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Industry Exhibition

NEXT year's Travel Industry Exhibition, which takes place from 18-19 Jul 2014 at Sydney's Royal Hall of Industries is filling fast, with strong demand from exhibitors across the industry wanting to participate in Australia's only B2B trade show for the whole travel sector.

The event is being held in the lead-up to the 2014 National Travel Industry Awards, with some of the major sponsors already signed up including Sabre, Travelport, Expedia and Etihad.

Put the event in your diary now; and for more details see the **front full page** of today's *Travel Daily*.

TA to lose domestic scope

TOURISM Australia will no longer be involved in domestic marketing campaigns under plans unveiled this morning by Trade Minister Andrew Robb.

Speaking via video link to the TA Directions conference in Canberra, Robb said that while the organisation had done a good job in the domestic space, shifting tourism into the Department of Foreign Affairs and Trade meant "we need Tourism Australia to focus their efforts squarely on enhancing visitation from international markets.

"The time has come to hand domestic tourism marketing to

the States and Territories, so they can focus on targeting the right domestic audience for their particular destinations," he said.

Robb said this transition would take some time but he would be working closely with the states, territories and industry to ensure a smooth changeover.

MEANWHILE, other moves revealed at the Directions conference include revised targets for the Tourism 2020 initiative, with the sector "tracking at the lower end" of the ambitious forecast.

Parliamentary Secretary for Tourism Bob Baldwin also revealed that the government plans to return responsibility for the TQUAL accreditation scheme to the industry by 30 Jun 2014. More from Directions on **p3 & 5**.

QR induction webcast

LIVE coverage of Qatar Airways induction into the oneworld airline alliance is being streamed this afternoon from Doha at 0945 local time (1745 AEDST).

TD readers can subscribe to view the webcast, being beamed globally from the soon to open Hamad International Airport, at www.youtube.com/qatarairways.

See tomorrow's **TD** for further exclusive coverage.

Today's issue of TD

Travel Daily today has seven pages of news, a front full page for the **Travel Industry Exhibition** plus full pages:

- AA Appointments
- inPlace Recruitment jobs
- Rail Plus

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NIGHT'S ACCOMMODATION!***



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HA shopping bonus

HAWAIIAN Airlines is making the most of the strong demand for Aussies shopping in the US, partnering with the Ala Moana Center in Honolulu which has over 290 retailers.

Effective from today, HA passengers departing Australia will be able to obtain an exclusive "Shopping Passport" on check-in or at the departure gate.

The passport offers discounts of up to 20% plus special offers.



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Mantra slams OTA activity

MANTRA Group has warned online travel agents targeting its Peppers, Mantra and Breakfree brands via paid online search campaigns that it will cut off supply of inventory if the practice persists.

The company said that consumers who are specifically searching the brands are being served results featuring OTAs who have purchased the trademarked terms to "leverage off our brands to direct consumers to their own sites".

"We have invested heavily in building and protecting our brands in the online environment and continue to work with agents who add value to the distribution chain," said Kent Davidson, Mantra executive director sales, marketing and distribution.

"But we will not tolerate parasitic business practices that detract from our brand integrity".

He said "a collective stance against this activity will send a strong message that the industry is diligently monitoring this space and will take action."

Offending agents have been

told to cease placing bids for any Mantra Group trademarks or brands, as well as deploy negative phrase match functionality with search engine providers and "immediately cease using Mantra Group's trademarks and brands in URLs".

The agents are required to provide a written undertaking that they will adhere to the requirements, with Mantra threatening further legal action.

"We are seeking compliance from these parties and hope the due process will occur, however we are prepared to take further action to recoup revenue lost through consumer traffic being diverted as a result of this activity," Davidson said.

OS expands in US

AUSTRIAN Airlines has flagged significant growth in its US routes, including a new Vienna-Newark service which will operate five times weekly from 02 Jul 2014.

NS14 seasonal expansion will also see increased flights to Chicago and Washington.

Massive UK storm

A MEGA storm sweeping the eastern coast of the British Isles has caused huge travel disruption in the last 24 hours.

Many power lines are down, with road, rail, sea and air transport impacted due to widespread storm damage.

