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Creative adds on request

CREATIVE Holidays has rolled out another iteration of its new agent website, with the addition of "on request" hotels which were previously only available via the company's call centre.

The changes reflect the ongoing evolution of mainstream wholesaling, with Creative incorporating feedback from agents as well as analytics from the system to guide development.

MD James Gaskell said version 2.1 of the new booking engine allows agents to easily search and differentiate properties based on 'instant purchase', 'book & hold' and 'on request' criteria within the search results.

Creative has also expanded its online retail and wholesale airfare offering, he said, with flights which were previously instant

Seven pages of news!

Travel Daily today has seven pages of news and photos, plus full pages from: (click)

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purchase now able to be booked and held without payment (subject to fare rules).

"Agents can now book and hold flights from everywhere to everywhere," he said.

He said Creative's vision is to simplify the process of travel booking for consultants "by aggregating thousands of worldwide travel products for our agency partners...to achieve this we are making it a priority to invest in technology innovation and service excellence.

"We truly believe in the future of the Australian travel industry, and our own investments reflect that belief," Gaskell said.

Cerini to Aurora

FORMER Creative Holidays marketing manager Damian Cerini has been appointed as general manager sales & marketing for Aurora Expeditions.

Cerini left Creative a few years back (*TD* 14 Sep 12) and established boutique cycle touring operator Tour de Vines.

More appointments on page 7.



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Page 1







Luxor attack foiled

THE Department of Foreign Affairs and Trade has reissued its Smartraveller advice for Egypt following a bombing attempt overnight at the Karnak archaeological site near Luxor.

DFAT hasn't changed the level of the advice from the current 'Reconsider your need to travel' category, saying four people were injured and investigations are underway.

Egyptian security forces say the incident was a foiled terrorist attack, with no tourists injured.

BYOjet owner raising

SHARES in BYOjet shareholder Disruptive Investment Group have resumed trading on the ASX (TD Tue) after the company successfully raised \$1.65m via a share placement.

An additional 25% of property website iBuyNew.com.au will be acquired for \$750,000, with the rest going to working capital.

Hailing app takes on Uber

A JOINT venture between a number of regional taxi cab firms in Australia and other operators with an interest in the taxi industry are plotting to better compete with car service Uber through the development of new smartphone technology.

ihail Pty Ltd has sought approval from the ACCC to launch its "ihail" smartphone application within the Australian market - an app which provides users with the directions for the nearest accessible registered taxi cab signed up to the service.

Companies involved in the new app include Silver Top Taxi, Black & White Cabs, Surburban Taxis, Texas Taxis, Cabcharge Australia, the NSW Taxi Council, Yellow Cabs Brisbane, Taxi Services Incorporated Minneapolis & Mobile Tracking and Data Pty Ltd.

Australian-owned MTData has been involved in the development of the application, which aims to

go head-to-head with other driver services such as goCatch, ingogo and Backseat, the firm said.

The ihail application will seamlessly connect users with the taxi services of each partner.

According to papers lodged with the Australian Competition and Consumer Commission, the ihail app will initially be available in major capital cities in Australia, the United Kingdom and USA in its first two years.

"The travelling public (especially the business community) is expected to be the biggest user of the smartphone app," the firm told the competition regulator.

"The growth of Uber and other competing technologies is based solely on the development of the smartphone.

"Without the extensive growth of smartphone usage, it would be impossible for these applications to compete with the traditional taxi market," the firm argues.

QT heads to NZ

AMALGAMATED Holdings is set to expand its funky QT Hotels brand across the Tasman, with the NZ\$28.5 million acquisition of Wellington's Museum Art Hotel.

The 163-room property was developed by "Wellington identity" Chris Parkin, who said QT left him deeply satisfied.

"Ironically, much of the inspiration for our recent renovation program came from the Sydney QT Hotel, a design triumph," he said.

Other QT hotels are in Port Douglas, Canberra, Falls Creek and the Gold Coast with a Bondi property to open later this year.

