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Travel Daily

First with the news

Tuesday 21st May 2013

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Serko set for float

NZ-BASED travel technology firm Serko has announced a plan to raise NZ\$20m in a public float of about 25% of its share capital.

Serko founder Darrin Grafton claims the company's Serko Online cloud-based corporate travel booking engine has a 60% market share in Australia.

Serko was part of Gullivers Travel Group before its purchase by S8, with Grafton and cofounder Bob Shaw buying it back in 2007.

2013 NTIA finalists revealed

TRAVEL Daily can today reveal what the industry has been waiting for with bated breath - the finalists selected for the 2013 National Travel Industry Awards.

Originally slated for release this Fri, the list has been confirmed early after all of the finalists confirmed their details as a result of the one month industry polling period across 33 categories.

The highest ranking nominees are listed on the **last page** of today's **TD**, with AFTA ceo Jayson Westbury congratulating the industry for getting behind the awards once again.

"Peer recognition is such an important measure of success, and it's great to see such strong ongoing industry support for the awards," he said.

"The calibre of nominees is again extremely high this year, so well done to all of our nominees and best of luck to our finalists".

Now the awards move to the next stage, with about half of the 33 categories subject to final evaluation by a judging panel.

A video detailing tips for finalist presentations has been specially

compiled, and can be viewed online by **CLICKING HERE**.

"There's no doubt that the judges have a tough job ahead of them," Westbury said.

The panel this year includes six judges: Andrew Drysdale, Bob Lunnon, John McKernan, Rick Myatt, Tim Poulter and Peter Lacaze - three of whom will be present at each judging presentation.

The winners will be revealed at the industry night of nights, the biggest NTIA Gala Dinner to date which will take place on 20 Jul at Sydney's Hordern Pavilion.

Tickets for the event are still available for booking online at www.afta.com.au.

Another great issue

Travel Daily today has eight pages of news & photos including a full page from the amazing agent race during the Dubai Mega Famil, plus full pages from: (**click**)

- TMS Asia Pacific
- AA Appointments
- **TD/Sabre** online conference
- 2013 AFTA NTIA Finalists

New BNE CBD 5 star

THE Qld government today finalised the sale of the former Brisbane Supreme and District Courts, paving the way for the development of a mixed-use precinct including a 5-star hotel.

Shayher Group has bought the property and will commence early site works shortly, with the developer required to deliver a residential and serviced apartment tower, including a 190-room upmarket hotel property.

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SAS to codeshare on SIA Australian flights

SINGAPORE Airlines has expanded its codeshare relationship with fellow Star Alliance member SAS, with the SK code to appear on SIA flights from Singapore to Australia and NZ.

SAS already codeshares with SQ on SIN-BKK and SIN-CPH, with the expansion adding flights to Sydney, Brisbane, Auckland, Melbourne and Perth.

The reciprocal deal also sees the SQ code added to 19 SAS routes across Scandinavia, Poland, Finland, Lithuania and Germany.

MEANWHILE, SAS and Lufthansa will terminate their long-running joint venture operation on flights between Germany and Scandinavia effective 01 Jun, but will still codeshare on the routes.

QF extends meal selection

QANTAS today announced an extension of its *Select on Q-Eat* offering for business class travellers, allowing pax to pre-order meals prior to flying on the Australia-Dubai-London route.

The expansion also includes flights from Singapore to Australia, and follows the trial of the offering from Los Angeles to Australia and Dallas to Brisbane late last year (*TD* 10 Sep).

Select on Q-Eat offers more choice of meals, including an additional dish available as an "online exclusive" on some routes, with QF saying it gives customers "more control over their journey".

The 'Manage Your Booking' link on the Qantas website is used to pre-select meals between seven days and 12 hours prior to departure.

It also allows pax to advise if they would like to skip the meal service so they can sleep.

"A range of refreshment options will continue to be available at any time throughout the flight," the carrier said.

Qantas expects to roll Select on Q-Eat out across further ports in its international network in the coming months.

La Perla for SYD

JUST in case you forget those frilly undies, upmarket Italian lingerie brand La Perla has announced that its first Australian store will open at Sydney Airport T1 in Aug this year.

It will be La Perla's 130th store worldwide, with SYD retail gm Andrew Gardiner saying the brand's arrival "will ensure Sydney Airport continues to be seen as a world-class shopping destination in itself".

Norfolk bookings up

NORFOLK Island Tourism says it's seeing a strong response to the 'There's More to Norfolk Island' outdoor campaign under way in Sydney and Brisbane.

Ads appear on buses, train stations and digital billboards, with NI Tourism gm Glen Buffett saying forward bookings for this year are "strong and encouraging".

He said the strongest demand is from Baby Boomers wanting a short, but experiential holiday," with Air NZ's direct flights also driving a "definite increase".

Mildura changes

SIX QantasLink staff at Mildura have been offered redundancy or redeployment, with ground handling there to be outsourced to NTL Ground Services.

There will be no impact to airport operations, with QFLink continuing to operate three daily weekday flights from Melbourne to Mildura and two on Sat.

