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Tuesday 19th March 2013

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VA/NZ reapply for Tasman

VIRGIN Australia and Air New Zealand have lodged a 99-page application to the ACCC seeking the reauthorisation of their trans-Tasman Australasian Airline Alliance, stating public benefits will continue to be realised.

According to the airlines, the two year partnership has already delivered "substantial public benefits" and avoided any anti-competitive detriment on the Tasman as a whole, or on any individual route.

"These public benefits will continue to increase in scope and substance, and it is likely that additional public benefits will become available, if the Alliance is reauthorised," the carriers said.

VA and Air NZ are seeking reauthorisation for no less than five years, confidentially outlining to the regulator already incurred "substantial costs" in establishing and implementing the Alliance.

Specific costs have not been made available to the public, but for Air NZ cover implementation, reservation system integration (incl connection to VA's new Sabre reservation system), sales

& distribution channels, airports plus additional set-up costs.

Virgin said it too had made a considerable investment in the Alliance with Air New Zealand.

Should the reauthorisation not be forthcoming, VA/NZ confirmed unwinding the partnership would leave little "incentive to cooperate in any significant way", and that Virgin pax would immediately lose access to frequencies and codeshare choice on the Tasman.

The Applicants said termination of the pact would make it much more difficult for VA to compete with the Qantas-Jetstar Group for corporate and govt accounts.

"If the Qantas alliance with Emirates is also given final approval in relation to the Tasman this situation will become even worse," VA/NZ forewarned.

Submissions close on 12 Apr, with a final determination slated to be announced in Aug/Sep.

Rail Plus free eReader

AGENTS are being encouraged to make bookings from Rail Plus' Great Train Journeys product range before the end of Mar, with a free Kobo eReader up for grabs when booking packages over \$5,000.

See **page 12** for more info.

New SureSave exec gm

TRAVEL insurance provider SureSave has this morning named Michael Callaghan as its new executive general manager.

Formerly from News Ltd, Callaghan will be based in Sydney and tasked with driving growth.

Nine pages of news

Travel Daily today has nine pages of news and photos, a photo page for **MTA** plus full pages from: (**click**)

- TMS Asia Pacific incentive
- AA Appointments jobs
- Rail Plus

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VisitBritain plot trade tools

AUSTRALIA, a key market for inbound tourism to Britain, is set to benefit from VisitBritain's *You're Invited* campaign, with travel agents to be targeted for famil trips to the isles.

VisitBritain ceo Sandie Dawe yesterday told *Travel Daily* in London that Australia continues to be one of Britain's top markets, number four in terms of visitor spend and 8th in terms of visits.

"For a country that's only 20 million plus and a long way away, it punches well above its weight, amazingly," she said.

"What we also love about Aussies is that they travel widely around Britain and stay longer.

"We want to get it right with the travel trade, they'll do our job for us by getting Britain packaged and promoted, which is a really key plank for our new strategy."

Dawes said VisitBritain would now focus its energies on creating new tools for travel agents and offering more inbound famil trips, as well as putting more weight behind education and training.

She said attendees at the Hosted Buyers' Marketplace (see

pg 5) can see the great depth of what Britain has to offer with new product and attractions.

"With 70% of visitors choosing to see London, we're really trying to inspire tour operators to look beyond the capital, and come up with new packages & programs."

She listed a series of major events to entice Aussie travellers coming up next year, such as Scotland's Homecoming campaign, the Ryder Cup Golf tournament, the Commonwealth Games in Glasgow & the Edinburgh Festival.

Sign up for AFL comp

DON'T forget to sign up for *Travel Daily's* industry AFL Footy Tipping competition, with the season kicking off this Fri night.

This year's major prize is a trip for two to Dubai courtesy of award-winning Emirates, and four nights accommodation at the Holiday Inn Dubai - Al Barsha.

There's also a 2nd prize of a five night stay at Iririki Island Resort Vanuatu with Air Vanuatu flights, & weekly prizes are also on offer. Register at afl.traveldaily.com.au.



