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# Travel Daily

First with the news

Monday 12th January 2015

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## Cebu Pacific load struggle

AUSTRALIA'S newest int'l airline is struggling to gain market share, with Cebu Pacific Air's A330s operating below 50% in its first full month of operation.

New government data released today confirms the Filipino's carrier's seat utilisation on its 17 outbound services between Manila & Sydney during Oct was 43.8%, the lowest of any airline.

The budget carrier's inbound load factor was marginally better at 56.6%, but a far cry from

Qantas' seat utilisation during the month of 95% on 18 services.

Also operating from Manila to Australia is Philippine Airlines, which achieved loads of 58.1% outbound and 74.2% inbound to its multiple ports, incl Sydney.

Cebu Pacific inaugurated flights to Australia on 09 Sep, offering an all-Economy A330-300 cabin and year-round fares of \$355 one way.

Overall, international scheduled passenger traffic during Oct rose 5.3% to 2.854 million and seat utilisation increased more than 3 percentage points of the 52 int'l airlines flying to/from Australia.

The market share of seven low-cost carriers flying to Australia accounted for 16.3% of int'l traffic in Oct, up 1.3% year-on-year.

### New Norwegian ceo

PRESTIGE Cruises Int'l ceo Frank Del Rio has been elevated to the chief executive officer role at Norwegian Cruise Lines, which acquired the company last year.

Incumbent ceo Kevin Sheehan has opted to leave the company.

### Today's issue of TD

Travel Daily today has five pages of news & photos, plus full pages from: *(click)*:

- AA Appointments jobs
- Travel Trade Recruitment
- Corporate Traveller

### APT 2016 pre-release

THREE Bordeaux river cruise itineraries have been released by APT as part of the firm's pre-release Europe River Cruising brochure for 2016.

For a limited time, APT has 2016 cruises at 2015 prices, along with a range of 'SuperDeals' such as Fly Free promos and Air Credits.

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## IH ski in Queenstown

SKI equipment rentals, transfers to fields and lift passes have been added to the Infinity Holidays range for Queenstown, in addition to standalone accommodation.

The new products mean winter season travellers can book entire packages through Infinity, with ski product offered through suppliers Nomad Safaris and Haka Tours.

Additional hotel allotments have been sourced to meet anticipated demand, while a ski specialist will join the Australia/NZ sales teams.

## Spotlight on secret deals

THE sale of 'secret deals' by hotel booking websites and OTAs has come under the spotlight of regulators following a surge in the number of holiday accommodation complaints.

The concern comes as NSW Fair Trading reported a near 7% rise in complaints about hotel & resorts for the 12 months ending 24 Nov.

NSW Fair Trading Minister Matthew Mason-Cox said 437 consumer complaints had been registered during the period and urged customers to understand their rights when booking accom.

Consumers have been encouraged to "stand up for a fair deal" if holiday accommodation quality falls below expectations.

"It's important that consumers know that they have rights if something goes wrong with their holiday accommodation and that they have options to deal with disputes," Mason-Cox said.

Among the internet-based firms promoting mystery deals are Wotif with its "Mystery Hotel" or Expedia with its "Secret Saver".

The Minister cited one instance when a complaint for a "mystery destination" accommodation package was sold.

"The hotel on the Gold Coast was supposed to come with an ocean view, but instead overlooked a construction zone.

"There was mould throughout the bathroom, the pool and spa were dirty and the tennis court was out of service," he said.

After filing a complaint to the regulator, NSW Fair Trading negotiated a partial refund with the trader.

Mason-Cox said it was important hotel operators "do the right thing by consumers and properly display all terms and conditions, as well as provide accurate information about the quality and service of the hotel".

Hotels & motels found to breach Australian Consumer Law can face fines of up to \$1.1 million for corporations and \$220,000 for individuals.

## GraysEscape closed

HAGGLING for accommodation rates via an online hotel booking site is a practice of the past, with confirmation GraysEscape has been wound up by its parent.

GraysEscape, a division of Grays Ecommerce Group, took over the former Ubid4rooms.com website run by founder Gary Berman.

Exec gm marketing David Sharp told TD that GraysEscape was closed mid last year "after we found hotels weren't sufficiently supporting the model.

"Customers advised they could get better value dealing with the hotels directly," he confirmed.

Sharp said it didn't make sense to distract its customers "with an accommodation offering that didn't fit our market position".

