

Julia joined so she can be  
an everyday super hero

Every agent has  
a reason to join

**MTA** mobile  
travel  
agents  
Call 1300 682 000  
Visit [join.mtatravel.com.au](http://join.mtatravel.com.au)



# Travel Daily

First with the news

Tuesday 21st October 2014

Click

2015 Singapore Grand Prix  
earlybirds out now!

CALL 1300 730 023

**KPT**  
KATH PROWSE TRAVEL

## TA marketing move

**TOURISM** Australia yesterday announced the departure of its chief marketing officer Nick Baker after seven years in the role.

He will depart the organisation at the end of Jan after deciding it was "time to look for new challenges".

## Helloworld drops Allianz

**HELLOWORLD** has given its member agents just two weeks to switch their travel insurance sales to Cover-More, after a decision to terminate the group's contract with Allianz Global Assistance.

The move is effective from 31 Oct, after which the agents who sell the Allianz product - including across the Jetset Travelworld Network and by former JTN agents who are now in the helloworld networks - will not longer have access to quote or issue policies.

A Helloworld member update obtained by **Travel Daily** confirms the move, which follows

discussions with Allianz resulting in a "mutual agreement to terminate the contract".

The Preferred Supplier status of Allianz Global Assistance will cease on 01 Nov, with web links and the sales portal for policies to be disabled at that time.

Helloworld has not yet finalised its travel insurance arrangements going forward, but as an interim measure the Cover-More Travel Insurance products currently offered through some parts of the group "will now be eligible for incentive payments across all networks," the company said.

Agents not currently selling Cover-More must now urgently apply for accreditation, while there is also a dedicated number for any queries on (02) 8907 5444.

A number of Helloworld agents have contacted **TD** voicing their frustration at the suddenness of the move and a perceived lack of consultation over the change.

## Rail Plus incentive

**RAIL** Plus may just have Christmas sorted for agents, with the launch of a promotion valid for bookings made 16 Oct-12 Dec.

Prizes up for grabs include a Samsung Smart Curved TV, a Macbook Air and a \$500 gift card - see **page 11** for details.

## Double Dip!

on Qantas Points with  
eligible Qantas Holidays  
UK and Europe  
earlybird packages



Book & deposit before  
31 October 14

Offer available to first 100  
new eligible bookings.

**BONUS**

and receive DOUBLE  
QANTAS POINTS\*



**Holidays**

For more information visit  
[www.qhv.com.au/agents](http://www.qhv.com.au/agents)

### Today's issue of TD

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

- inPlace Recruitment jobs
- South African Tourism
- Rail Plus
- Executive Networking Night

### Sabre Red App of the week:

**SeatGuru**

Quickly find seating,  
amenities, and  
reviews.



Try it now! ▶

**Sabre**  
pacific

## Get the best deals to Asia

Asia Sale is on now!

Find Out More



WORLD'S BEST  
CABIN CREW

**Garuda Indonesia**  
The Airline of Indonesia

A world full of mystery.  
A brochure full of value.

2015 brochures out now



**Wendy Wu Tours**



[wendywutours.com.au](http://wendywutours.com.au)



FREE WITH EVERY BOOKING!\*

FOR EVERY BOOKING YOU DO WITH JC HOLIDAYS RECEIVE A \$50 COLES MYER GIFT VOUCHER

\*Valid for any travel period with a minimum stay of two nights.



\*Valid through 2014

# Travel Daily

First with the news

Tuesday 21st October 2014

**2015 EUROPE EARLYBIRD DEALS**

from **\$1,491** RETURN

Fares are available in Economy and Business Class. Check Fare Grids for Details.

**ADVENTURE WORLD**

**NEW 2015 WORLDWIDE COLLECTION OUT NOW!**

Adventure World's tailor-made 2015 brochure showcases an incredible collection of Hand-picked, curated soft adventures to some of the world's most exotic & unique destinations.

**REQUEST COPY** →

Call **1300 363 055**

## ANTO targets affluent Aussies

**THE** Austrian National Tourist Office has set its sights on high-end travellers, with its second Austria. Destination Summit focusing on promoting luxury product to Australia and the US.

Following the "huge success" of the inaugural summit four years ago - the brainchild of ANTO Australasia head Astrid Mulholland-Licht (**TD** 16 Nov 2010), this year's line up features a more targeted approach to supplier and agent selection.

Only suppliers with top-end product that "fits the bill" have been chosen to take part in the

invitation-only summit, and about half of all the agents participating are from the Virtuoso network.

Speaking with **TD** in Salzburg overnight, Mulholland-Licht said the move followed a spike in demand for luxury travel from Australian and US markets.

"Aussie demand for luxury product is definitely getting stronger and we feel there is more scope for growth," she said.

"We also have more 5-star hotels and product that we want to showcase and so we have tweaked our focus to match."

The Austria. Destination Summit officially kicks off today with 45 Austrian suppliers to present to 21 Australian consultants along with 38 from the USA - see **page 5**.

