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Travel Daily
First with the news

Wednesday 12th March 2014

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Tigerair commissionable

AUSTRALIAN travel agents will earn commission on sales made with Tigerair Singapore through a breakthrough new GSA deal with local firm Airline Rep Services.

Tigerair Singapore began flying to Perth - the low-cost carrier's only Australian hub - in 2007 and operates daily services to WA.

In peak season, TR boosts its frequencies to 14 weekly.

But after six years of operation to Perth, Tigerair Singapore admits the need for travel agency distribution is necessary for greater penetration, TR's head of marketing Janis Tse told **TD**.

Announced to the trade in Perth yesterday, Airline Rep Services will begin offering a minimum of 5% commission to agents booking Tigerair Singapore flights through Travelport.

In addition, agents booking Tigerair Singapore (TR) services through its online platform will get a GDS non-segment rebate.

Travel agency groups will also be incentivised to encourage sales with TR, md of Airline Rep Services' parent firm CVFR Travel Group Ram Chhabra said.

The agreement between TR and CVFR's airline division is aimed at encouraging more agent bookings with the carrier.

Chhabra said the deal addressed one of the main "issues" agents have in selling Tigerair Singapore.

"There is no reason now why the agent won't want to sell this particular low-cost carrier as you will get your GDS benefits and you will get a commission as well," Chhabra said.

"It's a great acknowledgement by Tigerair... they understand to be successful in the Australian market they need to work with travel agents."

Australia is the launch overseas market for the new arrangement with Travelport.

Tse revealed talks are already underway to arrange for other GDSs to load Tigerair services.

See **page five** for coverage.

Nine pages of news

Travel Daily today has nine pages of news and photos, plus full pages from: **(click)**:

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QF adds regional Thailand

THE new codeshare agreement between Qantas and Bangkok Airways (TD breaking news) is "great news for our customers travelling to resort destinations in Thailand," according to QF International ceo Simon Hickey.

The pact kicks off at the end of the month, and will allow Qantas passengers to book on Bangkok Airways services from Singapore and Bangkok to Ko Samui, Chiang Mai, Chiang Rai, Krabi and Phuket. Hickey said Bangkok Airways

and Qantas were also working towards a reciprocal agreement to place the PG code on Qantas international flights from Bangkok and Singapore to Australia, as well as on domestic QF routes.

He said the deal was another step forward on the Qantas strategy to offer "the best options for customers travelling between Australia and Asia".

Bangkok Airways codeshares with a number of other airlines including Etihad, Japan Airlines, Malaysia Airlines, British Airways, Qatar Airways, KLM, Air France, Finnair and Air Berlin.

QF also offers codeshare options to Phuket with Jetstar Asia.

Jelly Bean Ball tix

BOOKINGS have opened for this year's Danii Meads-Barlow Jelly Bean Ball, which is taking place at the Sydney Sofitel Wentworth Hotel on 14 Jun.

An initiative of leading Sydney travel agency DBT Corporate, it's the third year that the diabetes fundraiser has taken place, with tables of ten available for \$1999.

The event will feature a charity auction, with strong support from the travel industry and opportunities for sponsorship still available - enquiries and bookings to stacie@danii.org.au.

Starwood purchase

STARWOOD Capital Group has announced the acquisition of UK hotel and conference centre operator De Vere Venues.

The US\$385m deal includes 23 owned and leased hotels comprising 2433 rooms, 374 meeting rooms and more than 400,000 square feet of meeting space, mostly located in Greater London.



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Info overload deters resellers

LESS than half of all products on offer from inbound tour operators are loaded into reservation systems each year, significantly inhibiting "quality revenue opportunities that can come from tour operator and travel agent sales," new research by rate contracting intermediary TourConnect shows.

The study of wholesalers found the sheer enormity of the annual contracting & rate loading period was pure "information overload", with the average having 3.2 employees taking 6.2 months just to load core products and rates.

Contractors work with 1,708 suppliers on average, which accounts for more than 5,000 locations & over 10,000 products, the research revealed.

Variations in seasons, blackout dates, special event rates and rates by geographical market, each presented in individual

formats only added to the task.

As a result, 54% of products available from a supplier are never loaded, the study noted.

Three-quarters of contractors said they would load & sell more products if they were easier to receive from suppliers and load.

