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**Travel Daily**  
First with the news

Tuesday 11th March 2014

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**Britannia pre-regos**

**PRE-REGISTRATIONS** for the inaugural season of P&O Cruises World Cruising's brand new *Britannia* have now opened.

*Britannia's* first voyage departs in just over 12 months, on 14 Mar 2015, beginning with a 14-night west Mediterranean cruise from Southampton and making visits to seven ports of call.

The new 141,000-tonne ship will operate 33 voyages to 11 regions of the Mediterranean & Northern Europe in 2015/16.

*Britannia* is unique in that all outside cabins feature balconies.

Pre-registrations are available through to 25 Mar ahead of the program going on sale in Australia to the public on 27 Mar.

More at [www.pocruises.com](http://www.pocruises.com).

# ABS revises monthly stats

**THE** Australian Bureau of Statistics has today released its monthly arrival and departure figures for Jan - the first month using a new methodology for compiling the figures.

The system has been rebuilt right back to Jul 2004, with a new "hot desk imputation method" used to improve the data.

Almost all the statistics have changed to some degree, with key differences including an average drop of 1.3% in short term visitor arrivals, a 0.1% drop in short-term resident departures and big jumps in long-term arrivals and departures.

Changes include better data on country of birth, country of embarkation/disembarkation, country of stay/residence and reason for journey.

8.7% year-on-year and departures 8.1% higher than in Jan 2013.

China was the top inbound market, with 95,400 visitors during the month, followed by NZ at 78,700 and the UK with 64,700.

## Jetstar MEL-AYQ

**JETSTAR** has announced that it will operate direct flights between Melbourne and Ayers Rock, with a four times weekly service to debut from 29 Jun.

The new JQ route will, for the time being, compete with Alliance Airlines on the non-stop route, with Jetstar Australia/NZ ceo David Hall saying it was a great development for the Vic and NT tourism industries.

"We know Uluru is one of Australia's most highly sought after holiday destinations and we're confident our low fares will help drive tourism to the region".

**MEANWHILE**, Hall also announced a revamp of Jetstar's Qld routes, including a new direct Gold Coast - Mackay service from 28 Jun, and an extra frequency between Brisbane and Townsville to launch on 17 Apr.

**OTG Africa program**

**A SIX-NIGHT** Elephant Safari and seven-night Mt Kilimanjaro Climb are part of the new additions to On The Go Tours' just released Africa 2014/15 brochure.

Trips are priced from \$3,419 and \$3,449 per person respectively.

Other additions include a Kruger Walking & Namibia Lodge safari.

**A bumper issue!**

*Travel Daily* today has nine pages of news & photos, plus full pages from:


- AA Appointments jobs
- inPlace Recruitment jobs

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## SYD appoints Sherry

**CARNIVAL** Australia ceo Ann Sherry has been appointed as a non-executive director of Sydney Airport Limited, replacing Bob Morris who will retire after 11 years on the airport's board.

SYD chairman Max Moore-Wilton said Sherry brings a wealth of experience in the tourism, transport and financial services sectors.

"A key focus for Sydney Airport over the last few years has been to take a leadership role in tourism, and Ms Sherry's industry experience will support our strategy to grow tourism for the benefit of Sydney, NSW and Australia," he said.

Other roles held by Sherry include directorships of ING Direct (Australia), The Myer Family Company Holdings and the Australian Rugby Union, as well as being deputy chair of CLIA Australasia.

## Tigerair online check-in

**VIRGIN** Australia-owned Tigerair Australia has launched a new web-based check-in system, with the facility available across its entire network including the new Brisbane base which launches operations today.

The online system can be used from 72 hours to 2 hours before scheduled departure - but to use it passengers must have access to a printer to print out their barcoded boarding pass.

Boarding passes displayed on mobile phones will not be accepted, the carrier said.

Tigerair commercial director Adam Rowe said that Web Check had been introduced in response to "overwhelming customer demand," with the free system allowing passengers to bypass the traditional check-in queue.

Passengers with checked luggage who use the facility

can go straight to a dedicated Web Check Bag Drop area, which opens two hours before departure and closes strictly 45 minutes before the flight.

The Brisbane base will have two dedicated Tigerair A320s, operating routes to Adelaide from today and from Brisbane to Darwin and Cairns from 15 Apr.

Also debuting today is a new Tigerair route between Sydney and Adelaide, while the carrier will also launch a new route from Sydney to Whitsunday Coast Airport on 01 Apr, with the expansion seeing the addition of more than 800,000 visitor seats annually.

Brisbane is the carrier's third base in Australia, with ceo Rob Sharp saying its launch was a 'significant milestone for our airline, which is embarking on its future Australian expansion as planned'.

Tigerair Australia has also expanded its partnership with BAE systems, which will conduct Tigerair line maintenance at Melbourne, Sydney and Brisbane airports for the next five years.

## Jetabroad technology

**SYDNEY-BASED** "global online flight specialist and travel agency" Jetabroad has implemented a new system from technology firm Vayant to price international flights to and from Australia.