More recently, a merger with online retailer DealsDirect and the acquisition of OO.com.au has doubled GraysOnline's customer base and market coverage.

"We still feel the 'haggle' model has a role to play in the competitive accommodation market place...and we now have significant web traffic should the industry choose to support such a channel in the future," he added.

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## Rex service restricted

ISOLATED communities in the far north of Australia could be without air service for up to two months after Regional Express was prevented from taking over routes operated by the defunct Skytrans by its administrators.

Rex had hoped to enact a CASA emergency mechanism allowing immediate access to fly to small Cape York towns, however this required the liquidators sign-off.

Despite an offer of full indemnity by Rex, sign-off was not given, meaning the carrier has now commenced formal processes for approval on the routes.

Rex now hopes to operate by mid-Mar, with tickets on sale Thu.

CLICK HERE FOR MORE INFO

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Addis Ababa	AUD 1450*	AUD 5200*
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Kilimanjaro	AUD 1750*	AUD 5900*

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## NSW rail trail green light

**PLANS** to convert a section of disused rail line on the NSW Far North Coast into a cycling, walking and horse-riding track have been rubber stamped by the NSW Government.

The state government will inject up to \$50 million into the 'rail trail' pilot project, Minister for Regional Tourism John Barilaro announced last week.

The primary corridor runs some 130kms from Casino to Murwillumbah, passing through townships including Lismore, Clunes, Bangalow and Byron Bay.

Another line is proposed in Western NSW, running from Rosewood to Tumburumba.

Supporters of the rail trail say the initiative will entice a new breed of tourist to the region.

"Communities in regional NSW have identified a great opportunity to build infrastructure around unused rail lines, Barilaro commented.

"Investing in these tourism projects is a fantastic opportunity for local towns and villages to showcase their region and attract visitors," he added.

Expressions of Interest for the project will close on 31 Mar, with short-listed concepts to be determined by 31 May.

Last week, the NSW Govt also announced \$50 million in funding for regional airports (**TD Thu**).

**MEANWHILE**, details of how up to \$10 million in regional funding for NSW Cruise Terminals will be distributed will be revealed at "a later date", the govt signalled.

## ACL plots new course

**AMERICAN** Cruise Lines has revealed plans to develop a new fleet of "modern riverboats", in a move away from its traditional paddlewheelers and coastal ships.

Preliminary details for the new vessels include open deck plans, glass-enclosed lounges, furnished balconies & outdoor public spaces.

The company said the new vessels will enable it to introduce new itineraries to untapped regions in the United States.

See tomorrow's issue of **Cruise Weekly** for further information.

## Nanuku on GDS

**NANUKU** Auberge Resort Fiji can now be booked via the GDS.

Travel agents connected to Sabre, Worldspan, Galileo/Apollo and Amadeus are able to book the luxurious resort's Beachfront Grand Pool Villa with other rooms also to come on line soon.

GDS codes are: Worldspan - SUVNAAU, Sabre - 272684AU, Galileo/Apollo 0 B1888AU and Amadeus - PHRNARYX.

## Broadway 2-for-1 tix

**VISITORS** to New York are being encouraged to take advantage of two-for-one tickets to a range of Broadway shows, screening between 20 Jan and 05 Feb.

NYC & Company president and ceo Fred Dixon said the 'Broadway Week' promo makes it easier than ever for out-of-towners to experience the Big Apple's best theatres.

Twenty-two shows are taking part in the initiative, including Jersey Boys, Les Miserables, The Lion King, Phantom of the Opera and Wicked - more details at [www.nycco.com/broadwayweek](http://www.nycco.com/broadwayweek).

## Norfolk fare sale

**AIR** New Zealand has Economy class seats to Norfolk Island for departures between 20 Jan and 30 Jun, on sale until 23 Jan.

Lead-in (seat-only) return fares start at \$316 departing Brisbane and \$356 from Sydney.



## Window Seat

**AS A** print publication, **Travel Daily** is guilty of the odd typo & spelling challenge, but surely a print mogul the size of the *Los Angeles Times* should take the time to proofread headlines.

Last weekend's edition ran a feature article on Australia's lesser known islands, and we are all too curious to learn more about "Kangeroo Island"?

**Australia's Tasmania, Kangeroo Island offer pure, strange delights**



**GLOBAL** marketing sensation Hello Kitty is available on pretty much everything these days, and has now expanded into hotel rooms, with a hotel in its homeland of Japan opened two Hello Kitty themed rooms.

