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TRAVEL AUSTRALIA

May 2008



Daniel Muston, Tour East Operations Manager at the Arabian Travel Mart in Dubai

Arabian Travel Mart

In May, Daniel Muston our Operations Manager attended Arabian Travel Mart in Dubai. It was a great opportunity to catch up with many of our existing customers in the Gulf and introduce the new Tour East Australia brand.

The major products requested at this Travel Mart continue to be Gold Coast and Sydney. Strong bookings are expected to continue this year during the peak travel period from the Middle East. Whilst the demand to these destinations remains strong, Tour East Australia is trying to encourage customers to also look at the attractions of Victoria and other parts of Australia to include in itineraries during this year's peak travelling period to Australia.

GSA Conference

Unfortunately due to circumstances beyond our control, we have had to postpone the GSA conference planned for July. Due to the timing and company changes within Qantas Holidays, we have been unable to secure the speakers required to make the conference of value. We apologise for the inconvenience this has caused you and will advise when new dates and a venue have been selected to hold the conference.

Leisure Groups

Leisure groups have a new contact email, groups-aus@toureast.net. The new email address will be monitored daily and will ensure that we deliver even better customer service by ensuring all quotes are followed up rather than relying on individual email addresses in our office.

In the next few weeks we will be adding a leisure groups booking form to our website. The booking form will ensure that we turn around your quotes quickly. It has been designed to give us all of the information we need to provide a quote. This will eliminate the need for us to ask for additional information at the quoting stage. Don't forget we can also tailor-make group itineraries for you and your clients.

FITs

From time to time you may have single bookings or a small number of special clients who require additional services. We are happy to customise an itinerary for them. Please send these enquiries to fit-aus@toureast.net. We can personalise the itinerary for these clients and create extensive one-off itineraries. Emails sent to this address will be answered by our most experienced staff and our management team will oversee the reply.

South Australia Kangaroo Island

Kangaroo Island is sometimes referred to as Australia's version of Galapagos Island. The UK Sunday Telegraph called the island 'One of Earth's last unspoilt refuges'. It sits off the South Australian coast and covers 4500 square kilometres. The island is our third-largest and is a nature wonderland.

On the island there are 21 national and conservation parks. It is a must-see for nature lovers. The island is literally crawling with Australian native wildlife in its natural habitat. Kangaroos, wallabies, koalas and penguins are but a few of the regular inhabitants.

New to the island is Southern Ocean Lodge located overlooking Hanson Bay on the south-west coast. Opened in March, the lodge offers luxury and yet is in harmony with its wilderness surrounds. The lodge has 21 luxe suites and retreats, plus breathtaking coastal panoramas. It is a great base from which to plan your wilderness experience on Kangaroo Island as it is close to all of the core attractions. Pure indulgence is offered as part of the lodge experience featuring local food and wines as well as a signature wellness spa.

To find out more about our other Kangaroo Island offerings please download the PDF on www.toureast.com.au



Employee Profile

Name: Teri Power

My role at Tour East

Australia: I commenced work on 7 January 2008 as an Office Assistant. My role is varied including providing assistance to management, staff and clients, systems maintenance, quotes and all other administrative tasks to ensure the office is maintained at a high level.



What I love most about Australia: I appreciate our lifestyle and the vast culture that we consistently inherit. Our country provides beautiful landscapes that cater for every season, with beach, bush, amazing cities and snow. I have travelled extensively which was great but I am proud to call Australia home.

Favourite Movies: Butterfly Effect, Crash and Almost Famous, anything that gets you thinking and guessing.



Focus On Sydney

Sydney has so much to offer your clients and the experiences you can have are varied. We have a spectacular harbour and beaches, partly surrounded by national park, with great restaurants and shopping within easy reach of your hotel.

On the harbour there is a range of activities, from the famous Sydney BridgeClimb, jet-boat riding, to lunch and coffee cruises. You can even go scuba diving in the harbour and view an array of sea creatures including sea horses. Perhaps take a day trip to the spectacular Blue Mountains, Jenolan Caves or the famous Hunter Valley wine country. If the weather is fine, why not learn surfing at Manly beach or visit Bondi. Or, from Rose Bay on the harbour you can fly in the famous Sydney Harbour seaplanes up to the Hawkesbury River for lunch.

All of these activities can be booked before you leave home or can be booked through Tour East Australia when in Sydney. We can also organise private guided tours with our language guides.

Tour East Australia is relaunching its City Sightseeing brochure. This 72 page brochure

features everything from day tours and cruises to restaurants and attractions for your clients to enjoy in Sydney.

New this month also are our Japanese language sightseeing brochures for Melbourne, Sydney, Cairns, Ayres Rock (Uluru), and Gold Coast 'Go Tours'.

We will also advise you when we release the sightseeing brochures for other Tour East Australia destinations.

These sightseeing brochures are ideal to put in with your clients' travel vouchers, as currently most people usually do not pre-book this product. If your clients book from the brochure whilst in Sydney you will receive the commission, so long as they book direct with Tour East Australia whilst in Sydney by phoning **1800-812263**.

Our sales staff will be in contact with you shortly with the details on how you will be credited with these additional sales and how to order the new brochure.

What's New On The Web

Don't forget to find out what's new at Tour East Australia. Log on to www.toureast.com.au and access *easyway* via our website.

If you access the system through this method it will ensure that you won't miss out on what's happening at Tour East Australia.

