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Travel Daily

First with the news

Tuesday 6th January 2015

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InterCon Syd 2-for-1

FACEBOOK fans of the 5-star InterContinental Sydney can take advantage of an amazing 2-for-1 offer for stays until 13 Jan.

The buy-one-get-one-free deal is applicable for consecutive night stays & subject to availability if booked directly with the hotel.

Crown urge China reforms

THE launch of fast-tracked visa processing and reductions to visa application fees for Chinese travellers have been suggested as potential reforms to encourage inbound visitation.

According to Crown Resorts Ltd, five key focus areas should be addressed for Australia to improve its competitiveness and stem losses from a fall in Chinese travellers over the past year to rival foreign destinations.

In a submission to the Productivity Commission's research project on Australia's International Tourism Industry, Crown noted the growth rate of visitors from China to Australia has halved in the last year, while other nations such as the USA and Canada have witnessed growth of beyond 20 percent.

"Without action from government, Australia risks missing out on the significant economic benefits of mass tourism from China and the greater Asian region," Crown said.

The integrated resort specialist said in its submission in early Dec that an online visa processing system for Chinese arrivals should be a priority, a move which has since been piloted (TD 19 Dec).

Crown also suggested the govt continue to review and simplify documentation requirements of visitor visa applications, slamming current procedures.

"Australian visa application processes still favour traditional source markets and are not structured to capture the benefits of the ever growing Asian tourism market," Crown commented.

"Visitors to Australia from the US, Britain or Hong Kong can complete an online form and receive an electronic visa immediately for AUD20.

"In contrast, a visitor from China faces a fee of AUD130, has to produce considerable evidence to complete a 15 page paper based application in English, and wait up to 15 days for processing.

Other suggested reforms include extending multiple-year multi entry visas to leisure travellers (as adopted in the USA), "significant" reductions to the cost of visas to remain competitive with other nations and the implementation of VIP processing options for visitors arriving at airports (pg 4).

APT Grand Sale

IN CELEBRATION of its broadcast sponsorship of Sevens Summer of Tennis and the Australian Open 2015, APT has today launched its inaugural APT Grand Sale across its entire product portfolio.

Offers include 'Fly Free' deals & free cabin upgrades, available for bookings made by 28 Feb.

Club Med pre-regos

AGENTS have the opportunity to register clients for Club Med's winter snow program for travel between Nov 2015 and Apr 2016.

By pre-registering before 28 Jan, guests can attain discounts of up to 40% and secure best availability - see pg 7 for details.

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Today's issue of TD

Travel Daily has four pages of news today & full pages from:

- AA Appointments jobs
- inPlace Recruitment jobs
- Club Med

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Crystal South Pac '17

NEW ports in Vanuatu and New Caledonia will welcome Crystal Cruises in early 2017, the cruise company has confirmed.

The South Pacific nations will be visited during the 21-Day 'Across the Coral Sea' itinerary operating round-trip from Sydney on 22 Jan on *Crystal Symphony* and the 22-day 'Pacific Isles' sailing from San Francisco to Sydney on 25 Jan aboard *Crystal Serenity*.

Among the maiden ports of call are Champagne Bay, Vanuatu on 01 Feb in addition to Port Vila and Yasawa-I-Rara and Lautoka in Fiji, accessed by *Crystal Symphony*.

Mystery Island, Vanuatu and Mare Island in New Caledonia will also be visited for the first time by Crystal Cruises on 11 & 12 Feb 2017 respectively for guests onboard *Crystal Serenity*.

QF charged for magnets

QANTAS has been hit with a pecuniary penalty of \$200,000 by the Federal Court of Australia for the possession and sale of small, high-powered magnets which formed part of an item sold in its In Sky Shopping catalogue.

The carrier's inflight duty free service provider Alpha Flight Services has also been fined \$50,000 for the same offence.

According to a judgement late last year by the Federal Court, the Nanodots magnets formed part of a children's toy item available online prior to travel and from crew members aboard flights.

The offences cited took place between 04 Aug - 14 Sep 2013.

Soon after this date, a product

safety recall notice was posted by Alpha Flight Services relating to the items' sale through Qantas.

It is understood Alpha oversaw the selection and sourcing of duty free products available in the range, with Qantas only involved in the frontline sale to customers.

The Federal Court judgement said the sale of such items contravened "a permanent ban on small, high-powered magnets" in Australian Consumer Law.

The Court justified the higher penalty to Qantas by saying that the carrier was notified of the potential breach by a passenger onboard a flight to Hong Kong in Aug 2013, but its conduct "cannot be described as exemplary".

In a statement to *Travel Daily*, Qantas said that a Product Safety Compliance Program has been introduced "to ensure a case like this one cannot occur again".

Med in Chinese hands

SHANGHAI-BASED investment firm Fosun International is tipped to take control of Club Med after rival Italian firm Global Resorts withdrew from the bidding war.

The all-inclusive resorts firm is now set to be sold for US\$1.16b.

