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Travel Daily

First with the news

Friday 2nd May 2014

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VR Hotels Aus debut

NEW Zealand-based hotel group VR Hotels is set to make its debut in the Australian market, with the 87-room Wirrina Resort in South Australia soon to relaunch.

Wirrina Resort is located approx 70 minutes from Adelaide on the Fleurieu Peninsula, near to the state's McLaren Vale wine region.

VR Hotels, who operate 18 properties in the US, is spending \$1.5m on renovating 50 rooms at present and is also set to add a Kids Club and Beauty Spa.

Existing facilities include a pool, spa, tennis courts, gym and a conference centre with capacity for 500 guests theatre-style.

HWT flagship stores shut

HELLOWORLD this morning confirmed that it has closed its "store-in-store" operations inside the Australia Post offices in the Brisbane and Melbourne CBDs.

The closure was flagged in a Travel Compensation Fund update, which said that the Stella Travel Services Pty Ltd-owned businesses were being voluntarily withdrawn from the TCF.

The "travel superstore" initiative in partnership with Australia Post debuted in the Qld capital two and a half years ago (TD 29 Nov 2011), with former HWT md David Rivers at the time flagging a

roll-out to other locations.

A second company-owned Harvey World Travel store opened some months later in the Australia Post headquarters at 111 Bourke Street in the central Melbourne CBD (TD 26 Mar 2012).

The move was part of a push into travel services by Australia Post which also included a foreign exchange pact with American Express, travel insurance sales and international SIM cards.

Australia Post has continued its focus on travel, with the organisation currently heavily promoting its offerings via national television campaigns.

But these won't include the 'store-in-store' concept, with Helloworld issuing a statement saying that "after thoroughly testing the performance of the in-store concept, Australia Post and Harvey World Travel have agreed to conclude this trial."

The HWT Queen Street Brisbane outlet closed on 17 Apr, while HWT Bourke Street ceased operations on 30 Apr.

Helloworld said it was continuing to work with Australia Post "to investigate alternative opportunities to collaborate on travel related initiatives".

G Adv Arctic bargains

DISCOUNTS of 15% are on offer across a range of G Adventures Arctic trips aboard *MS Expedition* departing between 29 May - 31 Aug 2015, if booked by 30 Jun.

To avail the offer, use the promo code 'G14ARCTIC15EBB.'

For more specials, see **page six**.

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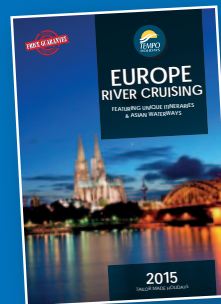
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Today's issue of TD

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JQ PER terminal rejig

JETSTAR has begun advising passengers of impending changes at Perth Airport which will see the low-cost carrier's domestic flights move from Terminal 4 to the nearby Terminal 3.

The relocation to T3 - the same hub used by Virgin Australia in Perth - takes effect from 03 Jun.

Perth Airport says the two terminals are within walking distance of each other.

JQ's international services will continue to operate from T1.

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Tourism funding slashed?

THE Federal Government's National Commission of Audit has recommended wide-ranging cuts in support for tourism, including halving the funding for Tourism Australia as well as slashing tourism industry grants.

The changes are among a raft of proposals, with the report suggesting abolishing a large number of bodies and programs which assist Australian exporters.

Approximately \$185m in federal funding is directed towards tourism initiatives and management, the report says, with much of the money going to Tourism Australia.

However, other programs now administered by Austrade are also proposed for the chop, including the T-QUAL grants scheme and the Tourism Industry Regional Development Fund (TD 20 Nov) which supports investment in tourism-related accommodation, infrastructure and facilities.

"Nearly two thirds of Tourism Australia's budget is directed to advertising & other promotional activities," the report stated.

"While tourism is one of Australia's main exports, most of the benefits of tourism accrue to the tourism operators," the report says, adding: "There is no clear reason why significant funding should be provided to tourism above other Australian

export industries".

Accordingly, the Commission has proposed the cessation of grant funding for the tourism industry, while TA's funding would be reduced by 50% to focus on international marketing and the body incorporated into a "commercial arm of the Department of Foreign Affairs and Trade".

The ceo of industry lobby group Tourism and Transport Forum, Ken Morrison, described the proposals as "a dumb idea" which would "dramatically impact business, local jobs and investment prospects for Australia.

