

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Tuesday 14 August 2012

Issue 2436



You Could Win 2 Tickets to Bali — See page 5

## Agents Reject Extinction Claims

**Kiwi retail chains have rejected claims that travel agents are in danger of extinction in the next five years.**

Greg Pankhurst of Balance Recruitment said agents, along with accountants and those in IT, manufacturing and retail, are under threat from on-line shopping and outsourcing. "Someone like a Flight Centre agent or anyone in the retail sector, they're coming under pressure for different reasons," he told *Radio Live*. "Good travel agents, good retailers, these roles aren't going to totally disappear but you can see huge chunks of the industry going away."

### ... Not So, Say Chains

Kiwi retail travel chains are disputing Pankhurst's claims, saying

the value of a travel agent can't be matched by the internet.

"There's a place for the internet but it can't provide the added value that agents can. We believe the internet's probably at the highest penetration level that it's ever going to get," says Flight Centre's David Coombes. "At the end of the day we wouldn't continue to invest in bricks and mortar if we didn't think there was a future in it."

Harvey World Travel general manager Adrian Turner agrees—and points out that Pankhurst is in recruitment, not travel.

"The consumer will always require a certain degree of face-to-face consultancy. There are many New Zealanders that love the experience of walking into a store and talking through the various options, and they can't get that interaction from internet-based technology," he says. Meanwhile, House of Travel's commercial director Brent Thomas says while there is a degree of 'adapt or die', the success of the Kiwi travel industry of late shows retail agents aren't in danger as long as they continue to adjust to the changing market.

"There's still value for a customer to go to a travel agent, and there's still going to be value for a business customer to use a TMC to ensure they get the best for their dollar," he says.

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### Poll: PER Is Priciest

Perth is the most expensive city in Australia for a night out because of its high accommodation prices, shows TripAdvisor's latest TripIndex. The company looked at the cost of a hotel room, dinner, drinks and taxis in the country's 10 largest cities, and found a couple would need to spend around AUD431. Brisbane was next on AUD409, followed by Canberra (AUD390), Sydney (AUD389), Melbourne (AUD379), Sunshine Coast (AUS374), Gold Coast (AUD370), Adelaide (AUD356), Newcastle (AUD355) and Wollongong (AUD340).

### HLZ Int'l Services End

Virgin Australia has confirmed it will suspend its services between Hamilton and Sydney effective 27 Oct. The move will mean the end of international services for HLZ airport. The carrier has cited lack of demand on the route as the reason for axing the Tasman flights.

### Win Flights To Bali

Competition for the inaugural Great Race Bali is heating up—and to celebrate Air New Zealand and *Travel Today* are offering retail agents the chance to win two airfares to Bali.

To be in the draw to win The Works tickets to Bali, including Koru Lounge access at AKL, retail consultants simply need to correctly answer the questions in upcoming *Travel Today's* (and like our Facebook page).

NZ's Great Race Bali kicks off 26 Aug and will see the Flight Centre, House of Travel and HWT/United brands compete for the hotly-contested title—as well as a grand prize of two AD100 self-famil tickets to any of NZ's Seats to Suit destinations for each eligible store in the winning brand.

### 6 Pages This Issue

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## DJ Reviews UM Policy

Virgin Australia says it is reviewing its policy on who can sit next to unaccompanied minors after a male passenger complained about his treatment on a flight recently. The male fire fighter was shifted from his seat next to two unaccompanied boys, and says the crew handled the shift badly—asking a nearby woman ‘can you sit in his seat because he is not allowed to sit next to minors’. Similar incidents on other carriers have generated heated debate over whether the airline policies are discriminatory against men. DJ says the policy was first implemented due to customer feedback, and it will be reviewed. QF and NZ are among the other carriers which also have the same UM.

## Mantra GC600 Deals

Mantra and BreakFree have deals available at their Gold Coast properties for the 2012 Armor All Gold Coast 600 (19-21 Oct). They include AUD239pn in a one-bedroom spa apartment at Mantra Circle on Cavill; AUD230pn at the Mantra Sun City; AUD553pn in a two-bedroom ocean apartment at Mantra Crown Towers; and AUD198pn in a hotel twin or hotel studio room at Mantra Legends Hotel.