Vayant OneSearch is an airfare pricing and shopping engine which utilises proprietary algorithms to provide "fast, accurate and personalised flight search results".

OneSearch also takes care of flight requests generated by metasearch websites, with the move said to enable Jetabroad to improve its efficiency.

"Australia and APAC are a complex market for flight sellers, with international flights having multiple stops and segments and intricate itinerary constructions and pricing," Vayant ceo Eric Dumas said in Europe this week.

"Our number one priority was to specially configure OneSearch to meet Jetabroad's unique needs in its market context".

The Jetabroad partnership is Vayant's first move into the Asia-Pacific region, with other users of the system including Lufthansa, Austrian Airlines and Kuoni.

## Assistant Manager, Digital Communications

The Hong Kong Tourism Board is a dynamic, global marketing organisation whose mission is to promote Hong Kong as a unique, world-class destination. The Board requires an Assistant Manager, Digital Communications for its Australia, New Zealand and South Pacific operations based in Sydney.



This is an exciting new position maximizing trade and consumer communications through digital channels.

Working within the Regional marketing team, this role will require someone with hands-on experience in digital marketing, and with a strong grasp of the overall marketing mix.

Excellent communication skills with proven experience in producing web and social media content within a commercial context is essential. A high comprehension of MSWord, Excel, Powerpoint, Publisher and Access is sought, while a good understanding of Adobe Photoshop, InDesign and Illustrator would be preferred, but not essential.

Strong analytical skills and being a team player are also necessary requirements.

Applications should be sent by 21 Mar 2014 to  
E-mail: [anna.chui@hktb.com](mailto:anna.chui@hktb.com)

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## Air NZ to boost SFO

AIR New Zealand has announced further trans-Pacific peak season expansion, with ten return flights between Auckland and San Francisco over the peak Northern Winter period between mid-Dec and Mar 2015.

Double daily flights will operate each Wed, Fri and Sat, with the increase representing a 10% lift in capacity on this year.

During the peak, NZ will also operate 17 weekly Los Angeles flights, with new 777-300 aircraft making the carrier's Premium Economy Spaceseat and Economy Skycouch available on the San Francisco route for the first time.

## Adventure World plots Europe

ADVENTURE World is set to announce a significant expansion of its programs with the launch next month of a new range of small group and FIT product in the UK and Europe.

The move follows last year's acquisition of the wholesaler by The Travel Corporation (**TD 03 Oct**) with md Fiona Hunt telling **TD** yesterday that the company sees great opportunities to grow its experiential product offering.

Currently, Adventure World offers the Headwater Holidays range of walking, cycling, canoeing and "relaxed activity"

trips in Europe and the Eastern Mediterranean, and the expansion is expected to include Adventure World-operated trips "off the beaten track" plus a variety of offerings for independent travellers.

Hunt said further details would be released next month, with the new product expected to go live in Jul for 2015 departures.

Adventure World has also confirmed an expansion of its partnership with National Geographic (**TD 19 Nov 2012**), with a new series of ten "National Geographic Live" events to take place around Australia and New Zealand this year - including the addition of Perth & Wollongong.

Hunt said the growth will see 10,000 seats available at the events, with presenters including filmmaker Bryan Smith and nature photographer David Doubilet - both of whom will also represent the partnership at trade and media functions.

She said the multi-year National Geographic agreement was a perfect fit for Adventure World.

"The alignment is very good," she said, with previous events showing strong customer acquisition outcomes for the wholesaler.

Former Rail Europe gm Richard Leonard will shortly take up the role of Head of Product for Adventure World, while former Hotelbeds director of sales Carole Perrin will also become the firm's Head of Sales later this month.



## Window Seat

THE British city of York is claiming a UK first with the launch of a sensory travel guide which allows potential visitors to use their olfactory sense to experience the destination before they arrive.

The new *Smell York* guidebook features scents such as "Afternoon Tea," "York in blossom," "Railway Heritage" and "York's Antiquities" - a musty infusion of leather, old books, wood and dust.

There's also "Spooky scents" - strong smells of sulphur and roses which are said to be often associated with spirits, and the delightful "Foodies Favourite" - a mature smell of strong Yorkshire cheese.

**YOU'VE** heard of a bird strike affecting an aircraft - but how about a fish strike?

According to the *Tampa Tribune*, a Gulfstream G-IV jet had to abort a takeoff from the nearby MacDill Air Force Base last year after it hit a "9-inch sheephead fish".

The pilot said he was nearing the point of lift-off "when an osprey with something in its claws flew in front of our aircraft".

They heard a thud and thought they had hit the bird - but after investigating found only a dead fish on the runway.



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## Blumenthal for LHR

**CELEBRITY** chef Heston Blumenthal - the pioneer of "molecular gastronomy" - will operate a restaurant at London Heathrow's new Terminal 2. Dubbed *The Perfectionists' Cafe*, the eatery will "cater to travellers who want exceptional food, quickly" with a menu featuring some of Britain's favourite dishes. In keeping with Blumenthal's innovative approach, burgers will be made by grinding all the "meat grains" in the same direction to maximise its juiciness, while pizzas will be cooked in what is claimed to be the first ever wood burning oven in an airport.

