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Travel Daily

First with the news

Tuesday 13th December 2011

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Etihad up 787-9 order

ETIHAD Airways has increased its firm order for Boeing's 787-9 Dreamliners by 10 to 41, making it the world's largest operator of the aircraft type, taking the title from Qantas Group's order of 35.

The US\$2.8 billion order also includes two 777 Freighters.

EY is expecting the 787-9s to be delivered between 2014 & 2019, initially flying them on Dublin, Frankfurt, Kuala Lumpur, Beijing, Nagoya, Delhi & Istanbul routes.



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SilkAir to add Top End hub

SINGAPORE Airlines and Virgin Australia have today delivered on proposed joint venture plans to open up the Top End (TD 29 Jun), announcing a new four times weekly Singapore-Darwin route, from 26 Mar (TD breaking news).

SIA's subsidiary SilkAir will make its debut in Australia, operating the route using dual-class Airbus A319 and A320 aircraft, thereby expanding its route network to 39 destinations in 12 countries.

"We are immensely excited to introduce our first destination in the South-West Pacific," said SilkAir's chief exec. Marvin Tan.

He said the "very significant move" will complement SQ's "ongoing efforts to better serve the Australian market."

At the same time, Virgin said it would begin a new daily Sydney-Darwin service from 02 Apr, which will enable connections to the East Coast.

Win tickets to MI:4

DUBAI Tourism, Arabian Adventures & Emirates is offering 45 double passes to TD readers in Melbourne & Sydney to special screenings of *Mission: Impossible - Ghost Protocol* this week.

There are 20 double passes up for grabs in Sydney for the Wed 6pm preview at Event Cinemas on George St and 25 double passes for the Thu 15 Dec showing at Crown Complex, Melbourne.

To be in the running, the first 20 & 25 readers to email the correct answer to MI4@traveldaily.com.au for the following question will win.

Question - Which building does Tom Cruise scale in the new *Mission Impossible* movie?

Last week, NT chief minister Paul Henderson met with DJ ceo John Borghetti to chat about additional capacity (TD 06 Dec).

Virgin Australia Group Executive Merryn McArthur said Darwin is becoming an "increasingly important commercial hub."

"The alliance with Singapore Airlines enables us to open up important new routes in Australia and Asia and we have moved quickly to identify and realise this opportunity," McArthur said.

Members of SIA's KrisFlyer and DJ's Velocity loyalty schemes will be able to earn and redeem points on each other's programs from 20 Dec, while codesharing is expected to launch in early 2012.

Virgin Australia also said it will open a new Darwin Lounge.

The new routes are subject to regulatory approvals.

Six pages of news

Travel Daily today has six pages of news and photos, plus full pages from: (click)

- TMS Asia Pacific jobs
- AA Appointments jobs

HA upgrades Sydney

HAWAIIAN Airlines will add up to 11,000 seats annually between Honolulu-Sydney after confirming it would deploy Airbus A330-200s to Australia mid-next year.

The upgrade from its 264-seat Boeing 767-300ERs will mean an extra 30 seats per flight.

CEO Mark Dunkerley said the A330s not only offer greater capacity, but feature enhanced amenities, such as on demand IFE.

HA will have nine A330s in its fleet by mid-2012.

MEANWHILE, HA will boost its Honolulu-Los Angeles service to thrice daily year-round from Jun.

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King crowned at MCEC

THE Melbourne Convention & Exhibition Centre has appointed Peter King as chief executive after an extensive recruitment process. King is the current chief exec. of the Royal Agricultural Society of New South Wales.



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Canada

Princess linking air & cruise

PRINCESS Cruises are to roll out an online tool which will enable agents to control flight bookings and coordinate flights with cruise itineraries, dubbed eZAIR.

Launching early next year, eZAIR will provide real-time pricing and flight availability as well as instant flight reservations through a single online booking source for both air and cruise travel.

Announcing the new program at Carnival Australia's 2011 Partnership Summit aboard *Dawn Princess*, Stan Birge, Princess Cruises commercial director, said: "This is a big new tool in the market ...so agents should start to plan how you are going to use it."

