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# Travel Daily

First with the news

Wednesday 23rd January 2013

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## EY to boost Dublin

**ETIHAD** Airways will lift capacity on its six weekly flights to Dublin by 34% by deploying a B777-300ER aircraft, up from the current Airbus A330-200 flying the route.

The increase will add 900 new seats to the route, with the jet configured to seat 412 passengers.

**MEANWHILE**, according to Indian reports, Etihad Airways will conclude a deal to buy a 24% stake in Indian low-cost carrier Jet Airways for a sum of US\$330m.

## Silversea slams Syd space

**SILVERSEA** has become the latest cruise line to hit out at Sydney for its lack of berths, and has even dropped the Harbour City from one of its cruise itineraries in 2014 in favour of Melbourne.

"We just couldn't get the dock space for our ship *Silver Whisper*", Michael Pawlus, Director Strategic Itinerary Planning & Scheduling for Silversea explained to **Travel Daily** at the Seatrade Hong Kong Cruise Forum taking place this week in Kowloon.

"You look at the potential growth for Sydney and there's real constraint - Sydney has high hopes to raise cruise pax numbers, but there's no dock space for many ships, they can only take two or three ships," Pawlus said.

It's not a terminal question - they don't have enough length on their docks to accommodate large ships, he added.

Pawlus says Silversea has looked as far ahead as 2020 for dock space in the NSW capital, and told **TD** that P&O Cruises has taken up many of the slots.

"With their shorter duration cruises, they're back every three

to four days and they've taken another pier."

He said attaining future dock space was also uncertain.

"Even now, I'm requesting space for 2016 in Sydney, because we already know it's going to be a challenge," Pawlus concluded.

More from the Seatrade Hong Kong Cruise Forum on **page six** and in tomorrow's **Cruise Weekly**.

## QF UK/Europe waiver

**QANTAS** has extended its waiver for flight changes to the UK/Europe for travel up to and including today, as a result of severe weather that has resulted in flight cancellations and delays at London and Frankfurt airports - see [www.qantas.com.au/agents](http://www.qantas.com.au/agents).

## Seven pages of news

**Travel Daily** today has seven pages of news and photos, plus full pages from: (**click**)

- AA Appointments jobs
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## CZ to boost BNE/MEL

ACCORDING to GDS timetable and inventory displays this morning, China Southern Airlines will increase frequencies to Brisbane and Melbourne, with the changes taking effect 31 Mar.

The biggest jump is Melbourne, which will gain a further three direct services, taking the carrier's total to 10 flights weekly.

An extra A330 flight, operating as CZ343/344 will fly as a daytime service from its Guangzhou hub, arriving in MEL at 2030 on Wed, Fri and Sat each week.

Further, Brisbane will see a fifth weekly direct flight, to leave CAN on Mon, Tue, Wed, Fri and Sun.

MEANWHILE, CZ's planned daily London Heathrow operation from 05 Jun will instead remain as five weekly for the northern summer.

## TA/QF New Zealand promo

**TOURISM** Australia has teamed with Qantas on a new campaign to promote the country to Kiwis.

The 'Australian Experiences' promo - marketed in partnership with Fairfax Media - showcases to New Zealanders why *There's Nothing Like Australia* & features an interactive website that lets users select a holiday based on a range of different travel styles.

The profiles include Coastal

Cruiser, Active Adventurer, Food Fanatic, Eco Indulger or Nature Seeker, and uses a selection of 10 questions to match users to their own tailored profile.

There's also a chance for Kiwis completing the quiz to win a NZ\$10,000 Australian holiday.

In Nov, Qantas axed its long-standing ties with the tourism authority due to perceived conflicts of interest with Tourism Australia's chairman, and former QF ceo Geoff Dixon (**TD** 28 Nov).

In the fallout, Virgin Australia inked a \$12m MoU with TA.

The campaign is one of several projects TA/QF had committed to.

## T-Quality Aust. Day

**AUSSIES** are being encouraged to pick holiday's which have the 'T-QUAL Tick' of approval for the Australia Day long weekend.

"Whether its is a day trip or the full three-day weekend away, a short break is always a good break when it's got the T-QUAL Tick," Australian Tourism Quality Assured said this morning.

See [tripadvisor.com.au/tqual](http://tripadvisor.com.au/tqual).

## Tiger \$1 return flight

**TIGER** Airways is encouraging mid-week air travel, offering a 'Pay to go, go home for \$1' deal across its Australian network if booked between 23-28 Jan 2013.

The \$1 return sector must be for travel on Tue or Wed.

## Amex downsizing?

**A WORLDWIDE** restructuring at American Express (**TD** 14 Jan) is likely to impact on local jobs within the firm's travel business.

Although unable to confirm specific details, it's understood by **Travel Daily** a number of Australian positions have been chopped as part of the reshape.

"At this stage however we are not able to provide any further specifics as to how that restructuring will impact the Australian market," an American Express spokesperson told **TD**.



Russia



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To celebrate this great milestone, Hurtigruten is offering special Anniversary Celebration Fares on select Norway Classic Voyages – saving up to \$2,925 per couple\*!