## Scenic India out

**SCENIC** tours has released its 2015/16 India program, with a range of additions including overnight stays in palaces, castles and forts across the country.

A range of 'Scenic Enrich' experiences include elephant polo in Jaipur as well as a sunrise cruise on the River Ganges.

Earlybird offers for bookings made by 30 Apr 2015 include free return flights to India - for details call 1300 723 642.

## Executive networking

**DETAILS** of the upcoming Executive Networking Night, to be held 06 Nov at the Sydney Sofitel Wentworth, can be found on the **last page** of today's **Travel Daily**.

The event is being sponsored by **Travel Daily** and **travelBulletin** with the support of a number of key industry players.

**SCENIC TOURS**

**FLY FREE\* TO EUROPE IN 2015**

Extended to 31 October



CLICK HERE for Earlybird offers

**ALL-INCLUSIVE LUXURY**

OMG! I wish I was on that coach, they've only got 22 people!

**ALBATROSS TOURS**

Enjoy small group touring - maximum 28! [www.albatrosstours.com](http://www.albatrosstours.com)

\*European Summer tours only

## MY SUCCESSFUL CORPORATE BUSINESS WITH TRAVELMANAGERS



Jason Smith

### Jason Smith, Corporate PTM in NSW

- My corporate business with TravelManagers was up and running within a month
- Amazing corporate and groups client base growing daily
- Strong administration support from the National Partnership Office
- I am my own boss, working whenever and wherever I choose
- Easiest move I ever made and has changed my life for the better

[join.travelmanagers.com.au](http://join.travelmanagers.com.au)  
1800 019 599  
[suzanneL@travelmanagers.com.au](mailto:suzanneL@travelmanagers.com.au)

**TRAVELMANAGERS**  
personally yours

## Daily from Australia to Across Africa

Australia to: ✈ South Africa from **\$1,375\***

✈ Kenya from **\$1,711\***

✈ Zambia from **\$1,784\***

✈ Zimbabwe from **\$1,796\***

**SOUTH AFRICAN AIRWAYS**  
A STAR ALLIANCE MEMBER



\* Offer ends 19 November 2014 for departures between 01 March 2015 to 31 March 2015, 24 April 2015 to 19 June 2015 and 06 July 2015 to 31 August 2015. Advertised airfares are inclusive of taxes and surcharges and are correct as at 16 October 2014. Valid for international flight departures between Australia and the Republic of South Africa in Economy Class during low season. Seats subject to availability. Amendment fees and cancellation penalties apply. SA7251 to SA7269 on Australian domestic services operated by Virgin Australia. Contact the SAA Sales team or Reservations on 1300 435 972 for more information.

What is  
**jito**



# Travel Daily

First with the news

Tuesday 21st October 2014

**BREAKAWAY** **SCENIC TOURS**  
International Travel Industry Club The Ultimate Travel Experience

Scenic Tours-Super Special Industry rates!  
Up to 50% savings on selected cruises-  
Balcony Suites. Limited availability.  
From **\$2523\*** pp incl taxes/port charges.  
\* Conditions Apply.

**CLICK HERE** for further details

## Qantas unveils new A330 seat

**QANTAS** this morning revealed its new "Business Suite" which will roll out on A330 aircraft operating about 15 domestic and international routes.

CEO Alan Joyce said the seats "will deliver the best travel experience between Australia and Asia, and probably the best domestic travel experience anywhere in the world".

QF is the launch customer for the Vantage XL seat made by Thompson Aero Seating, which uniquely allows customers to recline in their seat from take-off right through to landing.

The fully lie-flat seats will be configured in a 1-2-1 layout and will be progressively introduced onto all 28 of QF's A330 aircraft starting from later this year.

Significant space is a key feature of the seats, allowing room to eat while continuing to work along



with lots of storage for devices.

Economy cabins on all Qantas international A330s will be fitted with a "next generation" model of the popular Recaro seat used on the QF A380 fleet.

Customers in both cabins on the international A330s will enjoy the latest Panasonic EX3 inflight entertainment system, complementing Q Streaming technology allowing them to view content on their own devices.

The work to refresh the A330 interiors will start at the Qantas heavy maintenance base in Brisbane next month.

## German cruise OTA enters local market

**CRUISE** Marketing Group has sold its CruiseAway and CruiseCentre.com.au websites to German cruise portal Dreamlines, which says it's gaining significant market share in Australia as a result of the deal.

The two local sites will be operated alongside Dreamlines Australia at [dreamlines.com.au](http://dreamlines.com.au), with the business managed by former Expedia executive Holger Numrich, based in Burleigh Waters in Qld.

Dreamlines was founded two years ago in Hamburg, and is claimed to be one of the most popular cruise portals in Germany.

It now has 250 staff across the globe after expanding into seven new markets, and offers more than 30,000 products; its local call centre number is 1300 956 503.