"You can view and book flights with your cruise booking, choosing dates, cities and which class."

eZAIR will be integrated into POLAR Online, Cruise Personaliser and Princess' call centre and princess.com website.

A unique feature of the program is "Next Port Protection" in the event of flight delays which causes a client to miss their cruise – eZAIR can help passengers with re-routing to the next appropriate port of call.

Birge told the 180 agents at the seminar that the program offered "added value" that has been successful in the US.

"You could charge a service fee for it, as agents do in North America, or you could get your clients to do it themselves using

Cruise Personaliser.

"It is all about giving agents and passengers full control of their flights," he said.

Agents will be able to give their clients two different fare options - flexible or restricted.

Flexible fares can be cancelled or modified without fee (up until 45 days prior), while restricted fares must be locked in and paid for at time of booking.

More time for QF/SAA

THE International Air Services Commission has extended its decision authorising the code share deal between Qantas and South African Airways until 31 Mar.

The extension is being offered to enable Qantas & South African Airways to make submissions on the IASC's draft decision made last month that allowed them to continue their joint venture for another year (**TD** 18 Nov).

QF/SAA were seeking a five year renewal of their alliance.

The Commission said by which time it wants to resolve not only the applicants codesharing plan on the South Africa route, but the resolution to extend to 31 Mar the combined frequency of services from 14 to 13 services per week, offered to 31 Dec 2011.

Flight Centre settles

FLIGHT Centre Limited has now settled the legal action initiated two years ago against Dublin-based Datalex (Ireland) Limited and its parent company, Datalex PLC.

The firm yesterday told the Australian Securities Exchange it had "negotiated in good faith and resolved the proceedings to their mutual satisfaction", but terms of the settlement were not revealed.

Flight Centre Ltd sued Datalex in Nov 2009 for \$16m after it failed to produce a contracted internet booking engine for the retailer.

A few months later, Flight Centre received notification it was being counter-sued for up to US\$9.23 million (**TD** 16 Feb 2010).

At that time Flight Centre said it was going to "vigorously defend the counter claim."

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Cathay Pacific Premium Econ coming

CATHAY Pacific late yesterday released details of its soon to debut Premium Economy Class which is to be rolled out across its long-haul fleet from Apr 2012.

Chief exec. John Slosar said the new Premium cabin would offer guests more legroom and recline, with a seat pitch of 38" - 6" more than what's offered in Economy.

Features include inflight touch-screen personal TV and mobile device connectivity, a larger meal table, cocktail table, footrest, a 10.6" TV, in-seat power outlet, a multi-port connector for personal devices and extra stowage space.

Premium Economy will be made available on CX's 777-300ER, 747-400, A330-300 & -400 long-haul fleet of 87 aircraft by late 2013, with seat count varying from 26

to 34 seats.

CX says Y+ guests will be treated to "a new kind of experience", have access to priority check-in counters and boarding over Economy pax, and a 5kg higher luggage allowance of 25kgs.

The first 777 and A330-300 to feature the Premium Economy cabin will enter service in Mar and be bookable in Q1 2012 for flights departing in Apr.

It'll initially be introduced on routes from Hong Kong to Sydney, Toronto, Vancouver and New York, followed by London, Los Angeles, San Francisco, Europe and other long-haul routes.

Cathay Pacific also revealed it would overhaul its Economy class seat on 36 777-300ERs & 26 A330-300s over the same period, flying first to Sydney and Toronto from next Mar.

The new Economy seat will feature a cradle mechanism "to enhance the level of comfort in the recline position", gain an extra 2" of recline over the current Economy class offering.

Touch screen TVs, a USB outlet, an iPod/iPhone outlet, and more personal storage is also planned.

New Finnair GSA

FINNAIR will end its 14-year tie with World Aviation Systems from 01 Jan, announcing this morning that it has appointed Airline Marketing Australia as its GSA.

AY will relocate to new premises at Level 28, Australia Square, 264 George St, Sydney NSW 2000.

SCDL digital focus

SUNSHINE Coast Destination Ltd will ramp up its online presence through social media platforms and website development, having appointed Renee Deguara as its Digital Marketing Manager.

