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Travel Daily

First with the news

Thursday 6th February 2014

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Nine pages of news

Travel Daily has nine pages of news & photos, a front cover page from **Trafalgar** plus a full page from: ([click](#))

- AA Appointments jobs

Win a Thailand trip!

TRAVEL Daily has teamed with On The Go Tours in Feb to give away a 10-day holiday to Thailand for one reader and a friend.

To enter, you'll need to correctly answer a series of questions about OTG's products - for more info on the competition, go to **page nine**.

Rosie's first column

FIJI specialist Rosie Holidays today launches a regular **Travel Daily** column which highlights the latest tourism developments in the popular South Pacific destination which is visited by over 330,000 Aussies each year.

See **page seven** for the inaugural "Rosie's Corner".

Virgin confirms \$49m loss

VIRGIN Australia this morning said that it expects a half year pre-tax loss "materially in line" with analyst forecasts of \$49m, with this figure not including one-off restructuring costs and its share of Tigerair losses.

The statement came in response to an ASX query, which cited

increased levels of trading in VAH shares plus a 20% drop in the airline's price to 28c yesterday.

The shares have recovered to 33c today, and Virgin said it's not aware of any information that has not been announced to the market which could explain the recent trading.

However the company cited a number of other potential factors such as market volatility over the last 48 hours, including the "Australian listed aviation sector" which also saw the Qantas share price decline 5.1%.

VA said another issue may have been Virgin Atlantic's suspension of its Sydney-Hong Kong services (**TD** yesterday), with the carrier saying "we have received feedback that this has caused some confusion in the market with people mistakenly assuming that Virgin Atlantic is the same entity as VAH".

#C360OZ tomorrow

THE inaugural Cruise3Sixty Australasia conference and exhibition takes place tomorrow at Sydney's Four Seasons Hotel.

The event is a complete sellout, with hundreds of cruise specialist travel agents and senior industry suppliers taking part in panel discussions and product updates.

Those who miss out can follow the day using the official Twitter hashtag of #C360OZ, with full reports from the day in next week's issues of **TD** and **Travel Daily Cruise Update**.

Trafalgar in TD

TODAY'S issue of **TD** sees Trafalgar continue its major marketing push, with a **front full page**, a special column on **page 5** and other advertising touting its product features, price guarantees and extensive travel agent famil programs.

Trafalgar is also currently heavily promoting its Insider Experiences via a major TV campaign.

Extra CNY China flts

STRONG demand from Chinese visitors celebrating the Year of the Horse has seen the Federal Government give approval to several carriers to exceed their weekly seat number entitlement.

Chinese airlines are currently authorised to operate 22,500 weekly seats to major Australian gateways, with trade minister Andrew Robb saying this would be boosted to accommodate increased numbers during this "traditionally busy time".

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*Conditions apply

Jetstar WA marketing deal

WESTERN Australia Tourism Minister Liza Harvey this morning confirmed a three year marketing agreement with Jetstar, which will see the carrier cooperatively promote the state in conjunction with its low fares.

The \$2.25m agreement will highlight WA's attractions in Jetstar campaigns, with Harvey saying that a previous JQ pact had helped to address perceptions that domestic flights to WA were too expensive.

"Research has shown us that the cost of flights to Perth from Melbourne or Sydney had been a barrier for people wanting to visit WA," Harvey said.

"This agreement with Jetstar is important because it promotes low-cost fares to WA as well as the extraordinary experiences visitors can enjoy during their holidays," she added.

As well as domestic routes, the deal will also see Jetstar promote Western Australia in Singapore.

Harvey said the move was part of the government's strategy to double tourism spending in WA to \$12 billion by 2020, with

objectives including making the state one of Australia's "key events destinations".

The alliance with Jetstar is in addition to WA's \$7.65 million three year deal with Qantas which targets the UK, Britain, Germany and Singapore.

Tourism WA also has cooperative marketing deals in place with Qatar Airways, Singapore Airlines, Scoot and China Southern Airlines

PHT cruising soars

PHIL Hoffmann Travel ceo Peter Williams says the early release of 2015 itineraries has seen the company organise groups for 16 APT river cruise departures in Europe next year, and "we'll have no problems selling them out".

In an exclusive interview published in **TD Cruise Update** today (**CLICK HERE** to register), Williams also urged travel agents to undertake more specialised training on cruising, with a lack of skilled staff holding back growth.