About 130 flights were cancelled at Heathrow Airport, while the port of Dover is closed and trains are not running due to hundreds of trees falling on lines.



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Australian tourism outperforms

INTERNATIONAL visitor expenditure in Australia grew 5.9% in 2012-13 - three times the global average rate of 1.8%, according to a report released at Tourism Australia's Directions conference in Canberra today.

Tourism Research Australia's *State of the Industry 2013* report also showed a strong domestic performance, with visitor spending up 3.2% to \$69.5 billion.

TRA gm Leo Jago said the

figures showed the Australian tourism industry had made "good progress towards the target set in Tourism 2020".

The Tourism Industry Potential, measured by total overnight visitor expenditure, is up 11.4% since 2009 to \$80 billion "and is on target to exceed the lower range of the 2020 goal," which is \$115 billion in spending.

The Australian Tourism Export Council noted that the growth was led by expansion in domestic travel, which has achieved 19% of its 2020 goal, while international visitation has achieved 6% of its expenditure potential.

"While this represents a healthy \$28 billion in annual expenditure, there is definitely room for higher performance," ATEC said, with MD Felicia Mariani urging a focus on the independent Chinese traveller market.

She said Australia needs to move quickly in introducing enhancements such as multiple entry visas and streamlined visa processing to stay competitive.

UA opens Chengdu

UNITED Airlines has opened reservations for its new nonstop flights between San Francisco and Chengdu in China (**TD 30 Aug**), which will operate three times weekly from 09 Jun 2014.

It's the first route from a US carrier to mainland China beyond Beijing or Shanghai, and UA will use one of its new Boeing 787 *Dreamliner* aircraft for the flights.

Chengdu is the capital of Sichuan province in southwest China and is the fourth largest city in the country, with a population of about 14 million.

Tahoe snow falling

TWO ski resorts in the Lake Tahoe region on the border of California and Nevada have received their first significant snowfalls of the 2013-14 season.

Alpine Meadows saw a healthy 14 inches fall on its upper mountain, while Squaw Valley received five inches at the base and 10 inches on the upper mountain, a month before its scheduled 27 Nov opening day.



Window Seat

DUBAI has been the scene over the past couple of weeks to a story eerily reminiscent of Tom Hanks' 2004 film *The Terminal*.

Syrian man Wasfi Tayseer Jarad has reportedly been living on a hamburger per day and washing in the men's room at Dubai Airport, having been released from one of the city's jails after doing time for a drugs conviction.

Jarad's family had fled Syria for Jordan and despite being issued with a deportation order from Dubai, his passport has expired and Jordan wouldn't let him in to reunite with his family.

The man said he cannot go back to Syria as he feared for his life, adding that he wished he could return to prison in Dubai.

THIS is something your clients just have to try when they next travel to the USA.

A company in New York has launched what is claimed as the world's first alcoholic beer-flavoured ice cream.

Dubbed "Frozen Pints," the sweet treat is available in seven flavours, with the strongest having a 3.2% alcohol content.

The flavours are each based on different craft beer brews, and while the products are only available for purchase by people aged over 21, it's unlikely that they will make you very tipsy.

"One pint of Frozen Pints ice cream is equal to one pint of beer - so you would have to eat a lot of ice cream to get drunk," the company noted.

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Discover the World Marketing has over 80 offices in more than 60 countries, and is the largest travel representation company with more than 70 clients worldwide. Our Australian office currently represents nine international travel brands including Expedia TAAP, Caesars Entertainment Resorts & Hotels, Hurtigruten, Variety Cruises, ChinaTours.com and a number of airlines.

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Tuesday 29th October 2013

SYD welcomes CZ's biggest bird



THE maiden China Southern A380 flight into Sydney (**TD** yesterday) is likely to see Australian travellers take a second look at the carrier, according to Tourism Australia managing director Andrew McEvoy.

Speaking to **TD** at the arrival ceremony, McEvoy said the new superjumbo route demonstrates that CZ is "really serious about the Australian market".

It's possible to fly on the CZ A380 right through to Europe on the so-called 'Canton Route,' with the new aircraft also expected to see a big boost in Chinese tourism numbers to our shores.

