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Friday 5th July 2013

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Scoopon ACCC action

THE competition watchdog has today issued proceedings against online group buying company Scoopon in the Federal Court.

Scoopon is one of the country's biggest group buying websites, offering a wide range of 'daily deals' for discounted goods and services, including travel products such as accommodation & tours.

The firm has come under fire from the Australian Competition & Consumer Commission for not providing clear details relating to redeeming vouchers, refund rights and advertised pricing.

Businesses were also misled, the ACCC said, being told there was no cost or risk involved in running a deal when a fee was payable, and by claiming that up to 30% of vouchers would not be redeemed when there was no reasonable basis for this representation.

The regulator is seeking declarations, injunctions, community service orders, pecuniary penalties and costs.

TA inks China agent pact

AUSTRALIA will be heavily marketed to China's growing middle class and to those in "secondary cities" via a new agreement signed this week with China Travel Service.

The three-year pact with the state-owned organisation will see both parties work together on developing cooperative marketing opportunities relating to business and industry development.

Identifying avenues for Chinese businesses to invest in Australia's tourism industry also formed part of the collaboration.

Tourism Australia managing director Andrew McEvoy said the signing represented the first time TA has partnered with an int'l

travel agency group.

"We are determined to develop tourism products of the highest quality for the 900,000-plus Chinese visitors expected to visit our country by 2020.

"Distribution is critical to Australia achieving the targets set out in our China 2020 Plan, which is why this agreement with such an established and respected partner as CTS is so important".

Secondary cities in China include growing hubs located outside of the major cities of Beijing and Shanghai, such as Chengdu, Qingdao and Chongqing.

Among the initiatives to be developed will be the promotion of brands, digital marketing, industry famils and direct mail campaigns to target consumers.

"We now have major strategic marketing agreements with China's three largest airlines and this latest MoU with CTS marks another significant step forward as we seek to deepen our presence in China and our understanding of this hugely important market," McEvoy said.

The signing marks the second major partnership struck by TA this week after formalising a 3-year deal with Air China.

Five pages of news

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

- AA Appointments jobs
- Amadeus

Global Wallet launch

VIRGIN Australia has this morning officially launched the Velocity Frequent Flyer Global Wallet (**TD 18 Apr**), with program members to start receiving new cards over coming weeks.

In partnership with Visa, the card doubles as a Velocity card on one side, with a prepaid travel money card on the other, allowing users to earn Velocity points through spending at outlets where Visa is accepted.

APT refines Russia '14

INCREASED interest by Aussie travellers for Russia has seen APT introduce a new itinerary and new Signature Experiences as part of its 2014 Russia brochure.

Twelve itineraries ranging from 10-41 days make up the program.

China Southern's Canton Route

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\$5000 giveaway,
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& daily prizes.

During the month of July.
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MAS back to Darwin

MALAYSIA Airlines is expected to shortly announce the relaunch of non-stop services between Kuala Lumpur and Darwin, with flights on the route now loaded in GDSs, commencing 01 Nov.

The five weekly service will be operated by Airbus A330-300s.

MAS haven't operated the Top End route for more than a decade.

MEANWHILE, MH has expanded its codeshare pact with American Airlines to include the AA code to 10 new US cities, via LA, New York, Chicago, Dallas and Miami.

The expansion will also see the AA code placed on MAS flights from Kuala Lumpur to Singapore and Bangkok.



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Jetstar anniversary

JETSTAR Japan has signed a deal with a Japanese convenience store chain to become the first airline to sell tickets in 10,000 of the chain's outlets across Japan.

Lawson's convenience stores will start selling domestic tickets for JQ Japan services, with plans to increase the offering to int'l services, including to Australia, in the pipeline for the future.

The signing coincides with the carrier celebrating its first year of operation - in which time it has become the largest low-cost carrier operating at Narita Airport.

Over the last year, the Qantas Group offshoot carrier has grown its fleet from two to 12 aircraft.

Jetstar group ceo Jayne Hrdlicka said the carrier's success was due to the huge appetite of Japanese consumers for low fares.

Govt defends PMC spike

FEDERAL Tourism Minister Gary Gray has defended the \$7 boost to the Passenger Movement Charge (PMC) to \$55 introduced last year, saying the increase has not impacted on visitor numbers.

Since Jul 2012, when the PMC rose from \$45, int'l arrivals grew 5% on the corresponding year.

"The charge accounts for just over one percent of an average international visitor's spend," he said in a statement yesterday.