The two themed rooms at the Kelo Plaza Hotel show the adored cat enjoying both a city holiday & a luxury pamper and come complete with themed furniture and accessories.

## Tigerair threat at MEL

**A SECURITY** alert at Melbourne Airport focused on Tigerair Australia saw the no-frills carrier cancel two flights on Fri night, delay others and cause widespread disruptions on Sat.

The scare, reported to be a "possible bomb threat" to a TT plane on the tarmac, caused Tigerair to shut down its Melbourne-based operation for six hours, *Fairfax Media* said.

Melbourne Airport said on social media that all other flights were "operating as normal".

Using Twitter, Tigerair declared "Safety is #1 priority - Tigerair working with emergency services to resolve ASAP. Apologies to affected passengers".



## BUSINESS DEVELOPMENT MANAGER NEW SOUTH WALES / ACT

An exciting business development opportunity exists with Travellers Choice, Australia's leading independent travel group. This role is suited to an energetic self-starter, with strong industry relations, diverse business development experience and excellent communication skills. You'll work as a trusted and integral team member reporting directly to the Chief Executive Officer and responsible for developing the group's membership network and preferred supplier sales in New South Wales and the ACT.

Key responsibilities include development of the member network, maintaining preferred supplier relations, providing support and promoting sales and marketing activity amongst member agents, and contributing to achievement of the Company's strategic objectives.

Our fast-paced and supportive environment will offer you lots of benefits, including a competitive salary, a friendly team and flexible working arrangements. This is a challenging role that will deliver great rewards to the right applicant.

Applications should be addressed to Christian Hunter, Chief Executive Officer on [ceo@travellerschoice.com.au](mailto:ceo@travellerschoice.com.au)

## SB New Year fare sale

AIRCALIN has released a "New Year, New Paradise Sale" fare on sectors from Australia to Noumea, with seats priced from \$499 from SYD, for travel 22 Feb - 30 Jun.

## Agents all smiles in Central Aus



**SURROUNDED** by Australia's natural highlights, this group of agents from South Australia and Tasmania experienced Central Australia by coach and railway. The five-day family was hosted by AAT Kings, with support from Great Southern Rail, Voyages, Chifley Alice Springs Resort and Northern Territory Tourism.

After starting out in Uluru and marvelling in the beauty of the rock at sunset, the group took in a guided Cultural Walk to the Mutitjula Waterhole.

Next, it was on to Alice Springs to explore the Standley Chasm & West MacDonnell Ranges.

The Ghan was the group's next home as they embarked through

the Flinders Rangers for a journey south to Adelaide, where the adventure reached its conclusion.

**Pictured** above in the back row from left is Daniel Toby, AAT Kings; Michelle McKay, Holiday Wonders; Philip Overton, helloworld Launceston and Deb Tanner from helloworld Berri.

Front row: Kathryn Dale, RACT Murry St; Lorraine Stone, Travelplan Gawler; Amy Telford, RAA Mile End; Kathryn Garvis, AHC Adelaide and Kristie Purton from RACT Burnie.

## Argyle expansion

**AUSTRALIA'S** Argyle Hotel Group has inked a deal in China to open its 61st property in the capital of Guizhou Province.

The Argyle Hotel Guiyang will feature 330 rooms, restaurants and meeting spaces.

Other AHG brands include Argyle Grand, Argyle Resort, Ausotel, Argyle Boutique Hotel and Metro Hotels.

## Macq buying planes

**MACQUARIE** Group Ltd is in advanced talks to acquire a portfolio of close to 100 new and on-order aircraft being sold by Dublin-based AWAS, according to Singapore's *The Star*.

The agreement with Macquarie AirFinance is rumoured to be worth more than US\$4 billion, "sources" suggest, with the deal expected to be closed this month.

Macquarie declined to comment on the speculated deal.



## 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](mailto:brochures@traveldaily.com.au).



### French Travel Connection - France 2015/16

The largest ever dedicated brochure for France is now in market from French Travel Connection, with 116 packed pages. Exclusive packages to Monaco can help agents win their own experience of the principality through the Passport to Monte-Carlo incentive. New regional itineraries have been developed for country areas, while the capital of Paris has a number of new apartment hotels added to the range. For clients unsure of where to go, pre-prepared packages offer plenty of hints & tips.



