimed at giving families with kids another activity option to keep the kids entertained, with entry priced at \$20 per person. The resort also operates the 'Zone for Kids' & Kids Club, with both only available to resort guests.



Taking the term 'beachfront dining' to a new level, Fiji's **Plantation Island Resort** has unveiled its latest al-fresco dinner option in the form of a sand-table setting freshly dug as required. Available from FJ\$200, the sand setting is proving popular with guests. The table comes complete with tablecloth, cutlery & comfortable cushions to sit on, but is subject to tide & weather.



Luxury Thailand resort **Rayavadee** has opened its newly refurbished Spa, Hydro-Pool and Family Pavilions, ready for guests. The property has taken care to ensure that carefully crafted materials including rattan, bamboo and natural stone enhance the decorative design in the rooms. Families will benefit from the spacious new pavilions offering plenty of space for kids, while honeymooners are also offered many romantic options.



A brand new room category - Deluxe Beach Villa with Pool, is now being offered at the **Hilton Maldives Iru Fushi Resort & Spa** in the Maldives. Boasting vast open spaces yet intimate privacy, the rooms offer a private black lavastone pool with sun lounges by the beach. A modest terrace leads into an open-plan bedroom with elevated ceilings and open-air bathroom.

Mandarin for Randall

RANDALL Marketing has been selected as the first Asia-Pacific marketing representative for the JC Mandarin Hotel in Shanghai, to develop the property's presence among Australian wholesalers.

B787 battery swelling

A SECOND lithium-ion battery aboard an All Nippon Airways Boeing *Dreamliner* jet which made an emergency landing in Japan was found to contain swollen cells, Japan's Safety Board has found.



MartinCollege
OF BUSINESS, TECHNOLOGY & DESIGN

Help your career take-off!
Up-skill with a qualification
in Business or Management
at Martin College.

You could WIN 1 of 5 iPads that are up for grabs
when you ENQUIRE in one of Martin college's courses
in the month of February. **ENQUIRE NOW >**

Enter the promo code 'TRAVEL' into the 'Questions and Comments' field of your enquiry. Good Luck!

The NSW Trade Promotion Lottery permit number for this contest is LTPS/13/00937

APTT Airfares course

AUSTRALIAN Pacific Travel and Tourism's Pam Segel has advised applications are open for its Fares1 course, running from 04-08 Mar, priced from \$995 - (02) 8288 8139.

TA want world talkin bout Aus

AN AGGRESSIVE push into the world of social media will be part of a goal for Tourism Australia to make Australia the "most talked about holiday destination in social media".

TA managing director Andrew McEvoy said Australia was already the most popular destination on Facebook, Instagram & Google+.

"Ultimately, we want our four million Facebook fans, the 23 million Australians who live here and the 6.1 million people who visited last year to become part of

the world's biggest social media team and ambassadors for our country," McEvoy said.

The national promotional body will also engage with individual tour operators to be alert for social media opportunities and to recognise which are the right threads on which to promote, such as publishing fans photos.

"In tourism promotion, compelling content is king," McEvoy said, adding that "the more operators willing and able to become part of our social media team, to share their great tourism experiences and demonstrate Australia as an aspiring travel destination, the better."

More information on the social push at www.bit.ly/seeaustralia.

FLT seeks new HQ

FLIGHT Centre Limited (FLT) has called for Expressions of Interest to find a suitable new global head office based in Brisbane.

The travel giant is considering consolidating its two current Brisbane City HQs into one 15,000 - 20,000sqm office for 1,800 sales and support staff by late 2016.

Biz airfares stabilised

DOMESTIC Business class fares arrested a recent decline over the last few months, posting a small gain in Dec, government data released yesterday shows.

The Airfares Index showed Full-price Economy fares continued a near year-long fluctuation.

Fueling Triumph's fire

INVESTIGATORS are close to being able to confirm a fuel leak as the cause for the engine fire which led to the immobilisation of the *Carnival Triumph* vessel.

Preliminary findings by the US Coast Guard are that fuel may have spilt from a flexible hose onto a hot surface, which started the power-cutting blaze.

MEANWHILE, the first lawsuit from a passenger aboard Triumph has been filed in a US Federal Court in the state of Florida.

Texan resident Cassie Terry is seeking damages for having "suffered physical and emotional harm, including anxiety, nervousness and the loss of the enjoyment of life", the file says.

Travel Daily
First with the news

Wednesday 30th Jan 2013

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 the Sunshine Coast.

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

The Spa provides guests with

indoor and outdoor relaxation areas, 25 metre lap pool, aqua-aerobics pool, outdoor unisex spa, lavish men's and ladies' lounge with steam, sauna, relaxation lounge and outside access to the pools.

