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Monday 29th December 2014



Big day for Qatar

QATAR Airways has celebrated multiple aircraft deliveries over the last few days, with its first Airbus A350 XWB arriving in Doha alongside its fourth A380 superjumbo.

The A350 is the first of eighty for QR which is the global launch customer for the new plane, which will commence service to Frankfurt early next month.

QR's A350 has 247 economy class seats in a 3-3-3 configuration and 36 in business class, arranged 1-2-1 - to view a video wrap-up of the delivery click on the logo or see traveldaily.com.au/videos.

Oceania's Insignia out until 22 Mar

OCEANIA Cruises has been forced to cancel about nine weeks of its Around the World in 180 Days cruise, after an engine room fire which claimed the lives of three contractors and a crew member (Cruise Weekly 16 Dec).

Repairs will see the shortened voyage rescheduled to depart Singapore on 22 Mar, rather than the previously planned 10 Jan trip ex Miami.

That's on top of a previously cancelled 24 day Caribbean cruise which had been scheduled to depart Miami on 17 Dec.

All passengers were safely evacuated from the ship when the fire erupted while it was docked in St Lucia on 11 Dec.

AirAsia A320 goes down

AUSTRALIA has joined an international search and rescue operation for an AirAsia flight which disappeared vesterday while flying between Surabaya in Indonesia and Singapore.

The pilot of the A320 aircraft requested a rerouting due to a storm in the region, and radar contact was lost shortly thereafter as the plane was flying over Bangka and Belitung Islands.

AirAsia shares have lost more than 10% in early trading today, with ceo and founder Tony Fernandes declining to speculate on the fate of the plane.

One of the carrier's responses has been to change the logos on its various social media profiles from their normal red to grey.

Satellite images of the region indicate intense upper

BYOjet update

DISRUPTIVE Investment Group (DVI) has invested a further \$200,000 in Professional Performance Systems, the owner of online agency BYOjet, in accordance with the original partial acquisition agreement.

The move takes the total amount loaned under the senior secured convertible note to \$900,000, while BYOjet ceo Lenny Padowitz has also agreed that DVI may fund the balance of the second drawdown - an amount of up to \$600,000 - at any time before 31 Jan 2015.

atmosphere thunderstorms at the time of the disappearance.

AirAsia's most recent statement, issued at 3am today, confirmed there were 155 passengers on board plus seven crew.

Search efforts are being coordinated by the Indonesia's National Search and Rescue Agency, and Australia is assisting with the deployment of a P3-Orion surveillance aircraft.

Emergency briefing rooms have been established for families in Singapore and Surabaya, while a hotline for enquiries about relatives or friends who may have been on board is also available at +62 212 927 0811.

Scenic World China

SCENIC World in the NSW Blue Mountains will celebrate Chinese New Year by giving away a holiday for two lucky people from anywhere in China.

The family-owned attraction has teamed up with Chinese travel agency U-Tour in the social media competition being carried out via the WeChat and Weibo platforms.

TAM Orlando flights

BRAZILIAN carrier TAM has announced plans to expand in North America, with the addition of new flights from Brazil to both Orlando and Vancouver.

Effective 12 Jun 15 TAM will add daily nonstop flights to Brasilia, with onward connections to 41 other Brazilian destinations.

The oneworld member also currently operates direct services from Orlando to Sao Paolo.

Daily Toronto flights will operate as a tag-on "extension service" to TAM's existing JFK-Sao Paolo frequencies.

Four pages of news

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

Corporate Traveller

SQ SYD schedule

SINGAPORE Airlines will operate 28 weekly flights between Sydney and Singapore in Jul 2015, rather than 30 as previously scheduled.

GDS screens now confirm that the seasonal SQ251/252 - which would have been the fifth daily flights on Fri and Sun over the period 17-31 Jul - will not operate.

Corporate Trav jobs

CORPORATE Traveller is today advertising a range of roles in Qld and Vic, including Business **Development Manager positions** in Melbourne and Brisbane, Travel manager roles in both cities and a Groups position in Brisbane.

For details see page five of today's issue of Travel Daily.





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winner will be drawn on 31st december 2014







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Leela into Nepal

INDIAN hospitality group The Leela Palaces, Hotels & Resorts has announced the first of four hotels to be established across India, with a Memorandum of Understanding signed with Nepal's Summit Group.

The first property will be The Leela Kathmandu, a five star deluxe hotel which is scheduled for completion within 36 months.

At the signing ceremony Nepal's prime minister Sushil Koirala said it marked a new era of tourism partnership between India and Nepal, and urged the group to establish hotels in other parts of the country.