Twenty airline crew based in Mildura are not affected.

Jumeirah on the grid

LUXURY hotelier Jumeirah has announced a tie-up with Aston Martin, with the deal including sponsoring the James Bond car manufacturer's team in this week's Nurburgring 24 hour race in Germany.

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QantasLink T3 head tax cut

QANTASLINK'S move to Sydney Domestic Terminal 3 (TD 29 Jan) will see the airline no longer required to pay the QR head tax for departures out of T2.

According to an update on the QF agent site, this means that effective from today, the \$4.50 QR figure will no longer appear in the GDS for travel from 15 Aug.

However, fares will increase by the same amount as the head tax, meaning the all-inclusive fare will

remain the same.

Although Qantas hasn't yet confirmed the date for the shift of operations, the change has been implemented now to ensure that minimal changes to tickets are required when the move is finalised.

A waiver number 400264 can be applied to unticketed bookings made for travel on/after 15 Aug, provided the ticket is issued by this Fri 24 May.

The same waiver can be applied to enable date/time changes in the same inventory class ticketed without collecting the additional fare increase.

Customers with existing tickets for travel on/after 15 Aug that are not making changes are permitted to travel as booked and ticketed without requiring reissue.

CroisiEurope drinks

EUROPEAN river cruise operator CroisiEurope has added an all-inclusive drinks policy at the bar and mealtimes for 2014, as well as a guarantee against increased fuel surcharges - details from Cruise Abroad 1300 669 369.

Air NZ boosts OZ pact

AIR New Zealand has expanded its codeshare agreement with Asiana Airlines, adding the OZ code to NZ flights between Auckland and Tokyo Narita, then onward with OZ to Seoul.

TA 'cantopop' promo

TOURISM Australia is working with popular Hong Kong actor and 'cantopop' singer Ekin Cheng to showcase Cairns and Sydney in a new TV series aimed at lifting visitation from Greater China.

'Tailor Made Tours' which will also feature other Asian celebrities such as Andy Chan Siu Chun, Jacqueline Wong and Lai Yi Wong, will be broadcast to an audience of 30 million viewers across mainland China, Hong Kong, South Korea, Macau and Taiwan.

Ekin Cheng has also been welcomed into TA's "Friends of Australia" advocacy program.

Tourism Australia md Andrew McEvoy said "working with celebrities who have a genuine passion for Australia in this new television series is a great way to bring our incredible tourism experiences to life".



Window Seat

JETSET Travelworld Limited senior executive Russell Carstensen was among the avid AFL fans who vied for the opportunity to toss the coin at last Sat's blockbuster MCG game between Collingwood and Geelong (TD yesterday).

The Air Tickets group gm dutifully sent in his answers each day, and brought in the really big guns on Thu when entrants were asked for a 25 words or less answer as to why they should win the once-in-a-lifetime privilege.

Carstensen sent in three responses - the serious one, which was 'The coin, the toss, the roar, a win - what more can a Pieman dream!' - plus two tongue-in-cheek efforts: "Air Tickets is one of EK's biggest customers and we demand it!" and "We will put EK on a stop sell if I don't get it!"

QATAR Airways is the subject of a court case in Melbourne, where a man is suing for injuries sustained from a drinks trolley.

John Karatzaferis has filed a suit in the Victorian Supreme Court, claiming that an existing injury was severely exacerbated when a flight attendant allegedly ran into his left knee while pushing the cart along an aircraft aisle during a flight from Doha to MEL in Aug 2011.

He says he needs an operation due to "pain, tenderness and limitation of movement" as well as psychological injury including anxiety and depression.

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Golden iPads!



24-CARAT gold iPads for its guests - yes, but isn't that what you'd expect from the world's most luxurious hotel, the Burj Al Arab?

TD was at the famous Dubai property today, being treated to a lavish lunch with DTCM's High Achievers when the Gold iPads, worth US\$10,200 each were launched.

Spokeswoman Izabela Hamilton said the exclusive launch makes the Burj Al Arab the first hotel in the world to offer 24-carat gold iPads.

They're designed specifically for the iconic property and are engraved with the hotel's logo and will be offered to every guest upon check-in.

Guests will be able to use them as a "virtual concierge" and at the touch of a button, access hotel services, make restaurant and spa reservations.

"This is the ultimate in luxury accessories, hence we wanted it to be paired with Burj Al Arab," said the hotel's general manager, Heinrich Morio.

"We've also just introduced iMacs in all our 202 suites," he added.

The hotel attracts Presidents, movie stars and billionaires with rooms starting at around \$2,400 to \$24,000 per night.

Opened 9 years ago, it's designed to resemble a billowing sail and stands at a height of 321 metres.

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Enjoying a Dubai desert feast



DUNE bashing, camel rides, flying falcons, exotic belly dancers, star gazing and a BBQ dinner on a balmy night in the desert was the sensational finale to the Dubai mega famil.