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Fiji Airways A330 Nadi arrival



ABOVE: Air Pacific's first new Airbus A330-200 has made its long-awaited debut in its new

home-country, touching down at Nadi earlier today.

The brand new aircraft is the first of three A330s that will join the soon-to-be-known Fiji Airways fleet this year.



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Tahiti at pre GFC level

TAHITI Tourisme says visitor numbers from the Australian market have soared by more than 40% between 2009 and 2012.

Last year alone, visitor numbers from this market rose 24%, Tahiti's third largest destination rise.

CZ 10 weekly to MEL

CHINA Southern Airlines will boost frequencies between Guangzhou and Melbourne from the current daily operation to 10 weekly, effective 31 Mar.

CZ's Brisbane service out of Guangzhou will increase from four to five weekly from 19 Jun.

QVH Easter Hols ops

QANTAS Holidays and Viva! Holidays are advising agents they will operate to normal business hours through until Thu 28 Mar, then closing on the Easter public holidays on 29 Mar and 01 Apr.

Reservations teams will be available of 30 Mar, prior to reopening on 02 Apr.

\$24billion Airbus order

AIRBUS has firmed a monstrous deal with new customer Lion Air for 234 aircraft worth around 24 billion dollars at list prices.

The Indonesia low-cost carrier shored up the A320 family of aircraft order at a special event in Paris in the presence of the French President.

The single-aisle passenger plane order comprises of 109 A320neo, 65 A321neo & 60 A320ceo jets.

In 2011, Lion Air ordered an impressive 107 Boeing aircraft.

Challenge back in

THE Travel Compensation Fund has re-admitted Challenge Travel Services of Glenroy, Vic (ABN:57 121 247 274), effective 18 Mar.

The agency was previously cut from the TCF on 17 Dec.

InterCon Syd bargain

THE InterContinental Sydney is offering a 20% discount on accom and free full buffet breakfast for two, valid for stays of two nights or more before 30 Apr 2013.

The Discover More package is priced from \$250 per night - see intercontinental.com/secrets.

Window Seat

GETTING off the plane at the end of a flight can seem like a slow process, especially when you're near the back.

Virgin America has attempted to inject some humour into a situation involving a late arriving aircraft in San Francisco.

The carrier jokingly told pax due to board that "once the aircraft parks at the gate, a rabid badger will be released at the rear of the aircraft to encourage people to exit forward quickly."

"Once we have secured the badger and cleaned the cabin, we will board for DC," referring to destination Washington DC.

FANS of the TV show *Dallas* can now see the exact scene where J.R. Ewing met his demise as part of mansion tours at the Southfork Mansion famous from the long-running TV series.

The scene depicts a Mexican motel room and is being offered as a tribute to Larry Hagman, who played J.R. in the show.

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Buller Indian appeal

TOURISM Victoria's Melbourne NOW! social media campaign has reached over 5 million Indians & generated leads of more than 170 potential new itineraries for Indian visitors to the state.

Minister for Tourism and Major Events Louise Asher said over 70 agents submitted itineraries which were exposed to potential travellers on Facebook.

The custom-built trips moved Melbourne and Victoria from a one or two night stay to being a core component of every holiday to Australia, Asher said.

Mt Buller in the Victorian highlands emerged as a new experience agents in India would promote to their clients.

Other suggested highlights were overnight stays on the Great Ocean Road & Melbourne River cruises.

AAA laud TIRF scheme

THE ceo of the Accommodation Association of Aust. has praised the allocation of regional funding across the country (**TD** yesterday), saying upgrades & improvements to accom product will result in higher levels of visitation.

Richard Munro said: "A better accommodation product promotes both repeat and new visitors."

"Tourism Australia's 2020 Potential specifically identified the need for improvement in quality, rather than quantity of accommodation in regional areas, and the TIRF (Tourism Industry Regional Fund) program delivers this," Munro said.

However, Munro said funding was "spread relatively thinly" and that some applicants would likely be disappointed to have missed out in the first wave of support.

14 days to HIA debut

DOHA is preparing for the soft opening of the brand new Hamad International Airport (HIA), which will ultimately see the facility takeover all passengers services.