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

With the largest spa in the Southern Hemisphere, Palmer Coolum Resort offers a wide variety of specialised treatments. Which treatment would you like to try and why? (in 25 words or less)



[Click here for terms & conditions](#)

PARKROYAL Sydney launch



LAST night the PARKROYAL Darling Harbour, Sydney was officially launched in a glittering affair welcoming more than 400 guests from across the industry.

The star-studded event was hosted by TV personalities Laura Csorban and Rodger Corser, and included a fashion parade courtesy of Westfield and a performance from RnB performer Timomatic.

X-Factor judge Natalie Bassingthwaite also wowed the crowd in a surprise performance.

"This event perfectly heralded a new chapter for the PARKROYAL brand in Australia," said Craig Bond, gm Oceania of the Pan Pacific Hotels Group.

"The rejuvenation of the Darling Harbour property demonstrates to travellers both domestically and internationally that we will continue to provide a cutting edge hotel experience well into the future," Bond added.

The new hotel interiors see a "fresh, contemporary aesthetic" combined with the latest technology - which will shortly allow smartphones to be encoded as room keys.

Pictured at last night's launch are, from left: Tourism Australia md Andrew McEvoy; Craig Bond, Pan Pacific; Federal Tourism Minister Martin Ferguson and Pan Pacific Hotels Group ceo Patrick Imbardelli.

More photos available at www.facebook.com/traveldaily.

Authority TCF register

THE new Central Coast office of The Travel Authority (**TD** Fri) is among a list of the latest new agencies admitted into the Travel Compensation Fund.

Also included are new Flight Centre Group outlets for Student Flights in Oaklands Park, SA and Joondalup in Western Australia.

A new Escape Travel store in Karrinyup, WA and a Flight Centre outlet in Yanchep, WA are new.

Best & Less Travel and Nexus Point Travel also added shops.

New head offices include Fly4Cheap (ABN: 68 160 803 886), Mile High Holdings (ABN: 68 158 803 886), Joyous Holidays (ABN: 14 160 897 003) and Etihad Travels (ABN: 35 161 269 745).

MEANWHILE, WA agency Global Plus Holidays (ABN: 21 079 542 260) has been reinstated into the TCF, effective 18 Feb.

SYD hit 2m pax for Jan

SYDNEY Airport surpassed two-million passengers through its terminals during Jan, with overall year-on-year growth of 3.8%.

International growth, although still up, increased by a smaller amount in 2013 due to Chinese New Year falling later in the year, Sydney Airport said.

The debut of new routes and expanded frequencies by Tiger Airways and Jetstar helped push domestic numbers up 4.9%.

MEANWHILE, Melbourne posted a 5% jump in pax numbers across both domestic and int'l operations for Jan, with traditional markets from the US and UK each posting a 7% increase in arrivals.

A total of 2,619,277 passengers moved through MEL Airport for the month, with South Korea the strongest performing nationality.

Travel Daily
First with the news

Wednesday 20th Feb 2013

Tenth Malay Ascott

THE Ascott Limited has signed its 10th and largest management contract in Malaysia in the form of the 310-unit Somerset Medini in the country's Iskandar region.

The property will be open at the end of 2015 and will be Ascott's second serviced residence.

BNE runway stalled

BRISBANE'S parallel runway project, planned to be operational by 2020, is likely to be delayed due to a stand-off between the airport's owners and airlines.



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

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, Sundown 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.

Q14. What is the name of Etihad Airways' complimentary transfer service for Coral Economy Class guests wishing to travel from Abu Dhabi to Dubai or vice versa?

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.

PO Box 1010, Epping, NSW 1710
Phone: 1300 799 220 Fax: 1300 799 221

Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of Travel Daily no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

Publisher/Managing Editor: Bruce Piper
Editor: Guy Dundas
Assistant Editor: Matt Lennon
Contributors: Chantel Housler, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au
Travel Daily Group:

Advertising and Marketing: Christie-Lee Lachance, Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au





**NEED A PAY RISE? REGISTER TODAY
TO BAG SOME SERIOUS CASH**

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

NSW & ACT – 8/6 O'Connell St, SYDNEY – (02) 9231 6377 – apply@aaappointments.com.au

VIC – 1/167-169 Queen St, MELBOURNE – (03) 9670 2577 – recruit@aaappointments.com.au

QLD & NT – 13/97 Creek St, BRISBANE – (07) 3229 9600 – employment@aaappointments.com.au

WA & SA – (03) 9670 2577 – recruitwa@aaappointments.com.au & recruitsa@aaappointments.com.au

BUSINESS TRAVEL ANALYST GLOBAL TMC

6 MONTH CONTRACT - ASAP START.

SYDNEY CBD - \$60K-\$70K DOE Pro rata.

This is a 6 month temp assignment starting ASAP.