A fleet of 60 Toyota 4WD's chauffeured the 280 agents 45 minutes from Dubai in an

Wolgan winter offer

EMIRATES Wolgan Valley Resort & Spa has a two night Winter Escape priced from \$725pp per night, valid for stays between 01 Jul-15 Sep - a saving of \$500pp.

impressive motorcade along a 3-lane highway to the Sahara Desert Camp where they sat with their toes in the soft warm sands to feast on Arabian delights.

"They loved the dune bashing, which along with the Dubai City Tour and the Burj Khalifa Tower are the three most popular attractions in Dubai," said Julie King from DTCM.

"It was a night they'd remember for a long time," she added.

Some of the agents are **pictured** above luxuriating in the desert.

More from the Dubai Mega Famil on **page seven**.

Jumeirah Dubai deals

JUMEIRAH'S portfolio of upmarket Dubai hotels have combined to offer a special deal for groups and incentives.

Earlybird offers are available for those organising events in 2013 and 2014, with all new bookings attracting bonus commissions, a one hour complimentary welcome event and rates starting from AED600++ per room night.

The specials are available for Jumeirah Creekside Hotel, Jumeirah Emirates Towers, Jumeirah Beach Hotel, Madinat Jumeirah, Jumeirah Zabeel Saray and Jumeirah at Etihad Towers.

Jumeirah guests staying in Dubai also receive a Wild Wadi Waterpark ticket - 1800 269 388.

Travel Daily

on location in Dubai

Today's issue of **TD** is coming to you from the Dubai Mega Famil, courtesy of Dubai Tourism and Emirates Airline.

THE 280 agents participating in the Duba Mega Famil have certainly seen some amazing hotels during their participation in this year's trip.

The mind-blowing Atlantis The Palm was the venue for Saturday nights' gala dinner.

The stunning Arabic-style resort with its spectacular views of the azure waters of the Arabian Sea and glittering Dubai skyline wowed all with a bountiful buffet created by chefs from the hotel's 20 restaurants.

Tables groaned with an amazing array of exotic Middle East, Chinese, Indian, Japanese and Italian dishes and delectable desserts - somehow they managed to dance the night away after all the food.

The verdict? What a night!

Other properties used for the agents include the amazing Armani Hotel in the Burj Khalifa, with guests looked after by "Lifestyle Managers" to anticipate any need.

And as if that wasn't hard to top, the top achieving agents from among the group were treated to an amazing farewell experience at the iconic Burj Al Arab hotel.

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NHH management meet in Bali



MEMBERS of the Marketing, Sales, Reservations, Product, Finance and Operations teams at New Horizons Holidays recently

held a strategy session in Bali.

Held over three days at the Legian Beach Hotel, the group inspected a number of their top selling properties including the Magani Hotel, the Anantara Seminyak and the Niksoma Bali.

A number of plenary sessions, team building activities and fun games were enjoyed, including a special tree planting ceremony at the Legian Beach Hotel commemorating their visit and marking their achievements.

The group departed feeling more energised and proactive and ready to continue promoting the destination to WA agents.

Pictured above from left in the back row is Putu Yeni Navitarini, Legian Beach Hotel; Ashley Riley, Hayley Botha, Vicki Gordon, Sarah Bignell and Arif Billah, Legian Beach Hotel.

Front row: Sarah Crowther, Jemma Goddard, Emily Cotton & managing director Chris Evans.

New Thought episode

SABRE Pacific has today released the newest episode of its compelling web-series, entitled "The Thought Exchange".

A panel of industry experts was convened to discuss advances in mobile technology & how agents are embracing its powers for the development of their businesses.

Click the **TDTV** logo at right to see the clip.

AND don't forget to register for the *Travel Daily/Sabre* 'web event' on 28 May - [CLICK HERE](#).

More flights to MNL than any other carrier
 SYD – 4 x B777 direct flights each week
 MEL – 3 x B777 direct flights each week
 PER – 4 x A320 flights via DRW each week from Jun
 BNE – 3 x A320 flight via DRW each week from Jun

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Philippine Airlines

A whale of a gripe

TOURISM Fraser Coast chairman David Hay has slammed changes to legislation allowing Gold Coast whale watching tour operators to avoid paying any state fees to operate their tours.

Hay said it was grossly unfair as operators in the Fraser Coast region must continue to pay fees to access the same whales.

Toll free tour hotline

SEABOURN has opened a toll free hotline for passengers seeking information or wishing to book any of more than 500 shore excursions in 200 ports around the world ahead of departure.

The US-based line is open until 1pm AEST Mon-Fri & 11am on Sat and is accessible on 1800 259 679.

Aurora FX rate freeze

ANTARCTICA cruise company Aurora Expeditions has imposed an AUD\$1:USD\$1 exchange rate freeze for bookings made before 14 Jun for all upcoming voyages to depart in the 2013/14 season.

McLachlan incentive

NUMEROUS prizes including Gold Class movie tickets & French champagne are on offer to agents booking tours under the new McLachlan Experiences brand, which launched last week.

Details on the brand's range of hundreds of itineraries is available at www.experiences.com.au.

