



# Travel Daily

First with the news

Tuesday 29th December 2015



## Hyatt hacked

**HYATT** Hotels Corporation has launched an investigation after hackers may have obtained credit card numbers or other sensitive information from customers.

The hotelier said malware had been discovered on computers that operate the payment processing systems for Hyatt-managed locations.

"As soon as we discovered the activity, we launched an investigation and engaged leading third-party cyber security experts," Hyatt global president of operations Chuck Floyd said.

In a statement issued just before Christmas, Floyd urged Hyatt customers to review their payment card account statements & report unauthorised charges.

## Fiji Airways to India?

**TALKS** between the Fiji Govt & officials from India next month are likely to include discussing the potential launch of flights by Fiji Airways to India.

Fiji Minister for Public Enterprise Aiyaz Sayed Khaiyum said an air services agreement between the two countries was a priority.

"Once the air service agreement is sorted out than it does open more opportunities for airlines from India, and of course our national airline carrier, to be able to enter into partnership agreement whether its co-sharing or an inter airline agreement," *Fiji One* reported the former Fiji Tourism Minister saying last week.

## New China-Sydney routes

**CHINESE** carriers continue to take advantage of an expanded Australia-China air services agreement inked 11 months ago, with a number of new routes flagged to debut next year.

Air China has sought a green light from the Civil Aviation Administration of China to introduce daily services from Chengdu Shuangliu Int'l Airport (CTU) to Sydney, starting Jun.

CTU is China's fourth largest mainland airport and earlier this month recorded 40m passenger movements for the year-to-date.

The Star Alliance member airline intends to offer daily frequencies on the CTU-SYD route using Airbus A330-200s and will be the sole carrier flying the city pair.

**MEANWHILE**, China Southern Airlines is set to test the water with new seasonal flights between Shenzhen in the Guangdong Province and Sydney, operating thrice weekly from 28 Jan-31 Mar. The route will be operated using triple class Airbus A330s.

## Boeing settlement

**BOEING** has agreed to pay the US government US\$12 million to resolve multiple pending and potential enforcement cases.

The pact with the FAA will see Boeing implement & improve several certification processes "to further enhance the airworthiness and continued compliance of all BCA [Boeing Commercial Airplanes] products."

The US Dept of Transportation said "Boeing has agreed to implement improvements in its design, planning, production and maintenance planning processes, and has already implemented several of these improvements."

### Today's issue of TD

**Travel Daily** today has three pages of news and photos.

There's also a few days left to enter our fabulous Air Canada photo competition - see **page 3** for new entries & more details.

## Airnorth to Wellcamp

**REGIONAL** carrier Airnorth will launch new routes from Cairns and Melbourne to Brisbane West Wellcamp Airport in Mar.

The Toowoomba-based airport announced the new routes on Christmas Eve, which will include thrice weekly services to the TNQ hub and daily return services to the Victorian capital - Airnorth's first southern route.

"We are extremely excited to be able to offer our customers direct return flights to two of Australia's premier travel destinations," said Brisbane West Wellcamp Airport general manager Phil Gregory.

Airnorth will operate 76-seat Embraer E170 jets on both routes, adding 1,520 seats per week out of WTB.

Flights commence from 14 Mar.

## Air France strikes?

**INDUSTRIAL** action has been called by two separate Air France unions which could see pilots walk off the job from 10-13 Jan.

The move by AF's Alter union is in response to "scandalous disciplinary procedures" against two members suspended in Oct.

Another strike is earmarked by Air France's ground staff union CGT on 28 Jan in response to planned redundancies for up to 3,000 employees.

## VA hazard warnings

**VIRGIN** Australia is advising the trade that customers must be made aware of restrictions on the carriage of hazardous materials aboard aircraft, which come into force from 01 Jan.

Under Australian and US law, ticketing agents selling VA flights are required to inform customers of the following message at the time of ticket purchase, Virgin Australia said in a memo.

*"Certain hazardous materials such as explosives, poisons and corrosives are prohibited on-board the aircraft."*

*Failure to comply with these restrictions could result in legal action such as fines.*

*You can find more information about hazardous materials on the Dangerous Goods and Batteries pages of the Virgin Australia website."*

## Disney revises Med

**PORT** calls in Greece, Turkey & Malta have been scrapped by Disney Cruise Line on a 12-night Mediterranean voyage aboard Disney Magic on 01 Aug.

Disney has replaced port visits to Athens & Mykonos in Greece, Kusadasi in Turkey and Valletta in Malta with Olbia in Sardinia, Civitavecchia, Naples and Livorno, Italy; Palermo, Sicily; Villefranche-sur-Mer and Cannes, France; and Palma de Mallorca.

Prebooked passengers are being given a choice of a refund, a change of sailing or an onboard credit of \$1,000 if they remain on their original cruise.

## Dusit Zhuzhou City

**BANGKOK-BASED** hotelier Dusit Fudu Hotels and Resorts has announced it has been selected to manage a new resort to be built in China's Hunan Province.