EK Taipei A380 one-off

EMIRATES is planning a single superjumbo flight between Dubai and Taiwan next month, with GDSs confirming the normal Boeing 777-300ER flight will be replaced by an Airbus A380 on 19 Jul, with reservations now open.







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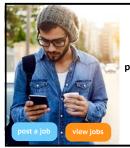
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CLICK HERE for further details

The Capital site rejig

THE Capital hotel in London has debuted an enhanced website which features a selection of refreshed property images and increased focus on mobile responsive communication.

See www.capitalhotel.co.uk.



USA rip-off No Leave No Life

'IMITATION is the best form of flattery' is a phrase which must be going through the minds of executives at Tourism Australia following a new directive in the USA aimed at ensuring Americans use their accrued annual leave.

In 2009, then Australian Federal Tourism Minister Martin Ferguson launched a nationwide campaign aimed at encouraging Aussies to use their stockpiled leave.

Tourism Australia pushed the 'No Leave, No Life' promotion for a number of years, ending in 2013.

Last week, the US Travel Assoc announced a virtual copycat campaign to entice more Americans to take a vacation.

Dubbed 'Project Time Off', the initiative is designed to "prove the personal, professional, economy and society benefits of taking your paid time off," USTA chair Todd Davidson said during IPW 2015 last week in Orlando.

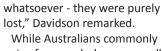
"We've become a country of work martyrs," Davidson said.

Annually, Americans squander 429 million vacation days, valued at US\$160 billion in economic activity for the nation.

"Over the years, many Americans have been guilty of what we would call a PTO (Paid Time Off) Graveyard," he said. In 2013 alone, there were 169

million days of lost PTO.

"Those are days that could not be rolled over and could not be paid out. Were not banked, were not used for any other benefit



enjoy four weeks leave annually, most Americans receive only half that number at 14 or 15 days.

Showing its vested interest in the campaign, the USTA has gone to the extent of offering its own employees who use their full leave entitlement to earn extra vacation days the next year.

"In the US, that is what we call 'walking the talk'", Davidson said.

The move saw the organisation's percentage of staff who used all their annual leave days jump from 19% to 91%.

The USTA's new campaign video campaign made its debut to int'l audiences last week, and uses a clever mix of humour and facts to encourage American workers to cash in their leave.

To view the 'Project: Time Off' campaign, **CLICK HERE**.

Scenic SOM Enrich

PASSENGERS cruising on the Rhine, Main and Danube in 2016 with Scenic will experience the operator's new 'Best of The Sound of Music and Salzburg Show' - an exclusive production based on the iconic Sound of Music film and a Scenic Enrich inclusion.



Window Seat

A BRITISH artist is planning to bury a decommissioned Boeing 737 aircraft on land outside the city of Birmingham, as part of a "large scale installation".

The plane will be interred seven metres underground, with creator Roger Hiorns saying the conceptual work is designed to "amplify the contemporary anxiety which the object holds over us".

Access to the fuselage will be available via a small spiral staircase, so visitors who are unconcerned by claustrophobia will be able to enter.

"I'm presenting a space that's deeply familiar but filled with anxiety - and increasing the level of anxiety by placing the compressed atmosphere of an aluminium shell underground," the artist said.

"The hole will lead people towards an adverse experience".

The idea isn't totally unique, with other similar projects in progress around the world including an environmental collective called Bury the Jumbo raising funds to purchase an old 747 and put it in the ground.

BunnikTours

Bunnik Tours is the small-group-touring specialist with tours to Europe, Middle East, Asia, Africa and the Americas. For those with a passion for travel and innovation we have 4 exciting opportunities to join our team in Adelaide.

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More info click here

.....

Page 3

APPLICATIONS CLOSE 26 JUNE 2015







SOME of the travel industry's motorcycle enthusiasts are inviting fellow travel trade bikers to join them for regular rides.

The group, which includes The Lido Group's Steve Mackenzie and Amadeus IT chief Tony Carter (pictured) is planning excursions into areas around Sydney as well as potentially organising track days at Sydney Motorsport Park.