PLUS, book any Classic Norway Voyage departing between 01 Apr & 30 Sep 2013 and receive a bonus Shipboard Credit of NOK1200 per cabin

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\*Anniversary Celebration Fares valid on select Norway Classic voyages, subject to availability and may be withdrawn without notice. Saving of up to \$2,925 per couple based on full fare Classic Round Voyage departure 01 Aug 13 in outside cabin grade J/L.  
^ Bonus Shipboard Credit is valid for any Classic Norway Voyage departing between 01 Apr & 30 Sep 2013 when booked by 31 Jan 2013.  
Travel Agent Lic. 2TA06929 (Discover the World Marketing Travel trading as Discover the World Cruising)

## AUH mega-famil shot

**ABU** Dhabi Tourism has launched a new sales incentive, with 60 spots on an upcoming mega-famil to the UAE capital up for grabs.

To be in the running, simply visit [www.abudhabiexpert.com.au](http://www.abudhabiexpert.com.au) to register, and start lodging points for each accommodation booking made including EY or VA flights.

Entries are open until 16 Feb, with the Top 60 sellers offered a place on a famil, occurring in Mar.

## Haiti volunteer work

**COMMUNITY** aid workers planning to offer aid in Haiti are being advised by the Department of Foreign Affairs to make appropriate arrangements for placement before arrival in the country, as finding placement on arrival is "usually not possible".



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## NT highly desired but less travelled

**NORTHERN** Territory Tourism Minister Matt Conlan has issued a plea for more Aussies to bypass holidays overseas this year and consider taking a trip to the NT.

His call comes as new research of 1,000 consumers commissioned by Tourism NT revealed more than half of Aussies identified the Northern Territory as a 'bucket-list' destination, however just 6% are mulling the Territory as a desired holiday spot in 2013.

The study found nearly three out of four Australians have never travelled to the NT on a holiday, while one in five will fly over the Territory on their way overseas.

"In the spirit of Australia Day, we are calling on our fellow Australians to show their patriotism and visit their own

backyard in 2013," Conlan said.

The Minister said: "The NT offers world-class adventure and R&R holiday experiences to rival any on offer from overseas destinations, from 4WD journeys World Heritage-listed Kakadu NP to five-star dining under the stars at the foot of Uluru."

He said access was now "easier and quicker than ever" to get to the NT, emphasising road-trips by car, campervan or 4WD were an ideal way to explore the Territory.

## IHG liquidation hit

**INTERCONTINENTAL** Hotels Group has warned investors it will receive US\$31m in significant liquidated damages during the 2013 Q1 as a result of eight US Holiday Inn hotels leaving the Group's system on 01 Mar.

The departing properties were owned by FelCor Lodging Trust and generated US\$8.5m of fees for IHG in 2011, accounting for 2,526 rooms - less than 1% of all rooms branded as Holiday Inn or Holiday Inn Express in the region.

## Cheaper coach fares

**GREYHOUND** Australia has cut the price of fares on services in and around Far North Queensland in an effort to kick-start tourism to the region.

Services between Cairns, Townsville and points in between have been cut by 33% to \$59 one way, while some trips have been discounted by as much as 75%.

Greyhound yield manager Helen Beatson said the reduced fares would be a blessing to tourism in the far north.

"These price cuts will be a particular boon for Queensland tourist centres feeling the impact of the global economic downturn & high Australian dollar," she said.

## SeatGuru site rejigged

**TRIPADVISOR'S** airline seat map guide SeatGuru has been given a facelift, now sporting a fresh look, a more intuitive layout and added content including user photos.

Travellers can also now shop for flights and select itineraries based on the best onboard experience using the new 'Guru Factor' rating system - see [www.SeatGuru.com](http://www.SeatGuru.com).



## Window Seat

**ROMANTICS** for whom money is no object in showering your special someone with gifts this Valentines Day need take note.

Marketed as "The Ultimate way to spend Valentine's Day", you and your loved one can enjoy a 24-hour dream date that "makes use of every second from the land, sea and the sky" on sale from My Sydney Detour.

Starting with a pre-night in a 5-star Sydney hotel, Valentine's Day itself begins with champagne breakfast and a scenic flight over Sydney Harbour, followed by a fine dining lunch.

The afternoon is spent on a 38ft yacht until sunset, with a special surprise thrown in, and time to freshen up before a seven-course degustation dinner.

With a personal photographer, and chauffeur driving a 1964 EH Holden Premier on call for the 24-hours, the experience of a love-time will set you back only \$10,000 and is available to one couple only - for more details, see [www.mysydneydetour.com](http://www.mysydneydetour.com).

**FOLLOWING** the stresses of recent months in light of recent doping scandals and subsequent Oprah Winfrey interview, Lance Armstrong has become the featured focus of a cheeky new ad campaign by online travel seller Lastminute.com.au.

The ad, appearing in the MX afternoon commuter newspaper in the eastern states, suggests Armstrong could do with a last-minute escape after coming clean on his cycling history.

Suggested 'getaways' included The Kimberley's, Stockholm, Phuket and the Cook Islands.

"The lastminute.com.au brand is a cheeky one so we saw the Lance Armstrong controversy as an opportunity for us to put something in the market that is a little tongue-in-cheek," general manager Kirsty Labruniy said.

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[jot@unleashedtravel.com.au](mailto:jot@unleashedtravel.com.au)

## New TCF sign ups

A FURTHER batch of eight travel agencies have established head office locations with the Travel Compensation Fund in Jan.

New additions include **Vivid Expeditions** (ABN:42 158 959) of Sydney; **ECI Journeys** (ABN:29 160 853 378) of Crows Nest; **Kiama Scenic Tours** (ABN:13 989 749 754) of Kiama and **Whitestar Travel** (ABN:21 160 703 417) of Bondi Beach in NSW.