The airline says the 502-seat A380 will boost annual capacity on the Sydney-Guangzhou route by 40%, or 162,000 seats, and inject an estimated \$100m into the NSW economy.

The big plane, 30mins late due

to bad weather at the airport, was welcomed by a traditional water cannon salute and Chinese airline officials onboard were met by NSW Minister for Trade Andrew Stoner to mark the arrival.

China Southern Regional gm AU/NZ Henry He said "Australia remains our most important overseas market and by putting the largest commercial pax aircraft in the world on our busy Sydney to Guangzhou service, we hope that we are showing this market how committed we are."

Pictured above at the arrival event are, from left: China Southern president Si Xianmin; Kerrie Mather, Sydney Airport ceo; and Henry He, CZ regional gm for Australia and NZ.

Travel Daily TV has produced an exclusive video from the arrival - click on the logo or see traveldaily.com.au/videos.

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Qantas Japan capacity

THE International Air Services Commission has allocated Qantas unlimited capacity for passenger services between points in Australia and points in Japan other than Tokyo Haneda Airport.

Qantas applied for the capacity earlier this month, after changes to the Australia-Japan air service agreement which allow designated Australian carriers to operate unlimited frequencies for both passenger and cargo flights, with the exclusion of Haneda.

Previously there had been restrictions on flights to both Narita and Haneda airports.

DTWM phone issues

DISCOVER The World Marketing is experiencing problems with some of its phone lines, with hopes that the issues will be resolved this afternoon.

In the meantime, some lines are OK including Expedia TAAP, ChinaTours.com and Air Tahiti Nui, while email contact is welcome.

Travel Daily
on location in
Qatar

Today's issue of **TD** is coming to you from Doha, Qatar where Qatar Airways will this week officially be inducted into the oneworld airline alliance.

DOHA offers the first time visitor plenty to see and experience, with a city tour the ideal way to get your bearings around the Qatari capital.

Like the nearby Gulf states of Dubai and Abu Dhabi, Doha is a hive of development (mainly in preparation for the 2022 FIFA World Cup) and features a modern city centre on the Persian Gulf.

The architecture of the city's towers is mesmerising, with no two buildings in the new city alike, while manmade islands are home to museums such as the splendid Museum of Islamic Art.



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New Asian marketing resources

TOURISM Australia's Asia Marketing Fund, created by the former Labor Government and paid for by the Passenger Movement Charge, has been used to create a suite of new resources which were launched today in Canberra.

Developed by Tourism Research Australia in consultation with the Australian Tourism Export Council, the material includes a video, marketing tips, tailored information and action plans on five key Asian markets: China, India, Japan, Indonesia and South Korea.

TRA gm Leo Jago said the resource kit aims to provide

tourism SMEs with information about how to develop and action their Asia strategies.

"It is essential that Australia's tourism businesses actively engage with the opportunities offered by Asia, if Australia is to realise the economic potential that Asia's rapidly growing tourism market offers," he said.

Tourism Australia md Andrew McEvoy said that the predicted growth in outbound tourism cannot be ignored.

"The winners will be those Australian tourism operators who most enthusiastically engage with the region," he said.

For more info, see tra.gov.au.

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Major MEL investment

MELBOURNE Airport will undertake a \$1 billion two-year program of investment as part of its ongoing transformation, which will create a new domestic terminal, ground transport options and enhancements to the international terminal.

CEO Chris Woodruff said the project will create over 3,000 ongoing and construction jobs.

The Point gets it

THE Point Hotel in Brisbane is targeting business travellers with a major IT upgrade which sees the property now offer free high speed wi-fi access with unlimited downloads to all guests.

Run by Best Management, the Kangaroo Point property has 201 rooms, event facilities, a restaurant and gymnasium.

See thepointbrisbane.com.au.

Eastern Europe visits Australia



CENTRAL Europe and its four major countries, the Czech Republic, Hungary, Poland and Slovakia visited Australia to convince travellers to visit what they call the 'European Quartet'.

It was the first time that representatives from each of the four tourist boards had come here to promote their countries, outlining their attractions at an industry dinner last night at Sydney's Intercontinental Hotel.