Indonesia warning

DFAT has overnight issued an updated advisory for Indonesia after the US Government warned its citizens of "a potential threat against US-associated hotels and banks in Surabaya".

Smarttraveller's advisory for Indonesia remains 'Exercise a high degree of caution'.

SQ/NZ tie up takes off

SINGAPORE Airlines and Air New Zealand have kicked off their new joint venture today.

The partnership sees Air NZ commence new non-stop flights from Auckland to Singapore using Boeing 777-200ERs and SQ upgauge its daily frequencies on the same route to Airbus A380s.

The joint venture between the Star Alliance members also includes SQ's flights on the Singapore-Christchurch route.

China Airlines (CI) 3 weekly Sydney – Christchurch Flights



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registrations close 23 Jan 2015

VH Calypsonet trail

ADELAIDE-BASED wholesaler Venture Holidays says it is on track to fully migrate to Calypso and Calypsonet on 19 Jan.

The company began the cross over to Calypso four months ago and has now moved to an "active trial" of the booking system with a test group of travel agents.

Venture's full product range will be accessible via Calypsonet.

Virgin fires waiver

VIRGIN Australia has issued a waiver on additional fare, taxes and change fees for guests directly impacted by fires in South Australia and Victoria.

The waiver is valid for pax on flights to or from affected SA or Vic ports only, who are booked for travel from 05 Jan to 11 Jan.

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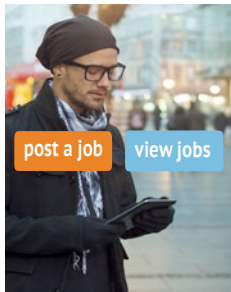
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Tuesday 6th January 2015

Celebrity **X** Cruises®

Five holidays per year

ONE in twenty Australians went on five separate holidays of three nights or more, or “long” holidays in the prior year, according to the latest Holiday Tracking data from Roy Morgan Research.

A survey of 16,253 Australians aged 14 and over found that in the year to 31 Aug 2014, 29.8% of Aussies enjoyed two or more long holidays during the year, while a quarter went away just once.

The data showed 44.5% of Australians were unable to get away at all in the period specified.

MEANWHILE, a separate Roy Morgan study has found that the popularity of New Zealand as a holiday destination is declining.

The percentage of Australians keen to visit NZ in the next two years fell from 13.9% to 12.8% in the period of Oct 2013-Sep 2014.

The South Island in particular took a battering, with interest down 2.1% in the one year period.

Consequently, the proportion eyeing the USA has increased.

Seatless in Seattle

AMERICAN Airlines & Hawaiian Airlines have lodged separate applications with the US Dept of Transportation seeking new slots to Tokyo Haneda Airport.

The HND slots in question are currently under-utilised by Delta Air Lines for its flights operating from Seattle, which AA described as “Seatless in Seattle”.

AA said it planned to use the slots to commence year-round daily services from Los Angeles to Haneda using Boeing 777-200 aircraft within 60 days of being permitted authorisation.

Hawaiian Airlines said it would use Haneda slots to launch a new non-stop Kona-Tokyo service.

Intrepid set challenge

INTREPID Travel is encouraging travellers to try something new in 2015, offering a new \$1 deposit promotion on all Intrepid Adventures booked by 15 Feb.

CLICK HERE for more details.

Affiliates of Vienna

WEBSITE owners can now make money from promotion and sale of The Vienna Card under a new affiliate program launched by the Vienna Tourist Board.

The Vienna Card is aimed at tourists and offers free use of the city’s underground subway, tram and buses for a period of time - either 48 hours or 72 hours.

Discounted sightseeing, entry to select attractions and shopping vouchers are also included.

CLICK HERE for program details.

Renovations on Lanai

BOTH Four Seasons resorts on the small Hawaiian island of Lanai will close for the second half of this year for major renovations.

The Lodge at Koele will be used to house construction workers, and it is unclear how long the project will take to complete.

Upon reopening, wristbands will replace key cards for room entry & the purchase of in-resort F&B.



Window Seat

A NEW policy will take effect at Aerolineas Argentinas later this month aimed at travellers who can’t bear to part with their beloved canines during a flight.

From mid-Jan, small dogs will be allowed to sit on the laps of their owners during the flight.

The policy was included in the annual end-of-year message to her constituents by Argentine President Cristina Fernandez.

But before anyone wishing to drag their monstrous Mastiff or German Shepherd up the aisle of Economy Class books a ticket - take note - the policy applies only to small and clean dogs that can fit on a person’s lap.

Fernandez steps down from her role later this year as she is unable to seek a third term, with fans of the policy hoping her successor also likes dogs.

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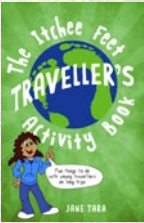
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WIN A KID'S TRAVEL BOOK

Everyday this week *Travel Daily* is giving readers a chance to win *The Itchee Feet Traveller's Activity Book*.