"Just looking over a single rate sheet and understanding what you're looking at takes a significant amount of time," TourConnect founder Mike Hermann said.

"This represents a significant cost, not only to contractors, but to the suppliers that pay system load fees and commissions".

Naturally, products often booked and brochures are always loaded, followed by those specifically requested by customers.

Suppliers using the Australian-developed TourConnect system include Wyndham Hotels, Four Seasons and Topdeck.

EY expands ex Serbia

ETIHAD Airways is set to boost its codeshare arrangement with Air Serbia, with a phased expansion initially adding the EY code to Air Serbia flights from Belgrade to Amsterdam, Athens, Budapest, Copenhagen, Kiev, London Heathrow, Sofia, Thessaloniki and Warsaw.

According to *AirlineRoute.net* the number of Air Serbia routes carrying the EY code will expand to 23 by Jun this year.

Italian CLIA addition

THE Cruise Lines International Association has announced the establishment of a new operation in Italy, with a national office to be headquartered in Rome.

CLIA Italy will be the 14th association operating under CLIA's new global structure, and joins CLIA European offices in UK/Ireland, Germany, France, Spain, Belgium/Luxembourg and the Netherlands.



Window Seat

THIS is why you should always count your passengers.

A woman in a tour group in Iceland who went "missing" ended up joining a search party looking for herself.

The coach travelling to the scenic Eldgja Canyon made a pit stop, and the woman went to the bathroom to freshen up and change her clothes.

When she returned, apparently her fellow tourists "didn't recognise her," and raised the alarm about a missing passenger.

The coast guard was alerted and the tour group joined emergency services in a search.

At about 3am someone finally realised the missing woman was actually in the search party, but wearing different clothes, and the search was called off.

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Voyages welcomes JQ

VOYAGES Indigenous Tourism Australia says it is thrilled that Jetstar will operate flights direct from Melbourne to Ayers Rock from Jun (**TD** yesterday), saying that the Voyages move to trial a direct Alliance Airlines charter service from Melbourne (**TD** 23 Jan) had also helped to establish demand in that market.

"It is great to see Jetstar now responding to this growing demand by significantly increasing its services to the destination," Voyages acting ceo Andrew Williams commented.

Voyages has launched a sale to celebrate the launch of the new Jetstar flights, starting at just \$199 per person twin share for two nights including breakfast.

The deal is on sale from now until 17 Mar, for travel from 01 Jul 14-31 Mar 2015 with a high season rate of \$238ppts applying from 01 Jul-31 Oct 2014.

For more information or to book see ayersrockresort.com.au/sale.

Stokehouse aboutface

SYDNEY Opera House has cut its business tie-up with Frank van Haandel which was to see the Stokehouse brand open at the former site of Guillaume at Bennelong in May this year.

SOH chief Louise Heron said other options were now being explored to occupy the space.

Running Man in Aus

TOURISM Australia has teamed with Seoul Broadcasting System, Tourism Victoria and Tourism & Events Queensland in filming two episodes of Korean reality-comedy *Running Man* locally.

The initiative will provide exposure to tourism destinations & attractions such as Tangalooma Resort, Palm Beach & Currumbin Wildlife Sanctuary to audiences in Korea, China, Singapore, Japan, Hong Kong, Indonesia, Malaysia and further afield.

Melbourne's iconic laneways will set the backdrop for the second Australian episode.



THIS delegation from Traders Hotels is currently undertaking the mid-market hotel brand's first ever sales mission to Australia.

Managed by Shangri-La Hotels & Resorts, Traders Hotels aim to cater to "today's savvy and passionate traveller with brilliant simplicity and warm sincerity".

Traders Hotels are located in major business centres in Asia and the Middle East, with Australia's first Traders debuting in Brisbane last year (**TD** 27 Jun).

Eight properties are participating in the mission visiting Sydney and Melbourne, including Traders Singapore, Kuala Lumpur, Manila, Beijing, Dubai, Qaryat Al Beri Abu Dhabi and the new Traders Hotel Orchard Gateway Singapore which opens in Aug this year.

They're all featured in the pic above along with Shangri-La Hotels director of sales and marketing, Jenny Williams and her regional sales office team.

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PHG Himalaya options

THE Preferred Hotel Group has added two Himalayas Hotel & Communities properties into its portfolio - the Himalayas Qingdao Hotel (marketed under the Preferred Hotels & Resorts brand) and Himalayas Nantong Hotel (Preferred Boutique).