## ADL Festival Programme

Adelaide has announced two new events at the first annual Adelaide Festival next year. *One Man, Two Guvnors* is an internationally acclaimed British comedy, while Laurie Anderson will join the Kronos Quartet in their first ever musical collaboration. Tickets are on sale, see [adelaidefestival.com.au](http://adelaidefestival.com.au)

ISSN 1176-5275

Travel Today (incorporating Tabs on Travel) is published by Tabs on Travel Ltd, New Zealand. Ph +64-9-415 8111.

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# TCF Receives Kiwi Kumuka Claims

Australia's Travel Compensation Fund says it has had 'quite a few' claims and enquiries from Kiwis in the wake of the Kumuka collapse.

"We have had a number of claims from New Zealand, it's been quite substantial, and we've had a few enquiries as well," says TCF chief executive Glen Wells.

The TCF is expecting more than AUD2 million in Kumuka claims, and to date has received AUD1.7m. AUD600,000 has already been paid out.

Wells did not have exact figures but said 'quite a few' of those claims had come from Kiwis.

## QF Returns To OOL

Qantas will resume Sydney-Gold Coast flights to meet domestic demand for premium leisure and business services. The thrice-daily flights operated by 737-800s will commence late-Oct and the OOL passenger lounge currently used by Jetstar will be refurbished and reopened as a Qantas Club by years end.

## EK Tasman Sale

Emirates has economy and business class fares to Australia on sale to 20 Aug. One-way fares start at \$198 to Sydney, \$201 to Brisbane and \$198 to Melbourne. Business class fares to SYD are from \$620 ex AKL or \$616 ex CHC; \$624 to BNE; and \$607 to MEL. Travel dates vary.

## NZ Wholesale Fares

Air New Zealand has released wholesale fares to Samoa, Rarotonga and Bali on sale until 20 Aug, and has extended sales of its wholesale Tonga and Fiji fares to 20 Aug. Travel dates vary, wholesalers have details.

## QF UK/Europe Change

Qantas has added points to Red e-Deal, Super Saver and Flexi Saver economy fares for seasonal travel ex New Zealand to the UK/Europe. Rotterdam has been added to Zone A, and Agadir, Casablanca, Marrakech and Stavanger have been added to Zone B.

## Free Night With Huka

Huka Retreats is offering a free night with stays of three nights at its properties in Fiji, South Africa and New Zealand. The free night will take the form of a gift certificate, is valid for 18 months, does not have to be used immediately and can be transferred to someone else (but must be used at the same property).

This is the first time Wells is aware of when Kiwis have claimed through the TCF.

They were protected because Kumuka was based in Australia and the TCF has a protection mechanism meaning clients did not have to be an Australian resident to claim.

"We're very happy to be in a position to be able to help our Kiwi neighbours," Wells says.

## Agent Wins \$14k Prize

David Boyce of Mondo Travel has won an AUD14,000 Brisbane holiday after completing a challenge on the newly-launched Brisbane Travel Trade website. The holiday includes a cruise on the Brisbane River, feeding dolphins at Tangalooma Island Resort on Moreton Island, a visit to the Lone Pine Koala Sanctuary, a Riverlife Adventure Centre experience including stand up paddle boarding, abseiling, rock climbing, kayaking and a feast of fresh prawns, a ride on the Wheel of Brisbane and an Eco Safari in the Scenic Rim. See [trade.visitbrisbane.com.au](http://trade.visitbrisbane.com.au)

## 'Tourers' Vital To QLD

New research has highlighted the importance of tourers to Queensland's tourism economy. Tourers, defined as visitors who stay at least four nights and make three stopovers during their trip, contribute AUD2 billion to the QLD economy and the state's Minister for Tourism Martin Ferguson says the report's findings will allow tourism businesses to provide focused services for them—particularly in the growing self-drive market. The number of international tourers visiting QLD from 2000 to 2010 has increased 2%, and they mainly come from New Zealand, Europe and the UK.

## More On JQ Tie-up

Qantas has made two submissions to the ACCC on its cooperation agreement with Jetstar—outlining the services that currently overlap between it and JQ Asia, and emphasizing that it does not control JQ Asia.

QF has clarified that service overlaps currently only include Jakarta-Singapore, Bali-Singapore and Perth-Singapore. QF has also provided details on which QF/JQ flights overlap with other carriers included in the proposal, including Vietnam Airlines, Japan Airlines and China Eastern Airlines with details of which other airlines fly those routes.

The law firm responsible for the submission has clarified that the QF group has a 49% minority share of JQ Asia, and QF is only able to appoint two of the five directors on the board of the holding company.