Mackenzie said anyone in the travel business is welcome.

"The idea is aimed at anyone who is interested in catching up for a ride...it is a great way to meet and network within the industry while sharing a common passion," he said.

Carter emphasised there were no limitations on riding ability, experience or bikes.

"This is simply about having fun," he said.

For more info, email Mackenzie via stevem@lido.com.au.



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G Adv Peru sales soar

A TRAVEL education program for Australian travel agents has proven its value for G Adventures, with itineraries to South America jumping 57% year-on-year.

The adventure tour company says a program led by tour guides from overseas visiting Australian agents in-store and taking them on a 'micro-famil' to share firsthand accounts from their home country has reaped rewards.

A recent visit by a tour guide from Peru saw sales to the nation spike by 67%.

MD for Australia & New Zealand Belinda Ward said more programs similar to the 'micro-famils' would be run in the future.

DL aircraft purchase

DELTA Air Lines says it will enter an aircraft acquisition deal for 20 Embraer E190 jets and an extra 40 new 737-900ERs upon approval of a tentative agreement covering 12,000+ Delta pilots.

Marriott Netflix deal

MARRIOTT Hotels has signed a "groundbreaking partnership" with streaming video supplier Netflix, allowing guests to sign into their existing accounts during their stays by using a Netflix app on the in-room TVs.

Marriott becomes the first hotel brand authorised to offer guests direct access to Netflix as part of its entertainment offering, with the app rolling out to its over 300 US properties by the end of 2016.

New TUMI luggage

BAGGAGE manufacturer TUMI has reacted swiftly to IATA moves standardising cabin luggage sizes (TD yesterday), with the planned launch of a new bag optimised to use the new "IATA Cabin OK" logo.

The new case will comply with the 55 x 35 x 20cm guideline being adopted by the airlines for aircraft of 120 seats or more, with the bags having a unique ID code to allow validation of compliance.



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USA '16 mega-fam

BRAND USA director Australia/ New Zealand Oliver Philpot has revealed exclusively to *Travel Daily* that next year's Mega-Fam is expected to have a heavy focus on America's South.

Talks between Brand USA and an airline partner for the familiarisation are ongoing, but it is understood the trip will run during Mar and/or Apr 2016.





A NEW 'peer to peer' platform of information sharing is set to be developed for Brand USA's travel agent training program as the organisation prepares to ramp up the initiative in Australia.

Launched in Oct, the Discovery Program has by far exceeded the expectations of Brand USA's director for Australia and New Zealand, Oliver Philpot.

The Discovery Program is made up of a number of modules and "badges" covering specific topics.

In its current form, an agent could complete the program from go to whoa in around four hours.

Agents successfully finishing the scheme are acknowledged and receive a sticker for their office window which identifies them as a USA Specialist.

Speaking to **TD** last week at IPW in Florida, Philpot said the program has around 2,200 registered members in this region, well on its way of reaching its objective of 3,000 members in Australia & NZ by end of year.

Philpot stressed it was vital for wannabe USA specialists to get involved early to avoid being bogged down by time constraints as new badges are rolled out.

The local version of Brand USA's Discovery Program requires agents to complete a Regional Expert badge, which unlocks access to eight 'core badges' - Big City Buzz, Coastal Escapes, Family Holidays, Food and Drink, Music/Heritage/Culture, Fly-Drive, Great Outdoors and Winter Sports.

Agents next progress to specialist modules on Cirque Du Soleil, Las Vegas and Santa Monica, while a pipeline of other badges covering topics including Luxury, National Parks and Utah are lying in wait.

Around 10 new badges will be progressively "drip-fed" here.

"It is in their best interest to get involved while we are still in our



to increase the number of agents who complete the program, with just a small number (40-50 agents) having so far completed the course in full.

One of Philpot's key objectives is

"What we see is that a lot of agents have signed up, completed the first badge and a couple more, then they've left it.

"We've got to find a way to reengage with them," he said.

An incentive program targeting agents who have registered but not completed the badges is a priority going forward.