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Wednesday 12th Mar 2014

Airline Rep recruits

CVFR Travel Group has appointed Katie Lancaster to the newly appointed position of national sales manager for GSA Airline Rep Services.

Lancaster (who is pictured right) will be dedicated to Airline Rep Services' new Tigerair Singapore account, soon based in Perth.

Her previous experience includes various corporate roles in sales.

DestinationQ date

THE date and venue for the third annual DestinationQ Forum for Queensland's tourism industry have now been confirmed.

To be held on the Sunshine Coast (TD 10 Feb), Qld Tourism & Major Events Minister Jann Stuckey today revealed the event will be held jointly at Sheraton Noosa Resort & Spa and the Outrigger Little Hastings Street Resort & Spa on 16-17 Sep.

New BW sales mgr

BEST Western Australasia has recruited Tim Wallis to the role of sales manager NSW/ACT.

His previous experience includes an operational role at an Aussie-owned retreat in Sri Lanka and a position at Hoyts Entertainment.

After Hours Corporate Travel Consultant Weekend and Evening Work

We have a new position available for an experienced travel consultant who has thorough knowledge in fares and ticketing. This is a great role which services all enquiries out of business hours. It has great flexibility and is based on a rotational roster. Great for an experienced corporate travel consultant looking to return to work. Must have corporate travel consulting experience to apply.

Afterhours Corporate Consultant Role:

You will make new bookings and service existing bookings. A high level of customer service. Be a problem solver, for last minute issues that arise. Ability to work well under pressure, and a high level of accuracy and attention to detail.

Most importantly you need to have thorough knowledge of at least 1 GDS and be proficient in self ticketing.



To apply for this corporate travel position please email your resume to mena.clark@24x7solutions.com.au

Tigerair Singapore GDS push



TIGERAIR Singapore says it is continuing to explore other new distribution channels in Australia to "work better for us" in terms of creating brand awareness and generating higher sales.

According to head of marketing Janis Tse, the no-frills carrier "can't just rely on direct sales channels anymore" due to competition.

Tse admitted Tigerair Singapore's "direct push has not been easy".

"It has been difficult for us to promote locally so we needed a partner here," Tse said, referring to its GSA representation through Airline Rep Services (TD 18 Feb).

Speaking with TD at a function in Perth yesterday, Tse said the pact with Traveport would help tap into the agent dominated Australian retail travel sector.

Traveport general manager Pacific Alex Fitzpatrick said an increasing number of budget carriers were entering the GDS space, with more LCCs developing corporate products and content, and needing further scope.

Approximately 70% of Tigerair Singapore's Australian passenger traffic travels beyond its Changi hub to the carrier's network of 50+ destinations in 14 Asia Pacific

regions, including Indonesia, Thailand, Hong Kong & Malaysia.

Tse confirmed TR has no plan to expand its operation to the Australian eastcoast with its A320 aircraft already at the brink of its five hour flying range to Perth.

Airline Rep Services' md Ram Chhabra told TD it is an uphill battle to encourage agents on the eastern seaboard to sell Tigerair Singapore, with no codeshare currently available on domestic sister-carrier Tigerair Australia.

However clients could be sold on TR's alliance partner Scoot out of Sydney or the Gold Coast.

While Airline Rep Services will offer commission on TR flights sold (see page 1), Tse told TD ancillary charges, such as baggage allowances, meals, seat type, etc would not be commissionable.

Pictured at the event from left are Ram Chhabra, group md CVFR Travel Grp; Nidhi Menroy, director CVFR Travel Group; Katie Lancaster, Airline Rep Services' Tigerair Singapore national sales manager; Janis Tse, head of marketing; Tigerair Singapore; Alex Fitzpatrick, gm Pacific, Traveport and Gary Harford, director of sales Traveport.

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Activity in Africa dusk to dawn



SEEMINGLY endless arrays of activities greeted this group of retail travel agents and partners during a recent famil to Africa.

The group was hosted on the trip by The Africa Safari Co, seeing for themselves the amazing range of adventures and sightseeing options available in the continent.

Numerous visits to National Parks including Mudumu & Chobe were enjoyed, with the parks seen on land, from the air and along the waterways.

