



## CORPORATE TRAVEL NEWS

Wednesday, 12 May 2010

### Thank You!



To our customer partners,

I am extremely proud and pleased to share the news with you that Voyager Travel Corporation has been named "Travel Management Supplier of the Year" at last week's BTTB/Qantas Business Travel Awards. This prestigious award combines quantitative and qualitative assessment criteria along with the input from the Australian business travel community to determine each award winner, so it is a significant achievement and one which we are very proud of.

All this being said, it's more important for me to express my thanks and appreciation to you, our clients, as it is our partnership that makes

Voyager who we are. Our commitment to you and your travellers is 100% and we appreciate your business, your confidence, and your support in Voyager.

I also would like to take this opportunity to recognise the efforts and commitment of the Voyager team, for whom this award really goes to. From the consultants, team leaders, online support, finance team, client relationship team, groups & leisure through to our management leadership, it is a team I'm very proud of and this award just reinforces what I've known for some time, that our team is indeed amongst the best in the business.

Although this award is a validation of the great work the Voyager team has done over the past few years, there are also many things for us to look forward to. Our partnership with you as our customer continues to reinforce our focus on growing, innovating and providing thought leadership for the business travel industry for many

years to come, and I again thank you for choosing Voyager to be your travel management partner.

Kind regards,  
Richard Savva

### Supporting the Red Cross



Pictured above is Nathan Feld, MD Voyager Travel, presenting a donation to Ian Burke, TAS Executive Director, Australian Red Cross, at the recent BTTB conference. Voyager donated \$1 from every transaction fee charged during February & March 2010 to help the Red Cross with their numerous projects.

BRITISH AIRWAYS 

### British Airways cabin crew strike

BA announces that Unite, the trade union for British Airways (BA) cabin crew, has announced that it intends to take further strike action on:

- 18 – 22 May
- 24 – 28 May
- 30 May – 3 June
- 5 – 9 June

BA is currently considering it's response so they can minimise any disruption during this strike period, and aim to provide more details of their plans on Tuesday afternoon (UK time) 11 May.

***All flights are operating as normal at the moment.***

In the event that cancellations are made due to strike action You will be able to:

- Rebook onto another British Airways flight to the same destination within 355 days of the original date of travel OR
- Rebook onto another British Airways flight to/from the nearest alternative airport (for example, if booked to/from

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Boston you could rebook to/from Philadelphia or New York) OR

- Rebook onto an agreed alternative airline, subject to availability OR
- Cancel your booking and get a refund.

All rebooking options will be subject to availability.

As usual, your Voyager Team will actively work to identify & assist those passengers affected.

*Please contact your Voyager consultant if your travel plans include British Airways.*



**Qantas mobile check-in**

Qantas customers can now check-in via their web-enabled mobile for eligible

bookings on Qantas and selected QantasLink domestic flights, between 24 hours and 45 minutes before they depart, giving customers more control for a faster and more streamlined experience.

Once checked in on their mobile, customers using Mobile Check-in will receive a boarding pass. Once at the departure gate they simply scan the device to receive a boarding receipt, displaying their name, seat number, Frequent Flyer information and flight details.



**Check Mate**

Virgin Blue has launched a revolutionary, innovative new process to check in and board on domestic flights via a traveller's mobile called "Check-Mate".

New technology will enable Virgin Blue travellers to make flight bookings,

changes and cancellations across the entire Virgin Blue domestic network from their personal devices while on the run and at their convenience. Phase one of the innovative project was launched this week via [mobile.virginblue.com.au](http://mobile.virginblue.com.au) and a special BlackBerry Virgin Blue application. It offers mobile check-in, seat selection and boarding via 2D barcode scanning on personal handheld mobile devices for Virgin Blue passengers travelling on direct flights between Sydney, Melbourne and Brisbane. The barcode will feature all the key information including flight number, boarding time, seat number and arrival time at destination.



**QF airfares go up**

Qantas increased select Red e-Deal and Super Saver fares by \$2 to \$12 on return services between the following routes –

- Adelaide – Perth
- Brisbane-Canberra
- Brisbane - Perth
- Canberra- Melbourne
- Canberra- Sydney
- Karratha-Perth
- Perth-Port Hedland
- Perth- Newman

on the 10th of May. QF is also boosting Flexi Saver and Fully Flexible fares on Brisbane - Perth, Karratha - Perth and Perth-Newman routes by \$7 to \$18. Wholesale and group fares on the services will also increase, effective 26 May. *Contact your Voyager Travel consultant if you require further assistance.*



**QFFF points on points flights**

Qantas has revamped its frequent flyer program to now offer the earning of points and status credits on airfares redeemed under its 'Any Seat' awards scheme. Points are earned when

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travelling on eligible Any Seat Award flights with Qantas, Jetstar and selected airline partners. The revamp also allows travellers to use points to upgrade on Any Seat Award flights, with the carrier also saying that a wider range of Any Seat Awards are now redeemable on QF international flights and QF and Jetstar domestic and international services.



### QantasLink Coffs Harbour Lounge

QantasLink has celebrated the opening of their first Regional Lounge at Coffs Harbour, marking the occasion by naming a Q400 aircraft after the city.



### Amsterdam for Emirates

Emirates have launched flights between Dubai and

Amsterdam. The Netherlands capital is the 96th destination in Emirates fast growing global network, which will expand further with daily flights to Prague in the Czech Republic on 01 July. In addition, on 01 August this year Emirates will add the Spanish capital Madrid, which will become its 25th destination in Europe.