Further, Gray explained 20% of the additional revenue raised through the PMC was given back to the industry through grants, including the four-year \$48.5m Asian Marketing Fund and the \$48.5m Tourism Industry Development Fund.

The funds "help to stimulate tourism demand by funding increased marketing activity in Asia and by increasing the quality of Australia's tourism product," the government said.

"The charge of \$55 also funds a range of border protection and transport security measures that helps provide consumers with the

confidence to fly," Gray said.

"It needs to be considered in the context of an Australian tourism industry being worth \$107 billion - it is the eighth largest tourism industry in the world and the largest by visitor spend, with average international visitor spending almost \$5,000 in Australia," the Minister added.

UK Egypt advisory

BRITISH travellers are now being advised to suspend all but essential travel to Egypt by the UK Foreign & Commonwealth Office following civil unrest in Cairo.

"Although we are not recommending immediate departure at the moment, British Nationals already in Egypt in areas where we advise against all but essential travel should consider whether they have a pressing need to remain," the FCO stated.

The resorts on the Red Sea in South Sinai (including the entire region of Sharm el Sheikh, Taba, Nuweiba & Dahab and St Catherine's Monastery World Heritage Site), and resorts on the Egyptian mainland under Red Sea governorate are excluded.

Scenic cruise winner

READER anticipation has been sky-high this week awaiting a decision on who won last month's European river cruise comp that featured exclusively in **Travel Daily**, courtesy of Scenic Tours.

Congratulations to Vicky Atkins from Wings Away Travel who has been chosen as the lucky winner of a 15-day Jewels of Europe cruise for two, with Swiss Int'l Air Lines flights, valued at over \$20K.

Vicky made an acrostic using the letters of Scenic (below) to describe the Scenic Tours' brand:

*Spacious scenic
 Cruising that will
 Enrich your holiday.
 Never-ending personal service
 with all-
 Inclusive luxury. Scenic Free
 Choice - the freedom to choose.*

New TEQ corporate ID

TOURISM & Events Queensland has revealed a new corporate logo to be progressively rolled out in Australia and then globally.

The new branding showcases a sun flare as a letter 'Q', while the colours reflect aspects of the state's landscape, as pictured.



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TNZ Essential app

TOURISM New Zealand has unveiled its first mobile app containing info on over 1,150 travel experiences and activities on offer in the country.

The free 'Essential New Zealand' app aims to capitalise on a 1000% uptick in mobile referrals from www.newzealand.com in the past 12 months, with clicks to the site topping 13.8m in 2012, TNZ said.

"The app is a significant step to support this increased use, ensuring information is readily available to travellers across a variety of digital channels," said TNZ gm Brand and International, Catherine Bates.

Users of the app can attain full contact details and detailed map locations for every activity & regional i-SITE centres, while operators benefit from a new channel to promote their wares.

Bench International - the Africa Experts

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Bench International, the founder of African holidays in Australia, has a unique opportunity for a highly motivated and energetic Sales Representative in WA.

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Packer praises NSW decision

CROWN Chairman James Packer has expressed his delight at yesterday's decision by the NSW Govt to progress the application of the Crown Limited Sydney casino at Barangaroo (**TD** yest).

"The Crown proposal will give Sydney a landmark hotel it can be proud of. Barangaroo South represents a spectacular opportunity to showcase an iconic six-star hotel resort which will be located on the harbour's best available site," Packer said.

Complimentary feedback on the decision has come from a number of industry bodies, with Tourism & Transport Forum ceo Ken Morrison saying Crown's proposal for the site holds exciting

potential for Sydney's economy.

"Sydney, which competes with Melbourne, Singapore and Hong Kong for a share of the gaming market, is the big winner from today's decision.

"Since the opening of Resorts World Sentosa and Marina Bay Sands, Singapore has enjoyed extraordinary growth in visitor numbers and Sydney has the same potential," Morrison added.

Hotels.com APAC managing director Johan Svanstrom sent his congratulations, saying the Crown development will attract luxury leisure & business travellers with high spending power from markets such as China.

According to the Hotels.com hotel price index, average Sydney room rates have been steadily climbing over the last three years.

"Barangaroo, along with other scheduled hotel developments, will create a positive injection to the Sydney hotel sector and will no doubt be welcomed by the business traveller, most affected by years of high mid-week occupancy levels," Svanstrom said.

MEANWHILE, Packer has restated a commitment to build a similar facility in the Brisbane CBD, according to today's *Courier Mail*.

Representatives from Crown will join Packer to meet Qld Premier Campbell Newman to evaluate the potential of an integrated casino site in the Brisbane CBD.

