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# Travel Daily

First with the news

Thursday 28th May 2015

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## RCI 2016/17 on sale

**ROYAL** Caribbean International has launched its 2016/17 Australasian program - its biggest season yet, with capacity up 12%.

*Explorer of the Seas, Voyager of the Seas, Radiance of the Seas and Legend of the Seas* will all call Australia home, with new itineraries designed to incorporate guest feedback and offer even more variety.

Launch savings of up to \$1,000 are available - see the **cover page**.

## OTAs jack up commission

**ACCOMMODATION** operators are saying 'we told you so,' after commission increases by most of the major online travel agents in Australia including Hooroo, Wotif, Expedia and Agoda.

Tourism Accommodation Australia (TAA) today called on travellers to book direct, following a decision by Qantas-owned site Hooroo to lift commission from 10% to 13.2% (including GST) effective from 01 Jul.

During the ACCC probe into the takeover of Wotif by Expedia, TAA warned OTAs would look to increase commissions as a result of a lessening of competition.

"The online travel market is now dominated by Expedia and Priceline, which account for some 85% of the Australian market," said TAA acting ceo Carol Giuseppi.

After the Wotif takeover, Expedia increased Wotif's commission from 12% to 15%, with Priceline site Agoda following suit.

While the increases sound small, some properties rely on OTAs for almost all of their business, meaning the hikes represent an increase of up to 30% in their overall cost of sales.

"This is precisely what we predicted would happen when the ACCC approved the Wotif

takeover last year, because it has left the online travel world controlled by two multi-national giants," Giuseppi said.

For its part, Hooroo said the increase in commission would allow it to beef up its online marketing and distribution activity "which will ultimately allow us to drive more bookings and value to our accommodation partners."

"Importantly, Hooroo will remain one of the lowest cost distributors in the market," a Qantas Group spokesman said.

He said Hooroo had not changed base commissions since its 2012 launch.

TAA said the organisation would make a "strong case to the ACCC" to scrutinise the OTAs to ensure they don't follow the European and US trend of 20%-plus commission levels.

## MH business as usual

**MALAYSIA** Airlines ceo Christoph Mueller has issued an open letter to the industry, confirming the appointment of an administrator to the carrier (**TD Tue**) will have no effect on the airline's daily operations or existing reservations.

Urging travel agents to share the same message with their customers, Mueller said the move is simply part of the 12 point restructuring plan which will see the airline relaunch on 01 Sep with a new business model, brand and management team.

"These upcoming changes will also not have an impact on flights, schedules or the Enrich programme," Mueller added. See the **last page** for details.

## Club Med action

**CLUB** Med is continuing to promote the all-inclusive nature of its properties, with more than 60 sports on offer and on-site professional tuition - plus spas! See **page twelve** for details.

## Head to Atlantis

**ATLANTIS** the Palm in Dubai is inviting Australian travel agents to send their clients to "check into another world" - for details see **page 11** of today's issue.

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## Eight pages of news!

*Travel Daily* today has eight pages of news and photos, a front cover page for **Royal Caribbean** plus full pages:

- AA Appointments jobs
- Travel Trade Recruitment
- Atlantis the Palm
- Club Med
- Malaysia Airlines

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First with the news

Thursday 28th May 2015



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## EK links Bologna next

**EMIRATES** will boost its Italian network map to four destinations from 03 Nov, with direct services to Bologna announced today.

The new route, to be operated by Boeing 777-300ER aircraft, offering 5,040 seats weekly in a three-class configuration.

Bologna services will take the Dubai-based carrier's total weekly Italian schedule to 56 flights, complementing existing services to Rome, Milan and Venice.

## Buffalo to Indonesia

**ASIAN** tour firm Buffalo Tours has continued its aggressive expansion in the Asia-Pacific, announcing the expansion of its operations into Indonesia.

Establishing an office in the country, Buffalo will continue its 'live like a local' focus by offering authentic experiences to visitors.

The company says the expansion comes on the back of a growing demand for experiential travel options in a variety of styles including 'off the beaten track'.

Earlier this year, the company expanded to Singapore, Malaysia, Hong Kong and China (**TD** 05 Feb), while Japan will soon go live.

## Canada independent spike

**AN INCREASING** number of Australians are travelling to Canada on an independent basis, and they are booking far later, Destination Canada reports.

For a country long dominated by the group touring market, Canada is rising in popularity as an FIT travel region, says Destination Canada's local boss, principal of DC & Associates Worldwide, Donna Campbell.

Addressing a market update panel at the Rendez-vous Canada tradeshow, Campbell revealed the new trend has been noticed by all FIT operators in Australia to varying degrees across the nation.

She reiterated group travel has not dropped off, but that the gap is closing on FIT travellers.

"Independent travel has been up substantially the past couple of years," she said.