### Emirates to Baghdad

Emirates are launching a thrice weekly service between Dubai and Baghdad from 01 July using an Airbus A330-200 jet, with the city becoming EK's 103rd destination.



### American Airlines OK for Chicago/Beijing

American Airlines is hopeful of launching its new Chicago-Beijing service from 25 May, after the initial start-up date

of 26 Apr was delayed because AA was unable to gain suitable landing slots at Beijing Capital Airport. The service will begin as a four times weekly operation before moving to daily from 03 July.



### Qantas/China Eastern codeshare

Qantas has confirmed plans to further extend its codeshare pact with China Eastern Airlines, to cover flights between Australia and Singapore and then onwards from Singapore to ports in China.

If approved the new arrangements would take effect from 01 June. Under the proposal China Eastern will code share on QF flights between Australia and Singapore, while Qantas will place its code on selected China Eastern Airlines services between Singapore

and China which connect with its flights from Australia.

### China Eastern pact

Qantas has extended its relationship with China Eastern Airlines, which is now a partner of the Qantas Frequent Flyer Program. Members can earn and redeem points on the Shanghai-based carrier's flights on more than 330 Chinese domestic routes and 80 international routes to Asia, Europe, the US and Australia.



### AirAsia inaugural to Mumbai

Malaysian low cost carrier AirAsia X has commenced a four times weekly Kuala Lumpur- Mumbai service. Mumbai is the carrier's sixth destination in India.

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**Lie-flat seats to be offered on low-cost AirAsia**

AirAsia has introduced a brand new lie-flat bed to its long-haul planes, as it moves to aggressively improve its premium offering in an attempt to grab market-share of the re-emerging corporate market.

The new flatbeds will be implemented in AirAsia's long haul fleet under the AirAsia X brand, and offer standard business class specifications of 20" width and 60" pitch.

**AirAsia boosts flights between Malaysia, Australia, Bali**

AirAsia X has announced it will increase the number of flights between Malaysia and Australia from July 1, while Air Asia will ramp up flights to Bali from June. The budget carrier currently operates one daily direct flight from Kuala Lumpur to Melbourne and between Kuala Lumpur and Perth. From July, it will double the services, flying twice daily

between the destinations, totalling to 14 weekly flights.



**Japan Airlines cuts 45 routes, drops Brisbane**

Japan Airlines has announced that it will be dropping 15 international and 30 domestic routes in its restructuring, and amongst the cull is its Brisbane service and ground operations. As part of its restructuring plan, JAL has announced a complete re-haul of its global network which includes the discontinuation of 15 international destinations, seeing 86 roundtrip flights cancelled a week. Tokyo to Brisbane, Amsterdam, Milan, Rome, Sao Paolo, Denpasar (Bali), and Kona are the seven international services dropped which will also see the closure of their local regional offices. Several Osaka services will also be dropped including

Guam, Hong Kong, Guangzhou, and Beijing. Most of the routes culled will discontinue operations on either the 30th of September or the 1st of October.



**AIR CANADA**

**Air Canada goes cashless**

Air Canada has introduced a cashless cabin on all services, meaning passengers now need to provide payment for all in cabin purchases with a credit card. Debit cards will not be accepted as a payment method.

It doesn't apply to long-haul services where meals are free.

**merge and create new airline**

United Airlines and Continental Airlines have formally announced that they will be merging and creating a brand new integrated entity, which will keep the United name but fly the Continental livery and logo. If approved by regulators and shareholders the two companies will merge under a new umbrella company called United Continental Holdings. The airline created from the all-stock merger will be flying to 370 destinations around the world.



**Air China Opens New Premium Lounge in Guangzhou**

Air China has opened a new premium lounge designed according to Star Alliance

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standards at Guangzhou Baiyun International Airport. Furnished in a southern-Chinese style, the new premium lounge covers an area of 1,000 square meters and is the largest lounge at Baiyun Airport. The 165-seat lounge offers a wide range of functions including a changing room, showers, a sleeping area, food and beverages, a smoking area, an entertainment zone, an internet cafe, baggage storage, mobile phone recharging stations, and two VIP rooms.



### Jetstar teams up with Air Canada

Jetstar and Air Canada will now offer joint fares to Canada following the signing of an interline agreement. The agreement will allow travellers to connect their Jetstar domestic or international service with travel to or from destinations such as Vancouver, Toronto

and Quebec City via Honolulu, Hawaii.

### New Durban Airport

Durban King Shaka Int'l Airport was officially opened on Saturday in South Africa by president Jacob Zuma, after a 'soft' opening at the beginning of the month. The new airport has the capacity to handle around 7.5m passengers per annum.



### US\$1.2 billion deal sees Hertz buy out Thrifty

Hertz Global Holdings has just announced that it will be buying out rival car rental company Dollar Thrifty in a huge US\$1.2 billion cash and stock deal, and is confident that the US government will allow the deal to go ahead. This takeover will see Hertz now operate four major rental brands, that of Dollar,

Thrifty, Advantage and of course Hertz. This would result in approximately 9,800 rental locations across six continents.

**Voyager Travel has 2 Leisure tools that allow you book your holiday packages online in real time as well as to research cruises that might be of interest to you.**

Just go to [http://www.voyagertravel.com.au/leisure\\_travel/](http://www.voyagertravel.com.au/leisure_travel/)

Make it your "favorite" and you can book and confirm a hotel, or a full hotel and flights package. On the same page under "[Click here to search cruise options](#)" you have the opportunity to search the widest cruise directory.

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