Arnham Masterplan

AMALGAMATED Holdings Limited - the parent firm behind Rydges Hotels & Resorts and QT Hotels - has thrown its backing behind a tourism development masterplan to create Indigenous-owned companies in Arnham Land in the Northern Territory.

The group has joined the Yolngu Cultural Tourism Masterplan as a hospitality partner, in which it will work to assist employment for Yolngu people by supporting the economic future of the region.

AAX boost Gold Coast

AIRASIA X will increase its five times weekly service between Kuala Lumpur and the Gold Coast to a daily operation from 24 Nov.

The move was welcomed by Qld Tourism Minister Jann Stuckey and Gold Coast Airport head Paul Donovan, while AAX boss Azran Osman-Rani said the carrier was committed to its first Aussie port.

Tourism Australia managing director Andrew McEvoy said the step to move to a daily service was a "significant step" and a sign of "the carrier's growing confidence in the Gold Coast and also in our country's growing appeal across Asia".

Estimates show an extra 40,000 int'l tourists will be able to access Queensland through the increase.

MEANWHILE, Thai AirAsia has earmarked plans to set up a new subsidiary carrier to offer low-cost fares on medium-haul routes such as South Korea and Japan.

To be named Thai AirAsia X, the proposed carrier has applied for its Air Operators Certificate and, if approved, will initially start up with a fleet of two Airbus A330s.

Success of Gathering

AUSTRALIAN arrival numbers into Ireland are continuing to grow, according to the latest stats released by Tourism Ireland.

For the first three months of 2013, visitor numbers jumped 21% year-on-year, while average Aussie spend was up 33%.

Growth continued in the period from Mar-May, up 12.1%, with Tourism Ireland's Australia manager Diane Butler saying Irish suppliers were "still reporting strong interest and sales to Ireland for this year".

Quarter off Peregrine

PEREGRINE has launched its 2014 Arctic brochure, offering discounts of up to 25% on some journeys through the region, with several new trips introduced.

Savings apply to bookings made by 31 Jul for departure in 2014.



Window Seat

HAWTHORN Travel in Victoria has opened up its business to a new market - canine clients.

Following the announcement this week of the expansion of Virgin Australia's Velocity program (**TD** Mon), in which points can be earned through travelling pets, the Magellan agency is clearly pawing effort into the burgeoning market.

Trevor is pictured right with his new favourite VIP clients booking their trip.

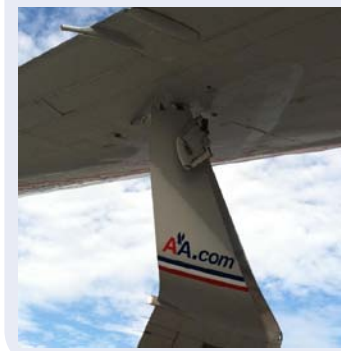


A USER of online portal of the weird and wonderful of the world, Reddit, has posted a photo of two American Airlines jets involved in a skirmish at New York JFK Airport (**below**).

A Boeing 757 aircraft operated by the carrier had its wingtip snapped off after coming into contact with a B777 which was being towed to maintenance by an AA mechanic.

Unfortunately, the aircraft was left in a spot not designated, leading to the accident.

American Airlines has confirmed the accident did happen but that neither aircraft had passengers aboard at the time - leading to questions about how the photo was taken.



WIN A 'TASTE OF IRELAND' DVD



This week **Travel Daily** is giving five lucky readers the chance to win a copy of 'Lyndey Milan's Taste of Ireland DVD', courtesy of **Tourism Ireland**.

All you need to do to win, is be the first person to send in the correct answer to the question below to: tasteofireland@traveldaily.com.au.

The Connemara region, which is renowned for its succulent lamb is on which coast of Ireland?

- a) North coast b) South coast
c) East coast d) West coast

Congratulations to yesterday's lucky winner, **Mary Feehan** from **Spencer Travel**.

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Ireland
ireland.com

Technology Update

Today's Technology Update is brought to you by Amadeus IT Pacific.

It is year 2016



Your client Lynda is attending a business conference. After registering, every detail of

her entire trip is automatically booked and downloaded into Lynda's schedule from the travel management system.

This includes a flight on Lynda's preferred airline with a frequent flyer upgrade already arranged, a hotel reservation for the duration of the conference, and a self-driving rental car reservation from the airport.

But it doesn't stop there. The car knows Lynda's destination, her preferred air-conditioning temperature and favourite satellite music. She arrives at the hotel and heads straight to her preferred room using her mobile device to enter without the need to check in. She is pleased to discover that her choice of pillows is in the room and her favourite music channel is playing on the TV.