"We joined together to promote ourselves as one destination because we have a limited budget so we have to combine our efforts," said Jan Herget from Czech Tourism.

He said there's many attractions that would appeal to Aussies, from castles to chateaus, natural beauty and the ease of getting around with a dense network of railways and highways.

Rail Europe's Richard Leonard told *Travel Daily* that Eastern

Europe is becoming more and more popular with Australian travellers.

"It's such an evolving market, people today want to explore beyond Western Europe.

He said Rail Europe has a strategic partnership with the European Quartet to promote rail travel between the countries and there are many who now end their river cruises and join trains to continue their holidays.

Entry requirements for Aussies are simple - apart from a valid passport, no visa is required, there are no borders, no Customs procedures and the English language is widely spoken.

Pictured above at last night's event from left is Jozef Brngal, Slovak Tourist Board; Richard Leonard, Rail Europe; Jan Herget, Czech Tourism; Monica Pasiorowska, Polish Tourism; Maria Vas, Hungarian Tourism and Tim Harrowell, Emirates.



SALES CO-ORDINATOR

Taking its name from the historic Langham Hotel in London confirms the commitment of Langham Hospitality Group to operate luxury hotels that offer traditional elegance, contemporary innovation and genuine hospitality.

The Global Sales Office is currently seeking a full-time Sales Co-ordinator located in Sydney. This position is an integral part of a high performing Sales team, and a key contributor to the Langham Hospitality Group's ongoing success.

You will have the opportunity to work with the team and is an exciting opportunity for you to grow your hotel skill set in order to build a career with Langham Hospitality Group, should you be determined and dedicated.

The successful candidate will ideally have experience in a hotel or professional hospitality environment in addition to their strong administration sales experience.

We are looking for the 'right' candidate, who leads by example and thrives on teamwork to ensure growth of the department!

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Applications close 31st October, 2013.

To apply please email Jane Thai, jane.thai@langhamhotels.com

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R&C Xmas gift boxes

SPECIAL gift boxes in time for Christmas have been released by Relaix & Chateaux offering hotel gift vouchers for accom, dining, with four day delivery available.

Domestic pax traffic on the up

PASSENGER traffic on Australian domestic air routes climbed 1.9% year-on-year to 5.13 million pax for Aug, while overall capacity climbed only 1% in response, new official figures out today show.

The managed result showed a tiny 0.6% climb in average loads to 76.6%, with factors climbing on 26 out of 57 routes able to be compared to the year prior.

Melbourne-Sydney remained the busiest Australian city pair but overall results for the month were flat, with 0.7% more pax on the route for the month of Aug.

The route delivering the largest traffic increase was Melbourne to the Sunshine Coast, which posted a 57.1% jump, while Launceston to Sydney climbed 28.3%.

Conversely, Kalgoorlie to Perth plummeted with 18.7% fewer pax travelling the route in Aug 2013.

Regional aviation recorded a strong result for the month, with 2.14 million passengers utilising a non-capital city port in Aug, a 4.5% year-on-year increase.

EK readying big order

TALKS between Emirates and Boeing for an aircraft order of up to 100 long-haul aircraft worth around US\$30 billion is reportedly in the advanced stages, according to UK paper *The Financial Times*.

Further deals with Boeing and Airbus could also be forthcoming, the report suggests.

Spirit of Qld sets off

RAIL services between Brisbane and Cairns aboard the new Spirit of Queensland train have begun, with the inaugural service setting off yesterday.

The train boasts improvements from a \$200m investment by Qld Rail including two carriages carrying RailBeds & three offering a new Premium Economy service.

TC/C&M webinars

TRAVEL Counsellors has joined with C&M Travel Recruitment to host a series of webinars "to assist agents who are seeking further career opportunities within the travel industry".

The first will take place at 7pm AEDST on Wed 30 Oct, with tips on motivation, how to present your skills and interview tips.

To participate, register by email webinar@travelcounsellors.com.au

Air forecast positive

CONSOLIDATION in the airline industry is expected to allow carriers to reduce costs, capacity and push fares higher over the coming year, a new outlook study conducted by IATA has found.