The group enjoyed a flight over

the Okavango Delta, explored the Caprivi Strip, the Kwando River & visited local villages, including a trip to the resident witch doctor.

Plenty of game drives & wildlife viewing was also on the menu for the group, with the trip coming to an end at Victoria Falls.

All in all, the group canvassed the many highlights of Botswana, Namibia & Zimbabwe during their immersive journey.

Vincent eyes Mudgee

PRIVATE regional carrier Vincent Aviation has been granted exclusive rights to fly the Sydney to Narrabri route for the next four years by Transport for NSW.

Council consultations have also been completed for the carrier to fly the Sydney to Mudgee route.

LH booking enhanced

LUFTHANSA has redesigned its online booking tool, rolling out features including new fare icons, seat upgrades and the ability to share flight plans on social media.

NTV rail on Hahn Air

E-TICKETING platform Hahn Air has signed a deal with Nuovo Trasporto Viaggiatori (NTV) which will see the Italian rail operator available through Global Distribution Systems.

NTV operates high-speed rail services to Bologna, Milan, Rome, Naples & Venice, and will now appear alongside airlines with the '5W' (speed-alliance) code between select cities.

Epic Pass 14/15 on sale

VAIL Resorts has opened sales for its 2014/15 Epic Pass, valid at 11 ski resorts in North America and Niseko, Japan (**TD** 27 Feb).

Available throughout the entire winter season, the Epic Pass is priced at US\$729 per adult and US\$379 per child (ages 5 to 12), covering its cost in five days of skiing or riding on the slopes.

It can be used at Vail, Beaver Creek, Breckenridge, Keystone & Arapahoe Basin in Colorado; Canyons in Park City, Utah; Heavenly, Northstar & Kirkwood at Lake Tahoe, California; Afton Alps in Minnesota and Mt Brighton in Michigan.

The guaranteed lowest price for the Epic Pass can be secured by paying US\$49 by 13 Apr.

See www.epicpass.com.

Ryanair on GDS

IRISH low-cost carrier Ryanair has signed a "landmark" GDS distribution deal with Travelport, enabling Galileo and Worldspan-connected agents access to the carrier's fares, ancillary products & services, effective 19 Mar.

It follows the launch last year of the Travelport Merchandising Platform which allows LCCs to provide content via an API (application programming interface) connection.

Air Canada LHR fare

AIR Canada is offering return fares to London priced from a low \$1,200 ex Sydney or \$1,400 ex Melbourne or Brisbane with two free stopovers in Canada.

The competitive fare is pitched as a "two-nation vacation" for Aussie holidaymakers.

Available for sale until 31 Mar, the promo is valid for departures until 08 Jun and 08 Sep to 10 Dec.

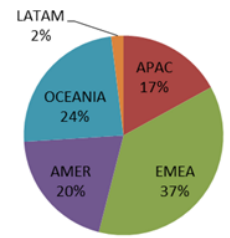
Taxes and surcharges are extra and range from \$1,328 to \$1,355.

HOT DESTINATIONS



THE TAAP TOP TEN Brought to you by Expedia

Expedia TAAP Destinations FEB 2014 AU



The records keep breaking as Expedia TAAP recorded another "Best Ever" month in all metrics in February. 591 different destinations were booked by AU Agents through February. The top Expedia TAAP destinations booked last month were Sydney, London, New York, Melbourne, Singapore, Paris, Kowloon, Los Angeles, Rome and Oahu. Venice, Dubai and Las Vegas were just outside the top 10. Europe continued to be the dominant destination region in February with 37% of the destination mix. All major European ports ranked highly last month with Istanbul and Barcelona both entering the top 20 for the first time. USA figures were strong at 20% of the destination mix but expected to grow with the current Expedia TAAP Birthday promotion offering a \$50 Travel Coupon for every \$4K booked to the USA in March. Oceania is holding steady at 24% with Brisbane, Auckland, Perth and Surfers in the top 20 while APAC recorded 17% with Hong Kong, KL and Bali the top destinations.

Some of the out of the way destinations last month included Yellowknife Canada, Gyeongsang Korea, Bendigo Victoria and El Paso Texas.



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SIA Sydney seeks to appoint a highly motivated and skilled Passenger Sales Executive to join the Sydney Sales team on a 12 month temporary basis. The position is responsible for managing relationships with agency accounts and achieving revenue targets.