Post-conference, Lynda receives an automated email to confirm that all of her expenses have been submitted for reimbursement.

Whether this is a view of 2016 or next year, big data is already here and is arguably the biggest opportunity in a generation for travel businesses to embrace and maximise the changing structure of customer information.

At Amadeus, we look forward to supporting the travel industry as the big data evolution progresses. We are pleased to share Amadeus' report "At the Big Data Crossroads". Download it here free today.

Tony Carter, Managing Director, Amadeus IT Pacific



Shareholder approval

FAR East Orchard Limited is moving closer to establishing a joint venture in Australia in conjunction with Singapore based The Straits Trading Company.

First flagged by *Travel Daily* two months ago (*TD* 01 May), the plan is for the combined entity to operate three of the Rendezvous Hospitality Group's existing hotels in Sydney, Melbourne and Perth.

Straits Trading will put 13 hotel management contracts into the venture, with Far East contributing 25 more along with S\$76m cash.

The plan will be put to Far East Group's shareholders next week, along with a separate venture with the Toga Hospitality Group in which Far East aims to obtain a 50% stake in Toga's hospitality business at a cost of \$250 million.

Australia eyes Nanjing

DESTINATION NSW has created four travel packages aimed at consumers in the east Chinese city of Nanjing, near Shanghai.

The deals come about through a new partnership between the state promotional authority and China Eastern Airlines to promote travel to the state.

Each of the packages start from a Sydney base, with one of the deals featuring six nights accom and exploring Port Stephens, the Hunter Valley and Blue Mountains.

The other packages have been designed to suit families, seniors and those seeking a self-drive trip.

Built in with special prom fares sold by China Eastern, five retail agencies in China will be given access to sell the packages.

Fair Trade hols advice

NSW Fair Trading is warning holiday makers to "beware [of] the mini-bar bill" when staying at hotels, motels, resorts and at rentals, in an accommodation advice update issued this week.

Vacationers should also be wary of "add-ons" including in-house services such as room service & pay-to-view movies, the organisation suggests.

The group also outlined some other holiday accommodation consumer tips to avoid conflict & arguments with traders, including get & retain receipts; determine what services and facilities are included in any accom fee; and when renting, ask what beds, sheets, towels are provided.

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Unexpected holidays

WOTIF has launched a new "pack for the unexepected" sales campaign in conjunction with Australian Capital Tourism to promote Canberra & its surrounds to new traveller markets.

Numerous special deals have been put together on Wotif.com.

TIME nurtures talent

RETAINING talented staff can be achieved by enrolling in the six-month Travel Industry Mentor Experience as a training exercise, TIME chairman Penny Spencer of Spencer Travel has said.

Spencer urged businesses not to overlook the importance of developing key members of staff within their organisations and ensuring they reach their potential in the industry.

For more details on TIME, see travelindustrymentor.com.au.

BA A380 delivered

BRITISH Airways yesterday took delivery of the first of its fleet of 12 Airbus A380 superjumbos, at the same time announcing it will deploy the aircraft to Los Angeles and Hong Kong on 24 Sep and 22 Oct respectively.

The maiden BA double-decker delivery comes a week after the oneworld carrier received its first two Boeing 787 *Dreamliners*.

"These aircraft are the start of a new era for British Airways," said BA ceo Keith Williams.

"Over the next 15 months, we will take delivery of new aircraft at the rate of one a fortnight as we put ourselves at the forefront of modern aviation," he added.

BA's A380s come equipped with 14 First, 97 Club World (Business), 55 World Traveller Plus (Premium Economy) and 303 World Traveller (Economy) seats - accommodating up to 469 pax.

Adina delivers with Bondi locale



TOGA Hospitality's Adina Serviced Apartments brand yesterday celebrated the opening of the new Adina Apartment Hotel Bondi Beach which started welcoming guests on 17 Jun.

Rachel Argaman, ceo of Toga Hospitality, unveiled Stage One of the 111-room hotel to attendees during lunch at Icebergs Dining Room & Bar on Bondi Beach.

"This area has been the number one requested location from our guests for many years and we are delighted to finally be able to provide it," Argaman said.

The next stage will see the opening of a retail precinct in Sep and early Oct 2013 with many new businesses set to open.

The property has already been well received, with walk ins arriving from day one.

Hotel manager Casper Schmidt said today will see occupancy hit 55% and then 60% on Saturday night which is a great response for a new opening.