More information in today's issue of **Cruise Weekly** - subscribe free at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).



## Window Seat

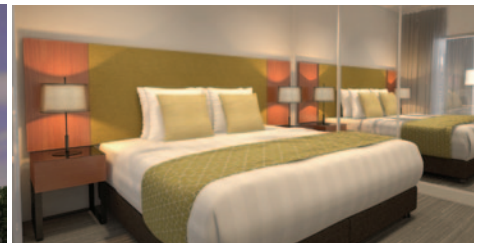
**TWITTER** has come to the rescue of a US tourist, who was unwittingly trapped inside a London bookstore when it shut.

David Willis was browsing inside the Waterstones shop in Trafalgar Square, and the staff were apparently unaware that he was still there when they closed up and went home at 9.

He was upstairs in the store when the lights went out, and when he tried to exit found the roller shutter down.

After waiting some time for rescue he eventually tweeted "Hi Waterstones, I've been locked inside of your Trafalgar Square bookstore for two hours now. Please let me out".

Thousands of people retweeted the message and the police eventually arrived to release him at around 11pm.



## Quest Melbourne Airport – OPENS 27th October

Situated a 5 minute drive from the passenger terminals, and comprising studio, one and two bedroom apartments, Quest Melbourne Airport is perfectly placed for the business traveller requiring short or extended stay accommodation near Melbourne Airport.

Visit [questmelbourneairport.com.au](http://questmelbourneairport.com.au)  
Search "QG" on the GDS

Your perfect travel companion





# All aboard Busabout in winter

**DEMAND** from the youth sector for a year-round product offering in Europe has seen Busabout roll out a range of winter rail journeys for the first time ever.

Speaking with **Travel Daily** this morning, general manager Tina McIntosh said Busabout was “no longer just a summer program.”

“We have responded to the demand of people that wanted to travel with us during winter.”

The ‘Winter Tracks’ range is made up of two itineraries, both comprised of coach seating on local or express train services, a guide and hostel share accom.

Operating on set dates between Nov and Apr, the 12-day Northern Winter Tracks travels between Paris and Munich, with seven stops in France, the Netherlands, Germany, Czech Republic, Hungary & Austria, priced from \$1,769pp.

The 10-day Southern Winter Tracks journey features six stops in Germany, Switzerland and Italy, operating between Munich and Rome priced from \$1,509pp.

Both itineraries include a suite of included experiences and attractions, while providing pax with free time to book optional tours such as skiing in the Swiss Alp, cooking classes in Florence or the Anne Frank Museum in Amsterdam, McIntosh said.

The Winter Tracks program links to Busabout’s newly introduced seasonal Trans-Siberian Railway packages, which McIntosh said has created “a lot of noise” since it was revealed in Aug (**TD** 18 Aug).

Busabout has also developed a new collection of packages incorporating music festivals in Croatia, complementing its existing extensive program.

Packaged under the moniker ‘Cruise to the Beat’, the program consists of seven departures over the Croatian festival season (Jul to Aug) to events including Garden Fest, Electric Elephant, Tisno, Suncebeat and Soundwave.

As the program title implies, the new packages include an eight-day Croatian sailing between Split & Zadar or roundtrip from Zadar, along with a three-day ticket to the music festival of choice and services of a guide, with the vessel acting as the accom and all seamlessly linked, “taking the guesswork out of the planning process for customers,” she said.

Space on the program is limited - **CLICK HERE** for more details.

**FURTHER**, Busabout is preparing to launch a new website by the end of this month that will enable customers who have booked hop-on, hop-off tours the ability to marry up accom, McIntosh said.

## 1st A350 route is...

**QATAR** Airways has announced it will launch the world’s first commercial services using the Airbus A350 XWB to Frankfurt.

The Doha-based airline said it expects to take delivery of its first A350 before the end of the year and after several weeks of induction preparation, deploy the new aircraft on the German route commencing in Jan.

QR initially plans to operate the A350 Xtra Wide Body jet on one set of its double daily flights to Frankfurt, being QR69/QR70.

## Atura into Victoria

**AMALGAMATED** Holdings has today revealed an expansion of the Atura brand beyond NSW to Victoria, with the repositioning of the five year-old Chifley Doveton to Atura Dandenong.

Targeted at the mid-range level, Atura Dandenong’s public spaces will receive a facelift, including an open plan lobby, over coming months to bring it up to the same “urban style” of sister properties located in Blacktown and Albury.

Appointed to lead the rebrand is general manager Lisa Parker who said the refreshed property would target local conferences, weddings and special events.

The change of name is effective immediately.

## Win tickets to RUPERT

Every day this week, **Travel Daily** is giving readers the chance to win a double pass to see David Williamson’s RUPERT at the Theatre Royal in Sydney.

RUPERT is an unconventional, revue-style exposition of the life and times of Keith Rupert Murdoch - the most powerful media magnate in modern history. Watch as Rupert tap dances his way to the top. But what happens when the man behind the news becomes the news?