Also new are **Majulah Gemini Travel & Tours** (ABN:78 158 533 316) of Chadstone & **Tram Vision Travel** (ABN:48 346 638 563) of Abbotsford, in Victoria; along with **Golf Life Tours** (ABN:41 155 276 145) of Kangaroo Point, Qld.

## Dinosaurs on the Fly

**OTWAY** Fly Treetop Adventure on the Great Ocean Road in Victoria will host the animated Australian Dinosaur Puppet Show 'Erth' from 08-11 Mar 2013.

The interactive Dinosaur Petting Zoo features prehistoric dinosaurs from Australia, with tickets at \$35 for adults and \$20 for kids (4-15).

## QR cutting Heathrow

**QATAR** Airways is temporarily reducing its services to London Heathrow from five to four daily until 31 Jan due to the grounding of its Boeing 787 *Dreamliner* fleet.

During this period, flights QR075/076 will not operate.

**MEANWHILE**, Qatar Airways has confirmed the postponement of events planned for Australia's inaugural 787 service to Perth, on 01 Feb (**TD** Thu), as a result of the FAA's directive to ground the troubled-aircraft indefinitely.

**FURTHERMORE**, QR formally announced overnight that Stage 1 of Hamad International Airport in Doha will open to 12 airlines from 01 Apr 2013 (**TD** yesterday).

The national carrier - which will also operate the new airport - said the opening represents "a new chapter in the country's remarkable aviation industry."

It's phased introduction will mean Doha has a dual airport operation until it's fully up to speed in the second half of 2013.

Qatar Airways intends to launch its own ops from the facility at the same time, as soon as "all airport lounges are expected to be ready and fully operational...ensuring that all our passengers have a truly world class experience," said chief exec. officer Akbar Al Baker.

The state-of-the-art airport has a US\$15.5 billion price-tag.

## Mantra vs Rafter at Aus Open



**MANTRA** Group Ambassador Pat Rafter came out of retirement this week, making a return to the Australian Open tennis.

Not on court however, but rather up in the corporate box hosting clients and industry management to a day enjoying the fast-paced on-court action happening below.

Throughout the Australian Open so far, Mantra Group properties in and around the city have enjoyed occupancy between 89% & 100%, a higher average than last year.

Mantra Group director of sales Kent Davidson said the result has been strong for group properties.

"Typically, Mantra on Jolimont, located within five minutes walk of Rod Laver Arena, is the first to

book out," Davidson said.

Pat Rafter is pictured front row centre with Yvette Peverell, Mantra Group; Tomas Johnsson; Kent Davidson; Lindy Christian, Qantas Holidays; Bruce Fair, Jetstar; Andrew Gallard, FCM; Michele Bribosia, Louise Withers & Co; Matthew Holmes from Leighton Contractors, Lee-Anne Barrett, Serco; Robert Giurin, Caterpillar and Gavin Patrick from Cricket Australia.

## easyJet sells Disney

**DISNEYLAND** Paris has signed a deal with easyJet for theme park tickets to be made available for sale with easyJet airfares to Paris.

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Daily	Flight No. EK 440	Depart Dubai 01:55	Arrive Adelaide 20:45

[emiratesagents.com/au](http://emiratesagents.com/au)

## Tempo Turkey saving

**TEMPO** Holidays has reduced the price of its seven-day Turkish Delights tour by 10% for bookings made by 20 Feb and paid in full by 04 Mar, with prices currently leading in at \$828ppts.

## Reef status under fire

**THE** Great Barrier Reef could be stripped of its world heritage status by UNESCO if action is not taken to better protect the world's largest organism from coal and gas developments.

According to AAP reports, UNESCO could move the reef on the 'world heritage in danger' list if Commonwealth & Queensland govts cannot provide adequate responses to its concerns over proposed developments.

## BW US growth goals

**BEST** Western International says it plans to expand its North American portfolio of hotels by as many as 120 new build or converted hotels during 2013.

Forty percent of the projects are brand new developments, and coupled with take-overs will add 10,800 rooms to the Best Western system in the USA.

The vast majority of the new hotels will be under the Best Western Premier or Best Western Plus brands, while 10 to 15 projects are dedicated to BW's new extended-stay prototype.

Among the early 2013 additions is the Best Western Premier New York City Herald Square, located in Manhattan.

**MEANWHILE**, across the Atlantic, Best Western UK has launched its first ever Kids Club dubbed 'BW Kids', for six to 10 year olds.

## MAS VIPs take centre court



**MALAYSIA** Airlines treated 18 travel partners to front row centre court seats to witness the 1st Men's Quarter Final at the Australian Open yesterday.

The all Spanish final featured David Ferrer and Nicolas Almagro, with Ferrer taking the win in 5 sets.

Participants enjoyed a delicious corporate lunch before the match.

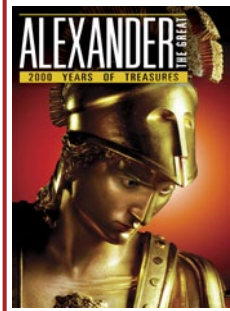
Terence Swampillai, MH Area Manager Vic/Tas is **pictured** here with Lesley Owen, Voyager Travel; Vlado Ristevski, Air Tickets and Theo Savvoulidis from Consolidated Travel.

## AAX flatbed bargains

**PREMIUM** flatbed seats across AirAsia X's long-haul 'Fly-Thru' routes from Australia have been discounted for travel until 31 Mar.

Prices start at \$699 one way to Kuala Lumpur from Melbourne and the Gold Coast, \$749 from Sydney and \$649 from Perth, and then tag on (at an additional cost) to Taipei, Seoul, Beijing, Shanghai and Osaka, if booked by 03 Feb.