Kansai concession

THE company which owns Osaka's Kansai International Airport has issued a shortlist of 20 bidders - including Australia's Macquarie Capital - vying to run the airport for the next 44 years.

The licence is expected to cost as much as \$18 billion, with the successful bidder expected to be announced around Jun 2015.

The proceeds of the privatisation will be to be used to repay debt.

AirAsia MEL-DPS canned

THOUSANDS of holidaymakers have had their Christmas break plans disrupted due to a failure by Indonesia AirAsia Extra to gain approval for its new direct flights between Melbourne and Bali.

Tickets for the five times weekly service went on sale about three months ago (*TD* 15 Oct) and the flights were being heavily promoted in recent weeks, with the initially planned 22 Dec launch pushed back to 26 Dec.

However passengers received an unwelcome Christmas surprise in the form of a text message on 25 Dec informing them that the new non-stop service had been cancelled, and that they would instead be flying to Bali via Kuala Lumpur with sister carrier AirAsia X which operates double daily flights to Malaysia ex MEL.

The change meant affected passengers would arrive a day or two later than previously planned, as well as extending the six hour direct service to a 13 hour-plus one stop routing.

The carrier said there had been an "unforeseen delay in the approval process for necessary

documentation.

"Indonesia AirAsia X will commence the direct return flight from Denpasar to Melbourne as scheduled as soon as this process has been completed," a statement added.

Many affected passengers vented their fury about the last minute change on social media.

Other carriers which operate directly from Melbourne to Bali include Garuda Indonesia, Jetstar and Virgin Australia.

Reeves to globalCARS

TRAVEL industry veteran David Reeves has taken on a new role as business development manager NSW for Sydney-based car leasing and rental firm globalCARS.

Reeves has worked in the Australian travel industry for almost 40 years, with his experience including lecturing at TAFE in selling skills and travel industry technology.

He's also presented trade events to groups of retail agency staff for a range of destinations including Taiwan and Jordan.

HA hosts Aussies in Oakland



mers hosted about 100 guests at an Oakland Raiders NFL game at the team's California home ground.

Present at the event were a couple of Australian travel industry legends, who helped cheer the team to break a 16-game losing streak with a 24-20 victory against the much higher placed Kansas City Chiefs.

Hawaiian Airlines is a long-time sponsor of the Raiders, and the Australian fans welcomed at the game included John Fordham and Journeymasters co-owner Joe Brown, both of whom are pictrued above with Leimomi Hall, Hawaiian Airlines director of sales North America.

SQ codeshare 4 EVA

SINGAPORE Airlines and fellow Star Alliance member EVA Air have expanded their codeshare alliance, with the move seeing the SQ code placed on EVA Air operated services from Taipei to Los Angeles, San Francisco, Seattle, New York JFK, Toronto and Vancouver.

The new agreement took effect on 12 Dec - a year since the carriers began cooperating on Singapore-Taipei flights.

SQ senior vice president Lee Wen Fe said the move was another example of the carrier "leveraging Star Alliance to expand our network reach".

TripAdvisor fined over false reviews

COMPETITION regulators in Italy have levied a whopping €500,000 fine on TripAdvisor, saying that the company has failed to implement sufficient controls to prevent false reviews.

The move was part of a response to complaints of "improper business practices" lodged by an Italian consumer protection group as well as Italy's Federalberghi federation of accommodation providers.

As well as the fine, TripAdvisor has been given 90 days to improve the site's control of false reviews which the competition authority said were prolific despite TripAdvisor promoting its content as "authentic and genuine".

TripAdvisor said it would appeal

the ruling, saying its automated tools and algorithms as well as anti-fraud team were "extremely effective in protecting consumers from the small minority of people who try to cheat our system.

"We firmly believe that TripAdvisor is a force for good, both for consumers and the hospitality industry," the company said in a statement.

Italy's zero-tolerance stance "means they would have ruled against us even if just one review out of millions was found to be questionable," TripAdvisor added, saying this was not a realistic standard to apply.

However the Federalberghi group hailed the decision, citing numerous examples of "defamatory" reviews on the site.





Celebrity Cruises®

Monday 29th December 2014

Goldman celebrates



THE recent Goldman Travel Corporation conference saw fifty staff from the group's three offices gather together at the Lilianfels resort in the NSW Blue Mountains.

Participants came from Goldman's Bondi Office, as well as Travel Phase in Double Bay and Travelcall in Melbourne, under the theme of 'The Power of One'.

Sessions over the weekend included presentations from Michael Londregan and Katie Nodland of Virtuoso Australia/NZ, as well as Mark Jenkins from the

Desirable Australia

AUSTRALIA is "North America's most desired destination for 2015," according to a survey released in the US last week.

