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Wednesday 24th December 2014

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Happy Christmas!

THE entire *Travel Daily* team would like to wish the industry a very Happy Christmas.

The next issue of *TD* will be published on Mon 29 Dec due to the upcoming Christmas Day and Boxing Day public holidays.

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QF-MU pact under scrutiny

THE proposed alliance between Qantas and China Eastern Airlines (*TD* 18 Nov) will require a review by the International Air Services Commission, because it involves a transition of the existing block space arrangements to a freesale codeshare.

The IASC is one of a number of parties which have responded to an ACCC request for input on the deal, with submissions also received from Austrade, Melbourne Airport, Tourism Vic,

Vale William Coulston

WORLD Travel Professionals' Head of Leisure and Cruising William Coulston passed away suddenly on Mon while working from his home office.

William had a long career spanning more than 30 years in the travel industry. He spent many of those early years working at Qantas before moving to the travel agency side.

Chief Executive Michael Chase-Smith said "We are all shocked and saddened by William's passing, his passion for travel epitomised what is great about our industry. His knowledge and experience in luxury travel and cruising was so extensive, it is just not replaceable.

"William was a true gentleman and he will be sadly missed by all at World Travel Professionals and the many people whose path he crossed over the years."

the Department of Infrastructure and the National Tourism Alliance.

Generally submissions are very supportive of the proposal, with some respondents voicing caution over any possible rationalisation of joint services by the carriers.

Austrade warned that any reduction in connectivity between Australia and China brought about by the proposed partnership "would harm Australia's competitiveness and attractiveness as a destination for travel, education and business".

However the Department of Infrastructure said it expects a limited impact on competition under the proposed agreement, with QF and MU having a combined market share of 25.6%.

"Clearly there are significant competitive forces in the Australia-China market and we would expect these forces would be able to negate the potential of any anti-competitive conduct," the department said.

The IASC pointed out that QF's share of Australia-China traffic has halved to 13.6% over the last five years, and while the China market has grown steadily "no Australian carrier has participated directly in this growth".

Four pages of news

Travel Daily today has four pages of news & photos plus a full page of jobs from:

- AA Appointments

New role for Ryan

MICHELLE Ryan has been appointed as National Manager Affiliate Networks for HelloWorld.

She steps up following the departure of Kaylene Shuttlewood who is now gm, Pacific for Travelport.

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First customer for Etihad's Residence

A MIAMI-based businessman and aviation enthusiast will make history later this week, as the first guest to experience The Residence, Etihad's three room apartment in the sky (TD Fri).

Gino Bertuccio, who runs an import/export business in Florida, has booked the first ticket for The Residence, continuing a life-long passion which has seen him take part in 22 inaugural services over the last 25 years.

The first flight of The Residence will take place on 27 Dec from Abu Dhabi to London, and as well as a living room, double bedroom and ensuite shower room, Bertuccio will have a Savoy-trained butler on hand to attend to his every whim.

At the launch last week in Abu Dhabi Etihad confirmed that a Sydney-London return fare in The Residence is worth about \$86,000 for one or two passengers.

Bertuccio booked his pricy flight online at the Etihad website.

“For the first time in my flying experience, I really don't know what to expect but I do know that flying in the Residence by Etihad will be a truly unique adventure, the top of luxury,” Bertuccio said.

“I have huge expectations...my only wish is that the flight was longer,” he added.

Carnival overcapacity alert

CARNIVAL Corporation has warned that its yields may grow more slowly in the Australian market than in other parts of the world, due to the large increases in cruise capacity being experienced here.

In an earnings update last Fri, ceo Arnold Donald said the company had finished its fiscal year with a strong fourth quarter, showing earnings growth of almost 25% year on year.

Improved performance in the company's Europe, Australia and Asia brands division (EAA) was driven by Australia, and moving forward the company is expecting to see yield improvements in almost all itineraries, according to cfo David Bernstein.

“However we are being cautious in Australia, where the industry capacity is expected to increase by 20% this year,” Bernstein said.

Despite this he added that the

Australian market had previously absorbed double digit capacity increases “very well”.

MEANWHILE Donald also outlined more elements of the company's 2015 marketing program which is designed to reach the “new to cruise” market.

He said a major segmentation study in North America is nearing completion, giving the company insight into what guests value “to increase our share of wallet both in ticket and on board”.