## WIN EXHIBITION TICKETS



This week **Travel Daily** is giving five lucky readers the chance to win a double pass to the *Alexander*

*the Great: 2000 years of treasures* exhibition, courtesy of **Australian Museum**.



Direct from the State Hermitage in St Petersburg, this highly anticipated exhibition

opened to the public at the Australian Museum on Saturday 24 November.

To win, simply be the first person to send through the correct answer to the question below to: [alexandercomp@traveldaily.com.au](mailto:alexandercomp@traveldaily.com.au).

**What was the name of Alexander's father?**

Hint! Visit [www.alexandersydney.com.au](http://www.alexandersydney.com.au).

Congratulations to yesterday's lucky winner, **Madeleine Irving** from **IYC Travel**.



### THE UNIQUE TOURISM COLLECTION IS LOOKING FOR A BUSINESS DEVELOPMENT EXECUTIVE

Boutique tourism marketing representation company, the unique tourism collection, is looking for a dynamic, motivated business development executive to join our team in Sydney. utc represents some of the world's most prestigious tourism products.

The successful candidate must be self motivated and highly professional and will work closely with travel agents, wholesalers and industry partners across all utc client accounts and be responsible for sales calls, product training, seminars, famil programs, trade shows and developing sales and marketing partnerships.

If you have a minimum of 5 years successful experience in either retail, corporate or wholesale, have established trade relationships, excellent time management and the ability to multi-task and prioritise, strong written and presentation skills and a good knowledge of one or more of our destinations, then this position could be for you!

To apply, please forward your cv and cover letter to [jonica@unique tourism.com](mailto:jonica@unique tourism.com) by Tuesday 29 January 2013

Hello Tomorrow



## Customer Contact Centre Melbourne

Tomorrow, you could be helping to create the future of air travel.

Emirates, International Award winning Airline, wishes to recruit dynamic & customer service-orientated professionals to join our Melbourne Sales & Service Contact Centre.

**The successful candidate must be able to:**

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**Interested applicants should have:**

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- Completed IATA Fares and Ticketing I and II
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- Exceptional customer service orientation

For further details, and on-line application process, please visit our web site [www.emiratesgroupcareers.com](http://www.emiratesgroupcareers.com). Ref No. CS&SA/CJ/23690.

Please note: Telephone and postal applications will not be entertained.

Applications close Tuesday 29th January 2013.

Only candidates that meet the minimum requirements will be considered and contacted.

Today's issue of TD is coming to you from the Seatrade Cruise Forum in Hong Kong.

Hong Kong's Seatrade Cruise Forum officially got down to business today with delegates being told to get ready for a new wave of future cruise pax in vast numbers - from China.

At the opening address, Anthony Lau, Executive Director of the Hong Kong Tourism Board said last year the number of outbound trips made by Chinese travellers reached 80 million, making China the leading outbound market in Asia Pacific, and the world's third largest after USA and Germany.

"Out of this 80 million, over 40 percent, or 35 million came to Hong Kong," Lau said, "and the UNWTO predicts that before 2020, China will become the world's largest outbound market".

Lau noted that as China's middle and upper classes continue to expand, the demand for travel is expected to increase further, and many Chinese travellers will likely go cruising, given the novelty experience of cruise vacations".

"Hong Kong's other advantage is connectivity. Each week, there are over 7,000 flights between Hong Kong and 180 destinations globally, incl 45 mainland cities".

He said that by 2015, when the new high-speed railway from Guangzhou to HK is completed, the trip will take only 45 minutes giving HK a huge source market from the Greater Pearl River Delta comprising 100 million people.

When a massive bridge linking Hong Kong with Macau and Zhuhai in Guangdong is completed in 2016, travelling time between HK and these two cities will be cut to below 20 minutes.

Lau said that Asia has unlimited potential for cruising and tremendous opportunities await the cruise industry in the region".

## Loews Boston buy

**LOEWS** Hotels & Resorts has inked a deal to acquire The Back Bay Hotel in Boston in Feb.

The property was originally built in the 1920s as the Boston Police Department HQ, before being extensively redeveloped in 2004.

The 225-room property was previously owned by The Doyle Collection.

Wednesday 23rd Jan 2013

## Dom. figures up 7.7%

**A TOTAL** of 5.17m passengers were carried on scheduled and chartered domestic air services during Nov, according to new Govt data released yesterday, a year-on-year increase of 7.7%.

Total passenger movements for the year to the end of Nov were up 3.4% to 56.3 million pax.

Australia's busiest aircraft route remained SYD to MEL, carrying over 734,000 passengers or 3% more than Nov 2011, while the route posting the fastest growth in the year was Cairns to Melbourne, with traffic up 45.6%.

Overall capacity increased faster than seats were filled, pushing load factors down 1.7% to 79.6%.

**MEANWHILE**, Australia's major air carriers reported an 80.4% result for on-time running for the month of Dec, with 1.3% of flights being cancelled across all carriers.

Virgin Australia & Qantas both recorded the highest on-time running figure at 82.1%, followed by Tiger Airways at 81.1%.

Interestingly, Tiger surpassed Virgin Australia for on-time arrival figures, also posting only 19 flight cancellations for the month.

Qantas had the highest number of cancellations with 217 services binned, or 2.1% of dom. services.

## Dark days for AeroSvit

**BANKRUPT** Ukrainian airline AeroSvit has grounded most of its flights due to debts three times the size of its assets, and is now seeking protection from creditors.