Argaman is **pictured** above left enjoying the sunshine with Casper Schmidt and Cassandra Newey from Toga Hospitality.



UNITED Airlines is this week celebrating the 15th anniversary of its direct services between Cairns and the US region of Guam, which began in 1998, operated by the division then known as Continental Micronesia.

Currently, the route is operated twice weekly under the United Airlines name brand since UA merged with Continental in 2010.

To mark the occasion, UA joined forces with Tourism Tropical North Queensland and Cairns Airport to invite top-selling agents from Guam to experience the tourist offerings of the region.

Guam serves as a popular go-between destination for Aussie travellers heading to Japan or any of the other eight international destinations served by United from Guam.

"The route has proven to be a great success, as it opened up previously-inaccessible Micronesia through our Guam

hub, allowing Australians to discover the lesser-known diving and surfing destinations across the region, including Palau and Pohnpei," United Airlines director of sales and marketing for Australia, Alison Espley said.

"Travel agents in Australia are having great success in further stimulating this market and our numbers are growing," she added.

The visiting agents experienced the Kuranda Skyrail, took in the Daintree Rainforest and cruised to see the Great Barrier Reef.

Pictured above during the famil from left is Carly Macias, MWR Navy; Edna Cortez, Top Travel; Quentin Koch, United; Fran Schier, Travel Pacificana; Gemma Pico, SATO AAFB; June Webber, MDA; Jana Stankovich, Cairns Airport; Wayne Laphorne, Avis; Liz Webb, TTNQ; Kirill Litovchenko, United; Miriam McKenna, ITSA Gateway and Stephen Prasser, Cairns Airport.

TDU 2014 course set

SOUTH Australian Tourism Minister Leon Bignell yesterday revealed details for the 2014 Santos Tour Down Under (TDU) being held between 19-26 Jan.

Race stages will travel between Nuritooapa-Angaston, Prospect-Stirling, Norwood-Campbelltown, Unley-Victor Harbour, McLaren Vale-Willunga Hill, while the final stage is yet to be set.

Last year's TDU lured a record 760,400 local & int'l spectators.

VA KGI MCT reduced

A TERMINAL switch at Perth Airport for Virgin Australia flights connecting to/from Kalgoorlie has resulted in the minimum connection time (MCT) reduced by more than 50% to just 40mins.

Effective 02 Aug, Perth to Kalgoorlie (KGI) services within the flight ranges of VA389-VA399 and VA1849-VA1860 operated by Virgin Australia or Virgin Regional Airlines will now depart/arrive into Perth Terminal 3.

Boeing delivers more

DESPITE grounding its B787 *Dreamliner* fleet for four months, aircraft manufacturer Boeing managed to post a year-on-year increase in new aircraft deliveries to buyers in the first six months of 2013.

A total of 306 jets were handed over to buyers during the first half of the year, compared to 287 in the same period in 2012 - an improvement of 6.6%.

Boeing said the majority of deliveries were for the always-popular B737 family of aircraft, with 218 units delivered, 10 more than the same time last year.

Peachy trade offering

BILL Peach Journeys has released a 'Friend of Bill Peach' trade offer representing a 50% discount on its Great Australian Aircruise departing on 23 Jul.

Normally brochured at \$14,495 per person, the trip is now priced at \$7,250 twin share.

For solo travellers there is a single supplement of \$1,629.

The aircruise operates from Sydney and visits Katherine Gorge, Kakadu, The Kimberley, Uluru, Kata Tjuta, as well as aerial tours of the Bungle Bungle Range, Mitchell Falls and more.

To book, call (02) 9693 2233.

WIN A RIVER CRUISE FOR TWO IN EUROPE WITH APT



This month **Travel Daily** is giving one lucky reader and their friend the chance to win a 15-day European river cruise, including return flights, courtesy of **APT**.

The prize consists of:

- 15-day 'Magnificent Europe' cruise with APT in a Category E Twin Window Suite, including all accommodation, meals, activities and transfers on tour, as specified in the chosen trip brochure itinerary;
- Return economy flights for two on an airline of APT's choice from the winner's nearest capital city to and from the trip start and end destination.

Every day **Travel Daily** will ask a different question – just read the issue and email us your answer. There will be 23 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this amazing river cruise holiday.

Email your answers to: APTcomp@traveldaily.com.au



Q.5: What type of River Cruise Suite is unique and exclusive to APT?

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Congratulations!

The Amadeus team would like to congratulate the winners of the inaugural New Zealand National Travel Industry Awards. Special mention to our amazing partner **House of Travel** for winning 3 out of 4 categories. Pop the champagne!

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