The Perfectionists' Cafe will be located just after security when passengers enter the Terminal 2 departure lounge. Terminal 2 at London Heathrow will open on 04 Jun, and will be home to all Star Alliance carriers along with Virgin Atlantic, Little Red and Aer Lingus.

## AA, JetBlue split

**AMERICAN** Airlines and JetBlue Airways have confirmed they plan to end their longstanding cooperation agreement, with the pact to cease operating effective from the beginning of next month.

The wide-ranging interline partnership covered ticketing, baggage handling and reciprocal frequent flyer arrangements, with AA saying that its recent merger with US Airways means there is "no longer a need to supplement our combined network coverage with the JetBlue agreement".

## A350 by year end

**AIRBUS** has confirmed that it plans to deliver its first A350 aircraft to launch customer Qatar Airways by the end of the year.

Speaking in Washington this week, Airbus ceo Tom Enders said four planes were under test, with at least one and possibly two deliveries in late 2014.



## Sunshine shines in NZ

**SUNSHINE** Coast tourism operators recently showcased their wares in New Zealand during a whirlwind trade mission conducted in partnership with Tourism and Events Queensland.

They took part in the "Queensland on Tour" trade event in Auckland, as well as the Flight Centre Travel Expo which saw more than 15,000 consumers attend.

Sunshine Coast Destination Limited ceo Simon Ambrose said the trade mission provided a perfect opportunity to capitalise on the recent announcement of Air NZ's three-year direct flight commitment between Auckland and the



Sunshine Coast.

**Pictured** above at the event are, from left: Lucy Davis of Oceans Mooloolaba; Emma Buckingham from Rumba Beach Resort; and Kelly Cattanach from Sun Air Bus Service.

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**ABOVE:** Quest Serviced Apartments has unveiled the \$1.75 million expansion of Quest Maitland in the NSW Hunter Valley, with the investment reflecting thriving business confidence in the region.

A launch event welcomed local travel agents as well as a host of dignitaries, with the expansion of the property, which first opened in 2006, seeing the addition of four new studio apartments and six one-bedroom apartments.

Franchisees Lee and Sheree Bennett said that means it now offers 41 apartments with fully equipped kitchens, internet, a fitness room and on-site cafe. "Quest has shown great

confidence in our city centre as it continues to deliver the high standards that are expected by both tourists visiting Maitland and those travelling for work," Maitland deputy mayor Councillor Steve Procter said.

The Bennetts are **pictured** above left with Procter and David Ridgeway from Quest Serviced Apartments.

### Garuda-ANA c'share

**GARUDA** Indonesia and All Nippon Airways are set to launch a wide-ranging codeshare pact from 30 Mar, including flights between Japan and Indonesia and a range of domestic routes in both countries.

### Three weeks to go

**INSIGHT** Vacations, Trafalgar and Contiki are reminding agents there are now only three weeks remaining to take advantage of a 7.5% early payment discount on Europe and Britain programs. The deal ends on 31 Mar.

### Outrigger Fiji refit

**A REFURBISHMENT** of the Kids Club and Meimei Nanny Centre at Outrigger on the Lagoon Fiji has been completed.

The \$100,000 upgrade includes modern kitchenettes, furnishings & additional ventilation windows.

### QTIC privacy webinar

**THE** Queensland Tourism Industry Council is set to present a webinar on 'Privacy Laws and Tourism' covering the new Australian Privacy Principles and how the legislation will affect tourism businesses.

Direct marketing, privacy, spam and the Do Not Call Register are all included, with the seminar conducted in partnership with law firm Norton Rose Fulbright.

The webinar will take place next Mon 17 Mar from 3pm AEST, is free for QTIC members and \$33 for non-members.

Participants must have access to the internet - to register for the event, **CLICK HERE**.



**Rd 1 Winner**

CONGRATULATIONS

**Gemma Broadhurst**  
from *Virgin Australia*

Gemma is the top point scorer for Round 1 of *Travel Daily's* NRL industry footy tipping competition, and has won a high tea for 2 people, courtesy of *Captain Cook Cruises*.



### Major Prize Sponsors

**1st Prize:** two return flights to Dubai, courtesy of Emirates



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**LOW-COST** carrier Tigerair has officially opened its newest base at Brisbane Airport (see p2) - its third in Australia, with operations at the base to begin today.

The carrier celebrated its launch in the company of Tigerair ceo Rob Sharp, Queensland Tourism Minister Jann Stuckey and many of its new BNE based cabin crew.

To mark the new services, a special 'fly one way, return for \$1' return fare will be on sale from midday today or until sold out.

Employment will also benefit, with 200 new jobs created, of which 130 will be homed in BNE.

Sharp said the carrier's new base was a response to demand for budget travel in the state.