Rises in passenger traffic are expected by 83% of airlines who responded to the poll, with 62% saying they anticipated fuel and compensation costs to drop over the same period of time.



AFTA UPDATE

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

THIS week I am writing from the delightful old city of Dublin, Ireland as I am attending the IATA conference including the PAPGJC and World Passenger Symposium.

Having never been to Ireland before, it has already been a fantastic experience to see the city and take a wander along the many small lanes and cobblestone streets littered with Irish pubs. It is Halloween and also a bank holiday in Ireland so they are running the Dublin marathon while I am here so the city is engulfed with people.

Also I am sure the reports of the bad weather in the UK and surrounds has been reported back home and it is really bad. All sorts of delays in place, trains have stopped moving and the news reports are doing their best to get accurate details out to everyone.

So far it does appear that it will pass quickly and hopefully will not bring too much damage, but as with all major weather events it will impact on travel plans.

LAST week I am sure you will have spotted the new ATAS brand which was launched in Sydney. Giving life to ATAS in the form of the new brand is a very exciting step in what has been a long road of reform for the travel industry. I am really confident that this brand ATAS will sit comfortably with every travel agency in Australia and build a value proposition that will see consumers looking for ATAS travel accredited travel agents.

Of course this process will not start until mid-next year as we need to get travel agencies to take up accreditation in the wake of the removal of travel agent licenses. The ATAS team have assembled some excellent subject matters for the transitional workshops and we have already had a very high response from agency owners and managers taking up the opportunity to attend.

There is still time to register and you can get all the details, locations and dates at www.atas.com.au/workshop.

I hope to see many travel agents attending these important workshops which will help explain all the detail as we make the transition to accreditation.



WIN A Bimbadgen wine pack

This week, **Travel Daily** and **Esca Bimbadgen** are celebrating the 2013 Melbourne Cup by giving away three wine packs, including 2x Sparkling Rose and 2x Sparkling Semillon each.



This year Esca Bimbadgen pulls out all stops for the ultimate in race-day hospitality, by inviting you to trade the hustle and bustle of the race-track for sweeping wine country views as you enjoy the true spirit of Cup day - Hunter Valley style.

A two course set menu is priced at \$85.00 per person and \$75.00 for Club Bimbadgen Members. Email esca@bimbadgen.com.au to book your spot today!

For your chance to win one of the prizes, email your answer to the question below by COB on Friday to: bimbadgen@traveldaily.com.au.

In 50 words or less, tell us what is your favourite Melbourne Cup moment and why?

Quantum incentive

ROYAL Caribbean is offering a lucky Australian or Kiwi travel agent the opportunity to be aboard the inaugural trade sailing of its new *Quantum of the Seas*.

To enter, sell any Royal Caribbean International cruise and then go onto the special page royalcaribbean.com.au/quantumcomp and say in 25 words or less why you should be one of the first to be WOWed by the ship.

The Nov 2014 trip is for two and includes return New York flights.

TTNQ annual report

TOURISM Tropical North Queensland ceo Rob Giason has delivered his ninth and final annual report, showing the region is on track for its ambitious tourism growth strategy.

He said the \$7 million-a-day TTNQ industry is on a strong footing, with positive signs for future growth and several multi-million dollar projects underway.

He said TTNQ had grown its market share as well as obtained record partner investments.

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NHH 2014 Arabia out

NEW brochures released this week on Indochina, the Indian Ocean and the Arabian Peninsula have kick-started the 2014 range from New Horizons Holidays.

Four Indian Ocean experiences make their debut, with product tailored for Honeymooners, Luxury Seekers, Romantics and Families released.

In Arabia, two new Dubai day tour options have been designed, including role-play land Kidzania.

For Indochina, NHH has paired with sister-brand Uniworld to launch packages incorporating Uniworld Mekong river cruises.



Money

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

\$1AUD = US\$0.95

AUSSIE markets are in a bit of a state of limbo today as several key blocks of data from the US including retail sales, inflation and consumer confidence are due to be released.

Once out, the market is expected to react accordingly as a clearer picture on the state of the US economy will be evident.

Tighter policy restrictions could be on the way after the damaging US Govt shutdown.