Upcoming hot destinations for the Adelaide agency include India, Myanmar and Scandinavia.



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Tribal Travel has not spoken

BACKPACKER adventure travel specialist Tribal Travel appears to be incommunicado, with contact details on the firm's website, including email addresses and phone numbers not generating any responses.

A number of *Travel Daily* readers have been in contact with concerns over the status of the business, which is still trading according to ASIC records.

The Travel Compensation Fund's 'agent search' facility confirms active branch locations in Brisbane, Cairns, Byron Bay, Sydney, St Kilda Vic, Airlie Beach, Noosa Heads, Adelaide, Northbridge WA and Rainbow Beach in Qld.

However the mobile phone listed for the company's sole director and secretary Peter Holliday has been disconnected,

and all email addresses bounce back with undeliverable messages.

A representative from one of the branches told *TD* "we are all franchises and individually owned and we have not received any communication from Peter Holliday or Head Office in regards to the situation.

"We had a booking system one day and nothing the next...we have had no one to contact for three weeks as Peter has had his phone disconnected.

"We as operators are left out of pocket with no explanation and angry customers," she added.

The company's website at www.tribaltravel.com.au states that it's currently being upgraded and overhauled, adding: "we advise that bookings cannot be processed at this point in time".

FQ staff pay from FEG

LIQUIDATORS Rodgers Reidy have revealed Brindabella Airlines owed employees close to \$2.8m in entitlements.

Administrators for the troubled regional carrier were appointed in Dec, with *Travel Daily* revealing this week the extent to which travel agents, accommodation providers and GDS firms are out of pocket (*TD* Mon).

Among those in debt to the now defunct airline are M&G Travel of Moree, owed about \$50,000 & HWT Narrabri, owed \$23,733.

A spokesperson for Rodgers Reidy told *News Ltd* yesterday that Brindabella's former staff would likely have to rely on the Federal Government's Fair Entitlements Guarantee (FEG) to recoup unpaid wages and entitlements.

KE to add Houston

KOREAN Air has announced the addition of flights from Seoul to Houston, with the new 777-200 route to debut in May this year.

Effective 02 May, the route will operate four times per week, with KE spokesman John Jackson saying the carrier is "very bullish on the Americas.

"Houston is the fifth largest metro area in the US with a very strong travel market to Asia.

"We've decided to earn our fair share of the market with a highly competitive product," he added.

Houston will be KE's 14th gateway in the Americas.

Rail Plus promotes

RAIL Plus has today announced the promotion of reservations supervisor Kieran Healy to the role of sales manager for Victoria & Tasmania, effective 17 Feb.

For more of the latest Industry Appointments, see **page eight**.

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If you would like to be part of our team indicate your interest to Astute HR Consulting, - via email to Louise Weatherman - lw@astutehrconsulting.com.au, or forward your application to Concierge Recruitment at Astute HR Consulting GPO Box Q186 QVB NSW 1230. Applications close 21 February 2014.

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TA reconciliation plan

TOURISM Australia has set an employment target to double its number of Indigenous staff by the end of 2014 as it strives to outpace the government's public sector commitment of 2.6%.

The organisation says it is the first Commonwealth Govt agency to meet the new Reconciliation Action Plan for 2014 to 2016.

Acting managing director Frances-Anne Keeler said TA was committed to championing the ongoing reconciliation process between Indigenous and non-Indigenous Australians.

"An important part of our country's story-telling is sharing one of the world's most ancient living cultures, and we will continue to engage with Indigenous peoples, staff and partners to increase our promotion of Indigenous experiences in our campaigns, programs and activities," she said.

Other RAP strategies include boosting Indigenous suppliers used and increasing awareness of Indigenous tourism experiences.

Big holiday spender

ONE in three Australians plan to take either a domestic or int'l holiday this year, with travel a priority expense for the year, new research from Mastercard shows.

The card provider's Consumer Financial Priorities survey found no less than 35% of respondents crave a holiday sometime in 2014 - an 8% increase from last year.

General saving topped the list as the financial priority for the year.

Tourism and Transport Forum chief executive Ken Morrison said the survey result was a shot in the arm for domestic tourism.

"This is also good news for our economy, with more than 530,000 Australians directly employed in tourism," he said.

AA axes Newark-LAX

AMERICAN Airlines will suspend operations on its daily Newark-Los Angeles route effective from 06 Mar 2014.

