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# Travel Daily

First with the news

Tuesday 21st January 2014

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## Trafalgar's real deal

**TRAFALGAR** is again reminding the travel industry today of its new 'The Real Deal' marketing campaign on the **cover page** of today's issue of **Travel Daily**.

It features endorsements from travel agents and highlights the importance of trade relationships.

## ATAS not a TCF imitation

**AFTA** chief Jayson Westbury has responded to concerns vented by TravelManagers chairman Barry Mayo regarding the AFTA Travel Accreditation Scheme (ATAS) being on a voluntary basis, rather than mandatory (**TD** yesterday).

Mayo said after participating in transitional workshops & meeting with the Australian Federation of Travel Agents a month ago, the home-based network had now "reluctantly" accepted ATAS membership be voluntary.

Westbury told **Travel Daily** the consultation process with agents has been extensive & the notion of mandatory insolvency insurance is not the top priority expressed at recent workshops.

More than 2,000 travel agents attended the organisation's ATAS workshops and transitional workshops during the second half of 2013, where several matters were concerned and addressed.

"ATAS is about providing the consumer with an industry endorsement, based upon professional standards, trustworthiness and experience, not a replication of the TCF.

"Financial protection afforded by travel agents comes in many different forms which culminate via the various commercial solutions being developed within the industry," Westbury continued.

"The simplicity of the notion of a replication defeats the entire purpose for transition from the TCF scheme to the new arrangements being implemented," he said.

"We welcome the acceptance by TravelManagers that the scheme is to be voluntary," Westbury concluded.

## More 'Space-Ships'

**SCENIC** Tours has revealed it will further boost its European River Cruise 'Space-Ship' fleet with two additional vessels coming online in 2015.

*Scenic Opal* & *Scenic Jade* are slated to debut on the Rhine and will feature a new "vitality pool".

More exclusive details in today's issue of **TD Cruise Update**.

## Five pages of news

**Travel Daily** has five pages of news today, a cover page from **Trafalgar**, and full pages from:

- AA Appointments jobs
- inPlace Recruitment jobs
- Consolidated/MH promo
- TMS

## Hogan on VA board

**ETIHAD** Airways' Australian-born chief James Hogan is to take a seat on the board of equity partner Virgin Australia, replacing Neil Chatfield in the future.

"I know the market. I've been in aviation since 1975. Maybe I can add some value," he told *Fairfax*.

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## Rex mull new route

**REGIONAL** Express is inviting expressions of interest from local councils for a new route within 600kms of Sydney after a review of its network & recent hiring of former Brindabella Airlines pilots.

COO Garry Filmer said the new route would be serviced thrice weekly on weekdays and in addition to Cobar and Mudgee, currently being considered by Rex's subsidiary Air Link.

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# Travel Daily

First with the news

Tuesday 21st January 2014



## Alitalia ADM update

**AVIATION** Online is advising agents effective 01 Feb Alitalia will begin issuing Agent Debit Memos (ADMs) for "specified malpractices on booking procedures" - **CLICK HERE** to read the full memo from the carrier.

## Cruise Guru, Qantas tie-up

**CRUISE** Guru began talks with Qantas some 18 months ago to convince them to enter the ever-growing cruise market, it has emerged.

The result was the formation and launch yesterday of Qantas Cruises (**TD** breaking news), fittingly onboard *Celebrity Solstice* berthed at Sydney's Circular Quay.

"It's a long-term partnership where we will become both the technology and knowledge provider to Qantas Cruises," joint managing director Justin Montgomery said.

He told **Travel Daily** Qantas had been looking for a new growth strategy, especially in this marketplace to increase their customer base.

"We were able to show the airline that we have the technology and 'know-how' to use Cruise Guru's unique technology to increase new opportunities and services for the growing number of Australians choosing to holiday by cruise," Montgomery added.

"The Qantas network both domestically and internationally is a great fit as we can sell cruises to anywhere in the world".

Unique to Qantas Cruises is the ability for customers to access a full range of cruise lines and ships, with live cabin availability and prices.

"From today, clients will be able to book a flight from Ballina

to Barcelona, or Melbourne to Miami to join a cruise ship [via Qantas.com]," he commented.