Wholesale rates this morning:

US	\$0.953
UK	£0.592
NZ	\$1.151
Euro	€0.692
Japan	¥93.10
Singapore	\$1.180
China	¥5.807
South Africa	R9.382
Canada	\$0.995
Crude oil	US\$98.68

Hotels cash in on OTA

BOOKINGS made direct through hotel websites are on the rise and are bound to affect the bottom line of online travel agents in the Asia-Pacific region, a new report from industry think-tank PhoCusWright forecasts.

The research refers to published growth figures for 2013 from an unspecified number of branded hotel websites which are higher than a selection of OTA platforms for the same period of time.

Despite this, online travel agents continue to dominate the APAC hotel landscape and accounted for approx two-thirds of a US\$23b online hotel booking market.

"Hotel chains are aggressively pursuing supplier-direct initiatives, but change is not going to happen overnight.

"OTAs have a substantial lead, and intermediaries will continue to have an edge in booking unbranded hotels, which comprise the bulk of hotel supply across APAC. It may be slow going, but hotel suppliers are beginning to chip away at OTAs' share of the online channel," PhoCusWright analyst Chetan Kapoor said.

CX/KA added by Wego

TRAVEL aggregator Wego has added Cathay Pacific and sister carrier Dragonair to its website and search results after signing a content pact with the carriers.

JAL to revamp cabins

JAPAN Airlines will expand its New Sky Project across selected domestic routes following the launch of the enhanced cabin on long-haul routes in Jan this year.

Further network improvements will see inflight wi-fi internet added to select domestic routes, along with new light-weight leather seating offering more legroom and ergonomic comfort.

The carrier will also roll out its JAL Sky Suite 767 on international routes from the end of 2013.

More QR gulf routes

QATAR Airways is expanding its presence in the Gulf states, with two new destinations to come on-line from 01 Mar.

Utilising Airbus A320s, QR will begin a new twice daily operation from its Doha hub to Sharjah (SHJ) along with twice daily frequencies to Dubai World Central (DWC).

"The ever increasing demand for flights to the UAE has provided the business case for expanding our services to Sharjah and Dubai World Central," said QR ceo Akbar Al Baker.

The location of both airports will offer travellers alternative options to reach their final destination when flying to Dubai.

Easier QH reissues

QANTAS Holidays has enhanced its **easyway** online booking system to allow travel agents to reissue their clients' documentation, rather than having to phone Reservations Sales for reissues.

The change does not impact bookings valued at more than \$5,000 for which documentation will still be sent as normal in premium travel wallets, in addition to being issued electronically.

Online reissues are accessed via the Documentation Request field which now shows a 'Reissue' option with details of when the document was previously issued.

WIN A TRIP FOR TWO TO IRELAND

Throughout October, **Travel Daily** is giving readers the chance to win a fabulous holiday to Ireland, courtesy of **Tourism Ireland, Etihad Airways, Avis, Ashling Hotel- Dublin, Manor House Hotels & Irish Country Hotels** and the **Beech Hill Hotel - Derry-Londonderry**.

The prize includes:

- Return economy airfares for 2 people to Dublin flying Etihad Airways;
- 9 nights' accommodation (twin share) including breakfast daily;
- 7 days Avis standard car hire in Ireland (pickup & return to Dublin).

Every day **Travel Daily** will ask a different Ireland-related question – just read the issue and email us your answer. There will be 22 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 fantastic holiday to Ireland.

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

Plus, two runner ups will receive an 'Ireland goodie pack', including Lonely Planet Ireland guide, Lonely Planet Dublin guide, Lonely Planet Irish Language & Culture guide, Lyndey Milan DVD, neck pillow and post-it notes.



Click here for more info and terms & conditions

Q.20: True or False: Dublin Airport has an Etihad premium lounge.

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Sandra Chiles

Sales & Marketing Coordinator - Airline

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Call Sandra or [click here](#) for more details

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If there are destinations that get your heart racing with the anticipation of the adventure heading your way, then these products will really light your fire!

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- ▶ Sydney CBD, GDS experience essential

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- ▶ Sydney based, salary from \$75K + super DOE

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