For your chance to win, simply be the first person to email the correct answer to the question below to:

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



Which theatre in Sydney is RUPERT playing?



*Scotland. Welcome to our life.*

## Fly Qatar Airways to Scotland, the land that inspired Outlander

Whether your passengers yearn to retrace their ancestral roots, or seek a luxurious experience at one of Scotland’s exclusive castle stays, Qatar Airways is the exemplary choice as the only airline flying to Edinburgh with its Boeing 787 Dreamliner. Let Qatar Airways connect your clients to Edinburgh and the legendary Scottish landscapes that lie beyond.

For more information contact your Qatar Airways sales representative or log on and register at [qatarairways.com/tradepartners](http://qatarairways.com/tradepartners)

Wildlife expert  
Caroline Warburton  
at Loch Shiel

Visit Scotland™  
Official Tourist Board

EUROPE & SCOTLAND  
European Regional Development Fund  
Investing in your future

TWELVE MONTHS  
HUNDREDS OF EVENTS  
Homecoming Scotland 2014



## Mygind to Air NZ

CARA Mygind, formerly International Media Manager for Tourism Australia, has been appointed as Air NZ's Manager of Communications and PR.

## Agents line up in Salzburg



THESE Australian travel agents, pictured with Astrid Mulholland-Licht from the Austrian National Tourism Office (fifth from left) are among the contingent visiting Austria this week for the second Austria. Destination Summit.

Australian visitation to Austria hit record levels last year, with Vienna leading the charge as the hot favourite with overnights reaching 350,000, accounting for 43% of Aussie arrivals.

The Tirol region in western Austria had a 25% market share, followed by Salzburg with 18.5%. Innsbruck was among the top three most visited cities in Austria.

Mulholland-Licht said Vienna's popularity reflected its evolution to a "must see destination," while family travel, coach touring and river cruising had also contributed to the positive trend for Austria.

Lots more pics from the event at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

## ANTO training tool

THE Austrian National Tourist Office is encouraging agents to take advantage of its free online training tools to hone their selling skills and get up to speed on the latest Austrian products.

ANTO's Austria Expert Program, first rolled out in the 90s, was re-released earlier this year with fresh content tailored to the Australian market.

The free online program allows agents to complete training in their own time to gain detailed destination information, and upon completion they become certified as an Austria Expert.

Consultants can also receive exclusive offers, room upgrades and industry invitations upon completion of the Vienna Expert Program, released in tandem with the Austria component.

ANTO Australia director Astrid Mulholland-Licht told *Travel Daily* that the program has been tailored with Australian agents in mind, and has been designed to facilitate further learning.

"It teaches agents what is typically needed for Austria travel and educates them on what to sell and how to tailor travel for their Australian clients," she said.

The program is free and can be completed at any time - see [www.austriaexpertprogram.com](http://www.austriaexpertprogram.com).

Today's issue of *TD* is coming to you from Salzburg, courtesy of the Austrian National Tourist Office (ANTO).

THE second Austria. Destination Summit kicked off in Salzburg overnight with a jam-packed program of presentations from suppliers & Austrian tourist offices.

ANTO Australia director Astrid Mulholland-Licht kicked off the proceedings, facilitating a series of presentations from Austrian tourist offices, each with a strong focus on new luxury product.

Also on the agenda was a networking lunch and a full afternoon of product workshops where suppliers showcased their wares to agents in a snappy four minute presentation.

After a busy day of networking, agents kicked up their heels with a cultural feast at the Hellbrunn Palace. Built by Archbishop Markus Sittikus back in 1612, the palace remains one of the most iconic Renaissance buildings in the country and attracts thousands of visitors each year.

Agents will tomorrow re-live the story of the Von Trapp family on a Sound of Music tour.

More from Austria tomorrow.

**Earn a  
\$25\*  
Gift Card**

Simply book **ANY**  
Malaysia Airlines fare & ticket  
with Creative Holidays  
from 20 Oct - 21 Nov

Nothing beats

**Creative Holidays**

**malaysia** airlines

**More details** ➔



Tuesday 21st Oct 2014

## LH strike on long-haul

**LUFTHANSA** pilots have added profitable long-haul services to its ongoing strike action, with flights from Frankfurt expected to be significantly disrupted today as part of a 0600 to 2359 stoppage.



## Money

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

**\$1AUD = US\$0.87**

**RECENT** weeks has seen the Australian dollar up and down like an elevator with considerable volatility in influential markets.

In the last few days, the dollar has settled somewhat however economists are predicting more excitement as Reserve Bank meeting minutes and a raft of data from China is released today.

*Wholesale rates this morning:*

US	\$0.877
UK	£0.543
NZ	\$1.101
Euro	€0.686
Japan	¥93.91
Singapore	\$1.114
China	¥5.375
South Africa	R9.681
Canada	\$0.991
Crude oil	US\$82.75

## Endorsement for Tas

**TASMANIA** has been voted into fourth place on the Lonely Planet Top Ten Regions to visit in 2015, the only Australian entry to make it onto the prestigious ranking.