ArrivalGuides on MU

CHINA Eastern Airlines will soon add Arrival Guides destination content to its website, allowing guests to learn about places before booking their air tickets.

The guides are currently being translated into simplified Chinese, with available options including a Sydney guide produced with content from Destination NSW.

Money

WELCOME to *Money Talk*, TD's Tue feature on what the Australian dollar is doing.

A\$1 = US\$0.976

FROM the deepest depths of the Global Financial Crisis in the US in Sep 2009, the American dollar has climbed more than 160%, likely a major contributor to the decline of the AUD of late.

Another factor could be the US gov't printing money en masse to stimulate its economy, but an oversupply of greenbacks could ultimately devalue it, signalling that if it falls further, the Aussie dollar will take some beating.

Wholesale rates this morning:

US	\$0.976
UK	£0.641
NZ	\$1.198
Euro	€0.758
Japan	¥100.26
Singapore	\$1.226
China	¥5.998
South Africa	R9.24
Canada	\$1.003
Crude oil	US\$96.71

Rd 10 Winner

CONGRATULATIONS

Ron Morgan

from *Carnival Australia*

Ron is the top point scorer for Round 10 of *Travel Daily's* NRL industry footy tipping competition, and has won a High Tea cruise for two, courtesy of **Captain Cook Cruises**.



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1st Prize: 4-night holiday to Dubai, courtesy of Emirates and Holiday Inn



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu



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Applications close on Friday 31st May 2013.

Cities drive developing tourism

GOVERNMENTS around the world have been urged to work closer with local communities and the tourism industry to facilitate sustainable development of cities in relation to tourism.

The comments came from the United Nations Deputy Secretary-General Jan Eliasson, who added that the urbanisation into major cities was a direct consequence of

growing tourist arrival figures.

He said the emergence of the Asia Pacific region in world tourism was testament to the scope of global urbanisation.

"Cities are a driving force for tourism," Eliasson said, citing the 2012 world tourism figures that showed international tourist arrivals around the world exceeding the one billion mark for the first time, with int'l tourism revenues passing \$1 trillion the year before.

Eliasson implored unity among global tourism authorities to use tourism to drive economic growth through job creation, investments in infrastructure and through further development of sustainable tourism initiatives.

Membership of the World Tourism Cities Federation, which was founded last year and aims to build outbound travel links between cities (**TD** 23 Apr), has now swelled to 57 cities globally.

Shenzen SIA c/share

SINGAPORE Airlines and SilkAir have signed a codeshare pact with Shenzen Airlines, doubling the number of services between Singapore and Shenzen.

The deal in effect will see ZH add its code on the daily flight operated by SilkAir and vice versa.

BHX long-haul pitch

BIRMINGHAM Airport in the UK has launched a campaign for the implementation of a network of long-haul airports across the country to fix capacity concerns.

The push has been backed by research highlighting the suitability of the facility being able to accept more int'l services upon the completion of a runway extension next year.

Trails Mekong deals

TRAILS of Indochina has cut 30% from the price of multi-day luxury Mekong River cruises on select 01 Jun-31 Aug departures as part of a summer celebration.



AFTA UPDATE

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

AS MANY of you are aware, the travel industry is in the middle of a process of transition from the Travel Compensation Fund (TCF) and state based licensing to a voluntary accreditation scheme underpinned by a greater focus from the Australian Consumer Law (ACL) and potential insurance solutions.

As a result of this transition a new term has emerged for me and I call this; "Trapped in Transition".

I know for travel agents the TCF has recently send out the participation invoices for the year ahead and this has created significant confusion amongst many in the industry.

Simply put, the TCF remains in a Business as Usual situation until they are formally instructed differently.

This instruction will come in the form of a new "Trust Deed" for the TCF which is yet to be ratified by all state consumer affairs ministers.

There is a process which has to be followed and while the timing of all this is not terrific as we head towards the end of the financial year; it is as I say a situation in which we are all "Trapped in Transition".

The big question for everyone relates to if an audit will be required to be undertaken for the current financial year. As at today, neither I nor anybody can give an ironclad absolute guarantee either way in relation to this question.

However, AFTA continues to work with the state Ministers and bureaucrats to provide a definitive answer to this question as we totally understand how frustrating all this is for everyone.

I hope that we will all know one way or another by early June of what exactly the requirement will be upon TCF participants for the current financial year.

The other "Trapped in Transition" problem relates to the renewal of state based travel agent licenses. Again, if you are a travel agent and are due to renew you will have to renew and pay.

The fundamental thing about these changes is that until the laws are changed nothing changes.

We will of course be working as hard as we can to get clear understandings of the way forward and as I have said I hope that we will know the formally situation about all this within the next few weeks. Early June I hope.

Thank you to everyone that has called and emailed us to express your views on this, we understand and will keep the industry as informed as we possibly can.



Crown Qld approvals

CROWN Limited has received approval from the Queensland Office of Liquor and Gaming for it to proceed with an acquisition of more than 10% in Star Holdings, the parent firm of Sydney's The Star Casino complex (**TD** 13 May).