"The reality is that international visitors spend \$80 million across Australia every single day...it is an industry which supports 900,000 jobs and 280,000 businesses".

Tourism Accommodation Australia has also called on the government to reject the Tourism Australia recommendations, with TAA md Rodger Powell saying "the accommodation sector is driven by marketing, and that's the chief function of Tourism Australia".

New VUSA committee

JANETTE Davie from Pinpoint Travel Group has been elected as the new president of the Visit USA Committee.

The move follows the shake-up at the organisation's annual general meeting earlier this year (TD 25 Feb) at which former president Geoffrey Hutton, who had headed Visit USA for over 20 years, was controversially not re-nominated to the committee.

The new office-bearers also include Tim Swan from Air NZ as Vice President; United Airlines' Chris Petty as Treasurer; and Juliette Myers of the Anaheim Orange County CVB as Secretary.

Other committee members are Peter Douglas of Excite Holidays, Visit California's Tristan Freedman, Ashlee Galea of Hawaii Tourism, Craig Gibbons from LA Tourism, House of Travel's Farid Hacene, Melanie Mayer of Las Vegas CVA, Maria Pantazis from Qantas, Sherilyn Robinson of Destination USA, Meredith Salotto from Nevada Commission on Tourism, Danielle Tuffield of Universal Parks and Resorts, HA's Hugh Twomey, and Paul Yankson of Virgin Australia.

FJ Suva inaugural

FIJI Airways will today operate its first direct flight from Sydney to Suva.

The twice weekly 737 services will improve access to Suva, Pacific Harbour, Beqa and Vatulele.

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TCF ceo flags \$250k exposure

AS MUCH as \$250,000 in consumer claims is expected in relation to Sydney-based Travelaccess, which was non-voluntarily terminated from participation in the Travel Compensation Fund this morning.

The TCF confirmed to **Travel Daily** that it has already started receiving claims connected to Blacktown, Sydney-based Allied-Summa Travel & Tours Pty Ltd which trades as Travelaccess (ABN: 86 002 764 212).

"It's a substantial one," TCF ceo Glen Wells told **TD**.

Travelaccess was founded in 1982 and focused on the travel needs of Filipino Australians in Sydney, formerly operating as Jetset Travel Fairfield.

The company also ran a wholesale operation called Allied Holidays which specialised in golf and sports packages to the Philippines, while its website promotes "cosmetic tourism"

to "Philippines - the Island of Wellness".

Despite the claims and the termination from the TCF, the company appears to be still trading, with its phone number still being answered and queries for flight bookings fulfilled this morning.

A booking engine on the travelaccess.com.au website is also still active and accepting bookings and payments.

No more QF vMPDs

QANTAS has advised that it will no longer accept vMPD as a form of payment on the Ticket Request and Name Correction forms for ticketing via the Qantas Industry Centre and Group Travel

The accepted form of payment for all Qantas ticketing is now EMD-S, however credit card payment will also be an option on the Name Correction form.

TripAdvisor purchase

TRIPADVISOR has announced the acquisition of Massachusetts-based Vacation Home Rentals, a website which offers an inventory of more than 14,000 properties around the world.

The operation will become part of the TripAdvisor Vacation Rentals group which also acquired Spanish vacations website Numba 12 months ago.

North disqualified

JUSTIN North, the celebrity "culinary ambassador" for Accor's Pullman Hotels & Resorts, has been banned from running companies for two years by the Australian Securities and Investments Commission.

The move follows the spectacular collapse of North's restaurant group in 2012 which left creditors \$7m out of pocket.

The upmarket eateries included Becasse, which was located in the Westfield Sydney complex.



Window Seat

AIRLINES rank about the same as the tax man in terms of customer satisfaction, according to a new study released in the US earlier this week.

The American Customer Satisfaction Index travel report scored airlines with an average 69% rating - marginally ahead of the American Internal Revenue Service, reports *USA Today*.

Interestingly, the study also found that satisfaction scores for online travel agents in America increased slightly year-on-year, to 77%.

However "even though travel sites market themselves as one-stop shopping spots for travel, customers prefer booking rooms directly with hotel websites, and flights with airline sites," the report concluded.