The Apple Isle ranked behind The Toledo District in Belize and Rocky Mountain National Park.

Topping the chart for 2015 was the Gallipoli Peninsula, a region certain to take centre stage for Australians in Apr next year.

Tourism Tasmania distribution partnerships manager David Cox said the state was performing well in terms of domestic travel growth, with nearly 1.06m pax visiting in the year ending Jun.

Singapore became the first country in SE Asia to be crowned as the Number 1 country to visit in 2015, a move welcomed by Singapore Tourism Board.

No Australian cities featured on the guide's Top Ten Cities, which was headed by Washington DC, with Milan also appearing due to its hosting of World Expo 2015.

## Peregrine to add Bangladesh trips

**PEREGRINE** Adventures has released its 2015 Asia program, and is for the first time ever heading into Bangladesh.

Peregrine is one of the only tour operators offering trips to the destination which is only just now opening itself to tourism.

Also highlighted in the brochure is the Indian region of Ladakh - [peregrineadventures.com/india](http://peregrineadventures.com/india).

## Brit agents enjoy Sunny Coast



**TEN** specialist Australia travel agents in the UK have spent the last week lapping up copious amounts of vitamin D as they toured the Sunshine Coast, with the trip coming to an end today.

The agents' visit was jointly hosted by Tourism and Events Queensland in conjunction with Sunshine Coast Destination Ltd.

Each of the attendees won their spot on the trip due to their successful completion of the 'Australia's Nature Coast' module on Tourism Australia's Aussie Specialist training program.

Among the British travel firms represented included Kuoni, STA Travel, Flight Centre, Lotus Group, Thomas Cook and more.

During their visit, the group

stayed at Outrigger Little Hastings Street right in the heart of Noosa and undertook activities including learning to surf, swimming with whales, a kayak paddle tour, jet ski safari and more.

**Pictured** above from left taking part in another fun activity is Siobhan Walker, Flight Centre; Jan Foletta, SCDL; Lauren Bennett, Freedom Australia; Darren Cummins, China Southern Airlines; Emma Bradbury, Flight Centre First and Business and Phil Hart from Sunreef.

## Original Experiences

**BESPOKE** accom group Loews Hotels & Resorts will soon launch a new high-end brand containing a range of "luxury oriented independent hotels, with the new collection to debut next year.

Dubbed 'Original Experiences', the brand will be managed by Loews, who say the collection will be aimed at the tech-savvy millennial traveller market.

Details on the location of the first properties to join the brand will be released in Jan.

## Gambia Bird clipped

**AFRICAN** airline Gambia Bird has had its permit to fly services from Freetown, Sierra Leone to London revoked due to concerns over the Ebola outbreak.

The British Department for Transport said the decision was in effect until further notice.

## 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](mailto:mena.clark@24x7solutions.com.au)

## Experienced Travel Consultant

At italktravel Hornsby we are passionate, innovative retail travel agents who together form Australia's newest and most exciting retail travel company italktravel. Our tagline 'talk to us' represents how we interact with clients as their local travel expert. With our special deals, cheap airfares and travel offers available for every destination and every budget, we will help you build a client base that ensures your day will never be boring.

We are currently recruiting and are looking for an experienced Travel Consultant to join our new Hornsby (Westfield) Store.

Preferred (but not essential) – min 2 years agency frontline selling, Galileo and CCTE experience.

### We offer:

- Competitive Salary
- Incentive bonus scheme
- Monthly sales achievement rewards
- Our annual top sellers retreat weekend
- A no work Birthday party

**Come and 'talk to us' about your potential new role today by initiating contact with us:**  
[talktous@hornsby.italk.travel](mailto:talktous@hornsby.italk.travel)



## Scenic extension

**SCENIC** Tours has extended its 2015 Europe & France river cruise fly free promotion for two weeks, now until 31 Oct, due to an "overwhelming response".

## AFTA UPDATE

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

**HAVING** just returned from San Diego, the host city of the IATA World Passenger Symposium 2014 (WPS), along with a range of other meetings relating to the regulation and oversight of the IATA passenger program across the globe, I am excited by the future in so many ways.

The airline industry is having a renaissance as many executives up and down the executive chain of command are re-engaging in the value travel agents can bring to their distribution strategies.

Many of the speakers and presenters make public comments to support this notion and in discussion with a range of airline types present it is becoming more evident.

As metasearch sites, OTA's, traditional agents and the retail footprint that is "bricks and mortar" starts to push through with consistent sales results, I think some in the airline world have thought to re-embrace.

As I said to so many, we are here, we didn't go anywhere and we are still happy to sell airline seats; so welcome back.

One of the initiatives of the WPS was the Passenger Innovation Awards, which looks now to be an annual fixture on the conference agenda.