From 01 Apr, 10 carriers will switch location from DOH to HIA including Air India Express, Biman Bangladesh Airlines, RAK Airways, Iran Air and others (**TD** 22 Jan).

Initially, there will be around 32 commercial flights daily operating ex Hamad International Airport.

Qatar Airways has confirmed it will make the move over to HIA before the end of the year.

Abu Dhabi gets Ritz on

THE Ritz-Carlton Hotel Co. has announced the opening of its newest and first property in Abu Dhabi, the 532-room Ritz-Carlton Abu Dhabi, Grand Canal.

The waterfront hotel consists of ten buildings arranged in a crescent formation overlooking the Sheikh Zayed Grand Mosque.

Boeing 777x GE deal

GENERAL Electric (GE) has been named as the official engine partner for Boeing's future twin-aisle '777X' model studies.

The 777X is expected to enter operation near the end of the decade, and aims to improve the effectiveness & reliability of today's 777 for the next 20 years.

Randall Bali signing

HOTEL marketing guru Randall Marketing has been appointed representative of the Meritus Pecatu Bali resort in Australian and New Zealand markets.

The 136-room property will have a soft opening in Jul 2013.

Tourism Portfolio bdm

REPRESENTATION firm Tourism Portfolio has appointed Nicole Skjaerbaek to the newly created role of Business Development Manager - Leisure.

TP managing director Donna Kessler said Skjaerbaek would be responsible for raising awareness of the firm's leisure product which includes Asian Trails, New World Travel & Gulf Ventures.

Skjaerbaek previously worked as a business development co-ordinator for Sydney Point of Sale.



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London Olympics paying off



ABOVE: VisitBritain kicked off its Hosted Buyers' Marketplace at London's Wembley Stadium yesterday, with over 230 delegates from 180 companies pitching their wares to 220 international buyers attending from 22 key markets.

The one-day event comes as the country welcomed a record 31 million visitors last year & officials forecasting a 3% rise, equating to one million extra visitors in 2013, who are expected to inject half a billion pounds into the British economy.

"We're already off to a good start with new figures just out for January showing the spend is 11% higher than the same month

the year before," said VisitBritain CEO Sandie Dawe.

She said 63% of those surveyed said the London Olympics had increased their interest in seeing Britain, and 75% wanted to see more than just London.

The results and impact of the Olympics generated £503m in visitor spend and £10m worth of tickets and tours.

"We feel this is something of a triumph and gives us a strong platform for the future," she said.

Pictured on the floor during the show from left are: Tamasino Cassidy, Flight Centre Europe; Sandie Dawe and Ashley Jones, Wimbledon Tennis Museum.

Tuesday 19th Mar 2013

Britain keen on QF/EK

BRITISH tourism officials can't wait for the proposed Qantas/Emirates alliance to take effect, seeing the tie-up as a boost for inbound visitors.

"The power of the Middle East airlines is quite stunning really when you think where they have come from in the last ten years, and I think Qantas linking with Emirates is going to be a real plus for them," said Sandie Dawe, chief exec officer for VisitBritain.

She said Emirates is very strong on marketing and promotion and not only do they fly into London, but also other gateways such as the north of England & Scotland.

"The scale of the number of aircraft they're buying and the way they're developing their airports into huge hubs is great for tourism," added Dawe.

Cooloom prizewinner

CONGRATS to Madeline Irving of IYC Travel who was the winner of last week's Palmer Cooloom Resort mini-comp, winning two nights accom and return flights.

TA air strategy award

TOURISM Australia's 'Team Australia' approach to aviation development has been recognised on the global stage, taking out the 'Destination' category at Route Asia Marketing Awards held overnight in India.

TA was applauded for its joint campaigns with airlines and local airport partners, and its extensive marketing communication activity.

In 2012, TA inked enhanced or new deals with Etihad Airways, Virgin Australia, China Eastern, Emirates and China Southern worth over \$50m, on top of \$30m on other airline initiatives.

Domestic revival plan

RESULTS from a new TNS Global report suggest if Aussie tourism operators are to revive domestic travel they need to ensure guests are offered 'value-add' product.