Peer-to-peer social functionality within the system is, according to Philpot, "the most exciting facet coming in the short term".

The platform will provide an avenue where agents can discuss and bounce ideas off one another openly to help with trip planning.

He said an agent could use the channel to ask for feedback from fellow agents on subjects such as the best restaurant to eat at in New Orleans' French Quarter for a first time visitor.

The platform was intended to debut last week, but has been pushed back for fine-tuning.

Philpot also signalled plans to reward agents who are in the top echelon of the program in the

long term, flagging the potential of incorporating top sellers into consumer marketing activity.

He is **pictured** (left) on the floor at IPW 2015 in with Brand USA's newly appointed chief marketing officer David Whittaker.



NEW USA commercials are planned to be rolled out on TV screens as part of a new wave of advertising in Australia, it has been revealed to *Travel Daily*.

Brand USA's ANZ director Oliver Philpot received confirmation from the organisation's vice president of partner programs Karyn Gruenberg that TVCs are planned for the local market.

"It's been a year since we did a TVC but Karyn has confirmed she has a budget for me to spend on consumer media," Philpot told *Travel Daily* exclusively at IPW.

MEANWHILE, discussions are underway between executives at Brand USA in Australia and the producers of the Seven Network's popular breakfast TV program *Sunrise* to air the show in the USA in 2016, it has emerged.

"Once we have an airline partner, we will determine which destination *Sunrise* is going to go to next year," Philpot told *TD*.



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SQ Premium Economy just the ticket



ABOVE: Singapore Airlines celebrated the announcement of its new Premium Economy product on the Sydney-Singapore route (TD 21 May) with an incentive for NSW agents.

Consultants entered by upgrading passengers from Economy to the new Premium Economy class, with a prize of two return Premium Economy tickets from SYD to SIN.

The lucky winner was Miles Andriesz from helloworld Blacktown, who is pictured above receiving his giant novelty ticket from SQ's Charlotte Koong and Matthew Hurn.

Insight Xmas demand

INSIGHT Vacations says there has been a strong response to three new Christmas Markets itineraries which launched earlier this year (TD 14 Apr) as part of its 2015/16 Autumn, Winter & Spring Europe collection.

The trips include Poland, Austria and Italy with a range of Signature Experiences and hotels on offer.

MD Joost Timmer told TD the company's India program is also selling well, with demand doubling in the last year.

"We're really starting to build volume now," he said.

HBA redevelopment

A TOTAL of \$100 million will be spent over seven years on a major overhaul of Hobart Airport in order to ready the facility to receive direct flights from SE Asia.

Work will take place both airside and landside, with a 500-metre extension of the runway to begin soon to handle larger aircraft.

Tasmania is aiming to increase its visitor numbers to 1.5 million annually by 2020, with Hobart the gateway for 60% of all air traffic.

Airport owners will put in \$25m for new departure and arrival halls, improved dining, lounges, car parking and access roads, all to be completed by mid-2016.

Airbridges however will not be constructed, meaning pax will still walk the tarmac to their aircraft.

Selective Cambodia

ASIA specialist Selective Tours is offering an 11 day private tour of Vietnam and Cambodia starting from \$2,556 per person.

The package includes Englishspeaking private guides, vehicles, hotels, entrance fees and three internal flights, with daily departures and a minimum of two passengers per group.

Selective also has more tours to China, India and Myanmar - for more information, see www.selectivetours.com.



Thursday 11th June 2015

EK into regional UK

EMIRATES has continued its push into regional and rural parts of Europe, announcing a new codeshare with Flybe, Europe's largest regional carrier.

Subject to regulatory approval, EK codes will be added to 25 Flybe routes to cities and towns including Aberdeen, Guernsey, Isle of Man, Jersey and Newquay. In all, 13 new destinations will be added to Emirates' network.

Flybe services into Manchester, Glasgow and Birmingham will all be timed to connect with onward EK flights to its Dubai homeport.