"We know that Aussies are coming back to Canada and they return as an FIT traveller."

Growth is not restricted to the Australian perennial stomping grounds of British Columbia and Alberta either, with business to north, east and the Atlantic on

the rise, Campbell added.

Plus, the FIT traveller is staying longer in Canada (an average of 21 nights) and spending more.

She said feedback from group operators is that bookings in 2015 are not where they were last year "and the FIT guys are going strong".

What is more, the booking window when Australians decide to lock in their Canadian holiday is getting smaller and smaller.

"We've been told it's down to as low as 30 days," Campbell told **Travel Daily** in Canada.

In that instance, the customer is already at point five in the 'seven travel planning points' - they have progressed past Inspiration, Research, Planning and Validation - and are at the Booking phase.

"The savvy consumers are sitting and waiting. They've got the money and are hoping for the best deal by waiting," she said.

Wholesalers, tour operators and agents still play a key role in Australia, with 80% of consumers still booking through a traditional bricks-&-mortar agency.

More from Canada on **page 5**.

## Travel Daily on location in Niagara Falls, Canada

Today's issue of **TD** is coming to you from **Rendez-vous Canada**, courtesy of **Destination Canada**.

**THIRTEEN** buyers from Australia met with a multitude of suppliers during the first day of scheduled appointments at Rendez-vous Canada 2015.

Among the Aussie delegation are representatives for APT, The Travel Corporation, Evergreen Tours, World Expeditions, Infinity Holidays, Momento, Adventure World, Travelmarvel and others.

The ScotiaBank Convention Centre floor is divided into the many provinces of Canada and features standalone booths from the likes of Air Canada, Parks Canada and hotel groups.

See our Facebook page for pics.

Tonight, delegates will get a taste of Niagara's world famous wine country as they are whisked away by Niagara Falls Tourism to sample some of the region's produce for dinner.

Further coverage from Rendez-vous Canada in **TD** tomorrow.



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## Aussies to Ireland surge 30%

**OFFICIAL** figures released overnight by Ireland's Central Statistics Office confirm Australia and New Zealand are two of the destination's fastest growing source markets.

For Feb-Apr 2015, overseas visitor numbers to the Republic of Ireland were up 14%, but Australasia grew more than twice as fast as the average, up 30%.

"Today's figures represent

a stunning start to the year," Tourism Ireland's manager Australia/NZ Diane Butler said.

"It's been another record three months for visitors numbers from Australia and New Zealand, and furthermore our latest stats show our average length of stay has increased to 13 nights," she said.

Butler said promoting the Wild Atlantic Way and the Causeway Coastal Route continue to be a major focus, while sporting events such as the Irish Open at Royal County Down will also boost interest in Ireland.

Tourism Ireland is also expecting spin-offs from the upcoming Rugby World Cup, being held in England and Wales, while 'culturally curious' travellers are being targeted by Yeats2015, the 150th birthday of world-renowned Irish poet WB Yeats.

### Carnival VIP program

**PASSENGERS** on Carnival Cruise Line will have access to gradually increasing rewards and onboard bonuses, with the line expanding its rewards program to Australia.

Dubbed the 'Very Important Fun Person' program, all passengers who have previously cruised on *Carnival Spirit* or *Carnival Legend* have been automatically entered.

Five rewards tiers are available, with guests progressing up the ladder based on the number of days spent on a Carnival voyage.

Benefits include access to member-only promos and priority boarding through to merchandise, free laundry bags and invitations to exclusive onboard parties.

More details in today's issue of *Cruise Weekly* - **CLICK HERE**.

## Brian Crisp leaves FC

**FORMER** News Limited travel editor Brian Crisp, who was appointed as Flight Centre's Editor in Chief last year (**TD** 16 Oct) has left the company.

A spokesman for Flight Centre told *Travel Daily* today that Jason Dutton-Smith will "continue to oversee the content area for Flight Centre brand, as he did in the past".

Crisp reported to Flight Centre head of marketing Darren Wright. More appointments on **page 7**.

## Whales set to entice

**PORT** Stephens is hoping the annual whale migration north will encourage domestic tourists back to the region following destructive storms last month.

Ramada Resort Shoal Bay manager Michelle Hoy said the season would be particularly important to entice visitors.

"The whole town has really suffered but we have bounced back and are ready to welcome visitors to this part of the world."

Whales are already being spotted along the coast, with a range of special package deals now in the market.

## UA delays PVG route

**PLANS** for United Airlines to increase services between San Francisco and Shanghai to twice daily have been shelved until Sep, according to GDS displays today.



## Window Seat

**IF YOU** hear the term "blue ice" raining down, that's a bad thing.

The Federal Aviation Administration in the US says it will investigate after faeces from an aircraft rained down on a girl's Sweet 16 birthday party in Levittown, Pennsylvania.