The TNS Domestic 2012 study determined the industry "needs to keep their focus on product development," TNS Travel & Leisures Carolyn Childs said.

The report suggested local operators could learn from the success of the cruise industry and replicate the success of popular land-based experiences.

It also found businesses should aim to capitalise on last minute bookings by offering mobile apps.



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Tell us in 25 words or less why you should win 2 x economy return tickets from Brussels to any European port

Click here for terms & conditions



Virgin/XR FIRB tick

VIRGIN Australia yesterday said it had received no objections to the proposed acquisition of Skywest Airlines from the Foreign Investment Review Board.

Ellen back on Oz track

TV TALKSHOW queen Ellen Degeneres has confirmed she will arrive in Australia in days, with "big plans for Sydney" on Sat.

ADL push for QF AKL

ADELAIDE Airport has urged the Australian Competition and Consumer Commission to insist Qantas implements a new non-stop Adelaide-Auckland service under the proposed Emirates pact.

Exec gm business development, Malcolm Andrews said the "new competitive opportunity" would be funded by the release of other QF and EK aircraft (**TD** 29 Jan).

"In addition to the benefits afforded to local Trans-Tasman traffic, there is also significant benefit in offering a new link between Dubai-Auckland," he said.

Carbon tax hit profits

SHADOW Tourism Minister Bob Baldwin has blamed the carbon tax for a new report showing the Australian hotel industry recorded a 12% drop in profits (**TD** yest.).

"It's simple - if you make accommodation businesses less profitable, fewer people will be willing to invest in them," Baldwin said of the report's findings.

New Europcar depot

DEMAND from the resources sector has seen Europcar open a new depot in the West Australian coastal mining town of Onslow.

The new outlet will provide a range of specialist vehicles to the fly-in-fly-out mining workforce.

Vic Tourism scam

TOURISM Victoria chief exec Leigh Harry is warning the trade of a dodgy letter and invoice circulating in the state, seeking payment for a 12-month listing on a 'Vic Tourism' website.

Harry said the letter is a scam, with 'victourism.com.au' and 'Vic Tourism' not related in any way to the actual tourism organisation.

Dana grounded again

NIGERIAN carrier Dana Air has again been suspended from flying only two months following the resumption of services after a crash in Jun that killed 160 people.

Tuesday 19th Mar 2013

Contiki delivers a sweet treat



PAVLOVAS were the order of the afternoon recently as Contiki celebrated the release of its 2013/14 Australia & New Zealand brochure by delivering some tasty treats to a number of agencies.

The new program includes 11 action-packed itineraries in NZ and seven in Australia, with all of the major centres visited.

Exclusive access to attractions & dining options are also available via Contiki's Backstage Pass,

which has been extended across the new season.

Also part of the new program is plenty of ME Time, Contiki's free activity choice program allowing plenty of free time to explore or take in the sights at leisure.

Nathan Taylor, Student Flights; Emma Bielenberg and Samantha Locke from Flight Centre are **pictured** above enjoying a slice of pavlova to celebrate the launch of the new brochure.



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AFTA UPDATE

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

BY NOW, you may have already read the announcement that AFTA has appointed Gary O'Riordan to the position of General Manager – Accreditation. Gary will head up the Accreditation Scheme that is currently under development. In his first few months, he will be out within the industry talking about the criteria concepts and ideas that are currently being considered. Many within the industry would know Gary as he has an 8 year pedigree having served at ATEC for that many years. His knowledge and experience in developing & delivering accreditation to the industry along with his broad experience in dealing with Government will enable him to deliver within this new role.

This is an exciting time for the Australian Travel Industry and having the senior level resource in Gary dedicated full time to the new scheme will ensure that AFTA is well placed to complete the requirements that have been allocated under the Travel Industry Transition Plan.