Interviews with more than 40,000 respondents as well as “data mining” of the company's 30 million past guest database provided insights to help grow demand for cruising.

“The biggest opportunity for our industry is to increase our consideration in the overall vacation market,” Donald said.

Atlanta gun smuggler

A BAGGAGE handler for Delta Air Lines at Atlanta Airport has been arrested after allegedly helping another man smuggle 18 handguns onto a flight to New York in his carry-on luggage.

Prosecutors claim he was part of a commercial airliner smuggling scheme which ran for some years.

Outrigger appoints

OUTRIGGER Hotels & Resorts has appointed Kris Honeycutt as its new corporate director, digital, with responsibility for implementation of technology, creative, content and analytics.

The Hawaii-based hotelier has also created a new position of social media strategist, with Marisa Guerrero taking on the role to “establish a clear and strong global brand voice for Outrigger through social platforms”.

Guerrero will also work directly with Outrigger properties to ensure consistency and best practices with social media.

Another 787 delivery

BOEING has delivered the first 787 Dreamliner aircraft to eastern Europe's Azerbaijan Airlines, which becomes the first carrier in the Commonwealth of Independent States to operate the 787.

Based in Baku, the state-owned airline currently flies to a network of about 20 global destinations.

More Helloworld shares for Gaines

HELLOWORLD ceo Elizabeth Gaines was yesterday granted 18,945 ordinary shares and 1,111,111 performance rights in the company.

The shares were allocated under the Helloworld Long Term Incentive Plan, based on performance for the year ended 30 Jun 2011.

Performance conditions for the tranche were met to the extent of 50.52%, with the allocation worth \$6,250 at yesterday's 33c share price for Helloworld.

The 1.1 million performance rights were granted under the Long Term Investment Plan for the year ending 30 Jun 15, as approved by shareholders at the recent Helloworld 2014 agm.

Costa neoClassica

COSTA Cruises has renamed the *Costa Classica* as the *neoClassica* after a \$28 million makeover.

The upgraded vessel will join *neoRomantica* and *neoRiviera* in offering “slow cruise” itineraries aimed at allowing guests to “enjoy the culture, scenery and flavours of each port of call”.

The makeover included the installation of Illy coffee machines in all cabins.

New Hanoi terminal

HANOI'S new international terminal T2 at Noi Bai airport will begin passenger operations from tomorrow, with limited arrivals and departures until 30 Dec.

From 31 Dec the new terminal will be put into full operation, and the current terminal will then operate as T1 Domestic, with a free shuttle bus operating every 10-15 minutes.

The new T2 terminal has capacity for 10 million passengers annually including a 750m2 Vietnam Airlines business lounge.

The Minimum Connecting Time between domestic & international flights at Hanoi will be two hours.



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Chilling out in Cancun



CLUB Med and Virgin Australia recently took this group of top selling Queensland agents to experience Cancun in Mexico.

The trip was primarily to showcase Virgin Australia's new daily direct service to Los Angeles from Brisbane, and the group also experienced the newly renovated Club Med Cancun Resort.

Enhancements at the property include new specialty restaurants and kids clubs, as well as new-design family rooms which make Club Med Cancun one of the best premium all-inclusive resorts in the destination.

Located on 22 hectares between the Caribbean and the lagoon just a short distance from town, the property offers a host of activities including water-skiing, wind surfing, flying trapeze and more.

The group also stopped off for a night in Los Angeles, exploring Santa Monica and staying at the Hilton Marina Del Rey and connected directly through to Cancun on Virgin America.

UU, AF friends again

REUNION-BASED Air Austral has resumed its codeshare pact with Air France, with the UU code to appear on 39 intra-European routes operated by AF and AF codesharing on Reunion-Dzaoudzi.

Pictured above on Club Med Cancun beach are, from left: Rosanne Scuderi, Helloworld Ayr; Todd Abraham, Flight Centre Townsville; Sally Berry, Globenet Travel; Brenda Hayward, Noller & Turner Travel Associates; Catherine Hewett, Tewanin Travel; Michelle Simon, Helloworld Emerald; Melissa Jeffrey, Escape Travel Robina; Trudie Mansfield, Virgin Australia; Demi Botto, Helloworld Mt Pleasant Mackay; George Day, Flight Centre Queen Street Mall Hyperstore; Tara Kane, Madigan & Turner Travel Associates Maroochydore; Jodie Weeks, Club Med business development manager; and Aziz Ait Itto, Club Med Cancun general manager.