Just after the cake had been served, the girl's stepfather said the party were playing horseshoes when "something nasty" rained down on a canopy thankfully put up for the party.

"It looked like a hundred birds flew over and went to the bathroom simultaneously," the family told Fox News in Philly.

The term "blue ice" comes as it is the name of the chemical added by airlines to break down & treat human waste onboard.



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## Lido Group chalks up a million



**FIVE** years after being totally revamped and relaunched, the Australian Accommodation Data Exchange (AADX) system run by

The Lido Group has surpassed the one million bookings milestone.

The system facilitates access to thousands of regional properties and independent accommodation across Australia, New Zealand and abroad to government and corporate buyers as well as TMCs.

Internally, the success of the system has seen staff numbers swell by more than 50 per cent.

The Lido Group managing director Steve Mackenzie said the company now anticipates it will surpass two million bookings within the next 18 months.

"Over the past two years the company has gained significant momentum," Mackenzie said.

Lately, a brass bell installed in the office would ring out when \$1 million worth of bookings was reached, usually being heard twice a month - but current forecasts indicate this will grow to six or seven per month in no time.

The team are **pictured** above celebrating their achievement of processing one million bookings.

### HA in DOT's bad book

**HAWAIIAN** Airlines has been hit with a US\$160,000 fine by the US Department of Transportation as punishment for two offences.

The Honolulu-based carrier was charged with false advertising of promotional airfares and failing to meet a minimum compensatory level per day for lost baggage.

## Etiha US contribution

**ETIHAD** Airways has published the results of an Oxford Economics study which shows the airline will contribute US\$2.9 billion to the US economy in 2015, supporting 23,400 American jobs.

It's the latest salvo in the war over US skies, in which American carriers are urging officials to clamp down on Middle Eastern airlines' growth aspirations.

The consultancy assessed the airline's capital expenditure with US suppliers as well as operating costs within the country to quantify direct, indirect, induced and "catalytic" contributions to the American economy.

"Open Skies is good for competition and good for the consumer, but most of all today's report shows it is also good for the American economy," said EY vice president international and public affairs, Vijay Poonoosamy.

By 2020, Oxford Economics calculates EY will have committed a total of \$41 billion to US GDP.

The study is now published at [www.keeptheskiesopen.com](http://www.keeptheskiesopen.com).

Thursday 28th May 2015

## Hotels ranked on wi-fi

**CHOICE** Hotels Scandinavian offshoot Nordic Choice has been ranked as the world's best for hotel wi-fi affordability & quality, a Hotel Wifi Test study revealed.

Crowdsourced data submitted by travellers ranked the Top 50 hotel chains worldwide based on the quality of in-room wi-fi and whether the service was free.

Behind Nordic Choice, the top five brands ranked included Radisson Blu, Renaissance, Mercure and Ibis/Ibis Styles.

For a hotel brand to be judged, it must have offered a download speed of at least 3MB per second, suitable for Netflix viewing, and 500KB per second for uploading, adequate for Skype transmission.

InterContinental was ranked best in the Asia region, followed by Oberoi & Marriott Hotels.

## Win a Rocky Mountaineer hamper



As of June 1, guests can book Rocky Mountaineer packages for travel in 2016. To celebrate the exciting enhancements available to guests travelling next year, including the much-anticipated launch of the extended Rainforest to Gold Rush route, **Travel Daily** and **Rocky Mountaineer** are giving one lucky agent the opportunity to win a luxury hamper, including Veuve Clicquot Champagne, Unforgettable Journey book, binoculars, fridge magnets, Jade carved bear with fish, Eat Play Love cookbook signed by Executive Chef, Jean Pierre Guerin and seaweed sea salt, valued at \$250.

To win, answer each day's question correctly and have the best answer to the final question. Send your answers to [rocky@traveldaily.com.au](mailto:rocky@traveldaily.com.au)

Which route is being expanded for the 2016 season?

Hint: [CLICK HERE](#)

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Thursday 28th May 2015

## Canada wine tourism

**THE** Tourism Industry Assoc of Canada (TIAC) and the Canadian Vintners Association (CVA) say Canada's wine industry is likely to see substantial increases in visitors in coming years.

Canada's key grape wine regions are located in British Columbia, Ontario, Quebec & Nova Scotia, with the popularity of icewine continuing to rise, particularly from the Japan market.

CVA president Dan Paszkowski said: "Canadian wine regions are world-class, not only because of the great wine, but also the hospitality, infrastructure and natural beauty, which we believe can be further promoted to would-be international visitors."

According to a report prepared by the organisations, in 2014 wine tourism lured 3 million visitors to Canada, injecting CAD\$1.2 billion into the economy.

The report also found that Canada faces stiff competition to attract international wine and culinary tourists from markets including California, France, New Zealand and Australia.

## DC Tourism 2020 goal

**A NATIONAL** tourism strategy to help direct Canada achieve future international visitor targets will be released later this year.