## Short Silversea sailing

**SILVERSEA** Cruises has released a range of eight new short cruises aimed at 'time-poor' travellers and working professionals looking for a short break, with fares starting from \$1,560pp.

Voyages in the range run for as little as four days, and operate as one-way journeys made up as part of longer cruises in operation.

Cruises available in the range include a four night sailing aboard the *Silver Wind* from Barcelona to Rome and a five-night voyage from Monte Carlo to Barcelona.

# PTMs feeling Horus in Egypt

**THIS** group of lucky TravelManagers agents had the opportunity to immerse themselves in Egyptian culture during a ten-day visit to the ancient city recently.

Hosted by Bunnik Tours and flown with Emirates, the group travelled to the Valley of the Kings, visited the huge Abu Simbel sculpture of the Pharaohs and enjoyed high-tea at the inspiring scene of Agatha Christie's famed "Death on the Nile" story.

A hot-air balloon ride over the Nile and the Luxor valley was one of the many favourite sights seen, able to witness the dramatic contrasts between the lush green banks and the surrounding desert.

A three-day stop in Dubai on the way home for some retail therapy was the perfect way to end the Middle-Eastern journey.



**Pictured** above from left paying homage to Horus, the ancient Falcon God, is Michelle Thomas, Chrissy Tayfield, Lori Lysaght, (seated), Pamela Edwards, Anita Medcalf, Annelieke Huijgens from Bunnik Tours; Penny Meallin and Kim Salter.

Front row: Karen Christie and Erryn Morris.

## IATA profitability

**A QUARTERLY** IATA survey of airline chief financial officers has shown 56% expect operating yields to improve in the next year and that no cuts in staff numbers are expected during 2013.

## Sheraton Chicago

**STARWOOD** has signed on as the exclusive hotel partner of the Chicago Cubs Major League baseball team, and will construct a new Sheraton hotel across from the team's home, Wrigley Field.

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**Look no further.**

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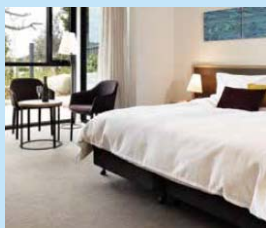
**28th of January to:**

**[employment@aptouring.com.au](mailto:employment@aptouring.com.au)**



## 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](mailto:accomupdates@traveldaily.com.au).



Freshly opened in the Mornington Peninsula is "Quarters", the final redeveloped stage of the **Flinders Hotel**. The 40-room property boasts a boutique style and offers a fine dining restaurant called Terminus and new function centre for meetings and events. Rooms are spacious and provide for a relaxed, yet comfortable style of accom.



Completed over seven months, upgrades to the **Hilton Hawaiian Village Resort's** Alii Tower on the northern part of Waikiki Beach has seen the tower receive a new lease on life. From new room furnishings and new bathrooms in its 323 rooms, the US\$25.5m project also saw the overhaul of the resort's lobby, corridors, reception area and surrounding landscaping.



The world's tallest hotel will be in Dubai in the form of the **JW Marriott Marquis**, set to launch early next month. Featuring 1,068 rooms, the tower will be 355-metres high and offers nine restaurants, five lounges, world-class health spa, two ballrooms & plenty of indoor and outdoor event space and will be situated close to the Burj Khalifa & in the heart of central Dubai tourism attractions.

## Passenger loyalty on the decline

**TRAVEL** brands are slowly witnessing the eradication of passenger loyalty, according to a new US survey released by business research firm Deloitte.

The survey, which canvassed current passenger opinions toward satisfaction levels of their loyalty scheme, found only 8% of

consumers make the effort to stay at the same brand of hotel while on holiday or business travel, while 14% purposely book the same airline for each trip.

"It is clear that travel brands need to up their game if they want to drive genuine loyalty among consumer," Deloitte LLP vice-chairman Adam Weissenberg said.

"With heightened competition and eroding customer loyalty, hotels & airlines, now, more than ever, need to focus on enhancing and personalizing the consumer experience," Weissenberg added.

### Hapag NW Passage

**HAPAG-LLOYD** Cruises will offer a Northwest Passage sailing during the 2013 Summer season, with a 24-night voyage from Greenland to Alaska aboard the *MS Hanseatic* departing 16 Aug.

### Supplier Updates

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

*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](http://www.traveldaily.com.au).

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## Lonely Planet in-shop

**DYMOCKS** Sydney flagship store has unveiled a new "shop-in-shop" concept around the Lonely Planet travel guidebook series, entitled the "Lonely Planet Hub".

The dedicated section features all of the brand's books, with space for expansion into selling travel accessories planned later in 2013.

"With Australians travelling in record numbers and being one of the most travelled nationalities on the planet it was logical to open this branded experience," Lonely Planet's Chris Zeiher said.

**Travel Daily**  
First with the news

Wednesday 23rd Jan 2013

## AC shelves San Diego

**PLANS** to resume scheduled direct services between Vancouver and San Diego by Air Canada from 01 May have been cancelled, according to GDS displays.

The route had been converted to a summer seasonal operation, however this will cease.

## WIN A HOLIDAY TO SINGAPORE

### WIN THIS MONTH'S GRAND PRIZE

- Four nights at **Grand Park City Hall, Singapore**
- Two return economy flights from Sydney to Singapore on **British Airways**
- Airport transfers



**GRAND PARK**  
CITY HALL

**BRITISH AIRWAYS**

Throughout January, *Travel Daily* is giving readers the chance to win an incredible grand prize of a trip for two to Singapore, including flights and accommodation, courtesy of **Park Hotel Group** and **British Airways**.