Meanwhile, the other aspects of the transition plan continue to progress with a range of commercial solutions currently being established to accommodate many elements of risk within the travel industry including third party credit card chargeback. As the weeks unfold, I am pleased to report that progress is being made. I am in London this week meeting with a range of insurance underwriters about the options and products that would be suitable and fit for purpose in the Australian market. I am most encouraged by these initial meetings and hope to have specific detail available in April/May this year. I am also meeting with IATA for the PAPGJC meeting and further talks and updates on the NDC project. All are very important aspects that impact on the Australian travel industry and I hope to be able to provide far more detail on all of these issues after the Easter break.

Many of you would also have spotted the release of the Jelly Bean Ball which is run to support the Danii Meads-Barlow Foundation. I encourage everyone within the travel industry to consider supporting this event and you can access all the detail at www.danii.org.au.



Fourth strip at Changi

AUTHORITIES at Singapore's main Changi hub are reportedly considering the construction of a fourth runway to meet the future needs of SIN's aviation industry.

Singapore's *The Straits Times* say plans for a third runway are currently in their final stages.

Regional traffic climb

RECORD passenger numbers and an increase in the number of airports receiving services have contributed to a 25% increase in regional pax traffic since 2007.

According to new govt data from the Bureau of Infrastructure, Transport & Regional Economics, 24.4 million passengers travelled on regional flights last year, with 171 airports now seeing services.

Flights between Karratha and Perth saw the biggest increase, while flights between major cities and regional ports made up 90% of the entire regional market.

"Strong regional aviation is not just important for regional communities but is also good for Australia," Anthony Albanese said.

Bonus Celebrity offer

CELEBRITY Cruises has launched a new "1, 2, 3, Go" promotion, offering new bookings a choice of three value added bonuses on all Oceanview cabins or higher sold.

Passengers will have the option of a free "Classic Beverage Package", free gratuities for staff or a bonus onboard credit of up to \$300 per stateroom.

Fares start from \$1,949 for a 12-night Auckland to Sydney cruise aboard *Celebrity Solstice*.

Bali off NZ schedule

SERVICES to Denpasar have been removed from Air New Zealand's Northern Winter schedule, with the route originally set to operate once weekly from 29 Oct-25 Mar.

NT blogger hangout

NORTHERN Territory Tourism Minister Matt Conlan has held a video chat session with nine of the world's most popular travel bloggers via Google Hangout.

Conlan answered questions from the bloggers as part of the NT's approach to digital promotional.

Tuesday 19th Mar 2013

Excite seaside holiday

BOOKINGS to Europe made in the first two months of 2013 are up 72% year-on-year, according to statistics from Excite Holidays.

In particular, the wholesaler said it had seen a significant rise in bookings to coastal seaside towns away from major cities, with Mykonos (+53%), Nice (+66%), and the Amalfi Coast (+36%) all reporting improved booking rates.

EK shopping for Cheryl

REGULAR Emirates flyer Cheryl Evans from Corporate Travel in Balmain, Sydney is taking home an iPad Mini as the latest winner in the Dubai Tourism/Emirates mega-famil incentive.

Evans said she was planning to buy an iPad before her next trip to Europe and no longer needs to thanks to the promotion.

A desert safari is high on Evans' to-do list if she is selected to go to Dubai as part of the mega-famil, she said, adding that the Emirates Airbus A380 is the best aircraft she has travelled on

Evans is **pictured** below with her favourite Dubai guide books.



Macarthur on Youtube

INTERACTIVE maps, itinerary planning tools and content on a new YouTube channel have all been developed as part of a new tourism promotion pitch by Destination Macarthur.

The new macarthur.com.au web portal, highlighting the region approx 45-mins south-west of Sydney also includes discounts on accom, event details, transport and live weather info and offers by local restaurants & attractions.

Talent management – The key to your company's success

Your ability to deliver your business goals will be intrinsically linked to your ability to attract and retain the right talent. The demographics of the travel labour market are changing and employees are demanding more 'work-life' balance. Add this to the fact that the travel industry currently has a shortage of skilled people.

There are 2 key areas to talent management, your current team and your future team.

It is vital to get your internal talent management policy right before you invest significant time and effort attempting to attract new talent. So ask yourself, is your business able to attract good people, but struggle to keep them? Or do you find it tough to find them? Answering yes to either question may mean you need to look closely at your internal and external recruitment and retention policies and practices.