The withdrawal of the route comes after around thirty years of continuous operation.

Vincent SYD/NAA fits

REGIONAL carrier Vincent Aviation has confirmed its flight schedule for a new Narrabri-Sydney service, slated to debut on 19 Feb.

Subject to regulatory approval, Vincent Aviation plans to operate 10 flights per week, Mon to Fri.

BF will utilise 34-seat Saab 340 aircraft on the route, providing a full in-flight service, with CASA approval expected in coming days.

Flight BF001 will depart SYD at 06:45, arriving at NAA at 08:05, returning as BF002 at 08:25 and landing back in Sydney at 09:45.

"The team at Vincent Aviation are determined to deliver an exceptional air service, through delivering safe, affordable and reliable flights," said Vincent Aviation ceo Murray Collings.

"We are wholeheartedly committed to the needs of the Narrabri community and we're here for the long haul," he added.

The route was previously flown by Brindabella Airlines.

Red Label Hols kk'd

FLIGHT Centre today confirmed the launch of its new Red Label Holidays program, as flagged first in *Travel Daily* on Mon.

Head of FC Brand Australia Tom Walley said The Captain's Red Label Holidays - which combine air, accom, transfers and holiday credit - offered "a new, unique proposition for the travel market" and complement Flight Centre's Red Label Fares (*TD* 27 Aug).



Window Seat

GLOBAL aviation has suffered a tragic setback in the last week or so, after the US Federal Aviation Administration officially grounded a special beer-delivering drone aircraft.

The high-tech gadget was the brainchild of Lakemaid Beers, based in Wisconsin, which planned to use the remotely controlled aircraft to deliver urgent alcohol supplies to people fishing on lakes in Minnesota and Wisconsin.

An announcement by Lakemaid Beer ceo Jack Supple last week was quickly followed up by the FAA, which informed him the proposal was a violation of safety regulations.

"I'm on the FAA blacklist for now," he told the *New York Daily News*.

BORDER security officials at London Heathrow Airport have scored a victory over wildlife smugglers, after discovering 13 endangered iguanas wrapped in a passenger's socks.

The rare reptiles were discovered during inspection of luggage after a flight from the Bahamas, with two Romanian women arrested on charges of illegal importation.

The particular species was said to be "incredibly rare" with just a few hundred believed to be left in existence.



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Tales from the Inside

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Steve Bergs, Flight Centre Epping said: "Having returned from my guided holiday of America, I am now rested and ready to earn my next famill! I was always confident selling Trafalgar and have long thought that they had a great product but my impression has now been realised and is so much better thanks to this recent trip and our exceptional Travel Director!"

Steve travelled as a guest of Trafalgar on an agent famil to America - August, 2013



Snedden retires n/o

TOURISM New Zealand has commended Tourism Industry Association ceo Martin Snedden, who announced his resignation from the position to focus on his association with NZ Cricket.

TNZ boss Kevin Bowler lauded Snedden for positioning TIA from being an advocate of tourism "to also contributing to an enduring strategic growth framework for its future direction."

Bowler added he deserved high credit for orchestrating the development of New Zealand's Tourism 2025 growth strategy.

Quest facing revolt

QUEST Services Apartments has seen its franchisee numbers slip after multiple members around the country jumped ship in protest to contract changes.

Nine disgruntled members, two of which are located in Flinders Lane, Melbourne and Darling Harbour, Sydney have already delinked from Quest, the *AFR* reported yesterday.

The move follows a statement of claim filed with the Federal Court by 29 franchisees in late 2012 which was arguing against a 2% increase to franchisees of the group's gross sales fee, to 8%, along with a new 1% "brand fee."

According to the *AFR*, claimants said the revised fee structure was not reasonable.

Twelve of the 29 franchisee members have now split from the group, selling their businesses back to Quest, it was reported.

Those properties were located in Canberra, Potts Point, St Kilda Road, Newcastle and Kew.

It's understood four claimants have since settled with Quest, while two more franchisees for five properties are still in limbo.

Sofitel Fiji family room

A NEW room category has been introduced at Sofitel Fiji Resort & Spa pitched at families seeking added comforts.

Sixteen new Luxury Family rooms are now available to book and offer ground floor access to the beach, lawn and lagoon pool.

Each has floor to ceiling sliding glass doors that open to a personal outdoor entertainment area with private furniture.

Rates start at FJD\$400/night.