Dusit Devarana Hot Springs & Spa Resort will feature 150 rooms and is slated to open in Q4 2019.

The hotel is the first upscale, internationally branded lifestyle resort in Zhuzhou City.

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## MH132 off-course?

**PASSENGERS** aboard Malaysia Airlines Christmas Eve flight MH132 from Auckland to Kuala Lumpur nearly spent Christmas Day in Sydney after the cockpit received incorrect flight plans.

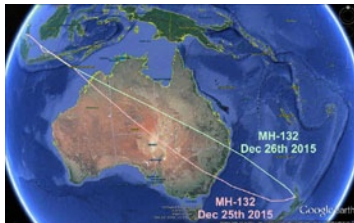
Malaysia's *Strait Times* reports pilots of the flight were directed to fly south, instead of north, by its Operations Dispatch Centre and that Auckland Air Traffic Control had inadvertently been given an earlier flight plan.

Eight minutes into the flight, the pilot of the Airbus A330 queried with AKL control tower why the flight had been directed south.

In a statement saying, MH said: "Both routes were following an approved flight path & the aircraft had enough fuel for both routes."

"The safety of both passengers & crew were never compromised at any time.

"Malaysia Airlines is currently conducting its investigation in the flight plan submission."



The above image from *AV Herald* depicts the differing flight paths of MH132 on 24 Dec.

## New Cebu UAE slots

**FILIPINO** carrier Cebu Pacific has been authorised to add seven new weekly flights to the United Arab Emirates.

The budget carrier already operates daily flights between Manila and Dubai, with the new allocation enabling Cebu Pacific to fly to any UAE destination.

## Europcar Knox closes

**EUROPCAR** Australia advises it has closed its location at Knox in Victoria, effective immediately.

The firm's Gold Coast Burleigh Heads outlet has also had a name change to Gold Coast Southport.

## Hunter Region 20 year plan

**THE** development of strategies to enhance tourism infrastructure in Australia's seventh biggest city has been identified as a goal in the *Draft Hunter Regional Plan*.

The discussion paper has been released by the NSW Govt and outlines a 20 year vision geared towards "developing the region as a powerhouse economy," said Parliamentary Secretary for the Hunter, Scot MacDonald.

It encompasses the local govts of Cessnock, Dungog, Gloucester, Great Lakes, Lake Macquarie, Maitland, Port Stephens, Muswellbrook, Newcastle, Singleton and Upper Hunter.

"The Hunter has competitive advantages due to the appeal of its urban, rural and natural areas and has the potential to grow the tourism sector," the 88-page document states.

Citing the *Newcastle Destination Management Plan, Final Report* released in Jun 2013, the paper said there are several emerging markets "that should be targeted

for growth", spanning education, VFR traffic, events, sports, cruises & medical tourism, as well as short breaks and driving tourism.

"The Hunter Valley's vineyards & cellar doors support a range of complementary tourism activities including accommodation, recreation, conference centres, and increasing opportunities for leisure events such as concerts."

Other areas of focus highlighted include developing infrastructure necessary to support tourism activities, including connections to gateways and attractions.

The paper recognises the Port of Newcastle as a "growing cruise ship destination" and calls for developing & strengthening connections with tourist markets from within the Hunter, Sydney & overseas - **CLICK HERE** for more.

## NZ assesses services

**SUBMISSIONS** are sought by the New Zealand Ministry of Transport (MOT) about the future of small passenger services - such as Uber - in New Zealand.

The public consultation will include a review of taxi, private hire, shuttles, "dial-a-driver", ridesharing & carpooling services.

It comes as the MOT determined existing rules for the sector are based on a model established in the 1980s and not keeping pace with the rise of technology-based systems.

Of the five options are already evaluated, the NZ government said its preference is to create a new single class system, in which operators have responsibility for safety and compliance.

The regulator said the move would promote competition between service providers, as "rules would apply consistently".

It ruled transport fares would be "transparent to consumers, with the basis of the fare being agreed before the trip starts."

Submissions are open until 12 Feb - **MORE HERE**.

## IAG A320 conversion

**INTERNATIONAL** Airlines Group, the parent company of British Airways, Iberia, Aer Lingus and Vueling, has announced it is converting options for 15 Airbus A320neo aircraft into firm orders.

IAG said the A320neos would be delivered between 2021 & 2022, and may be used on any of the company's four airlines.

At the time of order in 2013, the A320neo had a list price of approx \$US92 million per aircraft.

## Tourism NZ recruits

**TOURISM** New Zealand has appointed Pip Casey as regional manager of UK/Europe.

The Kiwi native has 15 years experience in brand marketing & commercial business planning, the past four or which were with Fonterra.

Casey commences the role with TNZ on 11 Jan.



## Window Seat

**TWAS** a couple of nights before Christmas, when Zipcar rolled out a range of 'Santa Sleighs'.

The car sharing network added a fleet of specially decked out Ford Focus Hatchbacks at eight depots in the US, available for rent by the hour or the day.

Each 'sleigh' was fully wrapped (**pictured**) & came equipped with Christmas music, candy & Santa hats, and was made available between 23-28 Dec.