"With 17 international cruise lines, 162 ships and over 10,000 cruise itineraries, we're delighted to partner with Qantas to provide efficiently and competitively priced cruise offers," he said.

Montgomery pointed to the 18 consecutive years of double-digit growth in this cruise market with nearly 700,000 Australians taking a cruise in 2012, which is only 3% of the Australian population.

"So, in this fast-growing cruise market, our partnership with Qantas has enormous upside and enormous potential", he said.

Qantas Frequent Flyers will also earn 1 point for every A\$1 spent on any cruise booking and double points for every booking made before 14 Feb.

The [www.qantas.com/cruises](http://www.qantas.com/cruises) site is expected to go live today.

## TASCo famil spaces

**THE** Africa Safari Co. has limited spaces available for agents plus partners on an educational to Botswana, Namibia & Zimbabwe.

Scheduled to depart Perth on 15 Feb, the 12 day itinerary will visit Botswana's Okavango Delta and Chobe National Park, Namibia's Caprivi region and Victoria Falls in Zimbabwe.

The tour is escorted by TASCo's Queensland bdm Ian Gore and includes all brekkies & dinners.

It's priced at \$3,970ppts for agents - **CLICK HERE** for details.

## AU Canada visits rise

**AUSTRALIAN** visitor numbers to Canada grew 9.7% year-on-year during Nov, more than double the global figure, fresh Canadian Tourism Commission data out today has revealed.

For the year ending Nov 2013, Aussie arrivals are ahead 2.33% compared to 2012, at 240,268.

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## Overcapacity hurting loads

**AN INCREASE** in total seats on international scheduled services to/from Australia of 8.4% year-on-year in Oct has resulted in seat utilisation falling 2.3 percentage points, new govt data indicates.

According to the Bureau of Infrastructure, Transport & Regional Development's report on International Airline Activity, load factors fell to 75.9% in Oct.

Outbound seat utilisation was 68.2% compared to 70.6% last year while for inbound it was 83.7% compared to 85.5%.

The fullest inbound long-haul flights were operated by Etihad Airways from Abu Dhabi (97.4%).

Qantas' outbound services to Santiago had the highest seat utilisation at 85.5%.

The study of 54 international airlines showed passenger traffic was up 5.3% during the month, reaching 2.71 million.

Qantas continues to dominate

passenger carriage with a 16.8% share of the market - down 0.6 percentage points on last Oct - followed by alliance partner Emirates with a 9.3% slice of traffic - up 0.9 points.

They were followed by Singapore Airlines (8.9%), Jetstar (7.9%) & Air New Zealand (7.8%).

Australian designated airlines had their cut of passenger traffic decrease two points from 32.5% in Oct 2012 to 30.5% last year.

### Dolly ticket winner

**CONGRATS** to Jenni Marr from helloworld Vermont South who was chosen "after careful and humorous consideration" as the winner of Swagman Tours' comp to win a ticket to see Dolly Parton in concert next month.

Jenni's winning photo caption in last week's competition was - "I can see the Big Two, but where are the other 3?"

## Skywalk incentive

**ADVENTURE** World is giving an Australian-based travel agent the chance to be the first Aussie to experience the Glacier Skywalk in the Canadian Rockies.

Opening in May, the glass-floor observation platform is nearing completion 280 metres above the Sunwapta Valley.

The incentive will award one lucky winner and a companion a seven-day Canadian adventure, including return Air New Zealand flights to Vancouver.

To enter, consultants need to book and deposit an Adventure World package that includes the Glacier Skywalk before 31 Mar, with two bonus entries offered when booked in conjunction with Air NZ flights - call 1300 363 055.

## Tasmania earlybirds

**EARLY** booking savings of up to \$500 per couple are available on Tasmania 2014/15 bookings with Scenic Tours made by 31 Jul.



## Window Seat

**PASSENGERS** cooped up for 7hrs on what was meant to be a 2.5hr flight from Rabat to Paris stole duty-free items including alcohol and perfume in a revolt against low-cost carrier Ryanair.

Crew of last Sat's flight diverted to Madrid after one of the 170 people on board became ill and required medical attention.