Bali tops for holiday relaxation

AUSTRALIAN travellers are heading abroad in droves for their ideal 'health resort/spa holiday', new Roy Morgan research shows.

In survey results of destinations visited for the year ending Dec, 1.4% of Aussies took a health/spa vacation, with Bali the most favoured location at 8.9%.

Thailand was the second most popular destination at 8.0% in the niche holiday sector.

Trailing by nearly 3 percentage points was New Zealand.

Australian destinations made up the remaining Top 10 destinations within the niche market, starting with Melbourne (5.1%), the Mornington Peninsula (4.3%), Sunshine Coast (4.2%), Gold Coast (3.7%), Sydney (3.3%), 'Spa Country' - ie. Daylesford & Hepburn Springs in regional Victoria - (3.0%) and the Blue Mountains (2.1%).

"Health and spa tourism is a small but growing niche market," Roy Morgan Research international director for tourism, travel & leisure Jane Iannniello commented yesterday.

"In 2013 Australians took

781,000 health resort/spa holidays, up from 309,000 in 2001", she identified.

MEANWHILE, a separate Roy Morgan study has identified the overseas countries five different generations of Australians chose to travel in the past year.

'Gen Y' - the highest generation to head abroad over the period - flocked to New Zealand, the USA and England.

'Baby Boomers' also travelled mostly to New Zealand, followed by England and the USA.

CLICK HERE to see other trends.

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New Kirra brochure

KIRRA Holidays has released its Ski & Snowboarding program for 2014 featuring a selection of ski passes, accommodation, vehicle & equipment hire across New Zealand's winter playgrounds.

Destinations include Whakappa & Turoa on the North Island and Mt Hutt, Cardrona, Treble Cone, Coronet Peak & The Remarkables.

The company's five-day Magnificent Mt Hutt package that departs from Christchurch Airport and includes car hire, accom at Mt Hutt Motel & a two-day lift pass is priced from \$595ppts.

See www.kirraholidays.com.

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QR boss checks out new wings



LAUNCH customer of the new Airbus A350, Qatar Airways was this week given a preview of one of its 80 ordered state-of-the-art aircraft (above) during a visit to Toulouse, France by ceo Akbar Al Baker.

The A350 is billed as being one of the world's most fuel efficient aircraft, made utilising the latest materials and construction techniques.

"We remain committed to offering our customers the best possible experience when it comes to travelling with Qatar Airways, not only in terms of custom-built comfort features across all our cabins, but with



the continued expansion of our young & modern fleet," Al Baker commented on Tue.

QR is expecting to take delivery of its first A350 later this year.

Al Baker is pictured (left) with Airbus executives.

QF retime PER to SYD

QANTAS has modified flight times on its Perth to Singapore route, providing additional time in Singapore in the afternoon for business or leisure.

Effective 30 Mar, Flight QF77 will push back from Perth almost two hours earlier at 08:00, touching down in the city-state at 13:35.

Asia measles warning

TRAVELVAX is recommending travellers to parts of Asia check their immunisation status for measles before leaving Australia as reported cases of the illness continue to rise.

Victoria has been hardest hit, with 27 measles cases reported, mostly from travellers who have been to the Philippines, Bali, Thailand, India and Sri Lanka.

Eight of those infected have been taken to hospital, *News Limited* reported this week.

An outbreak of measles in the Philippines was cited by Victoria's chief health officer Dr Rosemary Lester as one problem area.

"If people know they are going to be travelling to these countries ... they should make sure they are fully immunised against measles," Dr Lester said.

She added travellers should have had two vaccine doses to ensure they are fully protected.

Amadeus airport deal

AMADEUS has announced the acquisition of airport technology provider UFIS Airport Solutions, saying the move significantly enhances its existing position within the airport IT sector.

Amadeus head of airport IT John Jarrell said that the products and services offered by UFIS are complementary to Amadeus' existing range, bringing additional expertise in the areas of Airport Operational Databases, Resource Management Systems, Flight Information Display Systems, Collaborative Decision Making Tools and Hub Management solutions.

Most of UFIS' operations are based in Singapore, with the company having provided integrated solutions for single, multi-terminal and multi-airport operations for over 20 years.

GPT short-stay tours

GRAND Pacific Tours has added two new budget trips targeting time conscious travellers.

Inclusive of airfare, the eight-day Taste of the North Island itinerary is priced from \$2,474ppts while the 9-day Taste of the South Island starts at \$2,904ppts - each including "must do" attractions.