Going somewhere? Travelling by train, by plane, by car... by camelback? It doesn't have to be dull. Make the journey as exciting as the destination. *The Itchee Feet Traveller's Activity Book* contains dozen of fun and inspiring activities to keep young travelers boredom-free. Whether you're travelling across town or across the world, this entertaining book is a must-have for kids on the move.



- Fun facts about travel and the world.
- Cool conversations that get the mind ticking.
- Unique games designed to entertain while you're travelling.

To win, be the first person to send the correct answer to the question to kidsbook@traveldaily.com.au

The first book in the Daisy Diaries series is set in what country?
Hint: www.itcheefeet.com



Sydney Westin selling

THE five-star Westin Sydney has been put up for sale by owners Singapore-based GIC Private, *The Australian* reports, with a price-tag of over \$400m flagged.

Hard Rock recruits

ENTERTAINMENT firm Hard Rock Int'l has appointed an exec in Asia-Pacific as a "strategic move designed to accelerate momentum behind the brand's global gaming growth plans".

In the role of senior vice pres of business development for Asia-Pacific, Daniel Cheng is tasked with identifying potential casino investment and development partners in the region, including in Japan, Korea, Vietnam and the Philippines.

VIP tourist entry a necessity

CROWN Resorts Limited has slammed Australia's premium visitor processing experience at international airports, urging a rethink of current procedures.

Crown said while other nations were laying down the 'welcome mat' for affluent visitors, providing priority customs and immigration services at airports, the same can't be said for the local offering.

"The Australian VIP tourist arrival experience is not world-class or in line with the expectations of the luxury tourism market," the integrated resort specialist commented.

Crown suggested a pay-per-use dedicated path for "high net worth tourists separate from the mass tourism market and expedites arrival and departure processing is necessary".

Further, Crown said Australia "must take significant steps to meet cultural requirements for food, signage for key tourist destinations and airports, media & entertainment in Asian languages" in order to cope with expected ongoing growth from China and other Asian nations. "Where possible, front line Govt services for tourists such as

Customs should seek to recruit employees with proficiency in major tourist languages.

"At the very least, these agencies should have training to assist them with cultural awareness and sensitivities to provide a better visitor experience," Crown said.

MEANWHILE, Sydney Airport also argues the need for faster user-pays visa and immigration processing models for travellers arriving at Australian airports.

"Sydney Airport also supports the implementation of a more equitable fee structure for visas which better reflects the cost of processing, and a review of charges associated with visitor, student and working holiday maker visas in light of significant increases over the past few years," the airport told the Productivity Commission.

El Monte relocations

US MOTORHOME specialists El Monte has a range of specials on new factory model vehicles that need to be repositioned to depots across the country.

Vehicles need to be collected from Middlebury, Indiana over select dates between Feb and Apr and relocated to Los Angeles, Las Vegas, San Francisco, Dallas, Denver, Salt Lake City and across the border to Vancouver.

Prices start at \$35 per night for up to 21 nights - a saving of \$17 per night - which includes 2,500 miles, preparation fee, GPS, VIP Coverage, airport transfer at drop off and no one-way fee.

The RVs vary in size from 22ft to 31ft and permit a maximum of five passengers.

For full details on the offer and specific dates of travel, phone APTMS on 1300 329 912, or email reservations@aptms.com.au.

Living in the lap of Thai luxury



CHRISTMAS shopping was the order of business for this group of agents from Western Australia during a recent famil to Bangkok.

The group was hosted on the famil by New Horizons Holidays. In addition to suitcases full of goodies for the festive season, the group were treated to many of the city's tourist highlights.

Based at the Siam@Siam Design Hotel & Spa, one of the most popular hotels in Bangkok for Australian travellers, the agents toured the Grand Palace and

River Canal, enjoyed a dinner cruise onboard the Grand Pearl and learned some of the fine arts of Thai cooking with a class.

Pictured above in the Siam Kempinski Hotel from left is Dayssi Plazas Gomez, RAC Travel Perth; Kiran Thacker, RAC Travel Morely; Michaela Wiesinger, New Horizons Holidays; Teresa Mason, RAC Travel Joondalup; Tara Wheatley, RAC Travel Mandurah; David Dacosta, RAC Travel Perth and Michelle Griffith from New Horizons Holidays.

Mahalo month 2015

HAWAII Tourism Oceania has confirmed its annual trade reward period will run from 01 Apr to 31 May this year.

Dubbed 'Mahalo Month', the Australian travel industry can access special discounted rates for accommodation and touring on Oahu, Maui, Kauai, Hawaii Island and Lanai.

Accom is priced from US\$99 per night - register to the special website at mahalomonth.com.

Summerhouse line-up

SYDNEY Opera House has today revealed its full line-up of the Summer Playground program, featuring over 60 performances, a new Summerhouse Tour and Junior Tour of the landmark and much more - **CLICK HERE** for info.

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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- ▶ Extensive event budget management experience
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