Park Hotel Group is also giving away three weekly prizes of hotel stays in Singapore and Hong Kong.

To win the final weekly prize, simply answer Question 3 (below) by close of business on Friday 25th Jan 2013. The subscriber with the most creative answer will be the weekly winner.

There will be three questions throughout the month. At the end of January the **TD** reader with the most creative responses to **all three** questions will win the grand prize of a holiday for two people to Singapore, flying British Airways.

**Q3: Grand Park is the Luxury hotel brand of the Park Hotel Group. How would you best describe the Grand Park Orchard and Grand Park City Hall?**

### WIN THIS WEEK'S PRIZE

- Three nights at **Grand Park Orchard**



**GRAND PARK**  
ORCHARD



Premier Room at Grand Park Orchard



Grand Park Orchard

Send your entries to: [parkhotelcomp@traveldaily.com.au](mailto:parkhotelcomp@traveldaily.com.au)

[CLICK HERE](#) for terms & conditions



**PARK HOTEL GROUP**



**BRITISH AIRWAYS**

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## ACCEPT ASSISTANCE! APPOINT AA

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VIC, WA & SA - 03 9670 2577 - [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)  
QLD - 07 3229 9600 - [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)

### ESCAPE THE SHACKLES OF BOREDOM

BECOME A TRAVEL RECRUITMENT CONSULTANT  
BRISBANE – GENEROUS SALARY PACKAGE + BONUSES  
Sick of dealing with price matches and boring itineraries?  
Tired of working every weekend when your friends are on the beach? Always been interested in Human Resources.  
Then it's time to take your travel industry skills into a whole new direction. Join our successful Brisbane team, where you will enjoy interviewing candidates and matching them to client's requirements. Minimum 3 years travel consulting experience essential.

### TAKE A STEP UP

ZIC/ VIP SENIOR CORPORATE CONSULTANT  
SYDNEY – SALARY PACKAGE UPTO \$80K  
Ready to take the lead of an established team? Want to work in an environment where you will have an opportunity to make a difference instead of being another number? This boutique national corporate travel company is looking for a senior international consultant with some supervisory skills, to join their growing team. You will enjoy servicing VIP clients, whilst also nurturing and developing the team. Min.5 yrs senior corporate experience is essential; mgmt. exp a plus.

### WORK FOR ONE OF THE INDUSTRY'S BEST

TOUR OPS - RESERVATIONS CONSULTANT  
MEL (INNER) – SALARY PKG UP TO \$42K + BONUSES (DOE)  
This leading tour operator is on the search for a passionate travel consultant to join their expanding reservations department. With superior customer services skills, you will be assisting travel agents or direct clients over the phone to create new bookings or facilitate with existing booking enquiries. You must have a minimum 18 months consulting experience to be eligible. Here is your chance to work with one of the best!

### LOVE ORGANISING EXCITING HOLIDAYS?

RETAIL CONSULTANTS  
MELBOURNE (VARIOUS) – GENEROUS SALARY PACKAGE  
Our luxury clients are booming at the moment. As such, we are on the look out for the best retail consultants in Melbourne. With various locations on offer in & around Melbourne, this is the perfect time to make the move! If you have a real passion for travel itinerary planning, proven consulting experience and are sales driven, contact us today to find out more about the exciting roles.

### LOVE BEING IN THE HEART OF THE CITY

RETAIL CONSULTANT  
ADELAIDE (INNER) – GENEROUS SALARY PACKAGE  
If you are an experienced travel consultant looking for a change then here is your chance to join a reputable retail brand right in the heart of the city. Servicing the many repeat and referral clients of the agency you will be responsible for arranging worldwide holidays inclusive of land and flight arrangements! With a min 2 years retail experience, here is your chance to do what you do best and be rewarded!

### LIVE, WORK & PLAY BY THE BEACH

RETAIL CONSULTANT  
SURF COAST/GEELONG - SALARY PKG TO \$50K (DOE)  
Looking for a sea change? Start the New Year on the right foot with this sensational new retail role minutes away from some of the state's best beaches. Working Monday - Friday hours (with the odd 1/2 a day on a Saturday) this successful Travel Agency is looking for an experienced Travel Consultant to join their expanding team. Sensational salary and famils on offer! Min 12 months exp req. Contact us today to find out

### READY FOR A NEW ADVENTURE

ADVENTURE TRAVEL CONSULTANT  
BRISBANE INNER SUBURBS – SALARY PKG \$47K + BONUSES  
Is your current retail role feeling a little ho hum? Want a role where you can get your passion back for travel? This is it! We currently need an experienced travel consultant to join this leading adventure travel company. No two days will be the same in this exciting role where you will be handling off the beaten track itineraries for experienced travellers. Working Mon – Fri with Sats on rotation you'll earn a strong base salary + commission and embark on some of the best famils around.

### EARN THE BIG BUCKS

RETAIL TRAVEL CONSULTANTS  
BRISBANE SUBURBS - SALARY PKG OTE \$60K  
Sick of taking home minimum wage? Wish your bank balance reflected your hard work? Here's your chance. Come and join this market leader where you'll enjoy some of the best benefits in the industry plus earn \$\$ on every single booking you make. As a retail travel consultant you'll sell a range of international and domestic travel packages to excited leisure travellers. A min 12 months travel consulting experience will be a must along with GDS skills.