The Fly.com survey polled about 500 US and Canadian members of Travelzoo about their travel aspirations, with Australia trumping perennial favourite Italy at the top of the list.

New Zealand was in third spot followed by Fiji, France, Greece, the UK, Ireland, French Polynesia and finally US domestic travel.

Interestingly the survey showed significant changes over recent years, with South Africa and Spain no longer trending as top destinations, and a much lower preference by respondents for travel within the USA.

Resurg Group.

Attendees also enjoyed insights from a keynote address on the luxury segment in Australia by Melinda O'Rourke from brand consultancy MO Luxury.

Pictured above enjoying the weekend are Fay Cohen, Tom Goldman and Cher Roscoe.

DoubleTree Heyuan

HILTON Worldwide has announced the opening of DoubleTree by Hilton Heyuan, in China's Guandong province.

The 427-room property is 4.5km from Heyuan Railway Station as well as attractions such as Wanlv Lake Reservoir and Sujiawei Hakka Village Tourism Zone.

Heyuan is located 200km from Guangzhou.

QFFF clearance sale

QANTAS Loyalty has joined the post-holiday sale frenzy, launching a New Year Clearance sale on the Qantas Store valid through until 02 Jan.

Offers include 20-50% off watches plus 25% off travel and luggage items as well as discounts on a range of items in the camping & outdoors, home & DIY, health & fitness and beauty & fashion categories.

Items can be purchased using cash or points - store.qantas.com.

Thailand flooding

THE Department of Foreign Affairs and Trade has reissued its Smartraveller advice for Thailand, following heavy rain in recent days which has caused severe flooding in the country's south.

Affected provinces include Yala, Pathalung, Pattani, Narathiwat and Songkhla, with further rainfall and flooding forecast.

Travellers are being asked to check with their tour operators on travel conditions.

The advice remains at the "High degree of caution" level, also reflecting the continued imposition of martial law across the country.

Airberlin kicks off Bulgarian codeshare

AIRBERLIN has announced a new codeshare agreement with Bulgaria Air, the flag carrier of Europe's Bulgarian Republic.

Effective 14 Jan, airberlin will place its code on Bulgaria Air flights between Sofia and Berlin, Frankfurt and Vienna, while Bulgaria Air plans to apply its FB code to a range of airberlin services across Europe as well as flights to Chicago, New York and Abu Dhabi.

Bulgaria Air is airberlin's 20th codeshare partner.

Aussie singles cruise

US operator Singlescruise.com has announced its first ever sailing in Australia, with a nine day *Carnival Spirit* voyage departing Sydney on 30 Nov.

Singlescruise.com is a major operator of hosted voyages for solo travellers, and has been organising trips since 1991.

The company said it expects a mixture of Australian and North American passengers on the trip.

Singlescruise.com is part of the Travel Leaders group, and offers its passengers private meet and greet singles events, theme parties, and activities organised by a dedicated cruise director.



Window Seat

VENEZUELA'S ongoing economic crisis has hit one of the country's key attractions an ice-cream store listed in the Guinness Book of Records for its outstanding selection.

The Coromoto store, in the highland town of Merida, offers 863 different flavours of icecream - but has been forced to close due to a shortage of milk.

The shutdown happened last week, according to the store's Facebook page which craves the forgiveness of customers "for not attending you due to the lack of milk".

Normally the shop's extensive range includes flavours such as trout, hot dog, spaghetti with cheese, avocado black bean and of course chocolate and vanilla.

CHRISTMAS spirit certainly wasn't top of mind for a grumpy US man who ended up being thrown off an American Airlines domestic flight last week due to the cheery holiday greetings of the flight attendants.

The passenger took exception to the crew saying "Merry Christmas" as he boarded the service from New York's La Guardia airport to Dallas.

"You shouldn't say that because not everyone celebrates Christmas," he told one of the flight attendants.

Once on board he was again given a Christmas greeting which really set off a tirade and he ended up abusing the crew as they tried to calm him down, reports USA Today.

Eventually he got himself into such a state he had to be escorted from the plane after becoming "verbally aggressive towards the flight attendants" - to the cheers of other more festive-minded passengers.

The Grinch incident meant the flight departed about 40 minutes behind schedule.



Brochures of the Week

WELCOME to Brochures of the Week, *Travel Daily*'s Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Qantas Holidays - UK/Europe 2015/16

The flagship new look brochure from Qantas Holidays features an attractive layout complemented by a range of wonderful new product. Tuscan Villa stays, an expanded range of extended touring options and an extensive array of Rugby World Cup packages feature alongside Qantas Holidays' popular assortment of hotels and sightseeing options.