## EK Back To Libya

Emirates will restart flights to Tripoli from 29 Oct, saying the time is right to head back to Libya as it demonstrates 'strength and resilience in the face of adversity'. The flights will leave Dubai every Mon, Wed, Fri and Sat and provide direct connections with all flights from New Zealand.

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**HoT Show Success**

House of Travel is reporting a strong consumer response and positive supplier feedback from the weekend's Auckland Cruise Show. HoT gm cruise Linda Halliday says that while the numbers are still being crunched and the bookings still flowing through HoT agencies, its first foray into cruise shows was a success. "There were a lot of experienced cruisers, and suppliers say there were a lot of qualified questions from clients who knew what they wanted." Halliday says most inquiries were for travel in 2013 while most of the bookings came from clients taking advantage of last-minute deals.

**Reduced Deposits**

GO Holidays has 50% reduced deposit on P&O Cruises, Princess Cruises and Carnival Cruise Lines Australia departures for sales to 20 Aug. Sailings include Alaska's Inside Passage on Sapphire Princess, seven nights from \$1179pp s/t or a seven-night Tasmania cruise on Carnival Spirit ex Melbourne to Sydney, priced from \$1089pp s/t.

**RCI: Agents Valuable, New Tools Out**

Royal Caribbean International says the travel agent distribution is 'absolutely vital' to its on-going expansion into the New Zealand cruise market, as it launches the next phase of its on-line training programme in anticipation for a record summer season.



The cruise company has today launched new modules in its Cruising for Excellence on-line training tool that will ensure agents have up to date knowledge on the five Royal Caribbean and Celebrity ships that will visit our waters this season—including mega ships Voyager of the Seas and Celebrity Solstice. "Our growth from one ship sailing in Australasian waters three years ago to the five ships this season is testament to the strength of the strong partnerships we have built up with our travel agent network in New Zealand," says RCI commercial manager Adam Armstrong (pictured). The new Cruising for Excellence training tool aims to allow agents to speak

knowledgeably about the new ships and assist them in selling Royal Caribbean, Celebrity and Azamara Club Cruises to their clients. "Our view is that New Zealand travel agents are our 'extended sales force' of several thousand people—and who wouldn't want that many people out there selling their product? It's an immensely valuable proposition and we certainly wouldn't want to walk away from that," Armstrong told *Travel Today*. See [cruisingforexcellence.co.nz](http://cruisingforexcellence.co.nz)

**Carnival Priority Access**

Carnival Cruise Lines is piloting a 'Faster to the Fun' priority boarding and first access service on two ships, advises Francis Travel Marketing. Carnival Imagination and Carnival Liberty will offer clients who pay USD49.95 per cabin express boarding, first access to their stateroom, express luggage delivery, priority dining and tender from ship to shore plus a dedicated phone line for guest services. Faster to the Fun is available for booking on-line only, and clients should re-print their boarding documents to reflect the upgrade.

**Int'l Ships To Roo Is.**

Passengers on cruise ships visiting Kangaroo Island will have easier access to the island now that a new landing structure has opened, reports the South Australian Tourism Commission. The SATC funded-project has been completed ahead of a surge in cruise ship visits scheduled this summer, including Holland America Line's MS Amsterdam in Nov, and allows larger liners to anchor off-shore. "These [ship] visits would not be happening without the investment the SATC has made in this new infrastructure," says SA Minister for Tourism Gail Gago.



**New CroisiEurope Ship**

CroisiEurope has unveiled its latest flagship vessel, the MS Gerard Schmitter named in honour of the company's founder, says GSA The Innovative Travel Company. The three-deck vessel has 88 cabins and will sail on the Rhine and its tributaries on eight-day itineraries, from \$1985pp s/t. The ship's facilities include a lounge-bar with dance floor, dining room, sun deck, lift, terrace and central heating. Discounts are available for clients that book and pay by 18 Nov. Details ph: 0508 100 111.