Merlo Coffee at BNE

BRISBANE Airport has opened its first permanent Merlo coffee outlet at the Domestic Airport.

The store is located on Level 1 in the terminal's Central Area.



Travel Sales Manager (NZ)

Europcar is seeking to appoint an efficient and self-motivated Travel Sales Manager (NZ) to build and implement sales strategies and lead tactical sales activities that will enable targeted revenues from the Leisure market segment.

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Rosie's Corner

Today's update is brought to you by Rosie Holidays

Welcome to the first edition of Rosie's Corner! Watch this space for the latest info and what's trending across destination Fiji.

With the summer holidays coming to an end, many are seeking to cure those post-holiday blues, and there's no better way to do that than having another holiday in the pipeline. And of course, with over 330,000 Australians visiting Fiji each year, Fiji is a top-contender for mid-year breaks! In this edition of Rosie's Corner we highlight two resorts perfect to recommend to clients – a family favourite and a new boutique resort.

The ever-popular Shangri-La's Fijian Resort & Spa on the Coral Coast is a great property to recommend to families. Easily accessible by coach or private transfer, this resort allows two kids under 17 to stay free! Younger kiddies under 12 can also eat free, as well as play free in the highly regarded kids' club, making this an affordable and fun family holiday destination. It's not all about the kids though; the resort also features an adults pool and fantastic spa which parents will love.

If your clients are looking for a couples escape, the new boutique 4-star adults-only Tropica Island Resort is ideal. Located on Malolo Island in the Mamanucas, the resort is nestled in a secluded bay, with bures and suites only steps away from the water. This is a great-value resort to recommend to honeymooners or those just looking to unwind.

For more information or to make a booking call Rosie Holidays on 1300 133 524



In Garden of Monaco

TOURISM Garden has been appointed by the Monaco Government Tourist & Convention Authority as the new promotional authority for the principality in Australia and New Zealand.

The firm is headed up by long-time Monaco representative Alison Roberts-Brown.

Year of Horse videos

A SERIES of videos highlighting destinations and attractions in China has been launched by Travel Indochina in celebration of the Year of the Horse.

The short clips look at inclusions of the wholesaler's Small Group Journeys including the Terracotta Warriors in Xian & Yangtze River.

To view the clips, **CLICK HERE**.

Travelodge expansion

FIFTEEN new Travelodge hotels will be opened in major cities and leisure locations across the UK as part of a £100m expansion, the English company has announced.

Multiple new properties will be opened in London, Glasgow, Manchester and Southampton, with individual hotels to debut in smaller regional holiday centres.

Part of the project will also see many existing hotels modernised.

Russia/Lapland combo

BENTOURS has unveiled a new Russia & Lapland Highlights tour which showcases Moscow, St Petersburg and the Norwegian fjords over 21 days.

Departing from the Russian capital, the tour explores Finnish Lapland and the Arctic Circle during a six-day Hurtigruten Norwegian Coastal Voyage.

The tour is priced at \$7,724ppts.

“It's ON” in Newcastle & Hunter



A PACKED calendar of events showcasing Newcastle and the Hunter Valley region is expected to draw large numbers of visitors over the next two months.

The range of activities and attractions forms part of the “It's ON” campaign, launched yesterday by NSW State MP for Newcastle Tim Owen.

Among the attractions will be both blockbuster sporting events including A-League and Super 15 Rugby as well as the Maitland Taste Food and Music Festival and a Bruce Springsteen concert.

More unique events may also appeal, such as the Australian Bowl-Riding Championships,

Hunter Valley NHMA Tractor Trek and the Diving off the Edge of the World theatre event.

Campaign promotion has also been boosted by a \$100,000 grant from the NSW State Government.

Pictured above at the launch is Morgan Evans, CMC Rocks the Hunter; Warren Smith, Surfest; Chad Ford, Frontside Events; Chris McNamara; Newcastle Craft Beer Week; Tim Owen, Member for Newcastle and Rob Potts from CMC Rocks the Hunter.

Waikiki hotel acquired

POPULAR Hawaii hotel Aqua Waikiki Wave has been purchased by a US capital investment firm, which will see the Pyramid Hotel Group installed as new operators.

The 247-room property - one of the most popular among Aussie travellers - is currently part of a US\$350m site redevelopment.