Quizzed by **TD** if Destination Canada (DC) has a long-term tourism strategy in place, ceo & president David Goldstein flagged an announcement would be forthcoming around Sep.

Tourism Australia introduced its *Tourism 2020* target to double overnight visitor expenditure to \$115-\$140b by 2020 a number of years ago, and last year Tourism New Zealand released its *Tourism 2025* goal to have tourism revenue top NZD\$41 billion.

"Who wants to wait until 2025?" he quipped, confirming to **TD** that Destination Canada's strategy will be based on the year 2020.

## eTA expense explained

**DESTINATION** Canada ceo and president David Goldstein insists the new electronic travel authorisation (eTA) is not a cash-grabbing initiative by the govt to support marketing efforts.

Goldstein says the eTA - to be rolled out in Aug and mandatory for travellers from Mar - at CAD\$7 will purely offset the cost of operating the system.

He added Canada's eTA will be of an industry leading standard.

## It's raining men in Niagara!

**BRAVING** the forces of mother nature last night at Rendez-vous Canada 2015 are some of the Australian contingent - from left are Marc Ryan, Captains Choice; Nathan McLoughlin, DC & Associates (representing Destination Canada) and Justin Ewin, Evergreen Tours.

The trio were among the 1,600+ delegates attending the Welcome Reception at Table Rock, given access to the iconic Behind the Falls attraction at Niagara Falls, which enables visitors to get up close and personal with the magnificent Horseshoe Falls.



## Banff distillery soon

**THE** Canadian Rockies enclave of Banff is set to welcome a new attraction from next week, with the opening of the first distillery in the National Park.

Park Distillery Restaurant and Bar will open for brunch, lunch & dinner daily and offers tours and tastings and will also be available to host events - more details at [www.parkdistillery.com](http://www.parkdistillery.com).

## New ATAC website

**THE** Aboriginal Tourism Assoc of Canada has rolled out a new website to showcase the range of Aboriginal experiences & events on offer across the country.

Approximately 80 experiences of the First Nations, Inuit and Métis people are promoted on the platform, such as the Summer Solstice Aboriginal Festival.

See [aboriginalcanada.ca](http://aboriginalcanada.ca) for info.



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## Agents post up a storm in Ireland



**COURTNEY** McCutcheon from helloworld Charlestown in NSW was among a group of prolific social media addicts overloading their accounts with photos and hashtags during a recent fam to Ireland with Trafalgar.

The group of 37 agents exhibited the tour operator's new ethos of encouraging user-generated content, with attendees securing their place on the trip by posting Ireland content on social media.

Tourism Ireland conducted the competition, with agents posting under the hashtags #LoveIreland, #AgentsdoIreland and Trafalgar hashtag #TrafalgarInsider.

Over 1,100 images were posted, and over 15,718 impressions about the country on Twitter, Instagram and other channels.

Once in Ireland, the group set from Dublin, staying in luxury at Red Carnation Hotel's Ashford



Castle and meeting a local family on a farm in Killarney as part of a Trafalgar *Be My Guest* experience.

McCutcheon is **pictured** above inset receiving the 'Best Jump into Ireland' award from Trafalgar national sales manager Conrad McCall, with a photo of the entire group in Ireland above at top.

## Perth on centre stage

**HIGHLIGHTING** Perth as a major city in the Asia-Pacific region is the focus of new legislation introduced into the Western Australia parliament.

The City of Perth Act will aim to formalise the city's transformation and promote the levels of foreign investment coming from overseas.

Several landmarks in the city's outskirts will be rezoned to come within the Perth city boundaries.

Closer collaboration between the City of Perth and the state government will also be enacted.

## IHG Paris offloaded

**CONSTELLATION** Hotels France has taken ownership of the InterContinental Paris - Le Grand following settlement of the deal.

IHG's latest asset offload is part of its asset-light strategy, but will continue to manage the property.

## Agents on Supertour

**GLOBUS** family of brands has contacted 30 top-selling agents to participate in its 2015 Supertour, which this year will head to Peru.

The annual incentive narrowed down 200 contenders, from which the winners were drawn.

Departing on 14 Aug, the agents will visit Lima, Cuzco, Machu Picchu and the Sacred Valley.

Thursday 28th May 2015

## Crown Sydney deals

**DEVELOPMENT** agreements have been signed between Crown Resorts Limited, the Barangaroo Delivery Authority and Lend Lease for the Crown Sydney site.

The project overall is still subject to NSW planning approvals, while a deal with Lend Lease to manage the tower's construction has been in place since Feb last year.

Crown Resorts ceo Rowen Craigie said the agreements were "a significant milestone in the development of the Crown Sydney Hotel Resort".

## Apple Watch promo

**THREE** Apple Watch devices are up for grabs to the trade in a new incentive launched this week by Natural Focus Safaris.