Airport solar farm

INDIANAPOLIS International Airport in the USA is now home to the world's largest airport solar farm, with 76,000 photovoltaic solar panels installed on a 30 hectare plot of adjacent land.

The facility has almost doubled in size in a recent expansion, and now produces more than 15 million kilowatt hours of electricity on an annual basis.

That's enough to power around 1400 average American homes for a year.

AA boosts Alaska Airlines codeshare

AMERICAN Airlines and Alaska Airlines will add a further 16 joint codeshare routes from tomorrow under an expanded agreement covering flights from Los Angeles, Salt Lake City and Seattle.

The AA code will be placed on AS services from Salt Lake City to Las Vegas, San Diego, San Francisco and San Jose as well as from Seattle to Kelowna, Kalispell, Lewiston, Pullman, Walla Wall and Wenatchee.

Alaska Airlines will codeshare on American Airlines flights between Los Angeles and Fayetteville, San Antonio, Tampa, Toronto, West Palm Beach and Vancouver.

Fiji March Madness

VIWA Island Resort in Fiji is offering a Stay 5, Pay 3 deal valid for when the luxury property reopens on 15 Mar 2015.

The special is on sale from now until 28 Feb for bookings through to 30 Jun, priced at just FJ\$2496 per couple including daily breakfast, two complimentary 60 minute massages and one romantic dinner on the beach - see www.viwa.islandresort.com.

Merlin's new zipline

MERLIN Investments has spent about \$1 million developing a new Zipline Tour at the Illawarra Fly Treetop Adventures attraction south of Sydney.

Open just in time for the holidays, the Zipline stands a hefty 34.8m off the ground (or ten storeys high), and takes thrillseekers on a 247m "flight" via a series of integrated cables.

The sky-high Zipline Tour complements the existing Treetop Walk at the park, and gm of Illawarra Fly Neredith Elliott said it "creates yet another unique reason to visit this amazing area".

The individual "cloud stations" on the zipline have been attached so the trees can continue to grow - see www.illawarrafly.com.au.



Window Seat

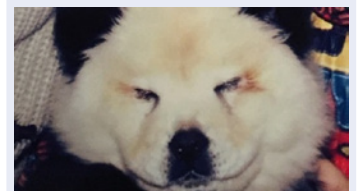
THE owner of a travelling circus in Italy has been prosecuted after attempting to pass off two puppies as genuine Panda cubs.

According to *The Guardian*, audience members were asked to pay to have their photos taken before the show with the animals, which had been dyed black and white (**below**) to make it look more convincing.

When the circus visited Brescia, near Milan, officers conducted a raid accompanied by vets who found that the creatures were fortunately in good health.

However "they did have weeping eyes from all of the flash photography," a police spokesperson said.

The dogs have been left with their owners, but on the condition that they are no longer used for impersonation.



PARTICIPANTS in this year's World Pie-Eating Championships are reeling after a blunder saw the results of the 2014 contest declared null and void.

Hosted annually since 1992 at Harry's Bar in the English city of Wigan, this year an incorrect delivery meant they were asked to eat pies twice the normal size.

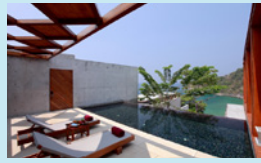
The controversy continues issues which have dogged the tournament over the years, most famously in 2009 when "outside gravy" was banned because contestants were bringing in their own sauces to help slash swallowing time.

Former Australian rugby international Matt Dunning is a titleholder, having taken out the prize in 2006.



Accommodation Updates

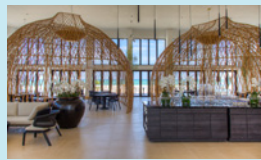
WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



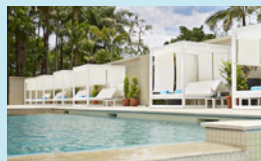
The Naka Phuket has opened the doors to more facilities just in time for the peak holiday season, including the new Meka Sky Lounge and Restaurant which is located atop the new NAPA "Spa tower" wellness centre. The property has also debuted its "The Heha" kids club which is now open daily. A member of Design Hotels, The Naka is represented locally by Complete Travel Marketing.