You will be responsible for testing live bookings in GDS & various online booking tools & processes, then relating the results which may involve re-writing the documentation . Working MON to FRI in the office, this client is very flexible with hours & working from home on some days. Requirements and implementing new processes & procedures

TRAVEL PRODUCT - INVENTORY COORD.

3 MONTH TEMP ROLE - CALYPSO REQUIRED.

SYDNEY INNER - TOP HOURLY RATE DOE.

As an Inventory Coordinator you will be assisting with day to day administrative and operational delivery in the inventory, database and technology team with a specific focus on inventory and database management. Your in depth knowledge of Calypso including word, excel and power point combined with your amazing attention to detail will be your stand out strengths.

6 MONTH ASSIGNMENT STARTING ASAP CORPORATE TRAVEL CONSULTANT – PERM ROLE MEL (INNER) – TOP HOURLY RATE

If you are an experienced corporate travel consultant with proven Sabre skills then we need you for this awesome 6 month role. Moving away from consulting you will working behind the scenes to assist the development team with testing in the GDS. Minimum 5 year's corporate experience, knowledge of Sabre and experience with troubleshooting essential. Working Monday to Friday hours here is your chance to join a

THE BEST OF BOTH WORLDS RETAIL TRAVEL CONSULTANT– PERM ROLE PERTH (STH) – TOP HOURLY RATE

An exciting opportunity exists for an experienced retail travel consultant to secure part time hours on an ongoing basis working with a reputable retail agency. You must be a highly motivated consultant with a real focus on customer service and have amazing destination knowledge. Bring along your Amadeus expertise and enjoy working in this busy, funky and lively office located in the Southern suburbs of Perth.

CONSIDER YOURSELF A DRIVEN INDIVIDUAL? SENIOR LEISURE TRAVEL CONSULTANT – PERM ROLE MELBOURNE (INNER)–SALARY PKG DEP ON EXPERIENCE

This travel company is fast becoming one of the major players in the market and with their new and improved leisure division, they are seeking a driven retail travel consultant that has the motivated to see this division grow and succeed even more. If you enjoy the thrill of a challenge and wish you could put your marketing ideas to good use, this luxury leisure could soon be yours. Mon to Fri hours only. High end travel experience req'd.

CORPORATE CLOSE TO HOME CORPORATE TRAVEL CONSULTANT– PERM ROLE PERTH (SOUTH) – SALARY PACKAGE TO \$75K+ OTE

Do you enjoy the fast paced corporate travel environment, however are sick and tired of commuting to the city centre everyday? Join this small corporate team located in the client's premises! Servicing the academic market, you will enjoy the exciting intricate itineraries, rather than the mundane point to points. Don't tell, this is your chance to join the highest paying TMC in Australia!

HEAD SOUTH RETAIL TRAVEL CONSULTANT – LONG TERM TEMP BRISBANE SOUTHERN SUBURBS – TOP HOURLY RATE

This boutique southside travel agency is looking for an experienced retail travel temp to come and assist them. You will love working in this small team handling the travel plans of the discerning traveler. Choose from temping 4 or 5 days/week for at least the next seven weeks. You'll earn a top hourly rate, receive a weekly pay cheque and possibly even snag a permanent position. To be considered for this role you will need min 2 years retail travel consulting & Galileo skills.

FIVE STAR TEMP NEEDED RETAIL TRAVEL TEMP BRISBANE INNER CITY SUBURB– TOP HOURLY RATE

Here's the chance to temp at a five star travel agency located close to superb restaurants and exclusive boutiques. Working Mon – Fri hours you'll be assisting consultants with daily administration, new bookings and amendments. Car parking will be provided along with a top hourly rate. To grab this exclusive travel temp role you will need a min 18 months retail travel consulting experience ex Australia, Galileo skills and exceptional customer service skills. Call to find out more.



AA IS EXPANDING - COME JOIN THE TEAM

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

NSW & ACT - 02 9231 6377 - apply@aaappointments.com.au
VIC, WA & SA - 03 9670 2577 - recruit@aaappointments.com.au
QLD - 07 3229 9600 - employment@aaappointments.com.au

READY TO TAKE ON SOMETHING NEW? **EXECUTIVE RECRUITMENT ACCOUNT MANAGER** **SYDNEY**

- **Amazing existing client portfolio**
- **Full training provided**
- **Salary package \$80K - \$100K ote**

Are you a successful senior travel professional looking for a change in direction? Why not take your skills, industry knowledge and passion to succeed into the field of travel recruitment?

ABOUT US

AA Appointments is the leading recruitment specialists for the Travel and Hospitality industry; with dedicated divisions including Executive, Permanent and Temporary departments throughout multiple offices in Australia, UK and abroad. This is a rare opportunity for a talented individual to join our successful Executive division as an Executive Travel Recruiter.