Sharp and Minister Stuckey are pictured above with local cabin crew in front of one of the carrier's BNE-based A320 aircraft.

### Express insurance

**EXPRESS** Ticketing has upgraded its Express Manager tool, giving agents access to QBE Express Insurance by using ticketed PNRs.

The change eliminates the need for additional logins, saving time by allowing consultants to quote and issue policies and then email or print them for their customers.

It also pre-populates details such as travel dates, email addresses and client names, with QBE celebrating the initiative with a \$5 per policy incentive giveaway in Mar and Apr.

Express CEO Tom Manwaring said Select and Independent Travel Group members would also save time through the recent upgrade simplifying reissuing and revalidation of partially flown tickets.

## Rail Plus TTL change tomorrow

**TRAVEL** agents in Australia and New Zealand will be required to pay for point-to-point European rail ticket bookings by 2pm the next day in a significant revamp of ticketing time limit rules announced by Rail Plus today.

There has been little warning of the change, with the move effective from tomorrow, but the rail specialist wholesaler says there is a "definite upside" for agents because it will mean there is likely to be a significant increase in seat availability.

Currently, travel agents in Australia and NZ can book a wide range of point-to-point tickets months in advance, but are only able to make payment 28 days before client travel.

Under the new arrangements, once travel agents receive their nett invoice, they have until 2pm AEST the following day to pay for all European point-to-point fares (other than instant purchase fares offered by some operators).

Rail Plus says the change applies to all bookings, including those made by phone, email or online, and the new ticketing time limit will also apply to any booking combining a point-to-point fare with another product such as a rail pass or sightseeing add-on.

Bookings containing only rail passes and/or non-rail products will continue to have a payment due date of 28 days prior to the passenger's departure from Australia or New Zealand.

Rail Plus gm sales & marketing Greg McCallum said the changes are necessary because of "complex amendments to European rail operators' payment processing rules.

"These changes, which are designed to ensure that the booking process remains clear and simple for travel agents, will

at the same time eliminate the scenario where international consultants can block seats well in advance and then simply cancel unwanted reservations once payment is required."

McCallum said that under the new ticketing system, capacity will increase sharply, because any seats not paid for by the required deadline will automatically be released back into the system.

"That provides agents with more opportunities to secure the best seat for their customers," McCallum added.

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## TG to double CGK

**THAI** Airways International will introduce a second daily flight between Bangkok and Jakarta, with the additional A330 flight to operate from 01 Jul 2014.

## Tax online agencies, urges AAA

**THE** Accommodation Association of Australia (AAA) has suggested hotel websites and online travel agencies such as Wotif, Expedia and Booking.com should be taxed to help support local tourism.

In a pre-budget submission from the AAA, the organisation says that online travel agencies which focus on the Australian tourism industry are experiencing exponential growth.

"While online travel agencies directly profit from the Australian tourism industry, they make limited direct contributions to the industry, which is in contrast to, for example, major airlines which regularly commit to cooperative tourism marketing initiatives," the submission states.

The AAA said that if OTAs operate from within Australia, they should pay a levy or tax which "could be used to bolster funding for tourism marketing through Tourism Australia".

For those which operate outside of the country, the government should investigate if taxation

revenue can be collected from these businesses, according to the Association.

The submission also urges that Tourism Australian funding be preserved at its current level, as well as suggesting additional funding for the Australian Bureau of Statistics to enable it to revert to providing quarterly tourism accommodation statistics.

Another issue canvassed is workplace relations reform, with reduced penalty rates resulting in a "higher level of productivity in the accommodation industry".

**MEANWHILE**, the AAA is also calling for a clamp-down on "illegal letting of premises for tourism accommodation," following the release of a NSW Government report into tourism.

AAA ceo Richard Munro cited evidence in the report about disruption to neighbours and fire safety issues in buildings.

He urged consideration of a common framework so that local governments will be able to "adequately regulate" the holiday rentals sector.

## Malay show go ahead

**MALAYSIA** Airlines and Tourism Malaysia's joint Buyers Meet Sellers 6th annual conference will go ahead in Kuala Lumpur next week as planned, despite the incident surrounding MH370.

Some 20 product and contract managers from around Australia will fly to the Malaysian capital on MH to conduct business with up to eighty Malaysian hoteliers and tour operators over two days (18 & 19 Mar) at the Pullman Hotel.

"No one has cancelled - we still have to move forward," said Balljid Kour, marketing executive, Tourism Malaysia, Sydney.

"The program is bigger and stronger this year, and we have an exciting post conference tour to Langkawi that will allow participants to see and experience the country's tourism product, first hand," added Kour.

## Taste of Syd winners

**CONGRATS** to Sue Paul from Swansea Travel & Cruise, Angela Person from Corporate Traveller & Angela Fisher from Hills Travel Centre Kings Langley who were the winners of Fri's Taste of Sydney competition.

Courtesy of Celebrity Cruises, the agents won a double pass to the Taste of Sydney Celebrity Cruises Lawn Club event.