Hilton Melbourne South Wharf, adjacent to the Melbourne Convention & Exhibition Centre, is set to relaunch its ground level facilities after a \$4m works program including a new combined restaurant and bar and five flexible meeting and event spaces. The new 150-seat restaurant brings together the elements of water and earth, evoking its riverside surrounds to make guests feel relaxed and at home.



Kandaya Resort, located on a stunning white sandy beach on the northern tip of the island of Cebu in the Philippines, is now operating with a special opening offer leading in at US\$267 per room per night including taxes, daily breakfast, wifi and a range of complimentary water activities. The property offers 22 villas and 18 rooms in a lush garden landscape with a range of wellness programs.



Jupiters Hotel and Casino on the Gold Coast has launched a new pool experience complete with luxury poolside cabanas, aiming to create a luxurious relaxing oasis for guests. Bungalows and cabanas can be exclusively reserved for private use, with the bungalows featuring spacious decks, push interior furnishings, stylish amenities and a barbecue cooked by a personal chef.

Enterprise drops Europcar agreement

ENTERPRISE Holdings has terminated the Master Licence Agreement held by Europcar in Europe, Middle East and Africa which allowed it to operate the Alamo and National Car Rental brands there.

All current National and Alamo reservations in the region will be honoured, with Enterprise saying the return of the brands will enable it to develop a more comprehensive strategy to serve the needs of car rental customers throughout EMEA.

Europcar said it would focus on its Europcar and InterRent brands.

EK New Year's sale

EMIRATES this morning launched a range of business and economy fare deals valid for bookings through to 13 Jan.

Prices for economy return flights lead in at \$362 to NZ, \$719 to Asia, \$1098 to India, \$1575 to Europe, \$1680 to South Africa, \$1761 to the UK and \$1974 to North America.

Business class deals include \$1242 to NZ, \$2978 to Asia, \$6029 to India, \$7019 to South Africa, \$7738 to Europe, \$7980 to the UK and \$8875 to Nth America.

The fares are for travel 16 Jan-30 Nov 2015, and some blackout dates apply for economy class.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.

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ABOVE: Contiki Holidays staff have been undertaking a tour of a different type this summer, in a new partnership with the Surfrider Foundation Australia.

The "beach clean up tour" of Sydney's Northern Beaches aims to raise awareness of the dangers of single use plastics on marine environments, and is part of Surfrider's national Rise Above Plastics campaign.

Contiki md Katrina Barry said "ocean conservation is core to Contiki's sustainability program, Contiki Cares, making this partnership a perfect fit.

"Our team were really pleased to be able to contribute to the beach cleanup, and help raise awareness of this serious problem facing our oceans."

Paris OK for Macau

NEVADA resort group Las Vegas Sands has received approval from the government of Macau to construct a US\$2.7 billion French-themed resort there.

The Parisian Macao is now scheduled to be open by the end of 2015 on Macau's Cotai Strip (where Las Vegas Sands already runs Cotai Central), offering more than 3,000 guest rooms and a half-scale Eiffel Tower replica.

The cleanup continues through the coming months, with events planned at various beaches right through to Mar.

Pictured above on Sydney's Manly Beach are Brendan Donohoe, chairman Surfrider Foundation Australia; Katrina Barry, Contiki; and Barton Lynch, 1998 Billabong Pro and surfing World Title winner.

Inaugural NAMID

MEETINGS industry groups from the USA, Canada and Mexico will unite to hold the first annual North American Meetings Industry Day (NAMID) next year.

To take place on Thu 16 Apr 2015, the event aims to showcase the substantial value of meetings, conferences, conventions, incentive travel, trade shows and exhibitions to the economy.

NAMID is inspired by the 20-year-strong Canadian National Meetings Industry Day which was created by the Canadian Chapters of Meeting Professionals International.

In the US activities will be coordinated by the 33-member Convention Industry Council under the industry-wide *Meetings Mean Business* communications and advocacy campaign.



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This award winning cruise wholesaler specializing in organizing luxury cruise itineraries around the world, is currently booming. They are looking for a talented consultant to join their friendly team. So this is your chance to be part of the action where you will enjoy working in a bright and social team environment. If you have a minimum of 1 years experience in the travel industry and a passion for the seven seas this is the role for you.

Contact AA today.

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