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**AUGUST**

**RCL Cruises Road Show**

**Tauranga:** Tue 14, Astrolabe Restaurant, 82 Maunganui Road, 1730.

**Wellington:** Tue 14, Royal Port Nicholson Yacht Club, 103 Oriental Parade, 1800.

**Napier:** Wed 15, NZ Wine Center, 1 Shakespeare Rd, 1800.

**Auckland North:** Thu 16, Takapuna Boating Club, 39 The Strand, Takapuna Beach, 1800.

**Whangarei:** Wed 22, Brantome Villa, 454 Crane Road, RD1 Kauri, 1730.

**Auckland South:** Thu 23, Villa Maria Estate, 118 Montgomerie Road, Mangere, 1800.

**Dunedin:** Tue 28, Rhubarb Wine Bar, 299 Highgate, Roslyn, 1730.

**Queenstown:** Wed 29, Sofitel Queenstown - Cellar Room, 8 Duke Street, 1730.

**Nadi/Denarau  
Regional Roadshow**

**Christchurch:** 14 Aug, Peppers Clearwater Resort, 1730-2030 (dinner).

**Tauranga:** Wed 15, Mills Reef Winery, 1730-2030 (dinner).

**Auckland:** Thu 16, Heritage Hotel, 1730-2030 (dinner).

**TAANZ AGM**

**Auckland:** Tue 28, Hilton Hotel, from 1500.

For more see Monday's  
**TRAVEL TODAY**

**DJ On US Schedule**

Virgin Australia says it is working to make it easier for Kiwis to get to the US via Australia as it sees a boom in demand for US flights and an increasing desire to explore beyond the gateways.

“Virgin is looking to optimise its schedule to ensure passengers have minimal transit time in Australia, which would make it a more efficient

journey to LA and beyond,” says DJ regional sales manager New Zealand Bruce Moffat.

Stopover times in Australia ex New Zealand are already improved and connections for onward flights in the US are easier too, says Moffat.

“What we’re doing is flying into Terminal 5 in LA, that gives us the direct ability to then continue with [code-share partners] Delta and Virgin America.”

The carrier is seeing a spike in demand from Kiwis for destinations other than the West Coast, particularly New York.

“We’re getting a lot of feeding to places like New York, Chicago, Miami—typically Kiwis go to California, but they seem to be spreading their wings,” says Moffat.

There are some ‘great fares’ available in GDS, he adds.

**EK Companion Sale**

Emirates has business class companion fares to Australia, South-east Asia, Dubai and Europe, on sale to 20 Aug. Return business class fares ex AKL are from \$1182 to Sydney; \$8750 to Istanbul; \$8759 to Rome; \$8865 to Paris; \$9154 to London; and \$7004 to DXB. Bangkok ex-CHC is from \$4796. Travel dates vary, clients must travel together.

**Gold Coast Art Fest**

The Gold Coast’s Currumbin beach will host Swell Sculpture Festival 14-23 Sep, says Gold Coast Tourism. Visitors can take in artist master classes and kids’ workshops, wander through the Swell Smalls Gallery and enjoy twilight art trail walks during the 10-day festival. See swellsculpture.com.au

**TRENZ Generates \$149m**

The Tourism Industry Association New Zealand estimates this year’s TRENZ expo will generate up to \$149 million for our economy. A survey of operators showed 12% expected to generate more than \$100,000 as a result of attending the show while overall buyers expect to increase total client numbers by 10,500 after the expo (up 4.5% on TRENZ 2011).

**Travel Channel In Oct**

Highlights on Sky’s Travel Channel in Oct include exploring America’s hidden spaces in *Off Limits*, and bringing to life America and Canada’s history in *War of 1812 Trail*. A cerebral palsy sufferer kayaks around Iceland in *Around Iceland on Inspiration*, while *Travel Today* visits Palermo and Dubrovnik. *Cruise Today* will showcase life onboard superyacht L’Austral in the Adriatic.

**GO Cooks Deal**

GO Holidays has four-night Cook Islands packages with flights from \$899pp s/t for sales to 20 Aug. Lead-in accommodation is at Club Rare Resort, where an additional three nights is from \$89pp, or clients can upgrade to the Edgewater Resort & Spa from \$1099pp s/t with three extra nights (to seven nights) for free. Seven nights at the Rarotongan Beach Resort is from \$1299pp s/t ex Auckland.



**LHR’s Olympic Park**

London Heathrow has opened a specially-constructed Games Terminal styled to look like a London park to cope with the large number of Olympic athletes (and their bags) departing from the city. The terminal will be open for three days and features plants, park benches, gas lights, trees and model stags. Athletes passing through are invited to record their favourite memory of the Games and hang it on a tree, which will later be displayed at LHR.