Huge Trafalgar guide

GUIDED holiday operator Trafalgar has released a mammoth 2016 brochure for the Americas, featuring the USA, Canada, South and Central America in one book.

Over 60 itineraries and 160 Insider Experiences feature.

Four new Hidden Journeys in Western and Eastern Canada, Ecuador, Panama and Costa Rica have been added after a trial of the holiday style proved a success.

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CRUISE





oneworld in US spat

QATAR Airways has threatened to withdraw from the oneworld airline alliance over the ongoing US subsidies row involving itself, Emirates and Etihad Airways.

CEO Akbar Al Baker said this week at the IATA agm in Miami there was no point being part of the alliance if a fellow member (American Airlines) was "impeding our growth".

"There is no point in us being in oneworld if an airline that invited us, hosted us in America to sign the entry to oneworld, is today going against us," Al Baker added.

American, along with United Airlines and Delta Air Lines are jointly accusing the three Middle-East carriers of receiving unfair government subsidies and have been joined in support by Air France-KLM and Lufthansa.

SCDL goes to the zoo

AUSTRALIA Zoo has signed a joint venture agreement with Sunshine Coast Destination Ltd to jointly work to promote events and attractions in the region.

The first measure rolled out is a co-branded billboard positioned on the approach to BNE Airport, passed by 75,000 vehicles daily.

Thirteen different attractions on the Sunshine Coast will be promoted on the billboards along with Australia Zoo itself.

PTMs to be inspired

WINTER Olympics Gold Medallist Alisa Camplin-Warner OAM will be one of two keynote speakers at the eighth national conference for home-based agent group TravelManagers.

Camplin-Warner will close the event, with a second address on the 'Science of Success' to be run by Matthew Michalewicz.

Around 200 Personal Travel Managers will join 50 suppliers & National Partnership Office staff in Adelaide for the conference, running from 28-30 Aug.



This month Travel Daily, Club Med and Air France are giving readers the chance to win a ski trip to France. The prize includes:

- Return economy flights to Paris, France with Air France and
- Seven nights at a Club Med Ski Resort in France

To win this great prize, answer every daily question correctly and have the most creative answer to the final question. Send your answers to clubmedcomp@traveldaily.com.au

Q8. Name the loyalty program of Air France.



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Part of the Travel Daily group of publications.









which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au. Mark Miller has returned to the Virgin Atlantic Airways fold, taking

WELCOME to Industry Appointments, Travel Daily's Thursday feature

Industry Appointments

a role as the carrier's Business Development Manager, Asia. He was previously the airline's Australia/NZ Agency Sales Manager when it operated online services to Sydney.

Metro Hotels has appointed Peter Frawley as its new Managing Director, with responsibility for the group's 14 hotels, apartment and resort complexes in Australia as well as the Paddy Maguire pub in Subiaco, Perth; the Elephant British Pub in Adelaide and Sydney's Palace Hotel. He's been recruited following last month's announcement of the pending retirement of Chief Operations Officer George Bedwani.

Outrigger Resorts has named Rory Campbell as General Manager of the newly rebranded Outrigger Koh Samui Beach Resort. He was previously Director of Sales & Marketing at Outrigger Laguna Phuket.

Mohan Chandra has been appointed by Fiji Airways as its Regional General Manager for New Zealand. Industry veteran Chandra's most recent role was as Commercial Director for Kenya Airways and he's also a former Emirates Sales Manager in New Zealand. FJ has also appointed Melanie Watson as its Manager Sales for NZ.

Preferred Hotels & Resorts has named Casey Ueberroth as Chief Marketing Officer; Ken Mastrandrea as Chief Operating Officer; Hiren Chandiramani as Chief Financial Officer; and Michelle Woodley as Executive Vice President.

The Hawaii Tourism Authority has announced the appointment of Randy Baldemor as its Chief Operating Officer, and Marc Togashi as Vice President of Finance.

Former Skyrail Rainforest Cableway GM Max Shepherd has been named as Chairman of the Tourism Tropical North Queensland board.