This year the three finalists from a field of over 70 entries were given the opportunity to put forward their innovations - all different businesses and in the end the clear winner was a new innovation in airline seats.

It's called the "Butterfly". Basically the concept is that a single Business class seat can be easily and seamlessly converted into two Premium Economy seats by cabin staff without the need for engineering.

What this means for the travel industry is a totally flexible solution. What came to mind for me was the two parents travelling with two children and the problem (first world as it may be) of having to book and pay for four Business class seats, which, let's face it, many will not.

With this new seating configuration, two Business and two Premium Economy could be sold within the same cabin, allowing the parents to enjoy Business, while the kids fly Premium Economy in the next row.

I am sure airlines will embrace this concept as new aircraft are configured to ensure that they can provide consumers and travel agents with flexible seating options when they want them and at the price that meets demand.

So the "Butterfly" won the 2014 award for innovation; I just hope they get to sell some of these seats now.

For all the information about the IATA Passenger Innovation Award, [CLICK HERE](#).



## Ebola canx policy adopted

**SOUTH** Africa-based travel firm Wilderness Safaris says it has revised its booking policy until further notice due to growing concern regarding the Ebola virus.

The company's new policy now states "In the event of a travel cancellation as a result of an Ebola Outbreak confirmed by the World Health Organisation in any of the countries listed in the client's itinerary, Wilderness Safaris will guarantee that all cancellation fees pertaining to its properties included on that itinerary are waived".

MD Dave Bennett said the policy

applies to new bookings made this month when guests have taken out comprehensive travel insurance beforehand.

He said it was unlikely the policy would be needed due to a low risk of Ebola, but hoped the move would help agents make sales.

**MEANWHILE**, a business travel survey conducted by ACTE Global indicates the majority (47%) of travellers are "mildly concerned" about the Ebola virus.

Just over 1/4 of respondents said their passengers had "no concern" while 13% suggested they had "strong concerns."

## Run Travel Counsellors, run!



## Eurostar discount

**EUROSTAR** is offering 20% off its London-Paris and Brussels services for Mon-Thu travel between 07 Nov 14-31 Mar 2015.

A number of other discounted point-to-point rail tickets are also available through Rail Europe GSAs including Rail Plus, Rail Tickets, CIT Holidays and Infinity.

## InterCon family deals

**INTERCONTINENTAL** Hotels & Resorts has released a range of Family Getaway Packages across Asia, the Middle East and Africa, providing bonus inclusions.

Offers include a child stays, dines and visits a local attraction for free when accompanied by two adults.

Local properties participating include InterContinental Sydney which is providing tickets to Manly SEA LIFE Sanctuary and the InterContinental Melbourne The Rialto which is including passes to Eureka Skydeck.

The InterContinental hotels in Adelaide, Sanctuary Cove and soon to open Double Bay are also involved, with family packages able to be booked until 28 Feb.

A minimum stay of two nights is required to avail the deals - more at [www.ihg.com/hotelpackages](http://www.ihg.com/hotelpackages).

## Unlimited treatments

**TOBERUA** Island Resort in Fiji has released the ultimate spa package, offering uncapped spa treatments for in-house guests.

The Unlimited Spa Packages are available for three days for FJ\$330 (AU\$195) per person, four days (FJ\$440/AU\$260) and five days (FJ\$550/AU\$325).

Treatment options include a mini face treat, a head, neck & shoulder massage or a traditional Fijian 'Bobo' treatment.

**ABOVE:** A contingent of super-fit Melbourne-based Travel Counsellors recently took part in the annual Melbourne Marathon, with events contested ranging from the "brisk 3km walk" right through to the gruelling half marathon - all cheered along by head office staff and family members followed by a reward of a barbecue lunch and drinks.

It was all in support of charities including Alzheimer's Australia.

**Pictured** above at the event are David Phillips, Lynda Reid, Rebecca Wilson, Trish O'Brien and Tracy Parkinson.

# Taste Norfolk

**360° of CUISINE**

## NORFOLK ISLAND Food Festival

**22-29 NOVEMBER 14**

Enjoy Norfolk Island's fresh, seasonal and island grown produce, showcased by well-known celebrity and local chefs

**Click HERE TO LEARN MORE**

**or visit** [www.norfolkislandfoodfestival.com](http://www.norfolkislandfoodfestival.com)

There's more to **NORFOLK ISLAND**

with Fast Ed



# Agents love a drink with itravel



**BURGEONING** agency group itravel last week invited its agents in several cities to casual drinks sessions to chat and get to know their industry partners.

Excite Holidays and Suresave were also on hand as sponsors of the events, all designed to foster closer working relationships with

## Hunter Xmas package

**THE** Mercure Hunter Valley Resort has opened reservations for a Christmas Lights package that includes admission to Hunter Valley Gardens Christmas Lights.