Sleighs were aptly named, Dasher, Dancer, Prancer, Vixen, Comet, Donner, Blitzen & Cupid.

"Santa only uses his sleigh once a year, so why should he have to deal with the costs and hassles of year-round ownership?" said Zipcar president Kaye Ceille.

"This year, Santa's getting into the Zipcar spirit and sharing his sleigh, so when he's not using it, members can," Ceille added.

## TK to Zaporizhzhia

**THE** southeastern Ukraine city of Zaporizhzhia has been added to Turkish Airlines global network.

Operated four times weekly, the OZH service becomes TK's sixth destination in the Ukraine.

## ACT visitor guide

**VISITCANBERRA** has rolled out its annual flagship publication showcasing a range of attractions available in the nation's capital.

The Canberra Visitor Guide 2016 is available in hard copy from the Canberra Region Visitor Centre on Northbourne Avenue or can be downloaded in app format for tablets and smartphones.

More at [visitcanberra.com.au](http://visitcanberra.com.au).



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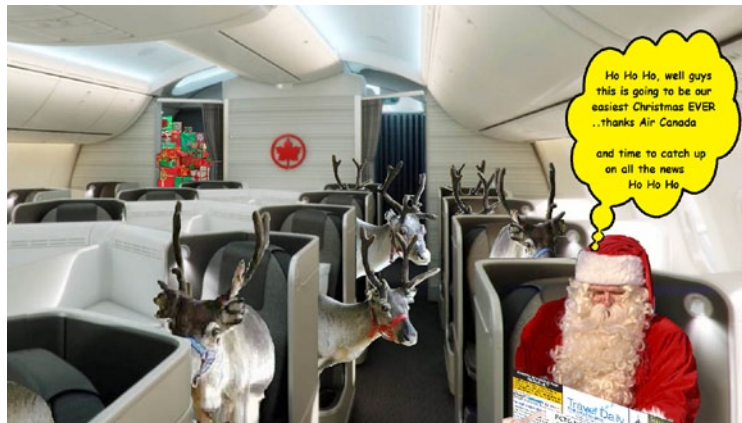
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## Horsing around at Horsham!



**ABOVE & BELOW:** Management and staff at helloworld Horsham in Victoria have embraced *Travel Daily's* month long competition to win a trip to Canada with two separate submissions.

Owner manager Chris Buwalda conjured up the above entry, complete with reindeers in Business class, a galley stacked

high with gifts and Santa deeply engrossed in a recent issue of *TD*. Travel specialist Kim Adams - also from helloworld Horsham - and friends submitted the below entry and is now in the running to win two Air Canada tickets to Canada - for full details on how to enter, see **right**.

Submissions close 31 Dec.



## Aloft enters Taiwan

**STARWOOD** Hotels & Resorts has expanded the Aloft brand to Taiwan, opening the new 88-room Aloft Taipei Zhongshan.

The hotel is in Taipei's northeast downtown area & is 10mins drive from Taipei Songshan Airport.

## On Foot price drop

**FAVOURABLE** exchange rates has seen On Foot Holidays drop the price of all but two routes of its 26 across Europe for 2016.

New options have been added in Spain's Basque Country and the first guided route in Bulgaria.

## Castaway trade rate

**MATES** rates are available to the trade at Castaway Island Fiji for stays between 09 Jan-20 Mar.

Rates are priced at FJD\$550 (approx \$355) per bure per night, which includes all meals.

Bure's accommodate up to four people, with the Castaway Meal Package included in the cost for two people.

Extra guests pay FJD\$199 and kids aged 9-12 years are FJD\$99.

The promo is offered to retail and wholesale travel consultants, as well as airline personnel.

All rates are subject to the Fiji Government's 25% tax.

For enquires & bookings, email [reservations@castawayfiji.com.fj](mailto:reservations@castawayfiji.com.fj).

## Blue Derby Pod tick

A NEW eco-tourism project earmarked for Tasmania's North-east has received a lease and licence by the Tasmanian Govt.

Minister for State Growth Matthew Groom said the Blue Derby Pods Ride (**TD** 23 Jul) had been considered through it EOI process for new tourism offerings in Tassie's national parks/reserves.

Accessed via mountain bikes at the Derby Regional Reserve, Groom said the Blue Derby Pods Rides will showcase the region's scenery and food & wine offering.

The experience is based around unique pod-style accommodation, which is designed to reduce the impact on the environment.



Air Canada is gearing up for an exhilarating 2016 with the launch of its first non-stop Dreamliner flights from Brisbane and the unveiling of an industry-leading on-board product - including its first premium economy cabin - on its daily Sydney-Vancouver route.

To celebrate Air Canada and Travel Daily are offering two round trip Air Canada economy class tickets, from either SYD or BNE. All you need to do is create a fun Christmas photo featuring Air Canada and *Travel Daily*, then send it to [aircanada@traveldaily.com.au](mailto:aircanada@traveldaily.com.au) before 31 Dec!

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