Peregrine round pole

FOUR individual itineraries in the Arctic region have been released by Peregrine as part of its new Small Ship Cruises brochure for 2016-17.

The four departures will all operate on the Kapitan Khlebnikov icebreaker and can also be linked and sold as one circumnavigation.

Setting off on 10 Jul on Russia's northern coast, the voyage sails in Greenland, to the Canadian High Arctic and Northwest Passage.

All four itineraries together are priced from \$142,654ppts.

Qatar Air to Abha

DOHA-BASED carrier Qatar Airways will launch new four weekly non-stop services to Abha from 02 Sep, its eighth gateway in the Kingdom of Saudi Arabia.

Canada beauty a draw

A NEW research summary on Australia by Destination Canada has found the country's natural beauty, wonders and landscapes places Canada at the top of the wish list for Australian travellers.

The Global Tourism Watch study determined more than a third of Aussies are aiming to take more long-haul holidays in the next two to three years.

Canada's natural wonders put it ahead of the US, New Zealand and even Australia itself as a target for holidaymakers, it said.

The 18-34 demographic was the highest age range for Aussies planning a visit to Canada, with British Columbia and Ontario set as the two most sought provinces.

Only the potential cost of such a trip was identified as a "major barrier" to booking a visit.





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Business Development Executive SA & NT

Adelaide, \$50K, Ref: 1634LB10

This first class tour operator is currently looking for a highly experienced sales representative, to promote their brand on the road to travel agents around Adelaide. Do you have sales & training experience within the travel industry? Are you often described as a very proactive person? Then this could be the role you have been waiting for!! Excellent benefits are on offer for a travel sales superstar that can effectively foster business relationships. Interviewing now so don't delay!

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

Cruise Travel Specialist

Sunshine Coast, \$Excellent, Ref: 1686PS1

Are you a travel consultant with extensive Cruise Product knowledge? Move into a role selling the highest yielding product in the industry! If you have wanted to become a cruise specialist but don't want to lose your other travel knowledge then this could be the role for you! This is a independent high end retail agency who have a strong focus on cruise. If you are able to work harmoniously within a small team environment and have worked successfully to set sales targets, please apply now!

For more information please call Peta on (07) 3023 5023 or click APPLY now.

M.I.C.E Business Development Manager

Sydney, \$Competitive + incentive, Ref: 1769SZ1

Recruiting for an unique opportunity to work for an company that is well recognised and respected within the Travel & Tourism Industry. Your role as a Business Development Manager will be to focus on the M.I.C.E component of the business, having worked in a similar role currently or most recently, the position is a great opportunity to work autonomously with potential for career progression. You will be identifying and securing leads, interstate travel will be required a couple of times a year.

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

Business Development Manager

Melbourne, Competitive salary, Ref: 1756DV5

Are you an experienced Business Development Manager looking for a new and rewarding challenge? My client has an opening for an enthusiastic sales focused Business Development Manager to join their successful team! The lucky candidate will be acquiring new corporate travel business in accordance to set targets and be a savvy individual who creates business by their ability to identify and win new accounts! You will need to have a passion for travel & sales to make this role a success!

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

Corporate Travel Consultant

Perth, \$DOE, Ref: 1722LB5

Rare opportunity to join this leading boutique agency! My client is looking for another skilled consultant to add to the team, ideally with both corporate & leisure knowledge. Those with fares and ticketing a bonus, and knowledge of international destinations including cruise & how to handle corporate accounts will be key. The most important attribute valued here will be your excellent silver service and a proactive approach in your work. Excellent salary on offer for the right person.

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



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Terms and conditions: Offer is subject to availability and applicable to new bookings only. Valid for bookings before 1 July 2015 with travel from 1 June to 15 September 2015, black-out dates may apply. Minimum 5-night stay applies. From rate is per person per night twin-share in a One&Only Hayman Lagoon Room including return yacht transfers from Great Barrier Reef Airport and Abell Point Marina and daily breakfast. Rates are available for other room and suite categories. One&Only Hayman Island reserves the right to withdraw the offer at any time. Further terms and conditions apply.