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Friday 2nd May 2014

Athena claims procedure

AGENTS with clients affected by the bankruptcy of Classic International Cruises are being invited to submit final claims to liquidators for consideration. Classic International Cruises operated *MV Athena* until late in 2012 when the vessel was impounded in France due to non-payment of bills (**TD** 31 Oct 2012).

Thousands of customers were impacted by the collapse, which at the time was said to amount to around \$4 million.

The Travel Compensation Fund has to date paid out \$3.1 million in claims to 1395 consumers.

In Dec 2012, accountants PKF Lawler were named Joint & Several Voluntary Administrators of Classic International Cruises.

A public notice which featured in **Travel Daily** this week from PKF indicates funds held on trust by the company are intended to be released for persons whose cruises had been booked and paid for the 2012/13 cruise season which were subsequently axed.

"The Liquidators will distribute the funds having regard only to the claims of which the

Liquidators have notice," the notification advises.

Claimants need to inform PKF Lawler in writing, "identifying the basis of their entitlements to the funds and the amount...to which they are entitled."

"All supporting documents should also be provided."

PKF Lawler said it would not be liable to any person whose claim the liquidators has not had notice of at the time of distribution.

Correspondence regarding claims must be submitted by COB Mon 23 Jun either by mail to: PKF Lawler, Level 9, 1 O'Connell St, Sydney NSW 2000 or email to scaruana@pkflawler.com.au.

TCF ceo Glen Wells told **TD** that the fund has already received \$1.5 million from around \$3m that was in the CIC trust account, but a judge has ruled that before final payment is made to the TCF, the administrators must make this final public appeal for any potential outstanding claims.

As well as the **TD** ad for claimants yesterday, PKF Lawler has also advertised in WA consumer newspapers.



The Appointment Group
Global Touring Senior Travel Executive Entertainment

Due to rapid growth, The Appointment Group Global Touring are looking for an experienced Senior Travel Executive for the Melbourne office.

You will ideally have a background in entertainment travel, extensive GDS knowledge (Galileo preferred), have a very strong eye for detail and the ability to work under pressure. Must be a team player with excellent communication skills.

This job is not for the faint hearted and this is no 9-5 position, so hard workers only need apply!

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Jumeirah info sessions a success



AROUND 350 travel agents attended a series of information and product update sessions this week, hosted by Jumeirah Hotels and Resorts.

Six representatives from the luxury hotel management brand's Dubai-based properties travelled to Australia for the shows, which took place in Perth, Melbourne and Sydney.

Jumeirah Hotels & Resorts director of sales Australia & New Zealand Teree George told **Travel Daily** she was thrilled with the turnout from the industry.

The success of the series was celebrated last night with a closing dinner event at the Four

Seasons Hotel eatery The Woods.

George is pictured above centre with her delegation of Jumeirah reps, which comprised of Kathrin Bauer, Jumeirah Emirates Towers Dubai; Alma Alfon, Jumeirah Beach Hotel; Raouf Razuk, Jumeirah Creekside Hotel; Sabrina Ding, Jumeirah Zabeel Saray; Kim Ip, Madinat Jumeirah Dubai and Sinan Bazkurt, Jumeirah Emirates Towers Abu Dhabi.

QF IASC PG request

QANTAS this morning applied to the International Air Services Commission for variations to capacity allocations on Singapore and Thailand routes, to allow Bangkok Airways to codeshare on selected Qantas flights.

It's the reciprocal component of the pact between the carriers (**TD** 12 Mar) which recently saw Qantas add Phonm Penh and Siem Reap in Cambodia as well as Phuket, Chiang Mai, Chiang Rai, Krabi and Koh Samui via Bangkok Airways services departing from Bangkok and Singapore.

APT webinar series

APT will host two webinars later this month on European River Cruising and South America, with agents encouraged to tune in.

Europe River Cruising will be held on 21 May at 11am & South America on 27 May at 11am - see www.aptouring.com.au/webinars for more details and to register.

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PTMs lap up all-inclusive luxury



EIGHT top selling Club Med consultants in the TravelManagers home-based network were recently whisked off to Club Med Bintan in Indonesia as part of a famil hosted by the all-inclusive resort firm & Singapore Airlines.

Prior to arriving, the group first took in a night in Singapore and a reconnection with the impressive metropolis that is the city state.