Agents can enter the draw by booking two clients to South America, with a minimum value of \$10,000pp, before 15 Nov.

Among the itineraries available is a 17-day package to Ecuador, Peru and the Galapagos, retailing from \$9,397pp excluding flights.

Phone (03) 9249 3777 for info.

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## Rosie's Corner

brought to you by Rosie Holidays

Bula, this month we highlight some of the most luxurious properties Fiji has to offer as featured in the newly released 15/16 edition of The Collection brochure.

Located on Malolo Island, the 5-star Likuliku Lagoon Resort has been voted Best Overseas Resort by Luxury Travel Magazine for four consecutive years. The first and only resort in Fiji with over-water bures, Likuliku has stayed true to its Fijian heritage in traditional design and architecture while guests experience the ultimate in tranquillity and serenity. The resort includes endless activities and rates include all meals daily.

Similarly, 5-star Qamea Resort & Spa makes guests feel like they have entered a Fijian village set in a tropical paradise from the moment they arrive on the beautiful Island. The resort is an exclusive destination for travellers seeking a unique and authentic Fijian experience. Winning three awards last year for Best Luxury Adult Beach Resort, Fiji's leading Spa Resort and The Global Luxury Awards Seal of Excellence, this boutique property with only 17 bures is luxuriously appointed and set in dramatic lush, green tropical jungle clad hills and white sand beaches. For those not wishing to lounge the day away on the beach activities and adventure are plentiful. Rates include breakfast and afternoon tea daily with the option to add meal packages available.

For more information and other properties featured in the new 15/16 The Collection brochure or to make a booking contact Rosie Holidays on 1300 133 524.



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## Domestic figures flat

**PASSENGER** numbers on Australian domestic air routes increased a modest 0.8% for the month of Mar, new figures from the federal government show.

Just shy of 59,000 flights were operated over the month, while paid pax numbers were up 0.5%.

Capacity for Mar fell 1%, leading to average load factors climbing 1.1% to 75.9% industry-wide.

The trunk Melbourne-Sydney route saw a spike of 7% in pax numbers, with 768,124 pax flying between the capitals in Mar.

Routes recording the highest improvement included Ballina to Sydney (+27.3%) & Ayers Rock to Sydney (+21.9%), while Hamilton Island also saw strong growth from Sydney and Melbourne.

## Air Serbia special

**AIR** Serbia is offering return flights from Australia to a range of Balkan destinations from \$1,674.

The promotion is valid for sale 16 May-04 Jun and travel 16 May-06 Dec, with a blackout period from 06 Jun-15 Aug applying.

Fares are available from Sydney, Perth, Brisbane and Melbourne to Belgrade, Bajna Luka, Split, Dubrovnik, Skopje, Sarajevo, Podgorica and Tivat - for details, phone 1300 722 499.

## Intrepid photo tour

**PRO** photographer Greg Elms will offer tips to budding snappers during a 12-day photo journey to Burma run by Intrepid Travel.

Departing on 17 Nov 2015, the Lonely Planet travel photographer will take guests to major historical sights, imparting his knowledge and experience to all skill levels.

Highlights of the trip will include a boat ride along the Irrawaddy, visits to local villages and more.

The trip is priced from \$4,795pp twin share, inclusive of airfares.

## NZ getting tattooed

**FAMED** Scottish performance the Royal Edinburgh Military Tattoo will leave Scotland for only the fourth time in its history to perform in New Zealand.

The special performances will take place at Westpac Stadium during the 2016 New Zealand Festival in Wellington, tickets to which went on sale today.

A special ANZAC tribute will be factored into the epic shows.

## Amadeus definitely not feeling blue



**MORE** than 150 guests were hosted by Amadeus last night at an event in Sydney for the official unveiling of the Amadeus Selling Platform Connect (**TD** 16 Mar).

Hailed as "the only fully online mobile booking solution for travel professionals," attendees heard first hand from Amadeus product expert Damian Hannan.

Also presenting was Michael Gazal, executive general manager of TravelManagers which is the first travel agency business to adopt Selling Platform Connect.

**Pictured** above from left are

Wayne Swaysland, Elyse Schomberg, Chrissi McDiarmid and Reshma Patel from World Travel Professionals with Tony Carter, md of Amadeus IT Pacific (second from right).

**Inset** is Tony Carter, who showed his unfailing support for the Queensland Maroons in last night's State of Origin match.



## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature 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](mailto:appointments@traveldaily.com.au).

New staff have joined the team at representation firm **Tourism Portfolio**, including **Zoe de Reus** as Business Development Executive. **Sarah Dowd** has come onboard as Sales Executive, while **Lauren Coombes** has joined as Sales Coordinator. The company's growth will also result in the move to new premises in North Sydney from the end of this month.