Priced from \$289 per night, the package includes overnight accom, brekkie and admission to the attraction for two adults and two kids between 07 Nov-23 Dec.

A Christmas Escape package that also includes accom on 24 & 25 Dec, three-course Christmas lunch, a Christmas dinner picnic hamper for two & more is priced from \$899 for a twin room.

To book, call (02) 4998 2000.

## JTB giftcard incentive

**CONSULTANTS** booking land-only packages with JTB Australia valued at \$1,000 per person will receive a \$20 Coles Myer gift voucher from the firm.

The incentive applies for travel departing in 2014.

## APT time running out

**LESS** than two weeks remain for agents to take advantage of savings on select 2015 European river cruises from APT including free return flights - book by 31 Oct.

agents and preferred suppliers.

Reservations, sales support staff and management were all invited to the informal meet-up.

"It was great to see our agents meeting staff that they had been communicating via phone or email for years, put a face to the name. itravel look forward to continuing our get to know us drinks in 2015," itravel director Steve Labroski said.

Attendees at one of the drinks events are pictured above.

## Smurfs Zone revealed

**DUBAI** Parks & Resorts has inked a deal with Sony Pictures to develop a Hollywood-inspired theme park at motiongate Dubai, located at Jebel Ali.

Sony Pictures Studios and Smurfs Zone will feature 12 themed attractions inspired by popular Sony Pictures movies, including *Cloudy with a chance of Meatballs*, *The Green Hornet*, *Underworld* and *Ghostbusters*.

motiongate Dubai will comprise a number of other attractions including LEGOLAND Dubai and Bollywood Parks Dubai, with Dubai Parks & Resorts predicting the entertainment precinct will lure three million visitors yearly.

## AI grows domestically

**AIR** India has introduced new four weekly ATR turboprop flights between Delhi and Pantnagar as the Star Alliance carrier further develops its regional services.

Flights on the DEL-PGH route operate on Tue, Wed, Fri & Sun.

## Opera Aus 2015 tkts

**BRAND** new TV commercials for Opera Australia have debuted this week promoting "the romance & glamour of a night at the opera".

The launch of the TVCs is timed to coincide with the sale of all opera tickets for the 2015 season, with opera performances at the Sydney Opera House including *Madame Butterfly*, *La Traviata* and *Anything Goes*.

View the ad by **CLICKING HERE**.

## AF boosts AMS/RIO

**A NEW** sixth weekly service between Amsterdam and Rio de Janeiro will be rolled out by Air France starting 04 May.

The new flight will be operated on Mon, according to GDSS.

Tuesday 21st Oct 2014

## MEL arrivals stronger

**ASIA** continued to provide Melbourne Airport with strong source markets during the first quarter of the 2014/15 financial year, with arrivals from multiple nationalities performing well.

According to official stats from the facility, MEL welcomed more than 2 million travellers, with Hong Kong, Singapore, Malaysia and Taiwan "all performing well", ceo Chris Woodruff commented.

Japan was particularly strong, with arrivals up 40% in the period.



Throughout the month of October, **TD** is giving readers the chance to win a luxurious French prize pack, courtesy of Avalon Waterways.

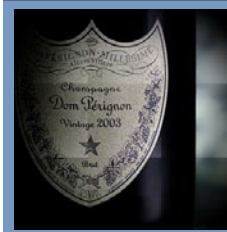
The prize includes his and hers Louis Vuitton weekend bags, three nights in a Junior Suite at the Sofitel Sydney, a bottle of Dom Perignon Champagne, gift voucher for L'Occitane products, and a dinner voucher to Felix fine dining French restaurant, valued at over \$5,500.

Every week this month **TD** will ask a different question about Avalon. The subscriber with the best answer to all of the questions will win this fabulous prize pack.

Email your answer for this week by COB 24th Oct to:  
[avalonwaterways@traveldaily.com.au](mailto:avalonwaterways@traveldaily.com.au)

Avalon offers many 'themed' river cruises in France including Art & Impressionist, Culinary, Jazz, and Wine Appreciation. In 25 words or less tell us which you would recommend for your clients and why.

Hint: see pages 26 & 27 of the 2015 Avalon Waterways River Cruises brochure



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 at [www.traveldaily.com.au](http://www.traveldaily.com.au).

Postal address: PO Box 1010, Epping, NSW 1710 Australia

Street address: 4/41 Rawson St, Epping NSW 2121 Australia

P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

**Travel Daily** is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of **Travel Daily** no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

**Publisher/Managing Editor:** Bruce Piper **Editor:** Guy Dundas **Assistant Editor:** Matt Lennon

**Contributors:** Louise Wallace, Jenny Piper, Sarah Piper **Editorial email:** [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

**Advertising and Marketing:** Sean Harrigan and Lisa Martin - [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

**Business Manager:** Jenny Piper - [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Part of the Travel Daily group of publications.