The exclusive TravelManagers trip allowed the group to sample first-hand the Club Med style on offer at the Bintan facility.

On the first day alone, the group went sailing, stretch out in a yoga lesson, played tennis and went for a leisurely scenic drive around a beautiful golf course.

The group were thoroughly

impressed with the offerings and left in unanimous belief of the appeal in an all-inclusive holiday.

Pictured above enjoying a welcome drink at the Club Med Beach Bar from left are Personal Travel Managers John Lengacher, Brett Ray, Michelle Edmead, Merran Wiggins, Lesley Cavill, Allen Suss with Timmy the Meerkat and Helen Georganas.

Not pictured: Tanya Tyler.

Astoria in Amsterdam

UPSCALE Hilton Worldwide brand Waldorf Astoria has opened its newest property in the Dutch capital of Amsterdam, with the 93-room property housed in a collection of historic 17th century townhouses in the city centre.

Travel Daily

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Tigerair winter menu

INFLIGHT menus on Tigerair Australia flights have been updated with new options to suit the cooler winter months.

Launched yesterday, the new Tiger Bites options include a savoury pastry pack, cinnamon porridge, hot bacon and egg Turkish roll and more.

Orange and apple juices now also come in a larger size serve.

Trusted luggage locks

SUITCASE lock brand Safe Skies has signed an exclusive agreement with Australian Customs and Border Protection Service (ACBPS), recognising its baggage locks as trusted across Australia.

The brand are already approved by the TSA in the United States and Her Majesty's Revenue and Customs of the United Kingdom as secure.

The new pact means travellers can lock their luggage safely even if an inspection is required.

Under the deal, ACBPS officers can, in specific circumstances if an inspection is required, open bags, carry out their check and resecure without breaking a lock.

EY Middle East boost

STRONG demand on routes to Beirut & Amman from Abu Dhabi will see Etihad Airways increase services from the current 18 weekly to triple daily from 02 Jul.

The new frequencies will reduce connection times on services to and from Melbourne and Sydney.

ACTE drops rego fees

REGISTRATION fees for two upcoming conferences for the Association of Corporate Travel Executive members have been abolished, now included as an enhanced membership benefit.

Conferences are set for Hong Kong (06-07 Aug) and Copenhagen (19-21 Oct), with the offer open to new ACTE members, with a €10 booking fee applicable.

"This is not a pricing gimmick but a genuine membership benefit," ACTE executive director Greeley Koch said.

Technology Update

Today's Technology Update is brought to you by Tramada Systems Pty Ltd.

Customer Relationships ensure success....



Customer Relationship Management (CRM) is an integral component of any business

strategy. It is important to recognise that a CRM system is no longer just about managing customer interactions – it is about managing key business processes. The relationships and experiences you have with customers are vital to survival. Tramada clients have told us that this is a key priority for their businesses, now and into the future.

With that in mind Tramada has partnered with Envisage Business Solutions to fully integrate Sage CRM with tramada®.

Envisage has over 15 years of CRM implementation experience in Australia and the solution itself has been implemented by over 12,000 organisations in over 70 countries. Whilst one size doesn't fit all and we offer solutions for clients using other CRM systems this solution will certainly have wide ranging applicability.

With Sage CRM, tramada® clients can now easily manage key processes such as monitoring the sales pipeline and developing targeted marketing groups based on the extensive travel data sourced from their tramada® system. Tramada clients can ultimately leverage the rich customer content and combine it with the travel context to effectively drive not only how their business views, interacts, retains and acquires new customers, but effectively drive growth in their business.

How is your travel ecosystem empowering your business?

For more information about tramada® or our CRM solution - email sales@tramada.com

John Tran, Head of Product Management, Tramada – your technology partner



SINGAPORE AIRLINES



Temporary Marketing Officer Corporate Accounts - Sydney

Singapore Airlines is seeking a Temporary Marketing Officer Corporate Accounts to join the Area Marketing team in Sydney.

The position is temporary full time and is available for a period of 11 months effective immediately.

Reporting to Senior Executive Global Accounts, your duties will include but are not limited to:

- Key administrator and internal support for the Corporate Unit in Australia.
- Key administrator for the regional / global corporate client database.
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- Data mining for new corporate sales leads.