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- Sound proficiency in all Office PC applications
- The ability to work with minimal supervision
- High standards of professional deportment and personal presentation
- A current drivers license with access to their own vehicle, safe driving record and the ability to obtain security clearance for an ASIC

This is a temporary full-time position with a starting salary from AUD\$54,552 per annum.

Written applications with CV should be forwarded to Scott Darlow, Sales Development Manager via email to Cecily_Woo@singaporeair.com.sg

Applications close Monday, 17 March 2014. Only shortlisted candidates will be contacted for interview.

BLUE Sydney iPads

GUESTS staying at BLUE Sydney, a Taj Hotel, will have access to free web-enabled iPad Air devices in every guest room and in public spaces to “enhance their stay.”

Future bright for Vivid Sydney

YESTERDAY Destination NSW ceo Sandra Chipchase officially launched the 2014 Vivid Sydney festival. This is the sixth year since the festival debuted, and the initiative has been a stunning success particularly in



attracting visitation to the NSW capital during what is traditionally a quiet part of the year.

Last year, more than 800,000 people took part in the event, with 11,000 travel packages sold including more than 7,000 in China alone.

As well as contributing over \$20 million to the NSW economy, Vivid Sydney is a celebration of the state’s creative industries.

Deputy premier Andrew Stoner, who is **pictured** above centre with Chipchase and festival creative director Ignatius Jones, outlined some of the Vivid light

installations which will this year include Sydney Harbour vessels with GPS-controlled lights, a new CBD precinct in Martin Place and the popular Sydney Opera House light show.

Chipchase said that as well as giving visitors a spectacular experience, the huge crowds drawn are great news for retail stores, restaurants and cafes.

The festival officially kicks off with a lighting ceremony on 23 May and then continues through until 09 Jun, with wholesalers expected to offer package deals.

See vivid.com.au for info.

Aus hot for Mauritius

AUSTRALIAN travellers are flocking to the Indian Ocean destination of Mauritius in larger numbers, according to official arrival statistics released recently.

The island saw 18,393 Aussies arrive on its shores last year, an 8.1% year-on-year increase from just over 17,000 recorded in 2012.

Dec proved to be the most popular month for Aussie visitors to Mauritius out of all markets, with a whopping 33.6% increase recorded for the month alone.

To celebrate the strong figures, the Mauritius Tourism Promotion Authority has launched a new Facebook page dedicated to the Australian market - **CLICK HERE**.

Eurostar milestone

HIGH-SPEED UK/Europe rail operator Eurostar has announced it surpassed 10 million passengers carried for the full year in 2013 - a record number of passenger movements.

The operator reported an overall jump in pax numbers for the year of 2% to 10.1m, including an 11% spike in Australian patronage, with sales revenues from Aussie bookings climbing 19.9%.

New SkyMiles levels

MEMBERS of Delta Air Lines’ SkyMiles loyalty program will be able to more easily redeem points for flights following the launch of two new rewards tiers.

The previous three-tiered system saw seats able to be redeemed with 25,000 miles, 40,000 miles and the highest level of 60,000, with Delta saying the two new levels at 35,000 and 50,000 will see more reward seats available.

Last month the carrier amended its points earning process from the distance flown to be based on the fare purchased (**TD** 27 Feb).

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.



Discover France on an all inclusive Crewed Canal Barge! Talk to the team at French Travel Connection.

Every day is a different experience - explore local villages, discover vineyards, play petanque, enjoy regional food and wine, bicycle the tow paths, relax in the Jacuzzi or enjoy the scenery from a deck chair. Amazing Special Offers are available on both Cabins and Charter bookings for 2014.

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

gifts@traveldaily.com.au.

In what region would you see Strasbourg’s Gothic Cathedral?



Congratulations to yesterday’s lucky winner, Mark Pearman from Epping Travel.

MGTB moves offices

THE Monaco Govt Tourist Bureau has relocated its Sydney HQ - operated by Tourism Garden - to Suite 14, 38-46 Albany Street, St Leonards, with a new phone number of (02) 8206 9311.

MGTB director Australia and New Zealand Alison Roberts-Brown said Australian travellers are visiting the principality in ever increasing numbers and a variety of exciting, new trade promotions & incentives are planned for 2014.



Reservations/Ticketing Agent - Melbourne Full Time

With the expansion of our Melbourne operations and the advent of our new 787 aircraft, an exciting opportunity in Reservations & Ticketing has become available at our Melbourne Office.

