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# Travel Daily

First with the news

Friday 25th Sep 2015

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the **Pacific Islands**.

(in no particular order)

Kristy Swyny  
Zoe Creswick  
Anita Hartney  
Kate Murphy  
Rikkilee Johnson  
Helen McMullen  
Karen Sandford  
Scott McCartney  
Gail Littin  
Kylie Gutierrez  
Sally Stockdale  
Kerrie Webster  
Kirsty Belling  
Rebecca Harman  
Lyn Willis  
Grant Gibson  
Kelda Maney  
Anthony Spark  
Scott Muspratt  
Marnie Welbourne

## Thriving AKL thru-traffic

A **BRAND** new multi-million dollar Air New Zealand int'l lounge at Auckland Airport presents a compelling reason for Australians to fly through New Zealand to the Americas, the carriers' CEO Christopher Luxon believes.

Luxon welcomed select media, including **Travel Daily** as its sole trade partner, to a sneak preview of the lounge earlier today.

Air NZ's flagship Auckland lounge, part of a four-year \$100m investment in upgrading its global lounge facilities, will officially open to the public next Tue.

Featuring 24 zones, Luxon said the facility has been designed as a "haven" to premium customers, and features an all-new outdoor terrace, a kids play area and a huge variety of seating spaces.

Speaking exclusively with **TD**, Luxon said "this is the kind of experience we want to support

through-traffic with when they are on the ground".

"We'll get more feed as we go forward," the CEO said.

"We've been lifting the quality and the performance of our aircraft, reducing the average age of our planes from 9.5 years old to 7.3 years in a single year.

"And we've got \$2.7b of aircraft to come, so it will only get better."

Luxon said NZ's geography - sitting between Australia & the Americas - means there is often a fuelling stop for Aussie travellers (aside from the Sydney-Santiago route operated by Qantas).

"Even if you are trying to get to Buenos Aires, you've got to go from Melbourne to Sydney, go from a domestic to international terminal, get on the plane to Santiago and then another plane to Buenos Aires.

He said Air New Zealand offers greater convenience from most Australian ports.

"There's a lot more of Australian traffic and Southeast Asia traffic that will increasingly hub through Auckland for our services to the Americas," Luxon added.

### Today's issue of TD

**Travel Daily** today has nine pages of news, a photo page for **Excite Holidays** plus a full page from: (**click**)

- AA Appointments jobs

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## Virtuoso confirms Asia expansion

**FIVE** travel agencies in Hong Kong and Singapore have been formally invited to join the Virtuoso group as part of the organisation's previously announced expansion into Asia.

Country Holidays, Jebson Travel Group, Charlotte Travel, Luxe Travel and Quotient Travel Planner mark the "launch point for our Asia strategy," according to Virtuoso Asia Pacific managing director Michael Londregan.

"The Asia marketplace is scheduled to become an increasingly powerful force in the luxury travel market and Virtuoso is very excited to be developing our brand in Asia with these established and highly regarded members," he added.

Londregan said the group's hotel, cruise and tour suppliers had encouraged the Asian expansion, having also identified the region's enormous potential.

## Technology key for CTM

**CORPORATE** Travel Management has highlighted its "SMART Technology" offering as a key differentiator which has seen the company enjoy an "enormous" shift in market share.

According to the CTM annual report released this morning, the company has developed 13 major applications in the last two years, including three patented corporate travel tools.

Chief marketing and technology officer Tom Clark claimed the innovations were saving clients "millions of dollars in increased user productivity and improved buying habits".

Options range from traveller security and pre-trip approval systems through to taxi share tools and online booking services, with CTM's sales team using the offering "actively" to close deals.

"Every CTM tender now features one or more pieces of our digital offering, and a lot of the time it's

the innovation factor customers will buy," Clark said.

The next phase is to roll out SMART technology across CTM's global operations, with some large clients in the US and Europe already using the systems.

The CTM report cites md Jamie Pherous confirming the company is well positioned for growth, now operating out of 56 cities in 32 countries, meaning it is building on an "expansive global footprint," with further acquisitions on the radar, particularly in North America.

## AI splitting Italy

**AIR** India is revamping its operations to Italy, with the existing Delhi-Milan-Rome-Delhi flights with dedicated services to each destination.

Effective 25 Oct, AI will fly 787-8s three times weekly to Milan and four times a week to Rome.

## Congrats to Donna

**SYDNEY** travel agent Donna Meads-Barlow has been nominated for the 2016 Australian of the Year Awards, for her tireless efforts to help sufferers of juvenile diabetes.

The next stage of the Awards program is the announcement of 128 state and territory finalists who will be announced and honoured at ceremonies around the country in Oct and Nov.

## Travelport Japan deal

**TRAVELPORT** has announced an upgraded desktop for Japanese travel agents, with the system to roll out in conjunction with AXESS International Network, the leading Japanese GDS which is owned by JAL.

To be known as AXESS CREA Advance, the new system will replace the current CREA desktop and is powered by Travelport's Smartpoint system with a wide range of air, hotel and car content.

## Win a share in 4 million Qantas Points

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IMPORTANT INFORMATION: \*Conditions apply, visit [qantas.com/agents](http://qantas.com/agents). Qantas Airways Limited ABN 009 661 901



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**www.aaappointments.com.au**

## italktravel brand campaign

**ITALKTRAVEL** has launched the next phase of its "brand journey" with a series of videos which will appear on TV, social media channels, event sponsorships, online and in-store.