Thai Coconuts by HRA

HOTEL Representation Australia has confirmed the signing of The Village Coconut Island Resort in Thailand to its property portfolio.

The property, located on a private island off the coast of Phuket, offers 88 pool villas and 116 Jacuzzi Suites.

Blue Mountains sale

CLARENDON Guesthouse, located at Katoomba in the Blue Mountains, west of Sydney, has been placed up for sale.

The historic property offers 39 guestrooms and an entertainment venue on the ground floor.

CBRE Hotels has been appointed as the firm handling the sale.

Skytrax ZRH plaudits

ZURICH Airport has been named as the best airport in the world in the "20-30 million passengers" category, with the facility also awarded world's best baggage handling service.

REWARD!



Lost & Found in Singapore

This week **Travel Daily** and **Singapore Tourism Board** are giving you the chance to win an iPad mini and a Smart Cover.

Whether it's fun and games for the kids, entertainment for the family or action and adventure for the adults, there's certainly something for everyone. Take a peek into what Singapore can offer for families!

Share with us a great family experience you found in Singapore and you'll be in the running to win. Hint: Check out our Trade Secrets at yoursingaporeexperience.com.au.

I got lost in Singapore and found fun for the whole family: (in 25 words or less)

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Australasian agents race around Dubai

NEW Zealand trounced the Aussies in the DTCM/ Emirates Amazing Race around Dubai on the weekend during Dubai Tourism's second annual mega agents famil, with Kiwi teams taking out first and second place, followed by a team from Qld.

Seventy teams in groups of four set out for nine locations starting at Ski Dubai, an incredible indoor skiing park with its 600-metre long slope where they had to find a climbing wall.

Then, up they went to "At the Top" at Burj Khalifa, the world's tallest tower; next was the Aquarium, Underwater Zoo, KidZania and Sega Republic at Dubai Mall, followed by the Burj Al Arab and then Wild Wadi Waterpark where they really made a splash to find clues for the next destination.

They rode the driverless, automated Metro trains for other clues. The Government of Dubai even put on three trains exclusively for them.

They also stopped at the Madinat Souk Market where they experienced the unique aromas of Arabic coffee and perfumes.

"It opens up a world of experiences for them and they got to understand what it's like for travellers to come to the city," said Veronica Rainbird, gm Trade Relations & Partnerships, DTCM AU/NZ.

She said the agents saw the diversity of the city, how easy it is to see it from all different angles,

where to send clients for shopping, the beaches, restaurants, and how the country is safe.

Darren Tyrrell, EK's Regional Manager WA agreed.

"This event is so important, it showcases the destination as a stopover, not just a transit point," he told *TD*.

"DTCM want to double the number of visitors to 20 million visitors by 2020, and will work in close collaboration with EK to achieve their goal of getting Dubai into the top ten source market from Australia," he said.

"If you lay a map of the world on a table and put a pin on Dubai, it's the obvious choice for the perfect airline hub - its geographical location allows you to go anywhere with just one stop," added Tyrrell.

The winning Kiwi team prize includes a free City Tour, two nights at The Westin, airport transfers, a Desert Safari and a Sea Wings tour on their next trip to Dubai.

These pics were taken during the wacky race - lots more at facebook.com/traveldaily.

Travel Daily TV also features an exclusive video from the Dubai Race - click the logo at right to view.



RIGHT: These adventurous ladies obviously weren't aware that only Superman can get away with wearing his undies on the outside.



LEFT: Who'd have thought you would be able to see sharks in the desert!

BELOW: Thumbs up for DTCM's Veronica Rainbird, encouraging one of the teams.



ABOVE: These travel agents enjoyed getting some penguin love at Ski Dubai.

LEFT: This agent clearly didn't get what he expected when he asked one of the DTCM ladies for a date.



Tauck's 'lagniappe' lunch



TAUCK lived up to its philosophy "how you see the world matters" last week with a lunch in Sydney that included a number of "lagniappe" (special moments) typically experienced on itineraries offered by the upscale escorted tour operator.

The first group tour operator to launch in the USA now offers 130 programs on all seven continents, such as all inclusive land journeys, cruises and family travel adventures.

Australia is the largest source market for the family owned business outside North America "experiencing exceptional growth in the last five years" Travel the World's gm marketing and sales Michelle Taylor said.

"50% of guests every year are repeat business" Jennifer Tombaugh, Tauck president told *Travel Daily* at the event at Quay Restaurant late last week.

"The biggest source of our business for next year will be repeat guests because they come back and tell other people" Tombaugh explained.

Tauck is planning to grow the Australian market and they are working with their Australian representative company, Travel the World to do this, Tombaugh elaborated.

Australians will be able to take advantage of the 'Time on Tauck' promotion as it will be continued in 2014, allowing travellers to extend their land trip, river cruise

or small ship cruise by adding one complimentary hotel night at the beginning or end of their tour, when booking before 30 Dec.

Tauck will also continue to offer a dedicated brochure for the Australian market next year.