But a late departure from the Spanish capital meant the flight would miss Paris Beauvais' night curfew, so instead the Ryanair flight landed in Nantes in Western France.

Facing a 24hr delay, pax refused to disembark the aircraft.

Hungry and angry passengers took cigarettes, food, drinks, perfume and anything of value from the plane, effectively taking the crew hostage, France's *Metronews* reported.

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Edinburgh commencing on 28th May 2014

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Airfares are return from Perth and are for sale until 22/01/2014 for travel commencing between 26/01/2014 to 12/12/2014. Seasonal surcharges and blackout dates apply. All advertised return fares are subject to availability at the time of booking and includes taxes and surcharges. Taxes are correct at 20/01/2014 and are subject to change. For full fare conditions, contact your Qatar Airways Sale Representative or call 1300 340 600



## New CCT Board to make waves



**CENTRAL** Coast Tourism ceo Robyne Abernethy has confirmed the appointment of Sandra Kerr as chairperson of its board, replacing Bob Diaz.

Kerr has over 20yrs experience in the travel industry, having held previous key management posts at hotels on the Central Coast and in the Hunter Valley.

She leads a 10 person strong board who are **pictured** here.

Back row from left are Barton Lawler, Glenworth Valley Outdoor Adventures; Craig Ellis, Shelly Beach Golf Club; Bob Diaz, Pro Dive Central Coast and Daniel Payne, Mercure Kooindah Waters Golf & Spa Resort.

In front are Robyne Abernethy, Sandra Kerr, Libby Bain, Australia Reptile Park; Peter Evans, Treetops Resort Avoca Beach and Cr Lynne Webster, Deputy Mayor of Wyong Shire Council.

Absent is Cr Lawrie McKinna.

### TC, C&M webinar

**TRAVEL** Counsellors and C&M Recruitment have organised a second webinar to assist agents further their travel industry career opportunities.

The session is being held at 7pm on Wed 29 Jan - to watch the webinar, email Kerry at [webinar@travelcounsellors.com.au](mailto:webinar@travelcounsellors.com.au).



## Wholesale Cruise Reservations Assistant

The Cruise Marketing Group is looking for a full time junior office administration person to assist our busy wholesale cruise reservation team. The position based in North Sydney would suit an applicant with Cert II or III in Travel and Tourism. The successful applicant will need to have excellent communication skills and a very confident phone manner, plus an outgoing nature to fit in with our fun team. Attention to detail in this role is critical and you will need to be competent with Microsoft Word & Excel.

The role should be seen as a stepping stone into cruise reservations after about one year.

Previous travel agency experience would be an asset. Salary level will be determined by age (if under 20yrs) or previous experience.

Send written applications to [tim@cruisemarketing.com.au](mailto:tim@cruisemarketing.com.au) or call 9900 7210 to discuss

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## Citadines Perth opens

**AUSTRALIA** has its second Citadines Apart'hotel with the new Citadines St Georges Terrace debuting in Perth yesterday.

Previously known as Somerset St Georges Terrace Perth, the 85 studio and one-bedroom unit property has spent the past five months undergoing a \$5.1m refurbishment to bring it in line with the Citadines standard.

The Ascott Limited's regional gm for Australia, Kenneth Rogers, said the rebrand to Citadines was to cater for growing demand from independent travellers that "value the flexibility to choose the services they require to personalise their stay."

"Bringing Citadines to Perth will enable us to strengthen our foothold in the city as demand for serviced residences remains strong from the resources and mining sectors," Rogers said yesterday.

Citadines St Georges Terrace complements Ascott's other local property, Citadines on Bourke in Melbourne which according to Rogers has appealed to the same market, with occupancy levels over 80%.

## EK now flying to Kiev

**EMIRATES** has commenced services to its 35th European destination, launching daily flights to Kiev in the Ukraine.

Flights are being operated using three-class A340-500 aircraft.

EK said the service will stimulate business & tourism opportunities.

## Marvel 2015 sailings

**TRAVELMARVEL** has released its Europe River Cruising 2015 Preview brochure complete with earlybird specials and fly free including taxes offers for bookings made before 15 Apr.

See [www.travelmarvel.com.au](http://www.travelmarvel.com.au).