Announcing the 2014 Visit USA Expos

MELBOURNE: Plaza Ballroom, Regent Theatre - February 20th
SYDNEY: The Star Event Centre - February 24th
BRISBANE: Pullman Hotel - February 25th

Come and learn more about the USA, meet with over 55+ U.S. based Exhibitors.

Great prizes include tickets to Los Angeles or San Francisco and more.

For more details **CLICK HERE** and **RSVP now**

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* Fares exclude taxes and fuel surcharges. All specials are combinable based on 1/2 RT.

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FINNAIR one world

WIN
WITH



This week, **TD** and **Navman** are giving you the chance to win a Navman MY Escape II GPS, valued at \$349, plus a voucher for a Navman international map.

You won't want to set off on your next trip



without your Navman MY Escape II GPS. It includes the Australian Good Food Guide, Lonely Planet Travel Guides and 4WD tracks.

Navman also has your next off-shore trip covered as it is giving away a voucher for an overseas map.

For your chance to win, email your answer to the question below by Fri 7th Feb to: navman@traveldaily.com.au

What feature of the Navman MY Escape GPS will help you most on your next road trip and why?

3 LAM Next-Gen 737s

LAM Mozambique Airlines has signed an order with Boeing for three Next-Gen 737-700 aircraft, valued at US\$228m at list prices.

Flights Co-ordinator

**World Challenge Expeditions- LOVE what you do!
Excellent benefits, travel opportunities and rapid growth**

World Challenge works in partnership with schools to offer inspirational personal development programs for young people. Students embark on a 12-18 month student led program culminating in a month long expedition to one of over 50 developing world destinations, from Mongolia to the Galapagos Islands!

We're seeking a dynamic Flights Co-ordinator to assist with our expanding portfolio of schools and brands across Asia-Pacific. You'll be working within the flights department to deliver flight bookings for our school groups travelling from Australia, New Zealand and numerous SE Asian nations.

If you are filled with ambition, passion, confidence and the ability to develop consultative and positive relationships you may have just stumbled across the dream role in travel!

Please send a covering letter outlining how your skills and experience would make you a success in this role with your CV to:

mmenassa@worldchallenge.com.au



Travel Daily

First with the news

Thursday 6th Feb 2014

TripTide expansion

TRAVEL sharing information company TripTide has announced plans to expand its business to markets outside Australia.

First launched locally last year at ATE, TripTide has already added a Southern Africa website and has plans to offer new sites in Canada, Spain and Sri Lanka.

TripTide brings together travellers and local communities, enabling visitors to access, buy and share info, experiences and advice on local tourism products.

MD Peter Richards encouraged the travel trade to get involved.

Cebu, Avis venture

AVIS car rental has launched a new partnership with Philippine carrier Cebu Pacific Air, which operates an extensive domestic network as well as serving 24 international destinations.

The deal offers savings on Avis rentals as well as premium chauffeur and transfer services for Cebu Pacific customers, with Avis Budget vp of sales and marketing for Latin America/Asia Pacific, Stephen Wright, saying the deal will "give us an opportunity to accelerate growth throughout Southeast Asia."

Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry, send us an email at appointments@traveldaily.com.au.

Jeremy Reitman has been named as the new Chief Executive Officer of **helloworld.com.au**, reporting directly to Helloworld Ltd chief executive Rob Gurney. Reitman joins the firm from Expedia and will oversee the group's core website business & high-impact digital marketing strategies.

Representation firm **Tourism Portfolio** has welcomed **Yvonne Jenkins** to the role of Business Development Manager - Leisure. Based in Sydney, Jenkins will promote Asian Trails, Gulf Ventures and New World Travel.

Finnair has recruited **Toni Kosmarikas** as its new Melbourne-based Business Development Manager, overseeing the Vic/SA/NT/Tas markets.

Ahead of the launch of direct flights in Jul, **Etihad Airways** has promoted **Vincent Frascogna** to the role of Manager Western Australia. Based in the Perth office, Frascogna will work to accelerate EY's presence in WA.

Guided holiday giant **Trafalgar** has strengthened its representation in South Australia and the Northern Territory, naming 25-year industry veteran **Deborah Hanley** as its new Sales Manager for the two markets. Hanley brings experience from Malaysia Airlines and Wendy Wu Tours.

Scott Wallace will oversee 13 managed and franchise hotels in his new role as Regional Director of Resort Operations for Queensland and New Zealand for **Wyndham Vacation Resorts Asia Pacific**. Wallace will also drive growth for the company's Ramada and TRYP by Wyndham brands.