**Tourism New Zealand** has lured native Kiwi **René de Monchy** from his current Singapore base back to Auckland to take up the role of Director Trade, PR and Major Events, commencing in the role from Aug.

Industry veteran **Ann Hope** has joined **Cruise & Maritime Voyages** Australia as the firm's new Business Development Manager, overseeing the WA/SA and New Zealand markets. Hope will work with the trade to promote CMV's cruise ventures including Astor and river based ships.

Two new members of the team have joined the Sales and Marketing team at the **InterContinental Fiji Golf Resort & Spa** in Natadola. **Peterina Hughes** has begun at Business Development Executive - Leisure, with **Sarah Chung** accepting the role of Marketing Executive.

**Exhibition and Trade Fairs** has appointed **John Woods** as Senior Operations Manager. The newly created role will see him oversee all ETF show portfolios, including the upcoming Travel Industry Exhibition.

**The Hertz Corporation** has appointed **Stuart Benzal** as Vice President Customer Experience, while **Tony Bedalov** is the company's new Vice President of Customer Care and Contact Centres.

**Outrigger Resorts Asia Pacific** has appointed **Yothin Uthaphu** as Resort Manager of the Outrigger Konotta Maldives Resort.





# Win a trip to Egypt

This month **Travel Daily** and **On the Go Tours** are giving the travel industry a chance to win a trip to Egypt.

This awesome prize includes:

- Return flights for two
- 14 day King Ramses Tour for two



To win, answer every daily question and have the most creative answer to the final question.  
Send your answers to [onthegotours@traveldaily.com.au](mailto:onthegotours@traveldaily.com.au)

Name three of On the Go's responsible tourism initiatives.  
*Need a hint? [CLICK HERE.](#)*



Terms & conditions

## Value in Switzerland

**PERCEPTIONS** of Switzerland as being overly expensive as a winter holiday destination are shifting, according to Switzerland Tourism.

Speaking following the recent Snow Travel Expos in Sydney and Melbourne, Switzerland Tourism Australia New Zealand director Mark Wettstein said more Aussies are realising its affordability and knew what they wanted to see.

"Many of the visitors to our stand were interested in our Christmas markets; staying in traditional Swiss mountain huts to enjoy the extraordinary chalet-styled atmosphere; going on day excursions to visit smaller villages or even the cities."

Consumers visiting the stand were advised of the discounts and deals available to families as well as Jan being the best time to visit for a winter holiday.

Jungfrau Railways head of sales Daniela Fuchs joined Mark in manning a Switzerland Tourism stand at the two expos.

## TropOut for Thailand

**SYDNEY-BASED** LGBT travel service Gay Globe will host the world's first Gentrified Gay Festival in southern Phuket in Apr next year, expected to attract 1,100 visitors to Bang Tao Beach.

The sophisticated festival is dubbed TropOut, aimed at bringing together likeminded travellers from around the world to promote refined travel for all gay people.

A six-night travel package is on sale through Gay Globe, priced from US\$1,295pp twin share.

## Spanish ATC to strike

**FLIGHTS** arriving and departing from Spain could suffer some disruption next month after air traffic controllers announced a strike over sanctions handed out as a result of a previous dispute.

Controllers will walk off the job for two hours each morning and afternoon on 08, 10, 12 and 14 Jun, affecting summer air traffic.

## Ryanair now in focus

**IRISH** low-cost carrier must now sell its 30% stake in Aer Lingus in order for an International Airlines Group proposal to buy the carrier to be successful.

IAG, which owns British Airways and Spanish carriers Iberia and Vueling, yesterday took a big step towards its goal, with the Irish Govt voting to sell its stake in IE.

Lucrative landing rights at London Heathrow are in IAG's sights with the planned purchase, having made several offers to buy Aer Lingus in recent months.

## Agents off to Vegas

**DISCOVER** the World has named Christine Caruana from Hoot Holidays as the lucky winner in its "Las Vegas is Calling" trade promo which ran late last year.

Run in conjunction with Caesars Entertainment, Caruana has won return airfares to Sin City, four nights accom at a Caesars resort of her choice & a range of dining, shopping and touring tickets.

The winner was chosen from a pool of agents booking the most nights at Caesars properties in Las Vegas and completing training.

## DFW runway closed

**TRAFFIC** was briefly disrupted at Dallas/Fort Worth Airport this week after a sinkhole opened up in a safety area adjacent to one of the facility's seven runways.

An engineering analysis found the structural strength of the strip itself was undamaged, with repairs quickly carried out.

Aircraft were diverted to other runways for departure or arrival during the brief closure.

## Amadeus to Boston

**AMADEUS** has opened a new Research & Development centre in Boston, USA.

The company has been in Boston since 2001, starting with 75 employees and has now expanded to five times the size.

The new centre is one of 16 global R&D facilities operated by Amadeus around the globe.