Joining a hardworking but fun team, you will ensure that Royal Brunei Airlines delivers exceptional customer service to passengers and you will work towards building strategic relationships with agents.

Successful applicants will require: 2 years’ experience in a similar role. Working knowledge of Fares & Ticketing 1&2. Demonstrated Amadeus knowledge/skills. Professional phone manner, excellent verbal and written communication skills. Healthy attitude to work and a team player.

Please submit applications including all relevant information via email to bneelizabeta@rba.com.bn. Applications close 21 March 2014. For further details, please phone 0403-558816. Only shortlisted applicants will be contacted.



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To apply visit: Applynow.net.au/jobF162853

Anywhere joins Virtuoso



SYDNEY-BASED travel agency Anywhere Travel has joined the Virtuoso network of luxury travel advisors, with the group's recently appointed regional head Michael Londregan (**TD** 23 Jan) helping officiate at a celebratory event earlier this month.

Virtuoso now has more than 30 partner agencies in Australia and New Zealand, who collectively operate around 55 offices across the region.

Pictured above from left are Julie Denovan, Virtuoso; Rebecca Mills, Steven Thompson and Barbar Whitten, Anywhere Travel; Michael Londregan, Virtuoso; and Joan Johnson, Anywhere Travel.

EK pre-game merch

EMIRATES is offering a 20% discount to AFL fans at its official merchandise store on Collins St in Melbourne this Fri ahead of the first game by the EK-sponsored Collingwood Football Club.

Deals apply to both Emirates and Collingwood merchandise.

MEANWHILE, the carrier has touched down in Boston on the first of its new daily scheduled services to its eighth US gateway.

Driveaway deals

DRIVEAWAY Holidays has extended its special offer of up to nine free days and 50% off return & delivery fees on Peugeot leases of 21 days or more until 31 Mar.

The offer applies to four models, with seven days free on other vehicles, and a further three days for repeat Open Europe customers booked in the last seven years.

Driveaway's current specials on Europcar, Hertz and Dollar car rental have also been extended for bookings through to 31 Mar.

Hotel mattress menu

FOUR Seasons Hotels & Resorts is rolling out a mattress menu for guests to be able to adjust the firmness of their hotel beds.

The new feature is the result of a customer survey carried out by the brand which found most hotel guests preferred a medium level of firmness in their mattresses.

Properties in the Los Angeles area now offer three mattress toppers for guests to select from at the time of check-in, with the program expected to be available at all properties globally by 2016.

Sheraton growth aim

STARWOOD Hotels & Resorts is planning to open 35 hotels under its forefront Sheraton brand this year, nearly half of which are expected to be in China.

The year will also see the brand enter new markets in Samoa as well as the central Asian markets of Tajikistan and Kazakhstan and the return of a Sheraton in Iraq.

Sheraton Hotels global brand leader Hoyt Harper said the Asia-Pacific region continued to be the largest room pipeline growth for the brand.

Val Thorens on sale

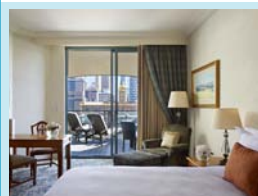
CLUB Med has released a special package of its brand new Val Thorens French ski resort, slated to open in Dec this year.

A seven-night package at the 4-Trident resort starts at \$2,255 per adult and \$1,755 per child, for sales made before 26 Jun.



Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Expansive views over Melbourne city skyline are now available following the opening of six new Grand Balcony rooms at the **Langham Melbourne**. Each boasts a 19sqm private balcony casting a view over Flinders St Station and the Yarra River, with guests able to relax on sun lounges or sit at the outdoor furniture.

Rooms are located on the 10th floor of the property, with guests also able to enjoy access to the hotel pool deck, jacuzzis, sauna and gymnasium.



Eighteen brand new luxurious pool villas have been launched at the **Bandara Samui Resort** on the Thai island of Koh Samui. Each villa offers a 104sqm sized haven featuring a king bed and allowing for a light-filled interior with a king bed and 6.5m x 3m private pool. The villas are located in a separate section of the resort allowing for total privacy. Guests can also enjoy private poolside sun deck, private garden and oversized bathroom with shower and bath.