She will be tasked with luring visitors, corporate business and events to the Sunshine Coast using the channels, in partnership with digital agency, Visual Jazz.

A new Sunshine Coast portal is expected to be launched mid-2012.

NZ CHC-RAR pull out

AIR New Zealand will pull its Christchurch-Rarotonga service from GDSs this week as the route has not "rebounded" from the earthquake in Feb, according to Jo Kennedy from Air NZ, who told delegates at the Kia Orana Cook Islands Forum last week.

Window Seat

CHRISTMAS is in the air and Santa's sleigh is now a 777-200ER aircraft owned by Air New Zealand.

The carrier will offer a one off 'Christmas Cheer in the Air' flight for 150 kids from the Canterbury & Christchurch area for a one hour round trip flight to the Aoraki Mt Cook area.

The "unique flight experience" will depart on 20 Dec and is for the kids of Canterbury "given the incredibly tough year they've just been through".

VIRGIN airport elves are giving passengers the chance to avoid papercuts and lost sticky tape dramas, with the introduction of gift wrapping services at London Heathrow airport.

Virgin Atlantic has set itself up at Heathrow to offer a last minute present wrapping kiosk, where gifts can be decorated with ribbons, large bows & gift cards.

50,000 passengers travelling with Virgin Atlantic are expected to use the service over the 21st, 22nd and 23rd Dec.

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Surin Phuket reopens

DESIGN Hotels has advised that The Surin Phuket will re-open for business on 21 Dec following an extensive renovation.

Reservations made 60 days in advance for travel 01 Mar to 15 Apr will receive a 10% discount.

SpongeBob parade

SEA World on the Gold Coast will launch a new *SpongeBob SquarePants* parade on 20 Dec at the park's lakeside amphitheatre.

The show features water displays, floats, themed boats and dancers.



Creative USA growth

CREATIVE Holidays says double-digit growth on its USA & Canada program has led the wholesaler to expand its accommodation and sightseeing options again in 2012 in anticipation of a future swell.

MD Paul McGrath said some of the strongest performing areas include Las Vegas, Anaheim and New York.

McGrath said Creative has beefed up product in areas of the US, such as Lake Tahoe, Anchorage, Grand Canyon North & Key West, while across the border in Canada there has been a greater focus on regional towns, like Tofino, Port Hardy, Whitehorse & Waterton.

Creative has also added a range of new tours, including the Grand Canyon Overnight & Sunrise tour priced from \$520ppts and a three-night Bones Bay Lodge Orca's & Bears trip at Knight Inlet, which leads in at \$2,734ppts.

VS keen on bmi too

VIRGIN Atlantic has stepped up the ante on plans to acquire British Midlands International, with owner Lufthansa confirming it has received a bid from Sir Richard Branson's carrier on Mon.

Last month the International Airlines Group (British Airways & Iberia) made a bid on bmi, also for an undisclosed figure.

Beautiful Thailand campaign

TRAVEL Daily is on location in Bangkok courtesy of Thai Airways International and the Plaza Athenee Royal Meridien Hotel where a huge effort is underway to entice tourists back to the country after its worst floods in living memory.

With the capital and many parts of the nation now back to normal, the Tourism Authority of Thailand (TAT) will kick off a "Beautiful Thailand" campaign to restore tourists' confidence during the first quarter of next year.

It plans an aggressive marketing campaign such as organising road shows and supporting key travel agencies in main markets.

TAT said 175 tourist attractions were affected by the flooding, but all sites should be fully restored within a couple of months.

Despite this, the Ministry of Tourism expects close to 20 million foreign arrivals this year, a 15% increase over last year.

Hotels which lost 50% of their business are also filling up again with many in and around Bangkok offering great deals for visitors.

For example, the 5-Star Plaza



Athenee Royal Meridien has cut 20% off its web rates and is throwing in free spas and breakfasts until the end of Jan.

"With our occupancy down to a low of 20% from the normal 80%, we're working closely with airlines like Thai Airways to increase our occupancy levels, so if guests want to get this great deal, they should log on to our website," said General Manager Chooleng Goh.

Go to starwoodhotels.com/plazaatheneebangkok for details.