To be successful in this role you will require:

- An understanding of reservations, fares and ticketing
- Strong analytical and numerical skills
- Ability to work under pressure and to meet deadlines
- High level of written and verbal communication skills
- Strong organisational and time management skills
- Well developed Microsoft Office skills

Starting Salary is \$46,586 p.a plus super.

To apply please forward your resume to Dale Woodhouse, Senior Manager Marketing and Alliances Australia, Singapore Airlines either by email to Maria_Bernardo@singaporeair.com.sg or by mail to Locked Bag A3008, Sydney South NSW 1235.

Applications close 09 May 2014.

Singapore Airlines is an Equal Opportunity Employer and all applications will be treated in strict confidence. Only successful applicants will be contacted.

Experience translated

ACTIVITY and day tour retailer Experience Oz has introduced a new international website, with its products and services now on sale translated into Japanese.

The fully-functional platform allows for inbound Japanese travellers to pre-purchase a range of 2000 tours and experiences in Australia and New Zealand.

BA Business sponsor

BRITISH Airways has signed on as the sponsor of the first World Business Forum to be held in Australia, slated for 28-29 May.

More than 2,500 top business executives from around the world will visit Sydney for the event.

Seminars will be conducted by former Facebook chief marketing officer Randi Zuckerberg, Harvard Business School professor Michael Porter and former Australian Prime Minister John Howard.

Koro Sun on market

FIJI'S Koro Sun Resort & Rainforest Spa has been placed on the market for sale, expected to fetch up to AU\$10 million.

CBRE Hotels have been engaged to manage the sale on behalf of the resort's US family owners.

Wotif partners HKT

ONLINE travel agent Wotif.com and the Hong Kong Tourism Board have announced a partnership agreement which will see a new campaign enticing Australian travellers to Hong Kong launched.

A two-week Hong Kong City Spectacular pitch will kick off next week and run through to 18 May, with a particular focus on major events to take place in Hong Kong including the Dragon Boat Racing Carnival from 06-08 Jun.

Wotif.com will promote a range of travel packages inclusive of air and hotels for the campaign.

Friday 2nd May 2014

Travel Daily
First with the news



A CONTINGENT of management from Choice Hotels Australasia will this weekend participate in the Oxfam Trailwalker 48-hour Challenge in an effort to help the charity raise more than \$3 million.

More than 800 teams will try to tackle a 100km cross country course stretching from Wheelers Hill, through the Dandenong Ranges National Park to Wesburn.

Choice Hotels has set the bar even higher, aiming to complete the course in 26 hours, despite having the whole 48 to do so.

"I'm sure there will be a few sore muscles in the days after, but the team and I are relishing the challenge," Choice Hotels ceo

Trent Fraser said.

The team has been in training preparing for the gruelling exercise for the last three months, taking part in long walks to and from the company's Melbourne headquarters, in some cases up to 40kms a week.

Fraser is **pictured** above third from left ready for the event with Anthony Stanley, Matt Taylor and Brett Salter.



Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Pulse-racing Formula 1 motorsport action returns to Singapore in Sep, with race packages now also available at the **Fairmont Singapore** & the iconic **Raffles Singapore**. Stays between 18-21 Sep attract a 10% discount on circuit-facing rooms, now priced from AU\$891 per night if booked by 30 Jun. Three-night min stay required. Email singapore@fairmont.com.

For a WA beach holiday, the **Seashells Hospitality Group** is doubling stays for free. Book a minimum of two nights at any of the group's resorts and pay nothing for the second half of the stay. Bookings are open until 30 Apr & valid for stays from 13 Oct to 31 May 2015. Phone 1800 800 850 to book.

Vietnam's historic **Caravelle Hotel** in Ho Chi Minh City is celebrating its 55th birthday with a 55% discount on rooms for two nights or more. Valid for stays from 07-31 May 2014. Email rsvn@caravellehotel.com to book.

Free return flights to Europe are on offer with **APT** for bookings of its 15-day Magnificent Europe European river cruise from Amsterdam to Budapest, in any suite category. Book by 31 Oct - phone 1300 196 420.

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Rex simulator opens

DEPUTY Prime Minister Warren Truss has officially opened Regional Express' new SAAB 340 Full Flight Simulator at its cadet pilot academy in Wagga Wagga.

The carrier has constructed a purpose-built training facility where the simulator is housed and comes as part of a \$28.5m investment into pilot training.