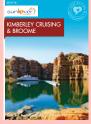
Omniche Holidays - Exotic South Pacific 2014/15

This comprehensive 131-page program once again features all 11 of Omniche's South Pacific destinations from Norfolk Island through to Tahiti, as well as for the first time the Solomon Islands. Key selling points for each property are included alongside a wealth of destination information and touring options. Copies available through TIFS.



Intrepid - Asia & the Subcontinent 2015

Intrepid's 2015 Asia program includes an expanded range of product across the region, with highlights including the company's first trip journeying from Burma to Thailand. Other highlights include an eight day Philippines Island Getaway, a fascinating journey on China's Silk Road from Beijing to Kashgar and a nine-day Cambodia - Hike, Bike and Kayak journey. Earlybird savings of up to 10% on offer.



Sunlover Holidays - Kimberley Cruising & Broome Sunlover Holidays has expanded its Kimberley range

for 2015 with the addition of voyages on board the MS Caledonian Sky and Silversea Cruises' 10 night Kimberley Hidden Treasures cruise. The program also includes new Broome sightseeing options with Adams Pinnacle Tours. Complete with ship layouts, pricing and background info the brochure aims to provide agents with a 'one stop shop' for Kimberley cruising.



Tempo Holidays - Britain & Ireland 2015

The 2015 Britain & Ireland program from Tempo Holidays has 68 pages packed with tempting small group tours, charming B&B's and unique experiences of regional England, Ireland, Wales, Northern Ireland, Wales and Scotland. Options also include self-drive, mini-breaks and new private tours and the brochure features Tempo's Augmented Reality to help clients experience the destination before arrival.



Infinity Holidays - Hawaii 2015

Infinity Holidays' 2015-16 Hawaii brochure is now on the shelves, and now includes a page of myTime packages highlighting the special deals and valueadds exclusively available through Infinity. There are also three new genre sections, titled 'Family Recipe', Young & Fun' and 'Something Special' to help agents target specific customer segments. New tours and experiences feature throughout.

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BA Mexico City boost

BRITISH Airways will add a seventh weekly frequency to the London Heathrow-Mexico City route from 07 May 15, with the daily flights using a 747-400.



Monday 29th Dec 2014

Agents chilling out in Chile



EIGHT lucky Australian travel agents recently experienced the delights of Chile courtesy of APT, LAN Airlines and helloworld.

The once in a lifetime opportunity included the bustling city of Santiago, the seaside getaway of Valparaiso and the spectacular Torres Del Paine National Park in Southern Patagonia.

Wildlife spotting was a highlight, with the group seeing three wild pumas in just 30 minutes, while the trip also saw them wining and dining, horseriding and exploring some of the country's stunning landscapes including snow capped mountains, blue lagoons, glaciers and waterfalls.

Pictured above rugged up against the cold are Belinda Lind,

ASTA freight deal

MEMBERS of the American Society of Travel Agents are being offered significant discounts on shipping through United Parcel Service, under a newly launched UPS Savings Program.

Discounts offered range from 16% on UPS Ground to as much as 70% on UPS Freight shipments over 75kg, ASTA said.

Travel Tree; Kendell Page, Phil Hoffmann Travel; Will Hallinan, helloworld Wollongong; Emma Krieger, helloworld business manager; Jessica Humphrey, World Travel Professionals; Russell Wilkie, helloworld Ferntree Gully; Jackie Hastings-Ison, helloworld Sunnybank Hills; Prue Finnegan, helloworld Toowoomba Town Hall; Meredith Flaners, Toorak Village Travel & Cruise; Janelle Ramxey, APT business manager; and APT tour host Marissa.

Tigerair sale

VIRGIN Australia's budget offshoot Tigerair is running a three day "New Year's Eve countdown sale" of fares for travel between its Australian east coast ports in late 2015.

Kicking off at midday today, the first wave will consist of 3,000 x \$30 fares, followed 24 hours later by 2,000 \$20 fares.

The final wave at 12 noon AEDT on New Year's Eve will comprise 1,000 x \$10 fares.

Tigerair also ran a Boxing Day sale over the weekend, offering a network-wide buy-one-get-onefree airfare deal.

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Travel Expert positions are currently available in the following locations:

Travel Manager - Melbourne, Geelong & Surrounds: http://applynow.net.au/jobs/F164013

Business Development Managers - Melbourne: http://applynow.net.au/jobs/F167739

Travel Manager (Corporate Traveller Groups) - Brisbane: http://applynow.net.au/jobs/F188128

Travel Manager - Brisbane: http://applynow.net.au/jobs/F166660

Business Development Manager - Brisbane:

http://applynow.net.au/jobs/F188052