## Massive Star screen

**THE** Star Event Centre has taken delivery of what it claims is the largest in-house Hi-Res screen at any event space in Sydney.

In its largest configuration, the giant screen is comprised of 220 panels of 5mm LED, stretching 10m by 5.5m, but its flexibility enables its size to be modified.

The full size screen takes just 90 minutes to set up.

## WIN A \$75 GIFT VOUCHER

This week *Travel Daily* and French Travel Connection is giving five lucky readers the chance to win \$75 gifts.com.au vouchers.



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To win, be first to send through the correct answer to the question below to:

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## On which French canal does the Athos cruise?



Congratulations to yesterday's lucky winner, Amy Osinski from Peopleworks.

## ATEC on technology

**THE** Australian Tourism Export Council will host its first technology forum for members on Thu 10 Apr at the Novotel Rockford Hotel in Sydney.

It features interactive sessions on customer experience design and a technology showcase.

Costing \$70 for members and \$90 for non-members, the event kicks off from 3.30pm and includes networking drinks.

**CLICK HERE** to RSVP.



## Looking for a sea change?

Gregor & Lewis Bespoke Travel is an awarding winning boutique travel agency located in Noosa Heads on the beautiful Sunshine Coast. We are a family owned Magellan Group Travel agency specialising in cruising and luxury travel. We are looking for an experienced leisure travel consultant to join our team.

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Please send your cover letter and resume to [careers@aussiecommerce.com.au](mailto:careers@aussiecommerce.com.au)

## Tauk Polar Bear trip

**TAUCK** has teamed with BBC Earth to offer an 'Earth Journeys' experience in Canada's Polar Bear capital of Churchill, Manitoba.

Trips feature BBC Earth on-tour films and specialist wildlife filming kit, operating on 23 Oct & 04 Nov, with limited space remaining on 29 Oct and 07 Nov 2014.

Priced from \$6,990ppts, the six-day tour is limited to 30-pax and includes two excursions into "polar bear country."

Participants gain exclusive access to BBC Earth camaraman gadgets, such as thermal imaging and infra-red camera traps.

Other Earth Journeys also explore the Galapagos and Africa.

**CLICK HERE** for more details.

## Novotel appointment

**DAWN** Gleeson has taken up the business development manager position at Novotel Swan Valley Vines Resort in WA.

Gleeson has 15 years industry experience including roles with Rydges, Quest, Choice & Marriott.

## Wotif promo lifts NT

**WOTIF.COM** says a recent cooperative campaign together with Tourism NT saw a 28% year on year increase in bookings for participating suppliers.

The two-week "Do it today, talk about it forever" promotion included Foxtel TV advertisements as well as print and digital elements, highlighting deals on accommodation, flights, packages and activities.

Wotif's data also showed flow-on effects for all suppliers in the region, with the campaign showing an 8% boost in bookings across all NT suppliers on the site.

## Plantation surf deal

**FIJI'S** Plantation Island Resort is offering five free surf transfers for guests booking five nights or more until 31 Mar 2015.

Transfers can be taken to Cloud Break, Wilkes, Swimming Pools, Restaurants, Namotu Left and Tavarua Right, with excursions of about four hours in duration.

The 'surf special' is available on all dates excluding 15 Jun to 31 Jul and 22 Nov to 12 Dec and is applicable on Studio Garden Bures, Poolside Rooms and One-Bedroom Garden Terrace rooms.

Extra transfers can be purchased at FJ\$70-FJ\$90 (AU\$41-AU\$53).



## AFTA UPDATE

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

**THE** newspaper headlines and lead stories on the television these last few days have been horrible to say the least.

Flight MH370 bound for Beijing with 227 passengers and 12 crew has gone missing in what is shaping up to be a mystery with potential international intrigue attached.

No matter what the end result is, this will present the travel industry and particularly travel agents with many challenges.

Just over the weekend, I fielded more than a dozen media enquiries looking for stories as far-fetched as "how do you ensure you book a safe airline?" Given the circumstances surrounding MH370, that is a most unreasonable story indeed. Let's hope the journalist sees the light and does not run it.

I am sure travel agents are taking calls already from clients wondering what to do with future plans. Never easy to deal with these types of challenges but we have been down these paths many times before and good sensible judgement will prevail. Travel agents are trained well to be able to find the best solution for the client when trouble hits and minds need to be put at rest.

I am in fact booked to fly Malaysia Airlines to KL in May and have no intention personally to change my plans. Everyone needs to make their own decisions on these things and as mentioned sensible judgement is needed.

Thoughts and prayers are with everyone involved with this incident at this time. Families, friends, loved ones, staff and those searching will all be facing their own challenges as the reality of the situation becomes known.

The Malaysia Airlines website is providing good communications on the situation as details come to hand and no doubt the facts will be presented as this story goes forward. A tragic story for those involved and yet another challenge for the travel industry over the coming months.



## VN service reduction

**VIETNAM** Airlines is scaling back flight frequencies between Ho Chi Minh City and both Sydney and Melbourne from Apr to Sep.