## Canada Corroboree 2014

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## Turkey DMC sign Elite

**KARAVAN** Turkey has tasked Elite Representation Asia Pacific with its sales and marketing effort in Australia and New Zealand.

Elite will manage local affairs for the Turkish DMC's five offices in the country & four brands catering to inbound tour operators, cruise ship and shore excursion services, the MICE market & luxury travel.

## WIN THE GREAT BEAUTY TICKETS

This week, **Travel Daily** are giving five lucky winners the chance to win a double pass to the new movie, *The Great Beauty*.

Arguably one of the most striking evocations of a city ever filmed, Paolo Sorrentino's powerful tale of hedonism and lost love is an extraordinary depiction of contemporary Rome.



See the *Great Beauty* for a chance to experience Rome – details at:

[www.thegreatbeauty.com.au](http://www.thegreatbeauty.com.au)

To win, be first person to email the correct answer to the daily question below to:

[greatbeauty@traveldaily.com.au](mailto:greatbeauty@traveldaily.com.au).

What is the name of the main character in THE GREAT BEAUTY?



Yesterday's lucky winner was **Ellie Mastrapostolos** from **helloworld**.

## 8 new LHW additions

**THE** Leading Hotels of the World is boosting the group's inventory by over 550 rooms, signing on eight new members.

Additions to the group's portfolio include The Chedi Andermatt in Switzerland, Hotel Il Pellicano on the Tuscan coast, Posta Vecchia near Rome, Grand Hotel Billia in the Italian Alps and Argentina's soon-to-open The Vines Resort & Spa in Mendoza.

Rounding out the newcomers, is the Country Club Lima Hotel in San Isrido in Peru, Cayena-Caracas in Venezuela and the seasonally open Caneel Bay Resort on St John, within the US Virgin Islands National Park.

## VN STPC deadline

**VIETNAM** Airlines has this afternoon advised that Vietnam's immigration department at Ho Chi Minh City and Hanoi airports handling STPC and free transit visa requests, will close from 24 Jan to 07 Feb.

Requests over the period must to be completed by 22 Jan.

## Transaero cheap seats

**RUSSIAN** carrier Transaero has introduced a new low-cost product on select flights from Moscow Domodedovo to both domestic and int'l destinations.

Dubbed 'Discount Class', fares include food & drinks where applicable and a range of bag allowances based on the ticket purchased.

The carrier says the product provides passengers with a balance of comfort & affordable ticket prices.

## SEC rebranding

**THE** Sydney Entertainment Centre has changed its name to Qantas Credit Union Arena, after the venue's operator inked a deal with the company for two years.

The pact extends the life of the venue until Dec 2015, with a replacement opening in late 2016.



## AFTA UPDATE

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

**I AM** not sure if this is the case for everyone, but strangely given the frequency at which I board a plane, I have developed the concept of what I call a "boarding song". This is a tune played on my phone with a headset as I board an aircraft.

Be it a domestic or international flight, provided I am not travelling with someone (as that would be rude), I play my boarding song. The concept of a "boarding song" is simply to put you in the mood for the flight ahead and the lottery that is bestowed upon you as unless you are travelling with someone, you never know who will be seated next to you and so it is best to be in the right frame of mind when you find out - *voila*, "boarding song".

My boarding song over the past four or five months has been the risqué hit *Blurred Lines* by Robin Thicke.

But just so you don't think I have lost my mind completely as you read this week's **Travel Daily** column, it occurs to me that the concept of 'blurred lines' appears to be finding its way into the travel industry.

When is a travel agent a travel agent and when is a supplier a supplier. Really, it is a "blurred line".

I think this issue will be one of the really important aspects of how the ATAS Accredited Travel Agents will stand out from the maze and bring forward the true value of being an ATAS accredited travel agent. Someone who stands for the customer and who goes out and finds the best product, the best deal & presents the customer with a proposal that will deliver a wonderful experience or a memorable trip.

Blurred lines or not, the ATAS accredited agent will be the agent that consumers want to deal with come 01 Jul as the industry endorsement by the third party body, which is ATAS, brings forward and highlights to consumers the real value, the independence and the professionalism that comes from being "travel accredited" with the AFTA Travel Accreditation Scheme.