ABOUT THE ROLE

This role will involve filling executive and management vacancies in key areas including sales, marketing, operations and finance.

Key responsibilities will include:

- Candidate management: including interviewing senior candidates and matching them to client's specifications.
- client account management;
- Business development.

THE BENEFITS

You will have the security of being employed within a successful market leader, yet still being part of a boutique, privately owned company. Key benefits include:

- an excellent salary package including a strong base and uncapped commission;
- staff perks including access to discounted travel; annual team and company bonuses;
- up to 5 weeks paid holidays
- Luxury 5 star annual conference.

WHAT YOU NEED TO SUCCEED

If you have 5years+ travel industry background, preferably with some sales experience, are passionate about servicing the travel industry and are keen to manage a successful client portfolio – we want to hear from you! Send your CV directly to the MD.

NO MORE WEEKEND WORK **TRAVEL RECRUITMENT CONSULTANT** **BRISBANE**

- **Established clients**
- **Experienced, supportive team**
- **Salary Package circa \$55,000 + bonuses**

Are you a talented, experienced travel consultant, who is still passionate about the travel industry, but tired of face to face retail consulting and all those weekend hours? Or maybe corporate travel is boring you to tears? If you are consultant looking for a new challenge plus a BETTER work life balance, then travel recruitment may be for you.

ABOUT US

AA Appointments is Australia's largest national travel recruitment specialist. Celebrating 30 years in the industry, our outstanding success this year has led to the need to grow our experienced Brisbane based team.

ABOUT THE ROLE

As a travel recruitment consultant you will enjoy interviewing, screening, and placing candidates in their dream roles; maintaining existing client relationships and developing new business! This is a very rewarding fast paced role where no 2 days are the same!

THE BENEFITS

Key benefits include:

- an excellent salary package including a strong base and uncapped commission;
- staff perks including access to discounted travel; annual team and company bonuses;
- up to 5 weeks paid holidays
- Luxury 5 star annual conference.

WHAT YOU NEED TO SUCCEED

A minimum 3 years travel consulting experience, preferably within a retail or corporate agency. Full training will be provided.

Think you have what it takes? Would like to know more?
Contact us today or send your CV.



Where are you headed in 2013?

Call us for directions



Kristi Gomm

General Manager-Bali

- ▶ Make the move to tropical Bali!
- ▶ Leading travel expert, worldwide
- ▶ Salary up to \$90K + temporary accommodation assistance

Our client is an award winning Indonesian Travel and Tourism operator. This position is to head up the Inbound office in Bali. You will be responsible for strategic planning and execution, day to day operations of the business with up to 46 staff and full P&L responsibility.

You will be required to build relationships, promote the brand and strengthen Inbound sales from Tour Operators and Wholesalers as well as high end Incentive Houses, Corporate Market and Events.

You must have experience leading a team of similar size preferably containing different cultures and a solid understanding of the different sectors within the industry. This company seeks someone with a passion to build their career in this field and is looking to relocate to Asia for the longer term.

Call or email Kristi Gomm for more details

Customer Service Agents - NSW

- ▶ **Well established team environment, Sydney CBD**
- ▶ Great employee benefits and incentives
- ▶ Competitive salaries

Join a team that believes in encouraging its team members to push themselves to achieve greatness. A work hard, play hard company culture. Salary packages from \$40K+

Call or email Ben Carnegie for more details

Cruise Consultant - Sydney

- ▶ **Inner west Sydney, onsite parking**
- ▶ Monday to Friday - No weekends!
- ▶ Excellent working conditions and team

Is it the passion for cruising that gets you out of bed every day? This is a rarely offered opportunity to work within this multi award winning travel agency who specialise in cruise.

Call or email Sandra Chiles for more details

Retail Travel Manager/Senior Consultant

- ▶ **Run your own show, no weekends or late nights**
- ▶ Galileo/Crosscheck essential
- ▶ Salary up to \$60K + super, Sydney CBD location

This role is truly the dream role for someone in Retail Travel who prefers running their own show. You will have a buzzing company around you. No managing people!

Call or email Dana Peric for more details

Corporate Travel Consultant - Sydney

- ▶ **Boutique Corporate Agency**
- ▶ Sydney CBD location
- ▶ Salary \$50K-\$55K + super

Get away from the politics of large agencies, work within a friendly & experienced team environment while creating international & domestic personalised business travel solutions.

Call or email Kelly Wellsmore for more details

Corporate Leisure Consultant - Parramatta

- ▶ **Combination of Corporate & Leisure**
- ▶ Sabre and Tramada
- ▶ Salary from \$45K + super paid on experience

Join a well established team of senior corporate and leisure consultants. Great team and management style. The ability to ticket, re-issue, refund and exchange is essential.

Call or email Ben Carnegie for more details