Already one of the largest resorts in Waikiki, the **Hilton Hawaiian Village** has completed a multi-million dollar transformation which sees, among other things, a new lobby and arrival experience and restaurant upgrades. Guests enter the property and are welcomed with a more relaxed lounge-style reception boasting views over Waikiki Beach. The Village's Bali Steak & Seafood Lounge has been redesigned with new fabrics, colours & wood carvings.



Business Development Leader - Adelaide

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Flighties taken to Mars & back



DELAWARE North Australia Parks & Resorts last week treated this group of 18 incentive winners from Flight Centre and Infinity Holidays to the VIP experience at Bruno Mars' Melbourne concert. Tickets were awarded to the highest sellers of room nights at Heron Island and Lizard Island

between 20 Jan and 24 Feb. Flights to MEL, all transfers and overnight accommodation at The Cullen were provided, with the group eyeing down on the stage from the Delaware North private "Superbox" at Rod Laver Arena. The group are **pictured** ready for the "Moonshine Jungle Tour".

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 by Wednesday 12th March 2014.



ATEC welcome EMDG

AUSTRALIAN Tourism Export Council managing director Peter Shelley has praised the Federal Govt for fulfilling a pre-election vow through last week's investment in the Export Market Development Grants program (**TD Fri**).

Shelley said the \$50m injection would greatly help small and medium sized tourism businesses to reach their full potential.

"ATEC strongly advocated for a re-focus of the EMDG grants including an increase to the assistance pool which will greatly help operators who are looking to connect directly with trade in our key overseas markets," he added.

Travel Daily
First with the news
Wednesday 12th Mar 2014

KA launching to Bali

CATHAY Pacific regional offshoot carrier Dragonair will launch a twice-weekly service to Bali from 27 Apr - its first port in Indonesia - the carrier announced.

JAL/S7 up codeshare

JAPAN Airlines and S7 Airlines have expanded their codeshare pact to include 12 new domestic hubs in Russia, effective 19 Mar.

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.8: What is the name of the lake in Queenstown?

Email your answers to: 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.

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We have a fantastic opportunity for an experienced sales consultant who is curious & driven to learn more about the many destinations to travel around the world. Working for this leading wholesaler, you will be using your sales skills to assist agents wanting to book a range of services from flights, to accommodation & tours to a variety of destinations around the world!! No one call will be same. You will be offered amazing product development opportunities & sensational famils to equip you for this fantastic position.

**DO YOU HAVE A PASSION FOR SKIING?
SKI SPECIALIST**

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

Are you passionate about skiing? This is your chance to be a specialist working for a well established ski wholesaler in Melbourne. The requirements for this position are simple, you must have 12 months travel consulting experience and posses a true passion for skiing with good destination knowledge of varied ski destinations. Working in this close knit team, you will enjoy coming into work each day and putting your best ski's on to let you imagination run wild booking a range of skiing travel packages! Find out more..

**WHAT'S NOT TO LOVE ABOUT AFRICA?
SPECIALIST RESERVATIONS ROLE**

MEL (INNER) - SALARY PACKAGE UP TO \$55K (DOE)

There has never been a better time to move to this specialist wholesaler and sell Africa to your loyal agents! Using your first hand travel experience of Africa, you will be creating 5 star travel itineraries throughout the continent. This role will see you working Monday – Friday hours only and will see you working in a social and fun team environment while servicing the discerning traveller. Set your selling skills on fire booking safaris, desert adventures and confirming lodges throughout this great land! Contact AA today to apply!

**PURE PART TIME HEAVEN
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This role is perfect for those of you who are looking for part time work. Joining one of Gold Coast's most established travel agencies, no two days will be the same as you will be booking all travel aspects for your clients. In return you will be offered a supportive and busy work environment, potential to earn huge \$\$\$ and the flexibility you are craving. You will be required to work Saturdays on rotation and have a minimum 2 years industry experience. Take a leap of faith and apply now!!!

**GET THOSE WEEKENDS BACK
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BRISBANE CBD - UP TO \$55K PKG**

This is it, your answer to career progression. Your role will involve you booking all your clients travel requirements from ticketing complex fares, business class flights, issuing travel insurance and more. By joining this prestigious company the benefits are endless from Mon-Fri hours working in Brisbane CBD, getting those weekends back to escaping those unachievable sales targets. A minimum of 3yrs international travel consulting experience is essential plus GDS skills Your chance to get your foot in the door, apply today!!!