Below are the key reasons why people leave their jobs to help you recognise areas to focus on.

Poor communication
Lack of challenge
Lack of empowerment
No recognition
Staffing levels/ workload
Limited work-life options
Poor company culture
The employee's life situation has changed
Questionable promotional practices
No enjoyment

Remember; look after your good people or someone else will!



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Tuesday 19th Mar 2013

MTA Business Sessions a Huge Success!

"TRUTHS, Mysteries and Possibilities" formed the core message of a series of MTA – Mobile Travel Agents' Business Sessions presented by MTA Managing Director Roy Merricks and his senior management team to MTA consultants in

Sydney, Melbourne and on the Gold Coast earlier this month.

The sessions were designed to provide a forum for the MTA management team to spend valuable networking time with existing MTA consultants and also meet many of the network's new recruits.

But key to all, the event also gave Mr Merricks an

BELOW: The Melbourne group gathered for a combined photo - in the back row is Alycia Papadapolous, Beatte Carr, Gina Edwards, Chris Dowling, Margaret Lange, Heather Bradley, Deanna Napier, Carine Griffiths, Allison Hodge, Carol Gebert, Catherine Aggett, Natasha Pirone, Jackie Pennock, Andrew Challinor and Patricia Gordon.

Front row: Theonie Stavropoulos, Karen Merricks, Katy Shane, Roy Merricks and Sara Merricks.



ABOVE: Alycia Papadapolous and MTA Managing Director Roy Merricks.



BELOW: Nicci Bettles and Patricia Gordon in Melbourne.



ABOVE: Amanda Erwin, Fiona Cordell and Fiona Cross.

LEFT: Christian Dowling and Stephen Crouch catch up at the Melbourne business session.



ABOVE: One of the groups conversing at MTA's event in Sydney.



ABOVE: Jonica Gilbert, Tracey Flower and Rhona Rodgers.

LEFT: Andrew Challinor addressing the delegation at the Gold Coast business session.



ABOVE: Amanda Erwin, Fiona Cordell and Fiona Cross.

LEFT: Christian Dowling and Stephen Crouch catch up at the Melbourne business session.

BELOW: Sue Grant and Cathy Megale.



opportunity to recap how MTA has evolved from its inception to reach its current position, the strength of the organization and what that means collectively for the network, going into the future.

The MTA management presentation also included updates from each department head on Land Product, Air Product, Marketing, Technology and Virgin Galactic.

Networking and business sessions aside, the event also provided an opportunity to deliver a series of updates on the key components of managing a home-based business and a post-presentation Q&A session allowing the consultants a valuable opportunity to table questions and concerns on a first hand basis.



ABOVE: MTA Air Product Manager Bill Lee and MTA Operations Manager Sara Merricks.

BELOW: Pam Taylor, Sue Basedow and Bettian Gain.





SERVICED apartment provider Quest took out third place for the highest corporate fundraising team at the 2013 MS Melbourne cycle event recently.

Raising \$10,000 this year took the team's collective total for their six-year involvement in the

challenge to over \$50,000 to help Australians living with MS, as well as their families and carers.

Quest Team captain Mark O'Shea said the ride was "a wonderful opportunity to work together".

The 48-strong Quest team of riders are **pictured** above prior to their recent ride.

NRL Rd 2 Winner

CONGRATULATIONS

Andrew Chapman
from Qantas

Andrew is the top point scorer for Round 2 of *Travel Daily's* NRL industry footy tipping competition, and has won a \$50 Coles/Myer voucher, courtesy of **Compass Car Rental**.



Major Prize Sponsors

1st Prize: 4-night holiday to Dubai, courtesy of Emirates and Holiday Inn



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu



Gansevoort on Strip

ICONIC Las Vegas property Wild Bill's Gamblin Hall & Saloon will be replaced early next year by a new lifestyle hotel resort, to be named Gansevoort Las Vegas.