Pictured above in the lobby of the Plaza Athenee with the hotel's stunning Christmas tree is Sue Marr, Thai Airways Int'l marketing manager (left) and Chooleng Goh.



our new partnership is taking off

Virgin Australia is proud to announce our new partnership with Singapore Airlines. This means in 2012 your clients will be able to experience seamless connections to over 60 destinations in Asia and beyond.

Velocity members will enjoy additional benefits, including the ability to earn Velocity Frequent Flyer Points* and Status Credits, as well as redeem their Points on Singapore Airlines operated flights^.

Eligible guests will also benefit from Priority Check-in, Baggage and Boarding. And starting immediately, they will have access to Singapore Airlines' operated lounges.

For more information, click here or contact your Virgin Australia Account Manager.

*To earn and redeem Points you must be a Velocity member. Velocity Membership and Points earn and redemption are subject to the Member Terms and Conditions, as amended from time to time available at virginaustralia.com/velocity. ^Selected services unavailable for redemption.

SINGAPORE AIRLINES   australia

QFF bonus points

QANTAS Frequent Flyer is giving away 40,000 bonus points to members signing up a friend to the Qantas Club, priced from \$840 for 1 year's membership.

VA pax upgrade on EY

VIRGIN Australia is advising agents that from 06 Feb to 10 Apr its long-haul Boeing 777 fleet (previously operated under the V Australia brand until last week) will undergo heavy maintenance and repainting work.

The work will see one B777 removed from the fleet at a time on VA's Sydney-Abu Dhabi thrice weekly service.

Virgin says that to ensure a continuity of service, its alliance partner Etihad Airways will take over the operation (**TD** 28 Nov), for a total of 54 sectors.

Passengers booked on affected flights will be reaccommodated to flight VA7455 (EY455), with guests transferred into the same cabin class on Etihad's flights as booked with Virgin Australia.

However, as Etihad doesn't offer a Premium Economy cabin, guests will be reaccommodated into its Business Class cabin.

Guests receiving the upgrade will not be proactively offered complimentary limo services, but will be granted if requested.

They'll also be offered other Business benefits including lounge access and bag allowance.

If Etihad's connecting flights do not meet minimum connection time guests will be permitted to rebook services FOC.

Newman's agents held up in NZ

NEWMANS Holidays World Rally Drive in New Zealand (**TD** yest) stepped up a notch during its second day, with over 50 agents teamed up to prove they have the most knowledge on NZ.

The groups are given seven challenges daily with Day 2 proving fulfilled with stops at Waipoua Forest, the Kauri Museum, Hokianga and Bay of Islands, as well as multiple calls at cafes, wineries & shops along the way to Auckland.



Pictured at the largest and oldest Kauri tree in the world at Tane Mahuta in Northland is Team Rally from left are: Erin Marie Truebody, HWT Toronto; Jessica Hutchison, HWT Belmont Central; Tanya Maree Dowling; Travelscene Kempsey and Angela Duckworth, HWT Baulkham Hills.

Tarmac delay probe

THE US govt is investigating why 18 flights heading to New York JFK and Newark airports on 29 Oct were delayed by more than 3hrs - 11 of which were int'l flights and were held up for more than 4hrs.

Most delays occurred at airports where the flights were diverted.

ROCKY MOUNTAINEER GIVEAWAY



Travel Daily has teamed up with **Rocky Mountaineer** to give five lucky readers the chance to win a plushy Fraser the Bear and a lux leather luggage tag, valued at \$45.

Rocky Mountaineer gives partial proceeds from all sales of the bear to the Pacific Salmon Foundation.

To win, simply be the first person to send in the correct answer to the following **True** or **False** question:

Rocky Mountaineer's new SilverLeaf Service will be available on all journeys on the First Passage to the West journey, between Vancouver, BC and Banff, AB

Email your answer to: rmbear@traveldaily.com.au
Congratulations to yesterday's lucky winner, **Brian Wilcock** from **Flight Centre**.



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New connections.

flydubai, Dubai's first low-cost airline, can now be booked in conjunction with Emirates on one ticket to 25 new worldwide destinations along with the luxury of checking in 30kg luggage for the entire journey. Special introductory fares start from only \$1,543* and are on sale until the 19th December, 2011.