TSA Pre-Check on int'l

AIR Canada has become the first international airline to adopt the US Transportation Security Administration's Pre-Check speed screening program.

Only US-based airlines featured in the program up to now, with TSA officials saying other foreign airlines are likely to be added.

The program, first introduced in 2011, provides an expedited screening lane for US travellers on whom an extensive background check has been performed.

There are currently 118 express lanes in operation at around 450 commercial airports in the US.

WIN A \$75 GIFT VOUCHER

This week *TD* and **Spain & Portugal Travel Connection** is giving 5 lucky readers the chance to win \$75 gifts.com.au vouchers.



Spain & Portugal Travel Connection offers a wide range of accommodation, small group tours and experiences, cruising the Douro river, car leasing, Paradores of Spain, special interest experiences, attraction passes and much more. They have a team of dedicated destination specialists to offer the best possible advice to plan your dream holiday to Spain & Portugal.

To win, be first to send through the correct answer to the question below to: gifts@traveldaily.com.au.

How many Pousada Hotels are located in Portugal?



Congratulations to yesterday's lucky winner, Tiffany Rudd from Harvey World Travel.

Friday 2nd May 2014

Agents give back to South Africa



INFINITY Holidays recently sent a group of 12 consultants to South Africa to be immersed first hand in the humanitarian work being performed as part of the wholesaler's Infinity Cares drive.

The initiative between the wholesaler is with the support of the One Horizon organisation.

The group spent a few days volunteering at the Orange Farm and Nkosi's Haven community centres, who work on a daily basis to care for people affected by the HIV virus in South Africa.

Another of the organisation's duties is to look after orphaned children, temporarily providing parental style care, supervision

Tune to open at klia2

BUDGET chain Tune Hotels will open a new 400-room property at Malaysia's dedicated low-cost carrier terminal KLIA2, connected to the airport via a link bridge.

CX into T4 at Changi

CATHAY Pacific has announced it will be the first airline to move into the brand new Terminal 4 at Singapore's Changi Airport when it opens in three years time.

The carrier will move from Terminal 1, where it has resided since the airport opened in 1981.

Donetsk a no-go zone

INCREASING hostilities and the unpredictable security situation in the Ukraine has forced DFAT to raise its alert level for the Donetsk region to "Do Not Travel".

Donetsk joins Crimea on the highest alert level, while the official warning level for Ukraine country overall remains at "Reconsider your need to travel".

Styles in The Entrance

ACCOR will develop a new-build property at The Entrance on the NSW Central Coast, managed under its Ibis Styles brand.

Ibis Styles The Entrance will be developed with \$430,000 from the Destination NSW Regional Visitor Economy Fund, will open in Dec and feature 52 guestrooms.

Blue promo extension

SOUTH Africa's popular Blue Train has extended its popular free accom offer for pre or post journey until the end of 2015.

The offer allows travellers to enjoy a free night at one of two luxury hotels in Pretoria or Cape Town prior to the trip, inclusive of breakfast and a station transfer.

WIN A TRIP FOR TWO TO HAWAII

Throughout May, **Travel Daily** is giving readers the chance to win a fabulous holiday to the island Oahu, courtesy of **Hawaii Tourism, Outrigger Reef on the Beach and Hawaiian Airlines.**

The prize includes:

- Two return economy tickets on Hawaiian Airlines between Sydney or Brisbane to Honolulu, Oahu;
- Five night stay at Outrigger Reef on the Beach in Ocean View Room plus breakfast for two;
- Round-trip shared transfers between Honolulu Airport and Outrigger Reef on the Beach.

Every day **Travel Daily** will ask a different Hawaii-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic holiday to Hawaii.

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



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HAWAII TOURISM
OCEANIA

HAWAIIAN
AIRLINES

OUTRIGGER
HOTELS • RESORTS
The Island of Oahu
The Heart of Hawaii

Christchurch icy spell

ANTARCTICA will head north to the New Zealand city of Christchurch later this year as the city is transformed into a ice city for the biennial Antarctic Festival.

NZ IceFest will run during the Sep school holidays, with a range of interactive ice-themed exhibits in a line shipping containers in collaboration with the Canterbury Museum - www.nzicefest.co.nz.

and food.