Joining from Sydney's **The Star** hotel & casino, **Jakki Temple Govan** has become the new Commercial Director at the InterContinental Adelaide.

Retail agent network **Independent Travel Group** has welcomed **Andrew Challinor** as its new Queensland Network Manager. Challinor brings experience from Travelscene American Express and MTA to his new role.

Boutique Italian hotel group **Royal Demeure** has appointed **Liz Rodgers** as its representative in the Australian and New Zealand marketplaces.

ACCC Chairman **Rod Sims** has assumed a more active day-to-day role at the Australian competition watchdog, commencing this week in the role of Chief Executive Officer. Sims replaces the retiring Brian Cassidy.

American online travel startup **Wuhu.com** has selected Australian **Mark Williams** as its President and CEO, based in the firm's Brisbane office.

Glenn Barrington has taken over **Busabout**, **Haggis** and **Shamrock** as the brands' Sales Manager in NSW and New Zealand. Barrington will represent all three brands and will split his time across both markets.

Brad Mercer will take charge as the General Manager at the **Four Points by Sheraton Brisbane** ahead of its pending grand opening in Mar.

The AOT Group has promoted **Ken McTague** to the position of New Zealand Manager of Operations for **ATS Pacific**. McTague holds 35 years industry experience and has now been with the inbound firm for 6 years.

Popular Sunshine Coast attraction **Aussie World** has appointed **Megan Cross** as its new Sales and Marketing Manager.

The Sydney office of the **Korea Tourism Organisation** has welcomed **Sang-weon Je**, also known as Steve, as its new Director for Australia and New Zealand. Steve has held multiple roles for KTO over a 20-year career.

To be based in Melbourne, **Concierge Business Travel** has brought in the services of **Andrea Ckuj** as its new Business Development Manager.

Auckland Airport has appointed **Mark Thomson** as General Manager of Property, completing its senior management restructure. Thomson will lead the airport's transformation to attract new businesses to the facility.

Alison Broadhead has been appointed as the Chief Commercial Officer for the **Jumeirah Group**. Broadhead will be based in Dubai and oversee sales and marketing activity for the group's 22 properties worldwide.

Burkina Faso advisory

DFAT has decreased its travel advisory level for Burkina Faso in Africa to use a "High degree of caution" due to the threat of terrorist attack and violent crime.

New Air France Business seat



ABOVE: Air France has unveiled its new Business Class product which will be installed over the next two years on the carrier's 44-strong Boeing 777 fleet.

AF said the initiative sees it "continuing its move upmarket," with the seat offering a fully flat bed design with direct aisle access for each passenger.

The seat (pictured above) was custom designed for Air France in collaboration with Zodiac Aerospace and offers a 41cm high definition touch-screen with over 1,000 hours of inflight entertainment.

New Rocky module

ROCKY Mountaineer has released a new module for its TRACKS agent training program, featuring the Coastal Passage which is the rail line's first journey to and from the USA.

The Coastal Passage travels from Seattle to the Canadian Rockies, with agents who successfully complete the new module by 28 Feb entered into a draw to win a Coastal Passage trip for two in GoldLeaf Service.

To register with TRACKS see agent.rockymountaineer.com.

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WIN A TRIP TO THAILAND



Click here for more info and terms & conditions

This month **Travel Daily** is giving one reader and their friend the chance to win a 10 day Thailand tour, courtesy of **On The Go Tours**.

The prize consists of:

- Return economy flights from BNE, PER, SYD or MEL
- Airport arrival transfer on day 1 and departure transfer on day 10
- Breakfast daily and one dinner
- 8 nights accommodation in a 4 star hotel and 1 night accommodation on a floating jungle lodge
- Escorted by English speaking local guides.

Throughout February **Travel Daily** will ask 20 questions. The subscriber with the most correct entries and the most creative response to the final question will win this amazing Thailand holiday.

Email all your answers by COB Fri 28 Feb to:
Onthegotours@traveldaily.com.au

What colour is On the Go Tours' Asia brochure?

Platinum in the circle

PLATINUM Travel Corporation has been appointed to the 2014 UNIGLOBE Travel International "Chairman's Circle," for the firm's "exceptional TMC performance".