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### SIN Gardens By The Bay

The highly anticipated Gardens by the Bay in Singapore has officially opened, showcasing 2000 plant species from around the world, says the Singapore Tourism Board. The SGD1 billion project spans 101 hectares and is comprised of three waterfront gardens, Bay South, Bay East and Bay Central. The stand out attractions at Gardens by the Bay are the 18 man-made supertrees, ranging from 25 to 50m high and a 128m aerial skywalk that lets visitors walk among the trees. There's also the Flower Dome and Cloud Forest conservatories. General entry is free, and charges apply from SGD3 for the Skywalk and from SGD15 for the conservatories. See [gardensbythebay.org.sg](http://gardensbythebay.org.sg)

### New At ADL Crowne

Linda Collis has been appointed as the new general manager for Crowne Plaza Adelaide. She has previously worked as bdm for Crowne Plaza Auckland.

### Samoa Fitness Challenge

An 11km run and swim challenge is being held in Samoa 06 Sep as part of the Teuila festivities. The Scotsman's Trail will see Kiwi athlete Steve Gurney lead participants up and down a 10km track on Mt Vaea, where Robert Louis Stevenson is buried, before they head to Apia Harbour for a 1km swim. Registration costs WST75 for individuals, WST100 for teams, email [setiafoa@gmail.com](mailto:setiafoa@gmail.com)

### OOL Dragonboating

The Gold Coast China Town Committee is hosting a Dragonboat and Lantern Festival at the Broadwater Parklands Sun 30 Sep in recognition of 40 years of diplomatic relations between Australia and China. The day will include dragonboat racing, art and cultural activities and Asian food stalls, says Gold Coast Tourism.

## Sporting Sydney On Show In Campaign

**Sporty Kiwis heading to Sydney have a raft of live and participatory events to take in this year, according the latest phase of Destination New South Wales' Kiwi campaign—Love Every Second of Sporting Sydney.**

The live action starts this month with the All Blacks v Wallabies test, and there's also Aussie rules, rugby league and Spring Racing Carnival action to enjoy in Sydney over the next few months, says the STO. For clients who want to take a



### Agents Enjoy Norfolk

A group of agents who travelled to Norfolk Island this week are now fully converted Norfolk fans, says local rep Hogan and Associates. The agents visited historic Kingston and the convict cemetery, sampled local liquors and solved a murder mystery over dinner. "I have been completely converted and pretty sure I have already changed the way the girls in the office think of Norfolk, I for one will definitely go back, what an amazing little country and community," says Courtney Walters of Flight Centre. Walters is pictured (centre) with Susie Williams of Hogans and Margaret Rouse of Mondo Travel.

### Canada For Foodies

World Journeys now offers Vancouver and Whistler foodie experiences, and says they are already proving popular. Options include a three-hour tasting and shopping tour of Granville Island Public Market, from \$91pp s/t; and the World's Best Street Eats experience that explores Vancouver's famous food truck scene with the help of a Street Food App for iPhones. In Whistler, there's a Finer Things Dinner Tour featuring four courses at Whistler restaurants and optional wine pairing from \$173pp s/t.

hands-on approach to sports in Sydney, the Blackmores Sydney Running Festival (16 Sep) includes running or walking over the Sydney Harbour Bridge and the 29th Spring Cycle (21 Oct), is a series of cycling events. The Supercar Experience (in a Ferrari or Lamborghini) is available year-round at Sydney Motor-sport Park, it adds.

### NZ 48Hr Oz Sale

Air New Zealand yesterday launched a Tasman 48-hour sale, including premium economy and business class fares and school holiday travel. One-way fares to Sydney, Melbourne, Brisbane and the Gold Coast start at \$184; Cairns and Adelaide are from \$274; and Perth is from \$469. Fares during school holidays start at \$214 to SYD, MEL, BNE and OOL; ADL from \$304; and PER from \$499. Business class fares to SYD, MEL and BNE start at \$589, and PER from \$1109. Premium economy fares to PER start at \$709.

## Win 2 Tickets to Bali



Later this month, a team each from Flight Centre, House of Travel and Stella (United Travel and Harvey World Travel) will compete in the inaugural Great Race Bali — and Travel Today will be there to cover the race as it unfolds.

To celebrate, retail consultants who correctly answer the three weekly questions will go into a draw to win two Air New Zealand Works afares to Bali, so they can experience Air NZ's new destination for themselves.

All three answers must be sent in a single e-mail to [GreatRaceBali@traveltoday.co.nz](mailto:GreatRaceBali@traveltoday.co.nz). by 31AUG12.