While the connection to my concept of a "boarding song" may make you raise an eyebrow, my message is that ATAS will certainly make consumers raise an eyebrow or two as well. In the end, the consumer will want to know that they are dealing with an accredited Australian travel agent for all the right reasons and to ensure that they will get a trusted, professional and experienced travel agent looking out for them.

So remember next time you are planning your own flight, think; what will my boarding song be?



## UK votes for regional

**SUGGESTIONS** for expanding London Heathrow Airport with new and lengthened runways in an Airports Commission report have been voted down in favour of better utilising regional airports.

According to *Bloomberg News*, the London Assembly voted against the expansion of LHR, instead passing a motion to better develop ground transport links to existing smaller airports.

## Kirra terminal canned

**QUEENSLAND** Premier Campbell Newman has turfed Leda Group's plan for an Ocean Cruise Terminal off Kirra on the Gold Coast (**TD** 13 Jan).

The state government never entertained the concept of a cruise ship terminal in the area, the *Brisbane Times* reported.

Newman added the government was still considering the proposed Broadwater Marine project.

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MELBOURNE – SALARY PKG UP TO \$55K (PACKAGE)**

Do love Africa or South America? We have your dream role covered with these 2 specialized wholesale reservation roles! This up market wholesaler is now searching for an experienced travel consultant to join their growing team and service loyal travel agents with their tailor made itineraries to South America and Africa! With Monday – Friday hours only and a high base salary you would be crazy to miss this. Move away from the time wasters in 2014 and into wholesale bliss! Minimum 18 months experience required.

**IMAGINE THE FAMILS ON OFFER  
WHOLESALE CONSULTANTS  
MELBOURNE – SALARY PACKAGE UP TO \$80K (OTE )**

Are you an experienced travel consultant who is ready to step behind the scenes and into a wholesale role? We have a sensational opportunity with this global company that will see you booking worldwide holidays for your loyal agents. From Paris one day to Phuket the next, now two calls are ever the same. This role will see you working an exciting rotating roster and will see you stepping away from face to face while still allowing you to sell your favorite destinations. Min 12 months experience required.

**EXCLUSIVE ROLE WITH AA APPOINTMENTS  
CUSTOMER SERVICE CONSULTANT X 3  
MELBOURNE – SALARY PACKAGE UP TO \$52K (PKG)**

Wow do we have your next role covered! This online travel agency will see you moving into a customer service focused role. You will be responsible for assisting online customers with their online enquiries, from flight changes to time changes to special requests; you will be paid a high base salary of \$50K plus bonuses! This role will also see you working a rotating roster that will see you getting a sleep in every 3 weeks! Go on, move behind the scenes today and never look back. Min 12 months Galileo Experience required.

**LIFE ON THE OTHER SIDE OF THE PHONE  
WHOLESALE TRAVEL CONSULTANTS  
BRISBANE CBD – \$50K OTE**

Retail travel consultants – ever wondered what life is like on the other side of the phone? Here’s your chance to find out. This leading wholesaler is looking for cruise gurus to come and join their team. Handling phone and email enquiries only from travel professionals you’ll love being an expert on cruising and offering suggestions and advice. The rewards keep coming with top \$\$, free cruises, ongoing training, the opportunity to move up the ladder and much more on offer. Call today to find out more....

**GROW YOUR SUCCESS  
LEISURE TRAVEL CONSULTANT  
GOLD COAST – UP TO \$45K PKG + \$\$ BONUSSES**

Know the secrets of building business? Fancy yourself a sales superstar? Then this Gold Coast opportunity is for you. We are currently looking for a first class travel consultant to join this boutique team centrally on the Gold Coast. Your strong customer service skills and ability to build business will see you thrive in this agency as you book a range of international leisure itineraries. A strong salary pkg + incentive scheme is on offer for the right candidate. You will need previous consulting experience and be proactive.



## Life's a beach when you're temping!

Join the inPlace Temp Team



Kristi Gomm

### Inbound Groups Consultant - Sydney

- ▶ Great opportunity to up-skill
- ▶ Supportive management
- ▶ Established and knowledgeable team

Our client is a highly respected Inbound agency boasting low staff turnover. They have an opening available in February/March for an Inbound Groups Consultant to prepare detailed domestic group itineraries coming from predominately European markets.