According to GDS displays, VN has reduced its current daily operation to five weekly services, effective 28 Apr to 09 Jun, and six weekly from 04 Aug to 01 Sep.

The SkyTeam carrier's Melbourne flight echo the Sydney adjustments, with frequencies dropping to five weekly between 01 May and 10 Jun, and then six weekly from 05 Aug to 10 Sep.

## Marriott Miyako open

**MARRIOTT** Hotels and Miyako Hotels & Resorts have opened their first Osaka-based cobranded property and fourth in Japan.

Osaka Marriott Miyako Hotel features 360 rooms and is located in Japan's tallest building.

## Drukair to Mumbair

**DRUKAIR** Royal Bhutan Airlines will commence a new twice weekly A319 service from Paro to Mumbai, with the flights to debut from 01 May 2014.

## Client Relationship Manager/ Team Leader

**Travel Daily** is Australia's leading travel trade publisher, with a portfolio of publications also including **Business Events News**, **Cruise Weekly**, **TD Cruise Update** and **Pharmacy Daily**.

A unique opportunity has arisen for a Client Relationship Manager/ Team Leader to join our fun friendly team based in Epping, NSW. This is a diverse role with hands-on responsibilities as well as client interaction and staff management.

### Responsibilities:

- Lead our advertising team
- Maintain and develop relationships with our loyal clients
- Oversee promotional activity and trade show participation
- Help prepare client proposals for advertising and other activity
- Grow business for our portfolio of publications

### Requirements:

- At least five years experience across sales and management
- The ability to multitask across different publications
- Excellent relationship management skills
- Strong written and verbal communication ability
- A passion for excellence and an eye for detail
- A strategic thinker who can inspire and develop the team

A generous salary package will be provided, commensurate with experience. If you would like to join the leading industry publications please send a covering letter and your current resume to [jobs@traveldaily.com.au](mailto:jobs@traveldaily.com.au) by Wednesday 12th March 2014.



### Travel with Kidz Holidays (TWK wholesale division)

We are seeking a full time reservations person to join our wholesale team selling Asia, USA and South Pacific product range.

The position offers flexibility between Sydney CBD and working from home if needed.

Call Wendy 1300 729 541 or email [wendy@travelwithkidz.com.au](mailto:wendy@travelwithkidz.com.au)

Join the family holiday expert's team





## Money

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

**\$1AUD = US\$0.90**

**OPINIONS** are mixed on the overall direction of the AUD, both from longer and shorter term perspectives.

Ongoing recovery and strength in the United States is tipped to see the balance continue to tip in favour of the greenback, while events in Europe and Asia bolster the back of the local currency.

The Eurozone continues to teeter on the edge both in terms of economic downturn and the threat of outright war in the Crimean peninsula, all of which is effecting money markets - it's all very much a 'wait and see' scene.

New Business Confidence data released today is expected to force movement with the AUD, although by exactly how much remains to be seen.

*Wholesale rates this morning:*

|              |            |
|--------------|------------|
| US           | \$0.900    |
| UK           | £0.542     |
| NZ           | \$1.064    |
| Euro         | €0.650     |
| Japan        | ¥93.17     |
| Singapore    | \$1.144    |
| China        | ¥5.538     |
| South Africa | R9.701     |
| Canada       | \$1.002    |
| Crude oil    | US\$102.58 |

## Big Vintners weekend

**FOUR** days of events celebrating food and wine highlights of the Santa Barbara region of California will take place as part of the annual Vintners Spring Weekend, Visit Santa Barbara announced.

The program, running from 10-13 Apr, has been expanded this year, with more tasting events taking place along with exclusive dinners, wine education & barrel tasting seminars, golf tournaments and vineyard hikes.

A total of 13 events have been scheduled for the four-day festival.

# Travel Daily

First with the news

Tuesday 11th Mar 2014

## Launching at INDABA

**SOUTH** African Tourism will open a new Premium Lounge facility at INDABA 2014, located inside the Int'l Convention Centre.

The lounge will comprise 52 professionally managed and fully furnished studios designed to provide a comfortable setting for buyers and exhibitors to meet.

Studios will also offer power points, uncapped wi-fi access and regulated branding panels along with being fully catered & hosted.

Exhibitors who have purchased INDABA stands of at least 18sqm in size will have access to the new lounge, with applications taken on a first-come first-served basis.

The majority of the upgrade costs will be subsidised by South African Tourism for this year only as part of a grand transition plan in place for the show, including moving to a studio configuration.

More details on the new lounge at [www.indaba.southafrica.co.za](http://www.indaba.southafrica.co.za).

## Indo hotels progress

**A RECENT** strategic partnership between the Carlson Rezidor Hotel Group and Panorama Group for the development of 20 new hotels in Indonesia is beginning to yield results, the groups advised.

The deal called for collaboration in developing 20 new Radisson & Park In by Radisson properties in established and emerging parts of the country over seven years.