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Air Transport World 2011 Airline of the Year. *Airfare quoted is for an Economy Class return fare from Perth to Erbil and is inclusive of taxes and surcharges correct at 7th December, 2011. Offer ends 19th December, 2011 for travel between 20th January and 30th June, 2012. Flights and seats subject to availability. Amendment and cancellation fees apply. For more information contact your Emirates Sales Team or Emirates Customer Service Centre on 1300 880 599.

EMI3416/A

Tuesday 13th Dec 2011



Supplier Updates

WELCOME to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE.**

Supplier enquiries for notices: advertising@traveldaily.com.au

Send in your Christmas photos and win a night in at Fraser Suites Sydney!



ABOVE: Sun Island Tours team celebrating their Christmas Party. Pictured from left to right are: Louisa, Claudia, Rick, Skye, Gloria, Sarah, Chiara, Sophie, Roger, Paul and John. **Travel Daily's popular Christmas photo competition is back!**

Our good friends at Fraser Suites Sydney are asking you to send in your work Christmas party photos and at the end of the month, they will select their favourite photo to win an overnight's stay in a Two Bedroom Suite, sparkling wine & a fruit bowl upon arrival & complimentary car parking.

Bonus points will be awarded for photos that include a copy of the Travel Daily issue.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to: xmasphotos@traveldaily.com.au



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Sri Lanka showcase

TRAVEL Indochina is suggesting travel agents view Peter Kuruvita's *My Sri Lanka* which airs on SBS on Thu 15 Dec at 7:30pm.

The firm says the show will give consultants insights into locations visited on its 2012 Sri Lanka Discovery small group tour.

The program continues airing until 05 Jan 2012.

QH Xmas availability

QANTAS Holidays has launched a Christmas Availability guide for Singapore accom options still showing space available over the Christmas holiday season.

Futher availability guides will be released for the South Pacific and Thailand shortly.

SQ's \$25K incentive winners



ABOVE: The team at Toorak Travel will be enjoying their share of \$25,000 courtesy of Singapore Airlines following their win of the major prize during the carrier's recent trade incentive.

The major prize was awarded to Toorak Travel for being the top seller during the month of Oct, selling a minimum of \$50,000 in

air travel, and obtaining 20% growth year on year.

Pictured with their cheque from left are: Lilly Siegel, Toorak Travel; Chris Rowe, Sales Manager Vic, Singapore Airlines; Julie Poumes, Anna Rizzi and Cheryl Walker, Toorak Travel; and Dennis Alysandratos, Group General Manager Consolidated Travel.

Intrepid USA self drive

INTREPID Travel has unveiled new Self Drive Adventures in North America including a 13 day itinerary from San Francisco to Los Angeles priced from \$930pp.

James Thornton, gm global sales said the trips offer travellers a real point of difference, with high quality camping gear, insurance and in-depth itineraries offered.

No under 25yo fee will be charged to young drivers.

20% off Irish Spirit

TEMPO Holidays is taking 20% off its seven-day Irish Spirit coach tour, now priced from \$772ppts for the first 40 passengers to book and pay in full by 29 Feb, for travel from 26 Feb to 09 Dec.

Iririki Stay 7/Pay 4

IRIRIKI Island Resort and Spa Vanuatu has extended its Stay 7/ Pay 4 deal (including brekkie and transfers) when staying up to 15 Dec and from 06 Jan to 31 Mar, to now end on 31 Jan 2012.

Delta's Brazil flat beds

DELTA Air Lines has introduced full flat bed seats in BusinessElite on all flights between the United States and Brazil and boosted services to daily from Atlanta to Brasilia and Detroit to Sao Paulo.

Sovereign Hill reno

CHOICE Hotels Australasia has unveiled the \$400,000 refurb of the Comfort Inn Sovereign Hill.

The heritage-style hotel has been given a contemporary look with new beds, iPod docks & wifi.

Skywest pax drop 4%

SKYWEST Airlines has reported a 4.39% year on year decrease in passenger numbers during the month of Nov, to 25,000.

Financial year to date pax count is up 1.14%, to 144,000.