At the moment, the currency will remain in US dollars but a change to Australian dollars "is something we are looking at in the future, but we don't feel there is a need to change this right now," Tombaugh explained.

The tour operator has small group sizes of 16-18 people on its immersing programs and up to 130 passengers on its small ship cruises with sightseeing groups no larger than 30 people.

The itineraries have been designed for guests to "get the best experience we can give to the people who invest their time and wanting to get the most out of an experience.

"Everything we do from the tour directors to accommodation, we make sure it is quality that we deliver", Tombaugh said.

Ambassador Ita Buttrose will remain with Tauck in 2014.

"Ita is a wonderful ambassador for the company and we want to build on the partnership with her over the coming years".

Pictured above with Ita Buttrose from left are: Andrew Millmore, TTW; Australian actor, Jack Thompson; Jennifer Tombaugh, Dan Mahar, ceo Tauck; and Michelle Taylor from TTW.

MH Kathmandu boost

MALAYSIA Airlines will increase services between Kuala Lumpur and Kathmandu from the current 5 weekly to daily, with GDS showing the boost from 02 Jun.

WIN A HOLIDAY TO HAWAII, THE BIG ISLAND

To avoid confusion with the name of the entire state, the island of Hawai'i is often called the "Big Island," and what an appropriate name it is. Nearly twice as big as all of the other Hawaiian Islands combined, its sheer size can be inspiring.

This month Travel Daily is giving readers the chance to win a holiday to the island of Hawai'i, courtesy of Hawaii Tourism Oceania, Hawaiian Airlines and Hilton Waikoloa Village.

The prize includes two return economy fares from Sydney to Kona via Honolulu with Hawaiian Airlines, six nights accommodation at the incredible Hilton Waikoloa Village and return airport transfers with a flower lei greeting on arrival.

Each day Travel Daily will ask a Hawaii-related question – just read the issue and email us your answer. 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 inspiring Hawaii holiday.

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

Q.15: Hawaiian Airlines has its own frequent flyer programme, Hawaiian Miles. Which other frequent flyer programme are Hawaiian airlines affiliated to?

Hint: www.hawaiianairlines.com.au



[Click here for terms & conditions](#)



Contiki youth promo

CONTIKI has launched a new social media competition offering the opportunity for travellers to win one of three Europe trips.

The 'How Far Would You Go' campaign aims to leverage the brand's new #NOREGRET positioning, with submissions via www.facebook.com/contiki.

UA 787 into service

UNITED Airlines overnight relaunched commercial Boeing 787 flights, with flight UA1 from Houston to Chicago.

Additional *Dreamliner* flights will operate on domestic routes this week, with international 787 services returning on Denver-Tokyo effective from 10 Jun.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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Helene Taylor - CEO

Last month we placed 16 people in new positions throughout Australia. 15 of these roles were filled without even reaching the market (not advertised)

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ARE YOU AN AUSSIE BATTLER?

**INBOUND/GROUPS CONSULTANT
SYDNEY – SALARY PACKAGE TO \$49K DOE**

Consider yourself an expert on the South Pacific, Australia & New Zealand? Want to work in the heart of Sydney’s CBD, close to bars & restaurants? As a groups travel consultant you will enjoy booking both small & large groups including special interest holidays. Enjoy liaising with suppliers and clients all over the world, booking exciting itineraries throughout Australia, New Zealand and South Pacific. Enjoy working for an established leading inbound travel company, Monday to Friday only. Tourplan experience required.

THE BIG EVENT!

**TRAVEL CONSULTANT – GROUPS & EVENTS
SYDNEY – SALARY PACKAGE TO \$55K**

Are you bored of your current travel role? Looking for something new? Combine your love for travel with the exciting & varied events industry working for a high-end boutique events company. Enjoy booking groups of high profile clients travelling to special events all over the world. From the initial booking stage to luxury add ons and even meeting with your groups domestically & overseas to really provide that specialist touch! Sabre & Tramada experience preferred. Apply now to be part of the next big event!

ACADEMIC MARKET

**CORPORATE TRAVEL CONSULTANT
MELBOURNE (INNER) – SALARY PACKAGE TO \$75K (OTE)**

Due to growth and securing new business, this well established corporate travel management company is seeking a competent corporate consultant to join their team on Melbourne’s outskirts. Working Monday to Friday hours in a busy and social team, you will be responsible for servicing the academic market with intricate and interesting business travel requests. Not only will you be offered a great guaranteed salary for the first 3-6 months, your earning potential will be through the roof! Earn in excess of \$75,000!

HOBART IS CALLING YOU!

**CORPORATE CONSULTANT
TASMANIA (HOBART) – SALARY PACKAGE TO \$55K+ (DOE)**

This award winning and most respected travel company in Tasmania is currently seeking an experienced corporate travel consultant to join their winning team. Working in this social, yet professional office space, you will not believe your luck securing a role in this amazing travel company. With supportive management and a location convenient to all, now is your chance to move to a company that will appreciate your hard work and award you accordingly. International corporate consulting experience a must.