**HOT TEMP  
JOBS  
DELIVERED  
DAILY!**

**TOP TEMP BENEFITS INCLUDE**

Best industry rates; paid weekly  
Referral vouchers  
Temp to Perm opportunities

Temp of the Month/Annual rewards  
Flexible working hours/days  
Full conversion training where required

**GROUP TRAVEL CONSULTANT  
3 MONTH TEMP ROLE  
SYDNEY – TOP HOURLY RATE\$**

The role of this exciting assignment is to manage the travel extensions/changes/amendments for this very large group of up to 2000 passengers. You will also have the opportunity to travel with the group too! In order to succeed, you will be trained in Galileo with a strong background booking international flights and extensions combined with group travel experience and strong product knowledge - in particular within the America's and the Caribbean!  
**FANTASTIC RATE & FUN TEAM ENVIRONMENT**

**INBOUND RESERVATIONS - FIT AND GROUPS.  
1-3 MONTH TEMP ROLE - TOURPLAN  
SYDNEY - TOP HOURLY RATE**

Our client is looking for experienced inbound reservations consultant with at least 12 months experience in a similar role with a proven track record in Australian domestic itineraries (FIT and/or Groups) and proficiency using Tourplan. A second language is always an advantage however, not essential for this role. Temp role starts ASAP, working Monday to Friday for up to 3 months, although flexible part time hours will also be considered. There is an opportunity of temp to perm also with this client.

**AWESOME RETAIL ROLE FOR FEBRUARY START!  
RETAIL TRAVEL CONSULTANTS  
PERTH (SOUTH) – HOURLY RATES \$20.00 - \$25.00 PH**

Our client, an independent retail store located south of the river is on the look out for an experienced consultant to assist their team. To be eligible for this position you must have a minimum 2 years consulting experience, be Amadeus trained, have excellent customer service skills & a genuine passion for all things travel! This temp role is due to start at the beginning of February and run for 2 months. Working Monday to Friday hours and rewarded with an amazing hourly rate you would be crazy not to take up this fantastic opportunity!

**SWEET TEMPTATIONS!  
TEMP TRAVEL CONSULTANT  
MELBOURNE (VARIOUS) – HOURLY RATES \$20.00 - \$25.00PH**

Thinking you might be a little short on cash thanks to the Christmas festivities? Or, in between permanent jobs and want to try out the market? Whatever the reason, we have some great temporary and contract roles ready to be filled. By joining the AA temp dream team, you can enjoy top hourly rates, interesting clients, flexible hours in various locations around Melbourne! If you have a minimum 6 months travel industry experience, have Sabre, Galileo or other CRS skills &

**MIX IT UP A LITTLE  
CORPORATE/LEISURE TRAVEL CONSULTANT  
BRISBANE – UP TO \$25/HR + SUPER**

Looking for ongoing temp work? A whiz on Galileo? Then come and see us. We are currently looking for an experienced travel consultant with strong corporate exposure to come and join this award winning team on an ongoing temping basis. You'll be responsible for handling a portfolio of corporate clients along with walk in leisure clients. Galileo skills along with a min 2 years consulting experience required. Enjoy a top hourly rate, weekly pay cheque and flexible hours.

**IS NATIVE CALYPSO YOUR THING?  
WHOLESALE TRAVEL TEMPS  
BRISBANE CBD – TOP HOURLY RATE & BENEFITS**

Do you have first class native calypso skills that you have been wanting to use? Then we have roles for you! There are a number of assignments in wholesale teams available throughout the year. Start booking out your calendar with these fab roles. Strong native calypso skills are a must along with previous travel consulting experience and a positive can do attitude. This is a great way to get your foot in the door of a leading travel company.

**CONTACT AUSTRALIA'S MOST EXPERIENCED TEMP RECRUITMENT TEAM**

Anita Nunnari  
NSW & ACT  
Ph: 02 9231 6377

Carmen Pugh  
QLD & NT  
Ph: 07 3229 9600

Cherie Napolitano  
VIC, WA & SA  
Ph: 03 9670 2577

temps@aaappointments.com.au    carmen@aaappointments.com.au    meltemps@aaappointments.com.au

**FOR MANY MORE GREAT TEMP VACANCIES VISIT OUR WEBSITE [www.aaappointments.com](http://www.aaappointments.com)**



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Update your resume today.**

[View our resume template](#)



## Meet our Team

**Dana Peric**  
Recruitment Consultant

Dana joined the inPlace team 6 months ago after spending 6 years working within the Wholesale, Airline and Corporate travel sectors.

She is very well travelled having lived in Vietnam and worked in London. She has a passion for Italy and has travelled there numerous times.

Dana holds a Bachelor of Tourism (Cultural Heritage) and is currently assisting our clients from within the Retail and Wholesale sectors of the industry.

Dana is enjoying working with her clients on a diverse range of travel roles and is particularly enjoying the challenge of sourcing the right people for those hard to fill positions. She takes pleasure in assisting her candidates in making the right choice for their next career move.

Dana has a keen interest in sustainable tourism as well as a love of fashion.

Call or [email](#) Dana for a chat about your next job

### Part- Time Travel Manager- Sydney

- ▶ In-house travel department CBD location
- ▶ Wednesday to Friday 9-5.30pm
- ▶ \$65K + super pro rata

Join this non travel, global corporate business as their in-house Travel Manager. Support the existing team & work in an office with the best view Sydney Harbour has to offer!

Call or [email](#) Ben Carnegie for more details

### Product Manager/ Contract Neg. Temp - Syd

- ▶ Start ASAP, 2-3 Month assignment
- ▶ Modern office with parking close by
- ▶ Top hourly rate

Luxury 5 star domestic product. Meet suppliers, negotiate contracts, create competitive packages ready for new online Travel Co. launch. Supportive team to ensure success.