Infinity's agents enthusiastically dug in and helped out wherever they could or were needed, with duties such as making lunch for an influx of children who frequent the site daily for what may be their only meal of the day.

The group also happily played with the children, making many new friends and lifelong memories to bring back home to Australia.

Through Infinity Holidays and Flight Centre outlets, volunteer travel packages of between 3-7 days with One Horizon can be booked for a chance to holiday while giving to a local community.

The Infinity agents are pictured above mixing with the group at one of the community centres.

Megabus expansion

LOW-COST US bus network Megabus.com has expanded into Florida, with new routes to & from Miami, Tallahassee, Tampa and Orlando now on sale.

Service into the state begins from 15 May, with tickets to or from the new cities priced at \$1 for the first week of travel.

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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Travel Daily CRUISE PHARMACY
WEEKLY DAILY

Travel Daily TV

business events news

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TRAVEL ONLINE - THE WAY FORWARD

CUSTOMER SERVICE CONSULTANT

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

There is little doubt that booking travel services online has become the way of the future. Due to growth, this forward thinking company is now seeking an experienced travel consultant to work behind the scenes assisting direct clients with their after sales queries. Working in a fun and social team you will assist customers with flight changes, schedule changes & special requests. This role with a difference is an exclusive AA Appointments position and will see you earning a salary of \$50K and working a sensational rotating roster.

CORPORATE TRAVEL IS BOOMING?

CORPORATE TRAVEL AGENT

SYDNEY – SALARY PACKAGE UP TO \$70K

This global corporate TMC is looking for an intelligent corporate consultant to join their team. You will have the opportunity to work across a number of blue chip accounts booking all their corporate needs. This company offers amazing perks including access to global travel discounts and ongoing career progression. They also offer excellent training and support. Minimum 2 years corporate travel experience and strong time management skills.

Don't delay – apply today!

TIME TO SAIL INTO A NEW POSITION

CRUISE SPECIALIST

MELBOURNE – SALARY PKG UP TO \$42K + bonuses

Are you passionate about cruising? Are you interested in making a career for yourself as a specialist cruising consultant? We are currently looking for cruise consultants to join this leading travel company. Working with direct clients over email & phone, you will be selling a variety of cruises around the world. Get paid a sensational salary package with the potential to earn some fantastic bonuses, Mon – Fri business hours & access to ongoing training and development. Find out how to apply today....

BOUTIQUE AGENCY DOWN SOUTH?

RETAIL CONSULTANT

SYDNEY – SALARY PACKAGE UP TO \$55K

This amazing boutique retail agency is looking for an energetic, positive personality to join their team. You will be responsible for organising amazing round the world itineraries and packages to the best destinations in the world. This company offers amazing perks including access to global travel discounts and ongoing career progression. If you live down south and want to work close to home this is the job for you. A minimum 2 years travel industry experience with strong time management skills is essential.

SHOW ME THE MONEY!

RESERVATIONS CONSULTANTS

PERTH – SALARY PKG UP TO \$70K (OTE)

If you are the type of person that works hard so that at the end of the day you can put your feet up & reap the rewards of your labour then we have the perfect role for you! This growing wholesale travel team is seeking a passionate and driven consultant to join their team booking a vast array of holiday packages to various destinations around the world. For your efforts you will be rewarded with a great salary package, some fantastic educationals & opportunities to progress your career.

TOP END EXCITEMENT

CORPORATE TRAVEL CONSULTANT

DARWIN – FANTASTIC SALARY PKG

Sick of dealing with your clients face to face? Instead why not move into corporate travel; the more exciting side. Swap those time wasters with business clients who know exactly what they want. Book all their international and domestic travel needs. The best thing about this opportunity is NO WEEKEND work. To succeed you must have previous corporate consulting experience, strong GDS skills and exceptional knowledge of airfare rules. This is a very unique opportunity that won't last long.

LEAD YOUR TEAM TO SUCCESS

CORPORATE TRAVEL SUPERVISOR

MELBOURNE (INNER) – SALARY PKG UP TO \$100K (OTE)

We have a rare opportunity for an experienced Team Leader/Supervisor with corporate travel experience to join this award winning corporate travel company. Responsible for providing leadership & direction to your team of consultants, driving, developing and managing the team to achieve results & service levels. You will receive an excellent salary package with a bonus component to reward you for your efforts. Previous experience in the travel industry at a management level is a must when applying for this role.