HIGH END & HIGH PAID

**LEISURE & CORPORATE TRAVEL CONSULTANT
PERTH - SALARY PACKAGE TO \$60K (DOE)**

This is the perfect role for a senior travel consultant who is accustomed to providing high end service for high end clients. We are talking 5 star luxury tented safaris, overwater bungalows in the Maldives and 6 star restaurant’s around the globe. Working Monday to Friday hours, you will service these clients to a VIP level whilst also assisting the occasional corporate client. With a lucrative salary on offer, together with sensational luxury famils, you will wonder why you didn’t make the move earlier!

LUXURY AT ITS BEST

**INBOUND PRODUCT EXECUTIVE
MELBOURNE (INNER) – SALARY PACKAGE TO \$55K (DOE)**

Are you looking for variety in your role? Want to combine your inbound consulting and product skills and work for a luxury high end wholesaler? This role ticks all the boxes to keep your skills current and to learn new skills too! You will be responsible for assisting the Product Manager with contracts, pricing, brochure production and competitor analysis, together with acting as a support to reservations and sales consultants. Product coordinating experience is essential, together with strong attention to detail.

YOUR CHANCE TO EXCELI

**RETAIL TEAM LEADER
TOWNSVILLE – SALARY PACKAGE DEP ON EXP**

This national organisation has a vacancy within their Townsville team for a strong leader to come and drive this team to even further success. Managing a team of 3 you will have a strong background in travel, have GDS system knowledge and proven leadership skills. Along with managing the agency you’ll be handling the leisure travel plans of a range of clientele. A top salary plus incentives will be offered along with ongoing career development and head office support. Want to know more – call now!

TIME TO MAKE A CHANGE

**AFTER HOURS RETAIL TRAVEL CONSULTANT
BRISBANE – \$50K OTE**

Do you as a travel consultant prefer to sleep in and work the late shift? This position with an industry leader is fulltime and you will be required to work on a 24 hour roster on a rotational basis 7 days per week. Handling existing and new bookings no two calls will be the same. Car parking is provided for night shifts along with great staff benefits. Plus take advantage of the first class professional career development program on offer. All you need is a min 12 months travel industry experience and Galileo skills.

What will the evolution of Web and Mobile mean for travel agencies in 2015 and beyond?

Join the conversation in a

LIVE **WEB EVENT**

Travel Daily and Sabre Pacific have partnered to bring to you a panel of industry experts and visionaries to give you insights on upcoming trends, servicing models and strategies you can use to position yourself ahead of the technology curve.

JOIN THOUGHT LEADERS:

Bruce Piper: Managing Editor, Travel Daily

Norm Rose: Senior Technology Analyst, PhoCusWright

Jayson Westbury: CEO, AFTA

Mark Mison: CIO and GM of Solutions, Sabre Pacific

When: Tuesday 28 May

Time: 10:00 – 11:00

Where: Join this event from your own desk

RSVP: **Register now** by Friday 24 May

Price: Free (including complimentary PhoCusWright whitepaper)

All participants who attend this Web Event will also receive a **complimentary Research Paper** from Sabre Pacific on the topics discussed.

One hour of your life could position your agency for the future so **register now** and stay ahead of the technology curve.

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afta National Travel Industry Awards 2013 Finalists



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NATIONAL TRAVEL
INDUSTRY AWARDS

Travel Daily
First with the news

Category 1: Best Travel Agency Group (100 outlets or more)

Escape Travel
Flight Centre Limited
Harvey World Travel
Jetset Travelworld Network
Travelscene American Express

Category 2: Best Travel Agency Retail – Single Location

Harvey World Travel Lane Cove
Jetset Hurstville
Jetset Travel Norwood
MTA Travel
WOW! Travel Pty Ltd

Category 3: Best Travel Agency Retail – Multi Location

Concierge Traveller
Harvey World Travel Launceston & Hobart
Phil Hoffmann
STA Travel
Travel Managers

Category 4: Best Travel Agency Corporate – Single Location

Anywhere Travel
DBT Corporate
Goldman Travel Corporation
Spencer Travel
The Travel Studio Hobart

Category 5: Best Travel Agency Corporate – Multi Location

Corporate Traveller
Platinum Travel Corporation
Show Group Enterprise
Globetrotter Corporate Travel
BCD Travel

Category 6: Best National Travel Management Company

Corporate Travel Management
FCm Travel Solutions
Total Travel Solutions
Voyager

Category 7: Best Business Events Travel Agency

cievents
Event Travel Management
The Events Authority

Category 8: Best Travel Consultant – Retail

Angela Field, Jetset Hurstville, NSW
Clynton Chatfield, RAC Travel, WA
Georgina Nunn, Phil Hoffmann Travel, SA
Sophie Brooks, Harvey World Travel Lane Cove, NSW
Jenny Cooper, Queanbeyan City Travel & Cruise, NSW