You will be arranging travel for the groups throughout Australia's main tourist areas, including accommodation, tours, activities, transfers and entertainment bookings.

With a flexible manager this role can be combined with other areas within the business like FIT or Product or Sales if the potential applicant has an interest in expanding their existing skill set to increase their knowledge and career potential.

Must have experience in consulting with Tourplan in an inbound market in the groups sector.

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

### Long Term TEMP Assignment - Sydney

- ▶ **Must have Amadeus, Galileo or Sabre**
- ▶ 2 yrs consulting in retail or wholesale travel
- ▶ Excellent hourly rates on offer

Join our temp team and get paid the highest hourly rates in the travel industry. We currently have 4 long term temp positions (6 months plus) available. Sydney city fringe.

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

### Inbound Groups Consultant - Melbourne

- ▶ **Highly regarded company, REAL career prospects**
  - ▶ Knowledgeable and passionate team
  - ▶ Beautiful offices, hip southern suburbs of Melbourne
- Our client is a global travel company and world leader in luxury travel. Strong reservations sales experience and knowledge of the logistics for inbound movements req'd.

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

### International Groups Travel Consultants - MICE

- ▶ **Progressive business, long term career prospects**
- ▶ Group travel movement with loads of variety
- ▶ Salary from \$50K + super DOE

Not traditional, this role focuses on the group movement of delegates travelling to anything from conferences to incentive programs which could be anywhere in the world.

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

### Fiji & South Pacific Specialists - Sydney

- ▶ **Great team environment**
- ▶ External earning potential
- ▶ Sydney CBD. GDS experience essential

This is a well established company with a team that has long term retention. Firstly because the staff are so well looked after and secondly because of the earning potential.

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

### Travel Operations Support Consultant - Sydney

- ▶ **Varied position**
- ▶ Great team environment
- ▶ Salary up to \$40K

Are you a whiz on Word and Excel? Do you have a background in operations, documentation or administration in the travel industry? This role could be for you!

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



# SUMMER SPECTACULAR Rewards

Consolidated Travel and Malaysia Airlines are giving away 2 x \$3000 Travel vouchers!

The top 2 agents with the greatest sales on Malaysia Airlines between 10 & 31 January 2014 will win the major prizes

## Daily Prizes:

**\$20 voucher for every Economy Class return ticket**  
**\$50 voucher for every Business & First Class return tickets**

Weekly Prizes:  
**\$500 voucher**  
per week for the  
highest selling  
agent



A380-800 aircraft



A380 – Business Class



A380- Economy Class



A350 – Economy Class



A350 – Business Class



Quikfares

Quikticket

**CONDITIONS:** Valid for tickets issued by Consolidated Travel or via Quikticket between 10 – 31 January 2014 on 100% MH itineraries ex Australia plated to MH (232). Child, Infant, Group, Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The agents with the highest sales (minimum \$30,000.00) and 30% growth compared to last year will win a \$3000 Travel voucher (MH services only) to the value of \$3000.00 excluding taxes and surcharges. Weekly prizes require a minimum sales of \$10,000.00 and 30% growth from the previous year, this prize can only be won once per agency. Travel is subject to peak season embargoes and availability and cannot be reissued and are non-transferable, and cannot accrue frequent flyer miles or be exchanged for cash, transportation from other cities except from SYD/MEL/BNE/ADL/PER/DRW and all travel expenses, insurance, ancillary costs etc are at the passengers expense. All winners must be an international travel consultant and full time employee of the agency in Australia. Sales will be automatically tracked by Consolidated Travel. Daily Prize vouchers are capped at \$16,500.00. **Ticket claims must be emailed to your local Consolidated Travel State Sales Department by COB 07 February 2014.** Consolidated Travel and Malaysia Airlines reserve the right to withdraw or change the conditions of the promotion at any time. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 08 January 2014.



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RECRUITING TALENT FOR THE TRAVEL AND HOSPITALITY INDUSTRIES IN ASIA PACIFIC

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Most roles we work on are confidential and never advertised.

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