Revenue passenger kilometres (RPT traffic) dropped by 6.89% in Nov, and available seat kilometres stumbled 10.74%.

Charter services were up 41% to 345 flights.

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LET’S GET BACK TO BUSINESS

CORPORATE TRAVEL CONSULTANTS X 8

NORTH SYDNEY SALARY PKGE TO \$65K + INCENTIVES

Join a global leader in corporate travel that is on their way to the top. They have recently won a massive new account and are looking for the cream of the corporate travel crop to join their team. Excellent salary package, training and development as well as opportunities for progression are just a few of the many benefits available to members of this progressive and dynamic company. Get a head start on your New Years resolutions today!

THIS IS A CAPITAL OPPORTUNITY

SENIOR RETAIL CONSULTANT

WODEN - ACT SALARY PKGE TO \$55K + INCENTIVES

Are you ready to take a step into leadership? If you are an experienced travel consultant working in the Capital Territory we would love to hear from you. This role offers clear and fast progression to leadership of a successful retail store that is a part of an Australia wide travel chain. Benefits include an excellent salary package of \$45-\$50k base plus incentives. If you have 2 years experience, strong CRS skills and excellent customer service skills send us your CV today

FIVE STAR DELIGHTS

**SENIOR LUXURY HOTEL RESERVATIONS CONSULTANT
MELBOURNE (CBD) – SALARY PACKAGE TO \$63K (OTE)**

This 5 star luxury hotel group is looking for an experienced consultant to join their professional, yet fun, team based in Melbourne. You will be responsible for booking hotels around the world for their prestigious repeat clientele. You may also be required to supervise the team on occasions & ensure the 5 star service level is maintained. Located in a beautiful loft in the CBD, this is your dream role come true!

ENJOY XMAS OFF THIS YEAR!

CORPORATE TRAVEL CONSULTANT

MELBOURNE (CBD) - SALARY PACKAGE TO \$70K (DOE)

This large TMC are looking for an experienced travel consultant to join their team in Melbourne. With your previous consulting experience using a GDS making the switch across to corporate has never been easier! You will be part of a large team based in the CBD with a fantastic Reputation, this is the one corporate company that everybody wants to get into! Apply today!

DON'T WORK FOR A GRINCH THIS XMAS

RETAIL TRAVEL CONSULTANTS

PERTH (VARIOUS) – SALARY PACKAGE TO \$50K + (OTE)

You will soon start smiling again when you realise how much extra \$\$\$ you could be making with these exciting roles in Perth. We have various retail roles located all over Perth, whether you live South, North or WEST we have a role for you! If you have a minimum of 12 month’s travel industry experience, why not give yourself an early Christmas present this year and secure a new role in Perth?

LA BELLA VITA!

RETAIL TRAVEL CONSULTANTS

MELBOURNE (STH EAST) – SALARY PACKAGE TO \$45K(DOE)

Do you love Europe? How about working in a travel agency that specialises in the European market and with colleagues as passionate about the area as you? We have an exciting retail role in Melbourne’s South Eastern suburbs for an experienced travel consultant! You will be rewarded with exciting family, a high base salary and commission and the satisfaction of being in charge of your own desk. Apply today.

GET THIS IN YOUR CHRISTMAS STOCKING!

ONLINE TRAVEL CONSULTANT

BRISBANE CBD – \$60K OTE

Looking for a new & exciting role to put your travel consulting skills to good use? Here is your chance! This leading travel company is looking for a dynamic individual to join their team of superstars. You will be handling a variety of phone & email enquiries from consumers, suppliers & consultants. In return you will receive excellent \$\$, job security & fabulous perks! To be considered you must have Min. 12 mths exp, GDS skills, a high level of customer service & above all a team player.

SUMMER IN THE SUBURBS

SENIOR TRAVEL CONSULTANTS

Variety of Brisbane Suburbs – Top \$\$\$ packages on offer

We have a superb choice of suburban locations for talented retail consultants looking to make the move to a new office. So many benefits working closer to home – work/life balance, no traffic & no commute! These are some of the best agencies in Brisbane; as we only deal with reputable brands & offices that offer something special! You will be rewarded with a competitive salary and lots of perks.