Travel Daily **WEEKLY**

**CRUISE**  
**travelBulletin**

business events news

**Pharmacy**  
**DAILY**

Travel Daily TV





## Resigning..... The strategic approach

Read the latest inPlace Blog!

Dear Boss,

I quit!



Ben Carnegie

### Luxury Travel Sales Rep - Melbourne or Sydney

- ▶ Salary from \$60K + super + incentives
- ▶ Based in Melbourne or Sydney
- ▶ 50/50 Account Mgt & New Business development

Our client is an award winning travel wholesaler. They are currently seeking a Sales Representative to manage their extensive portfolio of agencies whilst growing the existing territory. This position could offer a significant step up for experienced sales representatives.

You will need previous on road sales experience and a strong network of contacts within the retail travel trade in either VIC or NSW. Part timers may be considered if industry experience is strong. Should the position be based in Sydney, you will be working from your home office and reporting to head office in Melbourne.

The successful applicant will be offered a competitive base salary (dependent on experience) mobile phone, laptop & a lucrative incentive structure. This position will have you out on the road, so you will need a current drivers licence and access to your own vehicle. Don't miss this opportunity to work for this prestigious brand!

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

### Cruise Consultant - Sydney

- ▶ Based on Sydney's North Shore
- ▶ Flexible work environment
- ▶ Salary to \$60K OTE

Retail Cruise Specialists that offer an excellent team environment, well-structured management team and a generous bonus structure that could see you earning more!

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

### Business Development Mgr Corp - Sydney

- ▶ Immediate start
- ▶ Strong industry contacts required
- ▶ Salary to \$100K DOE

Boutique corporate TMC seeks experienced BDM to grow existing client base. Knowledge of the corp travel industry essential. Financial benefits will follow.

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

### Travel Technology 2nd Level Support - Syd

- ▶ Support new and existing travel customers
- ▶ Luxurious offices in Sydney CBD
- ▶ Salary up to \$65K plus super - Monday to Friday

Global leader in travel technology has a position available in their specialist solutions team. Must have worked in a consulting or travel accounts role with strong back office exp.

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

### Part-Time Customer Service - Sydney

- ▶ Work a 7 day fortnight!
- ▶ Excellent work life balance in online travel customer service
- ▶ Start date from early November

If you would like the flexibility of working day shifts & having every 2nd week off, then this is the job for you! Salary \$46K pkg. Night shift roles also available.

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

### Luxury Inbound Consultant - Melbourne

- ▶ Join a team of domestic travel specialists
- ▶ Great company with high end luxury products
- ▶ Based in the southern suburbs of Melbourne

Known for their premium products both domestic and international this inbound team is seeking a domestic specialist to join the team! Love Australia? Love this job!

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



# **WIN** a trip to **Meet South Africa**

*Register and complete the South Africa Specialist program before 31 March 2015 to be in the running.*

**>>CLICK HERE**  
*for more details*



*Inspiring new ways*





# WIN BIG

## WITH RAIL PLUS!

**C**hristmas is coming and there is so much to do  
so let Rail Plus take the stress out for you,  
simply make a booking for your chance to win  
as our delightful prizes are sure to make you grin!

Book and ticket with Rail Plus between the 16th Oct 14 - 12th Dec 14  
to go into the draw to win 1 of 3 fantastic prizes.

1st Prize - Samsung Smart Curved TV

2nd prize - Mac Book Air

3rd Prize - \$500 Coles Group and Myer Gift Card



Conditions: • Entries are per passenger • Minimum revenue criteria per agency across the campaign period is AUD\$200 • Each additional ticketed entry above the revenue criteria is an additional entry into the prize draw. • This is a game of skill • Bookings must be paid and ticketed by the 12th Dec '14 • This prize is not transferable • This prize is not exchangeable for cash value • By entering this competition Rail Plus may use your full name, agency details & image for future marketing activities • Every eligible entry will be automatically tracked and the prize tickets will be drawn as follows: The first ticket drawn from the eligible entries will win the Samsung Curved Smart TV, the second ticket will win the Mac Book Air and the third ticket will win the \$500 Coles Group and Myer gift Card. • Prizes are limited to one major prize per agency • Winners will be notified by head office on the 17th Dec 14 • Prize winners must be a registered travel agent

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





Travel Daily Group has partnered with key travel industry players to bring you...

# Executive Networking Night

**An event especially for Executive & Senior Managers in the Travel & Hotel Industry.**  
This event is a traditional mix of complimentary food, drinks and networking.

Executive Networking Night  
6th November 2014 / 6pm - 9pm  
Sofitel Sydney Wentworth  
Level 5, 61- 101 Phillip Street  
Sydney. Limited to 100 guests

**RSVP to [helene@jito.co](mailto:helene@jito.co)**  
By 24th October 2014

## Sponsors



**amadeus**



Nothing beats  
**Creative** ★  
Holidays

**travelBulletin**

**S O F I T E L**  
LUXURY HOTELS

SYDNEY WENTWORTH