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**Sydney**

- Multi-skilled Business Travel Consultant
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**Perth**

- Multi-skilled Business Travel Consultant

To find out more information on each of these roles or to apply for a specific role please visit the Careers page on our website at <http://www.hrgworldwide.com/au>

**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](http://www.traveldaily.com.au).

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**WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL THE EXPERTS**

**BRAND SPANKING NEW!**

**TRAVEL MANAGER**

**BRISBANE – SALARY \$90K + SUPER**

Fancy a new role that you can sink your teeth into? This established agency is looking for a Travel Manager to provide leadership to a team of consultants, implement sales strategies, budget and set targets, manage supplier contracts & the general day to day operations of the business. Must have extensive management experience in a travel agency, GDS skills, business acumen & be able to guide a team. Outstanding salary package + benefits on offer!

**SPICE UP YOUR LIFE!**

**MARKET DEVELOPMENT EXECUTIVE**

**BRISBANE – SALARY OTE \$75K + SUPER**

A great opportunity to join this global leader to develop their low cost carrier market. A diverse role which will see you analysing data & trends, system set up, reconciliation, pricing competitiveness, marketing internally, developing sales, training & best booking practices. An experienced travel professional required with 5+ years' experience, analytical, problem solving & relationship building skills required. LCC experience a plus. Great package on offer!

**MARKET A PREMIUM BRAND**

**MARKETING BRAND CAMPAIGN MANAGER**

**SYDNEY FROM \$90K + BONUS**

An exciting newly created role for an experienced marketer to make their stamp for a leading travel company. You will be able to execute strategies across all channels, working closely with the marketing & sales team as well as their external media agencies. You will need to be creative and dynamic to work collaboratively with stakeholders. Do you have a minimum of 5 years' experience in a marketing role and looking for a new challenge? This role is for you!

**HERE'S YOUR BIG CHANCE TO STEP UP**

**SALES & PARTNERSHIPS MANAGER**

**SYDNEY – FROM \$90K +**

A unique opportunity in the market to manage a newly established product. Due to continuing growth the role will manage channels throughout Australia & New Zealand. You will be required to implement strategies and develop relationships to increase brand awareness in the market. You will be required to travel both nationally & internationally with this global brand. Can you own relationships and be the face of this brand? Apply Now!

**FARMERS NEEDED**

**CORPORATE ACCOUNT MANAGER**

**SYDNEY – PACKAGES FROM \$85K**

Are you the master at keeping relationships strong? As part of the Key Account Management team you will be responsible for the day to day management of corporate client activity including data analysis, relationship management and resolving any service related issues. You will be able to effectively manage their high volume business and present with excellent communication and interpersonal skills. This corporate TMC has all the tools you need to succeed.

**NEWLY CREATED ROLE**

**PROGRAM SOLUTIONS MANAGER / ACCOUNT MANAGER**

**PERTH – SALARY PACKAGE TO \$75K**

Are you looking to develop into an account manager role for a global company? Utilise your current experience and passion for delivering results in the travel industry. You will be focused on growing existing accounts for this global TMC with progression for growth. You will be a born networker who can demonstrate confidence and the ability to build and nurture relationships in a fast paced environment. Call the exec team and don't miss this fantastic opportunity!

**REPRESENT A PREMIUM PRODUCT**

**BUSINESS DEVELOPMENT EXECUTIVE (VIC)**

**MELB – SALARY PKG \$65K + BONUS & ALLOWANCES**

Representing a luxury product, responsible for the Victoria market, you will use your sales experience to develop strategies to increase sales, build and develop strong ongoing relationships with key clients, together with promoting and managing sales and marketing avenues. To be successful in this role, you will possess a min. 3 years experience in sales, have a analytical approach and highly approachable personality.

**THE ORIENT & BEYOND**

**BUSINESS DEVELOPMENT MANAGER – SA/NT**

**ADELAIDE – SALARY PKG \$55K + COMM PKG + MILEAGE**

Are you a proven sales professional in Adelaide looking for a new product to promote? Responsible for the SA/NT market, your primary role is developing strategies to increase sales, growing sales revenue, building strong ongoing relationships with key industry agents, together with attending trade shows/expos. Previous experience in the travel industry as a sales executive or solid sales consulting experience essential.

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*Working in partnership with the Australian Travel Industry*

## 24/7 Online Travel Consultant

**Brisbane, OTE\$50K + uncapped comm, Ref: 1745AW1**

Would you like to step away from face to face consulting? Do you enjoy communicating with clients via email? Are you available to work to a 24 hours roster 365 days? We have a role that will provide you with multiple opportunities to make solid commission, work in a supportive and autonomous work environment with the travel industry leader. Multiple benefits are on offer including ongoing training, career development, travel discounts and famils. Interviewing now for an immediate start!!!