The luxury development is a combined effort of the New York based Gansevoort Hotel Group, the Caesars Entertainment Group and nightclub owner Victor Drai.

CX filling more planes

CATHAY Pacific has posted a strong year-on-year jump in pax numbers for Feb, with 10.5% more travellers flying with CX and its regional subsidiary Dragonair.

More than 2.3m pax travelled on the network during the month, while available capacity declined 6.1% across the network, sending average loads up 6.3% to 80.8%.

Cooks choose WRD

HOLIDAY resort management firm World Resorts of Distinction has been named as representative for the Aitutaki Escape Villas and Etu Moana Boutique Beach Villas in the Cook Islands.

GBTA SME conference

SYDNEY will host the Small and Medium Enterprise Symposium, hosted by Global Business Travel Association (GBTA) on 23-24 Jul.

The SME Travel Event will look at how small and medium sized businesses are booking more travel in their day-to-day roles as well as offering delegates new networking opportunities.

NZ booms for Infinity

INFINITY Holidays has reported a 54% year-to-date jump in sales for its New Zealand product range, with growth witnessed in all areas.

The wholesaler says it will be printing another 80,000 copies of its NZ brochure and will likely expand its product range in time for the next contracting season.

Carnival seeks change

A **COMPREHENSIVE** review has begun across Carnival Cruise Lines' entire fleet of ships in an effort to understand and better prevent a repeat of the events that crippled the *Carnival Triumph* ship last month.

Carnival ceo Gerry Cahill told a shipping conference in the US that marine, electrical and mechanical engineers had been engaged along with naval architects and fire safety experts for the review.

MEANWHILE, more electrical gremlins last weekend have left the *Carnival Dream* stuck in port in St Maartens, in the Caribbean.

Carnival were forced to cancel the remainder of the voyage, with over 1,900 passengers bused to the airport and flown back to the US on chartered Delta aircraft.

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Email your answer to: singaporecomp@traveldaily.com.au

Q.13: What is the name of the new museum at Marina Bay Sands which is shaped like a blossoming lotus or open palm?

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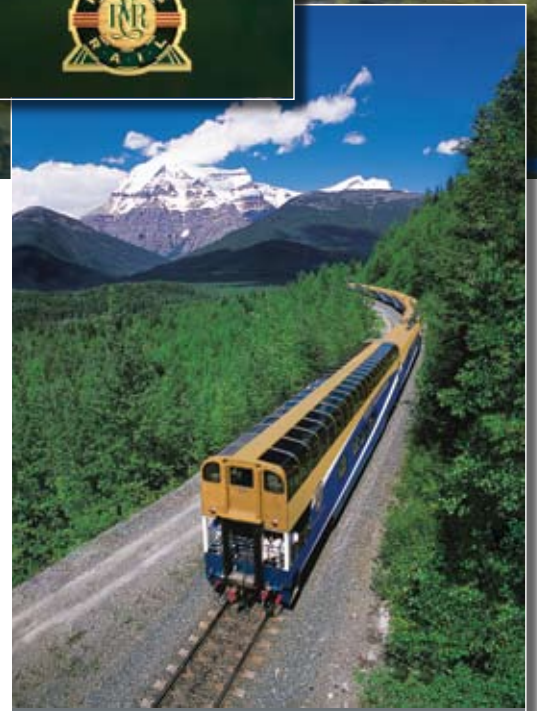
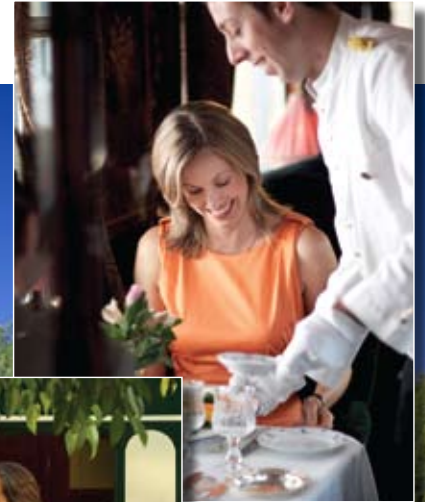
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