Four deals for development have so far been signed for Uluwatu, Batam, Lampung and Makassar, with both companies targeting a further six to eight this year.

"Indonesia currently has the fifth largest pipeline of hotel rooms in the world and the third largest pipeline in Asia Pacific," Carlson Rezidor Hotel Group president Simon C Barlow said.

## AKL sister airport

**AUCKLAND** Airport and Mumbai Airport have signed a Memorandum of Understanding aimed at facilitating further traffic between the two cities.

The 'sister airport' relationship builds on forecast growth goals for the Indian market to the NZ hub under Tourism New Zealand's Ambition 2020 strategy which is targeting a 14% growth rate over the next six years.

In Jan, Indian arrivals were up 16% at AKL compared to the corresponding period last year.

AKL gm Glenn Wedlock added next year's Cricket World Cup will provide an opportunity to showcase NZ to Indian travellers.

## GTA distribution deals

**TRAVEL** wholesaler GTA has renewed distribution deals with both the Mövenpick Hotels & Resorts and the Hilton Worldwide group of properties.

The re-signed agreements will see continued access to inventory ranges of both groups.

Leisure resellers will soon be able to book more than 4,000 properties in 90 countries across all 10 brands in the Hilton Worldwide portfolio, while nearly 80 hotels in the Mövenpick group are now live and ready to book.

Dynamic rates are now loaded, with rooms able to be reserved through the TravelCube, Travel Bound, GTA or via live XML feeds.

## WIN A MAGICAL WINTER ESCAPE TO NEW ZEALAND

100% PURE NEW ZEALAND



Throughout March, **Travel Daily** is giving readers the chance to win a five night holiday to Queenstown for two valued at over \$3,500, courtesy of **Tourism New Zealand** and **Air New Zealand**.

The prize includes two return economy class airfares from capital cities in Australia to Queenstown with Air New Zealand, five nights accommodation at Millennium Queenstown, a 3-day ski pass and rental from NZ SKI and Kawarau Bridge Tandem bungy tickets from AJ Hackett.

Every day this month **Travel Daily** will ask a different NZ-related question. The subscriber with the most correct entries and the most creative response to the final question will win this magical holiday.

### Q.7: What are the names of the three NZSKI ski fields?

Email your answers to: [newzealandcomp@traveldaily.com.au](mailto:newzealandcomp@traveldaily.com.au).

[Click here for terms & conditions](#)



**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](http://www.traveldaily.com.au).

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## AA APPOINTMENTS

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Love being a part of the travel or hospitality industry but thirsty for a new challenge? You can now use your exceptional industry knowledge, excellent customer service and client relationship skills in an exciting new area.

Due to a very successful year, our Company is expanding. As part of our successful team, you will be responsible for meeting our clients' recruitment needs, whilst assisting candidates with their next career move.

#### **FANTASTIC PERKS INCLUDE:**

A generous base salary + uncapped commission + amazing staff rewards including monthly team incentives, annual bonuses and an Annual Luxury Conference. Full training and career advancement is on offer.

#### **Want to know more?**

Email your CV to [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au) or contact our MD on 02 9231 6377

### **BUSINESS AS USUAL!**

#### **CORPORATE TRAVEL AGENT**

#### **SYDNEY – SALARY PACKAGE TO \$60K**

This boutique corporate TMC is looking for an intelligent multi-skilled corporate consultant to join their team. Your day to day responsibilities will include liaising with travel coordinators, booking round the world itineraries using a GDS and adhering to company policies. This company offers amazing perks including access to global travel discounts and ongoing career progression. They also offer excellent training and support. Minimum 12 Months Corporate Travel experience and strong time management skills.

### **ARE YOU SICK OF THE TIME WASTERS?**

#### **RETAIL TRAVEL CONSULTANTS**

#### **MELBOURNE (INNER) – SALARY PKG UP TO \$50K + (DOE)**

High end leisure travel consultant now required for this up market leisure agency in Melbourne. This exciting role will see you kissing goodbye the weekend work and finally getting that work life balance back. You will service the many repeat and referral clients of the office with their worldwide holidays to Europe, Asia and beyond. No two days are ever the same and you won't regret this move! If you have at least 5 years consulting experience then we want to hear from you! Call us today to find out more.

### **THE CHOICE IS YOURS!**

#### **GROUP RESERVATIONS**

#### **MELBOURNE (INNER) – SALARY PKG UP TO \$80K + (OTE)**

Group travel is the flavour of the month at AA Appointments and we currently have numerous roles for you to choose from. These well known travel companies will see you booking travel for wedding groups, school groups and corporate travel groups. You will be offered Monday – Friday hours and will be paid a high base salary. If you have at least 3 years industry experience within the groups sector we can help you land your dream job. Call us today and never look back. There has never been a better time to register.