Category 9: Best Travel Consultant – Corporate

Ric Pattaro, Travel Managers, NSW
Sarah Hackett, Donna Barlow Travel, NSW
Rosemary Neeve, Spencer Travel, NSW
Sean Simmons, Sean Simmons Travel, VIC
Fiona Hyde, Voyager Travel, VIC

Category 10: Best Travel Agency Manager - Retail

Bec Brown, Intrepid My Adventure Store, NSW
Debbi Ashes, Harvey World Travel Lane Cove, NSW
Julie Avery, Brighton Travelworld, VIC
Michael Pound, Jetset Travel Norwood, SA
Michelle Nievaart, Flight Centre Garden City, WA

Category 11: Best Travel Agency Manager - Corporate

Chris Cheyne, Goldman Travel Corporation, NSW
Felicity Milton, Globetrotter Corporate Travel, WA
Karla Williams, Corporate Travel Management, WA
Shelley Leven, Travel Management Company, QLD
Tina Killeen, Spencer Travel, NSW

Category 12: Rookie of the Year Agent

Ashlea Angove-Tredgett, Harvey World Travel Echuca, VIC
Nicholas Lowes, Jetset Norwood, SA
Veronika Panzic, Show Group Enterprise, NSW
Will Pelecanos, Seniors Holiday Travel, QLD
Lyana Nguyen, Spencer Travel, NSW

Category 13: Best Niche Wholesaler

Back-Roads Touring
Bentours
French Travel Connection
Sun Island Tours
The Africa Safari Co

Category 14: Best Domestic Airline

Qantas Airways Limited
Virgin Australia

Category 15: Best International Airline – On-Line

Air New Zealand
Emirates
Qantas Airways Limited
Singapore Airlines
Virgin Australia

Category 16: Best International Airline – Off-Line

Air France
Alaska Airlines
Finnair
KLM Royal Dutch Airlines
Lufthansa

Category 17: Best Cruise Operator – Australian Based Operation

Carnival Cruises
Orion Expedition Cruises
P&O Cruises Australia
Princess Cruises
Royal Caribbean International

Category 18: Best Cruise Operator – International Based Operation

APT
Celebrity Cruises
Holland America Line
Royal Caribbean International
Silversea

Category 19: Best Tour Operator – Domestic

AAT Kings
Adventure Tours Australia Group
APT
Contiki Holidays
Topdeck

Category 20: Best Tour Operator – International

APT
Insight Vacations
Scenic Tours
Trafalgar
Wendy Wu Tours

Category 21: Best Car/Campervan Rental Operator

Avis
Europcar
Hertz
thl - Britz/maui Campervans
Thrifty Car Rental

Category 22: Best Tourist Office – National

Destination NSW
South Australian Tourism Commission
Tourism and Events Queensland
Tourism Tropical North Queensland
Tourism Victoria

Category 23: Best Tourist Office – International

Dubai Tourism
Visit California
Hawaii Tourism Oceania
Singapore Tourism Board
Tourism New Zealand

Category 24: Best Wholesaler – Australian Product

Creative Holidays
Infinity Holidays
Octopus Travel
Qantas Holidays and Viva! Holidays
Sunlover Holidays

Category 25: Best Wholesaler – International Product

CIT Holidays
Creative Holidays
Infinity
Octopus Travel
Qantas Holidays and Viva! Holidays

Category 26: Best Agency Support Service

Air Tickets
Cover-More Travel Insurance
QIC & the Qantas Industry Sales Site
Sabre Pacific
Travelport

Category 27: Best Sales Executive – Industry Supplier

Christine Knight, Singapore Airlines Brisbane, QLD
Kim Knight, Qantas Holidays, QLD
Kristine Chippendale, Qantas, NSW
Sheree Crossan, Covermore Travel Insurance, QLD
Suzy McPhail, Trafalgar, VIC

Category 28: Rookie of the Year – Supplier

Amy Harrison, Contiki, WA
Megan Lang, Contiki, VIC
Rebecca Mutanen, P&O Cruises, Princess Cruises, Cunard line and P&O World Cruises, NSW
Andrea Morgan, GAdventures, Stephen Galloni, Contiki, NSW

Category 29: Best Hotel/Resort – Australian Property

Crown Metropole Melbourne
Emirates Wolgan Valley Resort and Spa
Hayman
Langham Melbourne
Palazzo Versace

Category 30: Best Hotel/Resort Group

Accor
Mantra Group
Shangri-la Hotels and Resorts
Starwood Hotels & Resorts
The Leading Hotels of the World

Category 31: Best Registered Travel Industry Training Institution

Australian Careers and Business College
Australian Pacific Travel & Tourism
Bankstown TAFE
William Angliss Institute of TAFE
Canberra Institute of Technology

Category 32: Best Travel Writer

Barry Stone
David Carroll
Kris Madden
Louise Goldsbury
Robert Upe

Category 33: Best Travel Agent Technology Innovation

Amadeus Robots, Amadeus IT Pacific
Travelport Smartpoint App, Travelport
Smart Tickets online Revalidation and Reissue, Air Tickets
Sabre Red App Centre, Sabre Pacific
tramada*next gen, Tramada Systems