AN OPPORTUNITY YOU CAN'T SAY NO TO

SENIOR TRAVEL CONSULTANT

TOWNSVILLE - SALARY PKG DEPENDING EXP

This is a chance to join Townsville's most well-known & highly regarded travel companies. Located in a shopping centre means prime position to all the hustle and bustle of walk in traffic. Work Mon to Fri full time with Saturday on rotation, assisting clients in every aspect of travel. Flights, insurance, tours and more, from America to Zimbabwe you will sell it. Min 2 years travel consulting experience, strong GDS skills & fare rules knowledge a must. This role is interviewing now so apply today!



Working in partnership with the Australian Travel Industry

Travel Recruitment Consultant

Sydney – OTEs of \$82k Ref:1041SJ3

Join one of Australia's leading travel specialist recruitment companies! By utilising your strong travel industry experience and superb sales skills you will enjoy earning a fantastic salary package with an OTE of \$82k. No two days are the same in this diverse role. You will need to be a people person, confident communicator and self motivated. CBD offices with Mon-Fri working hours & a fantastic team environment. Take the next step in your career in a role with the autonomy to run your own desk.

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

Group Travel Consultant

Gold Coast \$Atractive. Ref:1095PS4

Do you consider yourself to be a professional Travel Consultant able to make an excellent first impression both in person and over the telephone? If you have experience working in group leisure travel with strong luxury travel product knowledge teamed with flawless customer service skills then this may be the fresh challenge you have been searching for. Reputable independent recruiting now due to winning new business. If you're in need of a better work life balance; apply now!

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

Business Development Manager – Inbound Travel

Melbourne \$65-75k Ref:1900KF1

Are you a BDM with a sound understanding of b2b Travel Sales? A leading inbound travel company is looking for a Business Development Manager to assist with their ongoing expansions across the Victoria travel market. You will be responsible for sourcing and securing new accounts for this leading company. Building rapport and developing relationships with key clients. You will ideally have a sound knowledge of the VIC inbound opportunities and international connections.

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

Sales Development Manager

Perth \$55K OTE + Super + Benefits Ref:1103LB1

Rare travel sales rep opportunity for this first class touring company! Do you have proven business development experience and an excellent sales record? This leading company are looking for an experienced executive to contribute to their supportive sales and marketing team based in Perth. If you are proactive, able to work well autonomously, and are target driven then I want to hear from you. Fantastic salary package on offer including company car, phone and laptop!

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

Leisure Travel Team Leader

Sydney - \$65-75K + incentives: Ref 1075SJ2

A fantastic opportunity to work within a leading travel provider as their Team Leader. This small team of experienced consultants are looking for a motivated & proactive leader. You will bring your high end consulting experience as well as your strong team mentoring skills. This is a hands on role, you will enjoy the diversity of reservations & leading a friendly & professional team. Be rewarded well with a great salary, plus bonuses, modern office & a central location.

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

Wholesale Travel Consultant

Brisbane CBD \$Uncapped Earnings. Ref:1012PS1

Looking for a new challenge in the travel industry? Do you want to move in to wholesale travel? This exciting global travel company are expanding due to growth. A great opportunity has become available for a target oriented travel consultant to join this wholesale team where the sky is the limit to your earning potential! If you are great at sales with solid worldwide product knowledge and can provide a first-class service to an array of clients then this could be your next move!

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

Boutique Retail Travel Consultant

Melbourne \$Atractive Package Ref:1865KF2

Do you have an established client portfolio and looking for a move within the travel industry? If yes, then this travel consultant position could be the move for you. This high-end boutique travel agency are looking for an experienced senior travel consultant to join their dedicated team in Melbourne. As an experienced travel consultant you can expect to be dealing with unique travel experiences, whilst focusing on a high delivery of customer service at all times.

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

Experienced Travel Consultant

Adelaide \$DOE Ref: 0593LB2

Want to work on building unique and exciting holiday packages? An experienced travel consultant is required to join this busy travel agency located in Adelaide. You must be motivated to want to grow with this expanding company and have a working knowledge of GDS systems. Prior experience hitting sales targets, cruise knowledge and those who are well travelled will be at an advantage. Solid salary package on offer for the right consultant willing to make the move!

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



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