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

## Product Manager

**Sydney, up to \$80K + Super, Ref: 1574SZ5**

Are you an experienced Group Touring Product Manager and looking to work for a brand that is recognised across the nation? This is your opportunity to really establish yourself further and demonstrate your skills by working closely with the Director of Product and looking over a team of coordinators. Some travelling to the areas surrounding the Hunter Region will be required, this is a contract role until the end of July 2016 which then will see you potentially move within the company.

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

## Luxury Leisure Travel Consultant

**Melbourne, \$Attractive Package, Ref: 0743KF1**

A reputable luxury independent travel company in the Inner Suburbs of Melbourne are looking to expand their team and need an experienced Travel Consultant with current retail travel experience. If you are working as a Travel Consultant with at least 2 years experience using a GDS and have excellent worldwide destination knowledge then I'd love to hear from you! If you are looking for a local role where you can truly get your work life balance back then this role may be what you're looking for.

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

## Business Development Executive SA & NT

**Adelaide, \$50K, Ref: 1634LB8**

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.

## Group Travel Coordinator

**Brisbane, up to \$50K+s, Ref: 1753AW1**

Our client is an established Wholesale Travel company looking for an exceptional Groups Travel professional to join their close knit team in their Brisbane office. You will be an advanced Galileo user, having worked with outbound ad hoc groups as well as scheduled programme tours. You will bring your attention to detail, ability to work independently and passion for the industry and groups. Our client offers a supportive working environment, work/life balance and attractive salary package.

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

## Corporate Account Manager Sydney

**Sydney DOE + Super, Ref: 1717MB1**

We have a rare new opportunity for an experienced Corporate Travel Account Manager to join this award-winning growing Corporate TMC, this company is a large close knit team with a boutique feel where you will not be treated as just a number in your role. In this company, you will be well rewarded and a valuable employee. This is a strategic Account Management role with a high calibre portfolio of clients. Make the transition to a rewarding career where you will be confident to succeed.

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

## Travel Consultant

**Melbourne, \$50-60k, Ref: 1227DV1**

This role is for a passionate, focused Travel Consultant that has excellent communication skills, fantastic customer service and is confident in hitting their targets and KPI's. You won't be just working on normal bookings, this role could entail anything from a trip through Europe to round the world bookings with event, leisure and corporate clients! The successful Travel Consultant will be working within a classy and well established store with like-minded consultants within Melbourne!

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

## Corporate Travel Consultant

**Perth, \$DOE, Ref: 1707LB2**

A golden opportunity has become available for an experienced corporate travel professional with strong GDS skills, (ideally Sabre) and strong corporate experience to work for this leading boutique agency. You will ideally have 2+ years of experience in working with corporate accounts along with a positive can do attitude. You will be rewarded with a supportive team office environment & salary reflecting your experience. With high staff retention, apply today to be considered!

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



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\*At extra cost

25 May 2015

Industry Partners

Dear Sir or Madam,

### **Restructuring Programme Nears Completion - Services Continue as Normal**

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It is a pleasure to write to you as Chief Executive Officer of Malaysian Airline System Berhad (MAS) and CEO-designate of the new airline, Malaysia Airlines Berhad (MAB), with the latest news of our restructuring programme as it nears completion. This programme was initiated last August to create a profitable and financially sustainable national carrier.

I am happy to report that we continue to make good progress. As announced today, MAS' sole shareholder, Khazanah Nasional Berhad (Khazanah), has appointed Dato' Mohammad Faiz Azmi of PricewaterhouseCoopers, as Administrator of MAS. The administration is a voluntary undertaking by Khazanah, Malaysia's sovereign fund, and is backed by the Malaysian Airline System Berhad (Administration) Act 2015 (MAS Act) enacted by the Government of Malaysia.

This appointment does not affect our daily operations or existing reservations. You can continue to make reservations in full confidence that our flights and schedules are operating as normal, that tickets sold will be honoured, and that our Enrich frequent flyer programme continues with Miles and status preserved. Similarly, we hope that you will share the same message with your customers.

Under the MAS Act, the Administrator plays a critical role, which includes facilitating the transfer of selected assets and liabilities to, MAB, which will replace MAS as Malaysia's new national carrier. The appointment of the Administrator reflects the continuing and considerable effort towards the beginning of a new airline, MAB. We intend the transition to be seamless with no interruption to airline services.

MAB will become operational on 1 September 2015, with a new business model and a new management team, led by me. These upcoming changes will also not have an impact on flights, schedules, or the Enrich programme.

Our relationship with you is extremely important. I will keep you updated as we progress through this critical phase. In the meantime, please do not hesitate to contact me if you have any questions or concerns.

Thank you for your continued support.

Sincerely,

A handwritten signature in blue ink, appearing to read "C. Mueller".

Christoph Mueller  
Chief Executive Officer