Each entrant must also "like" our Travel Today NZ Facebook page.

### Question 1

Name the NZ flight numbers of the non-stop services to and from Bali.

■ The full list of terms and conditions can be downloaded by clicking here.



# Electronic collateral assists Travel Agents to generate sales

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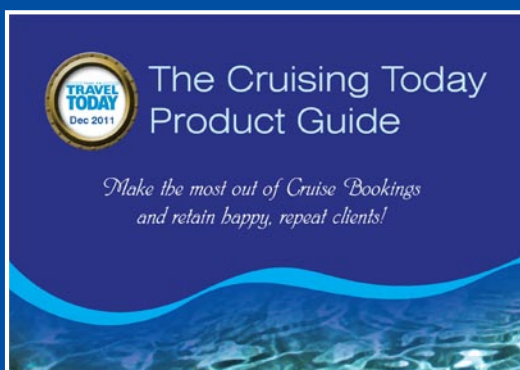
**Destinational Features** are generally published one page a day over several days, and are available as a stand-alone electronic mini-brochure with a cover that can be personalised and branded so that brokers and agents can send selected features direct to clients.

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<a href="#">Australia on Screen-1-Jun12</a>	20-Jun-12	<a href="#">MKOP1-Josh Kronfeld &amp; Frank Bunce in Illawara</a>	20-Jul-11
<a href="#">Australia on Screen-2-Jun12</a>	27-Jun-12	<a href="#">MKOP2-Judy Bailey in Tasmania</a>	22-Jul-11
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<a href="#">Australia on Screen-4-Jul12</a>	10-Jul-12	<a href="#">MKOP4-Robyn Malcolm Tropical Nth Queensland</a>	10-Aug-11
<a href="#">Australia On Screen-5-Jul12</a>	18-Jul-12	<a href="#">MKOP5-Mikey Havoc Northern Territory</a>	17-Aug-11
<a href="#">Australia On Screen-Final Episode-Jul12</a>	23-Jul-12	<a href="#">MKOP6-Clarke Gayford in the Whitsundays</a>	24-Aug-11
<a href="#">Australia Uncovered-1-Eyre Peninsula</a>	28-Oct-11	<a href="#">MKOP7-Antonia Prebble in WA</a>	31-Aug-11
<a href="#">Australia Uncovered-2-Sthwest</a>	28-Nov-11	<a href="#">MKOP8-Josh Emmett-Victoria nth east</a>	6-Sep-11
<a href="#">Australia Uncovered-3-Tasmania</a>	20-Jan-12	<a href="#">MKOP9-Lisa Chappell-Barossa</a>	12-Sep-11
<a href="#">Australia Uncovered-4-Mornington Peninsula</a>	5-Mar-12	<a href="#">MKOP-Wrapup</a>	27-Sep-11
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<a href="#">Australia Uncovered-7-Kakadu</a>	1-Jun-12	<a href="#">Singapore Feature-Aug11</a>	11-Aug-11
<a href="#">Britain You're Invited 2012</a>	28-Jul-11	<a href="#">Tahiti Today Apr12</a>	3-May-12
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<a href="#">Escape Mexico feature</a>	7-Oct-11	<a href="#">Tourism Australia mini feature 4-Journeys</a>	25-Nov-10
<a href="#">Fiji's Coral Coast</a>	29-Aug-11	<a href="#">Tourism Australia Mini feature 5-Coastal</a>	6-Dec-10
<a href="#">GO TT Australia feature</a>	3-Jun-11	<a href="#">Tourism Australia mini feature 6</a>	9-Feb-11
<a href="#">GO TT Bali feature</a>	14-Mar-12	<a href="#">Tourism Australia mini feature 7</a>	14-Mar-11
<a href="#">GO TT China Feature-Apr11</a>	20-Apr-11	<a href="#">Tourism Australia mini feature 8</a>	4-May-11
<a href="#">GO TT Fiji Family Fun</a>	26-Sep-11	<a href="#">Tourism Australia Mini Feature9-TT-Jun11</a>	7-Jun-11
<a href="#">GO TT Hawaii Feature-Apr11</a>	4-May-11	<a href="#">Visit Britain - Royal feature</a>	3-May-11
<a href="#">GO TT Western Australia feature-Aug11</a>	11-Aug-11	<a href="#">Whats New In New South Wales?</a>	7-Oct-11



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