### Infinity Holidays - South Africa 2015

Wildlife features heavily in the newest guide to South Africa from Infinity Holidays. A range of tours aimed at youth have been separated into a new section entitled Young & Fun, packed with lots of exciting ideas. A new three-week East African Adventure itinerary makes its debut, along with four new day tours in Cape Town. The regional South Africa section has been expanded, while a new relationship between Infinity and One Horizon Tours allows pax to give back to underprivileged communities.



### Silversea - 2015 Worldwide Voyage Collection

Two comprehensive guides detailing a range of 300 luxury cruises sailing globally through into the early months of 2016 have been released by Silversea. One brochure details cruises operated by a fleet of five luxury vessels, while the other focuses more on luxury expeditions on three stylish craft. Highlights of the season include a visit to the 2015 Monaco Formula 1 Grand Prix, a chance to sail up the Thames to dock right in central London and more than 100 expeditions to the far reaches.



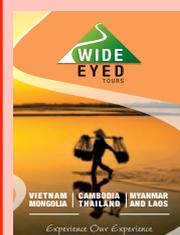
### Qantas Holidays - Thailand 2015/16

A dedicated events calendar featured within the new Qantas Holidays guide to Thailand will help those wanting to get amongst the action to plan their trip to coincide, or if not, to plan around them. New hotels in Khao Lak in Phuket feature in the guide, with new sightseeing tours added in Bangkok, Koh Samui and Chiang Mai. A new feature in the Elephant Hills also makes its debut, while guests wishing to travel from Singapore can also take advantage of an Eastern & Oriental train journey.



### Ponant - Antarctica 2015/16

Itineraries cover the period from Dec 2015 to Feb 2016, the peak season for visiting the frozen continent. Over the season, three different Ponant vessels will travel to Antarctica at different times, including the line's brand new ship *Le Lyrial*, which joins the fleet in Apr 2015. A range of luxury expeditions taking in the Antarctic Peninsula, Falkland Islands & South Georgia operate, with plenty of exciting off-ship zodiac excursions too.



### Wide Eyed Tours - Experience our Experience

Lovingly displayed across 64 packed pages is a larger than ever range of product from Wide Eyed Tours. In addition to the mainstay destinations of Vietnam, Laos, Myanmar, Cambodia and Thailand, a new addition of Mongolia makes its debut this season with plenty of guided and independent touring itineraries. Also new for 2015/16 is a range of high-value Mekong River cruise adventures taking in the riverside villages, floating markets and natural highlights all the way up into Siem Reap, Cambodia.

## CA eyes sunny shores

**DIRECT** services between China and the Caribbean will take off for the first time ever from 28 Sep, with Air China to link Beijing thrice weekly with Havana, Cuba.

## Australasia into Dubai

**A SERIES** of private island villas will form the basis of the Australasia continent being built at The World in the Arabian Gulf.

Revealed on Sat, the project is dubbed OQYANA World First development and is a joint deal between OQYANA Real Estate and Dutch Docklands which specialises in creating floating islands.

The UAE's *National* said work on an archipelago of 20 private man-made islands built in the shape of Australasia could finally commence, OQYANA said.

Located off the coast of Dubai, The World was stalled by the GFC.

Each private island (**pictured**) will feature one luxury villa and its own private beach.



## Celebrity to the Gulf

**PERSIAN** Gulf cruises will make their debut in the Celebrity Cruises range from late next year.

Celebrity Constellation has been earmarked to head to the region for a short season of six voyages from Abu Dhabi starting from late Nov 2016 through to early 2017.

Voyages will run from 9-14 nights, stopping in Dubai and Oman, while longer operations will include a visit to India.

## QE World Cruise departure hiccup

**THOUSANDS** of *Queen Elizabeth* passengers about to depart on a 92-day World Cruise were urged to delay arriving at Southampton's Ocean Terminal for embarkation on Sat due to bad weather.

Cunard Line director Angus Struthers told *QE* passengers that due to weather forecasts, the ship's arrival would be delayed "once strong winds have subsided and we can dock safely".

Guests were advised to proceed to the nearby St Mary's Stadium "to alleviate congestion at Ocean Terminal and provide more comfortable facilities".

Struthers told pax that baggage collection, free food, drinks and entertainment (incl a jazz band and magician) would be provided at

the stadium, as well as transfers to Ocean Terminal.

"This wasn't the start of the World Cruise that I had envisioned but we will of course make every effort to board everyone as soon as the weather allows and in the meantime make the experience as comfortable as possible," the Cunard boss added.