Working in partnership with the Australian Travel Industry

Luxury Senior Travel Consultant

Gold Coast – Package \$DOE – Ref: 9491PS1

Use your extensive worldwide destination and luxury product knowledge to walk your way into your role at this well renowned independent travel agency based centrally on the Gold Coast. If you have a passion for cruise, previous groups experience with solid GDS skills bookings complex RTW tailor-made itineraries then this could be your next move! Candidates who have worked successfully to sales targets and are available to commence immediately will be viewed with as priority!!

For more information please call Peta on (02) 9113 7272 or click [APPLY](#) now.

Customer Support Travel Team Leader

Sydney – \$DOE + bonus – Ref: 1991SJ1

Do you have experience in travel customer service, airfares and ticketing and content management? I have a unique leadership opportunity with a leading travel company based in Sydney. I am looking for a strong leader with a varied travel background to manage a strong team in various travel support areas. An attractive salary package with bonus & incentives is on offer to the successful candidate. Interviewing ASAP so apply now and don't let this opportunity pass you by.

For further information please call Sarah on (02) 9113 7272 or click [APPLY](#) now

Retail Travel Consultant

Melbourne – \$40K – \$45K + comm – Ref: 1020KF1

Are you a fantastic travel consultant who is driven and wanting to become part of a dedicated team?! This boutique travel agency are looking for their next superstar travel consultant! If you love sales and customer service and have travelled internationally then read on! You can expect to be dealing with dynamic packaging, fully inclusive tours and tailor-made itineraries. You will need to be highly motivated and committed to be successful in this position.

For more information please call Kate on (02) 9113 7272 or click [APPLY](#) now.

Travel Consultant

Bunbury – \$DOE + Comm – Ref: 1046LBA

Want to work for a successful travel agency and become an invaluable key part of a team of travel consultants?! If you have at least 2 years solid all-round leisure travel experience and want to bring this to an established, well-respected travel agency then this leisure role is for you! Based south of Perth in Bunbury, this agency is offering a loyal repeat clientele base with less walk-ins, along with a competitive base salary plus superannuation and commission.

For more information please call Lauren on (02) 9113 7272 or click [APPLY](#) now.

Travel Consultant

Gold Coast – \$Competitive – Ref: 1011PS1

Are you an experience Travel Consultant who is looking for a better work life balance? Do you have solid worldwide product knowledge and experience selling luxury travel products? This well known brand is expanding and looking for you to join their team based on the Northern Gold Coast. Working to sales targets you will be rewarded with a competitive base salary plus uncapped commission and excellent working hours of 9am – 5pm, Mon to Fri with one Saturday every other weekend!

For more information please call Peta on (02) 9113 7272 or click [APPLY](#) now.

Marketing Executive - Media & Advertising

Sydney – Circa \$52K Ref: 1045LB1

I have the amazing opportunity for an experienced Marketing Executive to join a renowned VIP Tours Company within their dynamic Sydney Marketing Team, with the responsibility of media buying and trade marketing. I seek a creative thinker who is keen to bring ideas to the table! You will need prior experience in media buying and budget controls, working to deadlines and excellent communication skills. Be rewarded with a positive work place where your ideas will be listened to!

For further information please call Lynsey on (02) 9113 7272 or click [APPLY](#) now.

Cruise Travel Specialist

Melbourne – Attractive Package – Ref: 0952KF1

Calling all cruise reservation specialists! If you have cruise product knowledge, reservations experience, customer service skills & ability to work to sales targets, this is the role for you! This fantastic global company are looking for new consultants to join their great team. As a cruise consultant, you will be responsible for selling a wide array of cruise products to various worldwide destinations. If you are hungry for sales and driven then you will reap the rewards!

For more information please call Kate on (02) 9113 7272 or click [APPLY](#) now.

Experienced Team Leader

Adelaide - \$DOE – Ref: 1012LBA

Are you an already experienced team leader or very senior travel consultant eager to take the next step? Waiting for that right opportunity to move into an exciting management role that was made for you? This role would involve mentoring and motivating a team of approximately 20 consultants, and knowing Sabre like the back of your hand. A fantastic salary package is on offer for the right candidate, who is ready and eager to become a part of this funky company!

For more information please call Lauren on (02) 9113 7272 or click [APPLY](#) now.



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