PTC executive chairman Carl Buerckner and md Greg McCarthy accepted the honour at a global meeting of the Chairman's Circle inductees, which took place at Sydney's Four Seasons Hotel.

UNIGLOBE Chairman's Circle members are invited to attend an exclusive strategy meeting and gala event, at which prominent suppliers and partners share business intelligence.

PTC last year joined the Magellan Travel Group, leaving JTG's Business Select brand.

Faster wifi proposal

HILTON Worldwide has announced plans to offer higher speed internet access at some of its extended stay brands including Hampton Inn, Hilton Garden Inn, Homewood Suites and Home 2 Suites, with the faster tier available to customers who wish to pay for it.

The expanded system will start to roll out in the next few months, with a spokesperson saying that customer surveys had indicated that some would be willing to pay for upgraded bandwidth.

According to *USA Today*, the price will vary depending on the location, with a typical charge of \$3.95 for up to three devices.

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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WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL THE EXPERTS

JOB OF THE WEEK

**INVENTORY TEAM LEADER
SYDNEY-SALARY PACKAGE \$75K ++**

Are you tired of working within a hostile team environment? Move your career to the next level and see your career go further. Coming on board as the Team Leader you will be driven, motivated and have a maturity to be able to handle this role running the operational requirements of the Inventory team. Strong inventory experience is essential for this role along with previous supervisory knowledge.

MARKET YOUR WAY TO SUCCESS

**CREATIVE MARKETING GURU WANTED
SYDNEY - SALARY PACKAGE \$\$**

Are you an experienced, innovative and highly motivated Marketer within the Travel Industry? This rare new opportunity will allow you to create and grow the business stream within a large organization. You must be proficient within the digital space, and be adaptable to growth & change. If you thrive with a challenge this is a brilliant chance for you to shine.

PRICING EXPERIENCE ESSENTIAL

**PRODUCT ANALYST - TRAVEL INDUSTRY
SYDNEY - EXECUTIVE SALARY \$\$**

How would you like to work for one of the leading travel companies, a great brand that is recognised globally? Essentially you will be responsible for providing commercial support to the product contracting and finance teams. This role is suited to someone who has a strong financial acumen and has the ability to understand and to report on financial information with the ability to work with large amounts of data in varying forms at one time.

GRAB THIS GM ROLE WITH BOTH HANDS

**GENERAL MANAGER - WHOLESALE
SYDNEY - EXECUTIVE SALARY PACKAGE**

This growing company are looking to expand in 2014 and to do that a new role is being introduced. As GM you will be leading a team to achieve and drive sales within the team. This company prides itself on creating tailor made experiences and believe that the real Australian experience goes well beyond traditional Icons! You will ensure delivery of high quality, value itineraries to clients and agents to ensure maximum loyalty.

THE MANY COLOURS OF CORPORATE SALES

**CORPORATE BDM - GLOBAL MARKET
SYDNEY-SALARY PACKAGE OTE \$120K+**

Do you prefer doing business face to face? Like schmoozing with company MD's instead of pitching travel procurement managers or board of directors? Then it's time to take your strong sales and client relationship skills to this award winning TMC where you will be rewarded for your efforts. Effective leads, supporting co-ordinators and a premium brand name will set you on the road to success.

COACH FOR SUCCESS

**CORPORATE TRAVEL TEAM LEADER
SYDNEY - SALARY PACKAGE TO \$88K**

This newly created role will see you leading this established team of domestic and international consultants to greater success. You will be in charge of any client queries, ensure work flow is distributed evenly and is taken care of within set KPI times, daily meetings and training. You will also have the ability to put your consulting hat on when needed. Don't miss out on this outstanding management opportunity.

THE PEAK OF ACCOUNT MANAGEMENT

**CLIENT RELATIONSHIP MANAGER
SYDNEY - SALARY PACKAGE UP TO \$90K**

As Client Relationship Manager you will be responsible for managing a portfolio of high profile clients. Key objectives include growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with managers at all levels up to executives.

REALISE YOUR FULL POTENTIAL

**DIRECTOR OF CLIENT RELATIONS - CORP TRAVEL
SYDNEY- GENEROUS SALARY PACKAGE**

You will be responsible for providing leadership and direction to your team of Client Relationship Managers, driving, developing and managing them to achieve results & service levels. With your extensive background, you will support and provide assistance strengthening relationships both internally and externally. This reputable leader within the corporate sector is well known for offering staff a supported environment and career progression.

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