*Queen Elizabeth* departed at 10:30pm on Sat, about five hours behind its scheduled push off.

## QR double beds by '17

**QATAR** Airways ceo Akbar Al Baker says the carrier is working toward offering double beds at a Business class fare level by 2017.

The Doha-based carrier says it will be a "unrivalled" product.

## APT IS HIRING!!!

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### Senior Travel Consultant

Gold Coast, to \$58K package Ref:1487PS1

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For more information please call Marissa on (02) 9113 7272 or click [APPLY](#) now.

### Travel Product Coordinator

Melbourne, \$55-\$60k Ref:2015MD1

My Client is recognised as the market leader in this rapidly growing senior demographic in the travel industry and now boasts a team of over thirty people including a strong experienced management team and a dedicated operations team. We are seeking a new product coordinator to support the product manager with the development and management of accommodation and land product programs. This specialist wholesaler will offer support and opportunities to only dedicated and hard working candidates.

For more information please call Megan on (02) 9113 7272 or click [APPLY](#) now.

### Corporate Travel Consultant

Perth, \$50-60K DOE Ref:1506LB1

Corporate travel consultant required for Perth's leading independent travel agency. You will be specialising in dealing with repeat corporate clientele, servicing their requests as needed for academic accounts. To be considered for this multi-skilled office you will have a solid corporate consulting background with proven silver service when it comes to clients. Working Mon-Fri, this role won't last! Those with Galileo experience & ticketing knowledge will be highly regarded.

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### Group Travel Consultant

Brisbane, \$OTE up to \$70K Ref:1502AW1

New job in the New Year! A rare opportunity with an industry leader to immerse yourself in a world of group conference and incentive travel. You will be an experienced Corporate or Retail travel consultant with groups logistics experience. You would use Galileo and have understanding of the MICE industry. You would enjoy working in ever-changing and challenging environment. In return for your hard work, uncapped commission and industry perks are on offer for the successful candidate. Apply now

For more information please call Anna on (07) 3023 5023 or click [APPLY](#) now.

### Retail Travel Team Leader – Sydney

Sydney, \$D.O.E + Super Ref:1564SZ1

Calling all Retail Travel Team Leaders, Assistant & Branch Managers to apply! This is a fantastic opportunity for a motivated and determined manager to move forward with their career within a reputable, award winning company. GDS experience is a must, Sabre is preferred but not essential, a good knowledge on fare construction and ticketing is important. As a manager, you will also need to focus on the growth, figures and marketing of the business. A good client following would be advantageous.

For more information please call Serena on (02) 9113 7272 or click [APPLY](#) now.

### Corporate Travel Consultant

Melbourne, \$ Competitive Base Ref:9797DV2

I have an opportunity to join a market leading company with their Corporate team. This is a varied and exciting role with a fantastic client and an opportunity not to be missed!! If you are you looking for a brand new opportunity within Corporate travel then this could be your perfect role! Ideally you will have at least two years experience and GDS knowledge. In return for your hard work then you will be rewarded with Monday-Friday working hours and excellent company benefits!

For more information please call Dave on (02) 9113 7272 or click [APPLY](#) now.

### Retail Travel Consultant

Adelaide, \$45-55K DOE Ref:1493LB2

Rare vacancy to join a great team within a well known travel brand in Adelaide. Fantastic opportunity for an experienced Travel Consultant with at least 1-2 years' experience in a similar role, looking to expand on their knowledge and grow their career with this well respected company. You will be a part of a fun and dynamic store, working with both domestic and international product. Ideally you will have solid GDS experience (Galileo preferred) and love hitting sales targets!

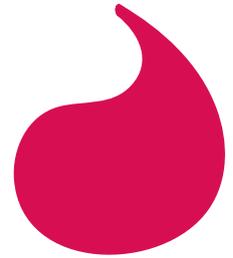
For more information please call Lauren on (02) 9113 7272 or click [APPLY](#) now.



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**Travel Expert positions are currently available in the following locations:**

**Travel Manager - North Sydney:**

<http://applynow.net.au/jobs/F164499>

**Travel Managers - Melbourne, Geelong & Surrounds:**

<http://applynow.net.au/jobs/F164013>

**Travel Managers - Hobart:**

<http://applynow.net.au/jobs/F166940>

**Business Development Managers - Melbourne:**

<http://applynow.net.au/jobs/F167739>

**Travel Manager - Perth:**

<http://applynow.net.au/jobs/F166228>

**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>