Call or [email](#) Kelly Wellsmore for more details

### Inbound FIT Consultant x 2 - Sydney

- ▶ Fantastic Companies & 2 very different operations
- ▶ Diverse domestic products
- ▶ Salary ranges \$41- \$55K + super doe

With Inbound tourism on the increase, we have 2 positions available. Must have Inbound exp. & excellent supplier knowledge. French or German an advantage for one role.

Call or [email](#) Kristi Gomm for more details

### Business Development Mgr- Sydney

- ▶ China specialists
- ▶ NSW Territory
- ▶ \$55- \$60K + super + inc + car allowance

Number one travel wholesaler specialising in China and small group journeys. Previous relationships with NSW agencies preferred. Build rapport & grow the territory!

Call or [email](#) Ben Carnegie for more details

### Corporate Travel Consultants- Sydney

- ▶ Top performing corporate agency
- ▶ Development, progression & leadership on offer
- ▶ Salary from \$55K + super

Calling all experienced retail or corporate travel consultants who want to see their career soar! Receive mentoring, direction and everything you need to succeed!

Call or [email](#) Kelly Wellsmore for more details



# BULK BUY & SAVE

You could earn **EXTRA COMMISSION!**  
Want to know **HOW?**

<b>Booking Number</b>	12BTOP123456	<b>Booking Status</b>	CONFIRMED
<b>Net Amount</b>	AUD 7093.08	<b>Due Amount</b>	AUD 7093.08
<b>Party Name</b>	Booker		

Itinerary Details	Booking Summary	Passenger Details	Invoice/ Documents	Accounts Details	Policies & Fees
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Amend/View Itinerary	Show All	Show Active	Group By Date	Group By Type
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#	Element	City	From Date	To Date	Days Nights	No. Pax	Status	Total Amount
1	Herodion Hotel	Athens	17-Sep-12	18-Sep-12	1 Night(s)	3	CONFIRMED	AUD 294.00
2	Blue Star (Fast) Ferry - Athens (Piraeus) to Santorini	Athens	18-Sep-12	18-Sep-12	1 Day(s)	3	CONFIRMED	AUD 213.00
3	Hotel Daedalus	Santorini	18-Sep-12	20-Sep-12	2 Night(s)	3	CONFIRMED	AUD 468.00
4	Catamaran/Hydrofoil (High Speed) Ferry - Santorini (Thira) to Heraklion	Santorini	20-Sep-12	20-Sep-12	1 Day(s)	3	CONFIRMED	AUD 282.00
5	Galaxy Hotel Heraklion	Heraklion	20-Sep-12	22-Sep-12	2 Night(s)	3	CONFIRMED	AUD 516.00
6	Mediterranean Hotel	Rhodes Town	22-Sep-12	24-Sep-12	2 Night(s)	3	CONFIRMED	AUD 630.00
7	Doryssa Seaside Resort	Samos	24-Sep-12	26-Sep-12	2 Night(s)	3	CONFIRMED	AUD 864.00
8	Conventional (Slow) Ferry - Samos to Piraeus	Samos	26-Sep-12	26-Sep-12	1 Day(s)	3	CONFIRMED	AUD 264.00
9	Herodion Hotel	Athens	26-Sep-12	29-Sep-12	3 Night(s)	3	CONFIRMED	AUD 882.00
10	Drive Greece & Meteora - Self Drive (Superior)	Athens	29-Sep-12	5-Oct-12	6 Night(s)	3	CONFIRMED	AUD 1986.00
11	Hotel Orient Express (Promotional Rates)	Istanbul	5-Oct-12	10-Oct-12	5 Night(s)	3	CONFIRMED	AUD 1110.00
12	Hotel Patria	Rome	10-Oct-12	13-Oct-12	3 Night(s)	3	CONFIRMED	AUD 918.00

Total: AUD 8427

**Bulk Buy-You Save: AUD 337.08**

Final Amount AUD 8089.92

Total: AUD 8427

**Bulk Buy-You Save: AUD 337.08**

Final Amount AUD 8089.92

Add Additional Arrangements

Note: The final amount shown includes all Fees & Discounts

### How it works:

- Bulk Buy and Save! The more arrangements you add to your booking the more commission you could make from the sale\*
- Keep all your clients arrangements with a single wholesaler for maximum efficiency and convenience
- Earn your full commission on the original gross amount: before any discount
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Contact Tempo Holidays today to get the most out of your client travel budget.  
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\*Conditions apply. Bulk, Buy and Save discount offer applies to new bookings only. Minimum spend of \$2000 consisting of at least two elements per Tempo booking file is required to qualify. Discount does not apply to flights and certain other elements. Discount varies and is calculated according to individual elements in the Tempo booking file. Any subsequent change to the elements booked will affect or nullify discount level for all beneficiaries. General booking conditions apply. Price guarantee does not apply to airfares. Tempo Holidays reserve the right to seek written evidence to determine the product description and trading terms are identical and applicable rates are available for the same dates. When Tempo Holidays is satisfied that the conditions of the price beat guarantee have been met it will honour the booking at a rate of at least \$1 cheaper than the alternate quotation. All offers are subject to availability at the time of booking. Please do not reply to this email. Visit [www.tempoholidays.com](http://www.tempoholidays.com) for our full Terms and Conditions and up to date prices or contact us on 1300 362 844 or email [res@tempoholidays.com](mailto:res@tempoholidays.com).