### **EXCLUSIVE FAMILS ON OFFER**

#### **RETAIL TRAVEL CONSULTANTS**

#### **ADELAIDE - SALARY PACKAGE UP TO \$45K (DOE)**

We have a sensational retail position in Adelaide that will finally see you being rewarded for your experience. This boutique office now requires a superstar consultant to join their growing team of high end leisure consultants. Working an exciting rotating roster you will be rewarded with exclusive famils and a high base salary. If you have at least 3 years international travel consulting experience then this hot new role could be yours. What are you waiting for? This role won't stick around so be quick.

### **YOUR TICKET TO RIDE**

#### **GALILEO TRAVEL TEMPS**

#### **BRISBANE CBD – TOP HOURLY RATE**

The perfect opportunity is for those of you with exceptional Galileo skills. Not only will you be assisting your dedicated team in arranging their clients' travel needs but your daily responsibilities will also include issuing airline tickets and checking airfare rules. To be successful you will need to have strong Galileo skills, understand fare rules and at least 12 months travel industry experience. In return you will be paid a top hourly wage and work in a well established company. Have you got the golden ticket, APPLY NOW!!!

### **HAPPY LITTLE VEGEMITE**

#### **DOMESTIC WHOLESALE CONSULTANT**

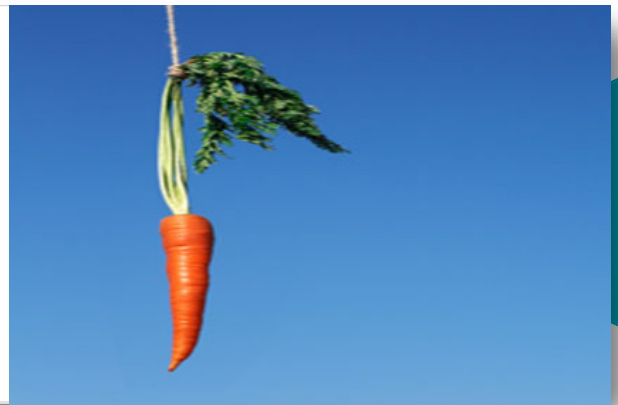
#### **BRISBANE CBD - \$45K - \$50K OTE**

This bonza opportunity will put a rose in every cheek. You will be assisting your retail partners in selling Australia and New Zealand destinations. No two days will be the same in the fast paced environment, not only will you be selling these destinations but you will get to experience them first hand with famils. To be considered for this role you must have excellent attention to detail and a minimum 12 months experience in the travel industry or reservations experience. Let's toast to a new job, call us NOW!!!



## Who is interviewing Whom?

[Read the latest inPlace blog](#)



Sandra Chiles

### Specialist Senior Wholesale Cons. - Syd

- ▶ Monday to Friday, No Weekends!
- ▶ Scandinavian & Russian specialist
- ▶ North shore location

Tired of the same old reservations? This is a great opportunity to work for a well-established Travel Wholesaler who specialises in creating FIT itineraries for an exciting and unique area of the world.

This is a varied position, unlike most other reservations roles. Working with a supportive & knowledgeable team you will be tailor making holiday itineraries throughout Scandinavia, Russia and adjacent regions of the world. You will be dealing with travel agents and the direct public and always looking for ways to develop and maintain these relationships, as customer service is paramount in this specialist agency.

Minimum of 2 years experience is essential in either a wholesale or retail travel environment as well as personal travel experience to some of the above regions. Superior CRS skills in Sabre is an advantage but other systems considered.

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

### Private Groups Cons 18 mth contract - Syd

- ▶ 18 months contract role - immediate start
- ▶ Unique programs not found at other wholesalers
- ▶ Salary from \$45K + super

Join this specialist religious group touring company & book tours through Italy, Germany & Israel. This position will evolve over time to also include special projects.

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

### Travel Accounting Software Helpdesk- Syd

- ▶ 2 positions based in Sydney CBD
- ▶ Monday to Friday ONLY!
- ▶ Put your natural problem solving abilities to good use

If you are an experienced travel consultant, strong on your GDS & Tramada, SAM or Crosscheck - this role offers variety where no two days will be the same!

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

### Specialist Cruise Consultant - Sydney

- ▶ Multi award winning agency - inner west location
- ▶ Monday to Friday only
- ▶ Excellent salary - depending on experience

Is it the passion for cruising that gets you out of bed everyday? If you have experience selling cruising in a retail environment, then join this team of cruise professionals.

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

### Travel Consulting TEMPS needed! - Sydney

- ▶ Multiple Sydney based temporary roles
- ▶ Corporate and Retail positions
- ▶ Excellent hourly rates with immediate starts

Many assignments on offer, from 3 days up to 6 mths. Travel system experience is essential to hit the ground running. Strong fares and ticketing also highly regarded.

Call Ben or [email](#) for more details

### Multi-skilled Corporate Travel Consultants

- ▶ Multiple roles based in SYD, MEL & Brisbane
- ▶ International, Domestic & VIP bookings
- ▶ Salary from \$50K + super

Are you seeking a new role in Corporate Travel consulting? Due to a boom in business, this multi-national corporate agency needs experienced consultants Australia wide.

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