### Travel Daily

can exclusively reveal the first part of the campaign will be anchored by a push on the Nine television network, supported by an "extensive social media campaign highlighting the unique travel experiences that italktravel agents create for their customers," the company said.

According to Express Travel Group ceo Tom Manwaring, "this phase of our brand building sees the italktravel story move from simply showcasing what we do, where we travel and who our travel partners are, to the 'why

we travel and do what we do... what drives us".

The videos show italktravel agency owners and staff as kids, inspired to create memorable experiences from a young age.

"It's our ability to talk with our customers face to face and to truly understand their needs that hopefully will keep them coming back again and again," Manwaring said.

The first of the new videos can be viewed on the **Travel Daily** website at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).



## Taxi CHOICE response

**NSW** taxi group Combined Communications Network (CCN) says the CHOICE report comparing Uber to taxis (**TD** yesterday) is a "simple analysis of a more complex issue".

CHOICE focused on price and reliability in its findings that Uber X was on average 40% cheaper than taking a taxi - but the taxi group says ride-sharing services are "fraught with risk, particularly in terms of passenger safety".

"Many of the extensive safety features of a taxi are not obvious to a passenger," said CCN chief operating officer Stuart Overell.

"This includes tamper-proof, always-on GPS to constantly track the whereabouts of taxis, as well as permanently powered fire-resistant security cameras to capture activity inside and outside of a taxi," he said.

On the other hand, ride-sharing services use the GPS tracking from phones, which he described as a "vulnerable technology".



## Window Seat

**THIS** property in Thailand definitely has its ducks in a row.

The New Star Beach Resort on Koh Samui's private Chaweng Noi beach has embarked on a unique concept using Thailand's yellow duck symbol of welcome.

Each room at the New Star has its own "duck family" residing within, with a group of giant inflatable ducks also able to be seen on the beach.

This coming Dec the gigantic quacking mascots will celebrate their first anniversary with a "Songs of the Sea" concert of music on the beach.

**Travel Daily** can also confirm that for those who don't find the novelty ducks so appealing, there's also plenty of duck on the resort's restaurant menus including duck rolls and red curry roasted duck.

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Fares above depart from Perth. On sale until 4th November 2015. For travel from the 1st March to 23rd March 2016 and the 28th September to 31st October 2016. Other Edinburgh sale fares are available for other travel



Howie Nicholasby,  
contemporary kilt designer



## Travel Daily

on location in  
Auckland, NZ

Today's issue of *TD* is coming to you courtesy of Air New Zealand, which today held a sneak preview of its brand new flagship lounge in Auckland.

AIR New Zealand's whopping new lounge at Auckland International Airport is part of a major investment program by the carrier which kicked off earlier this year with a revamp of its Sydney lounge (*TD* 22 May).

With capacity for more than 375 customers, the lounge is located in a different area of the terminal from the current facility, overlooking the runway.

It comes with a covered outdoor terrace and fireplace, along with 24 different styles of seating which allow passengers to "create the lounge experience that works best for them".

Elements common with the Sydney lounge include a "food theatre" with cuisine cooked to order, as well as a lavish buffet.

Along with plenty of places to work and relax, there's even a separate kids' area modelled on a Kiwi tree house.

## Air NZ's new AKL lounge - a nice place to hang out



AIR New Zealand ceo Christopher Luxon (pictured) hosted a sneak peek at the carrier's new Auckland lounge this morning, with this comfy swinging chair just one of 24 different seating styles available to guests.

*Travel Daily* took these exclusive photos during the unveiling, with lots more online at [facebook.com/traveldaily](https://facebook.com/traveldaily).

The NZ-centric design also features massive digital screens (right) and a "digital ceiling" over the bar to reflect the changing Kiwi sky.



**ABOVE:** Chefs stand poised for action in the lounge's "food theatre".



**ABOVE:** A vertical garden - where have we seen that before?



**ABOVE:** In a nice touch, the 300-plus power outlets come complete with USB charging points.



**ABOVE:** An elevated cage - the perfect place to leave the children to play.



**LEFT:** Catch up on a movie (or have a bit of a snooze) in the lounge's fully equipped theatre.

**AIR MAURITIUS**

## CAREER OPPORTUNITY

### Manager – Australia and New Zealand

Air Mauritius Limited, voted the best airline in the Indian Ocean for the last 10 years is in search of a Manager who will be based in Perth to oversee its operations in Australia and New Zealand.

A detailed job description is available on the Air Mauritius website:  
<http://www.airmauritius.com/vacancies.htm>

Application form can be downloaded at:  
<http://www.airmauritius.com/aboutus/mkexternalvacancy.pdf>

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Christchurch - Sydney	CI56	19:15	20:30	2..5..7	
Melbourne-Christchurch	CI57	13:10	18:30	1..3..6	
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## Flood of seats to Qld

**JETSTAR** has today announced it will significantly increase its available seat inventory on flights to Queensland as part of its summer schedule for 2015, in response to strong travel demand.

An additional 300,000 seats will fly in and out of Queensland between Nov and Mar 2016, with the Gold Coast to see 110,000, BNE/CNS to get 75,000 each and MCY will welcome 40,000 more.

Many flights will originate from Melbourne as JQ becomes the main tenant of T4 from 10 Nov.

"We're seeing increasing bookings to popular Queensland holiday spots as the changing value of the Australian dollar makes domestic travel more appealing for some of our customers," Jetstar Australia head of commercial Nigel Fanning said.

## Quest opens up in Rockingham



**A PERIOD** of significant growth for Quest Apartment Hotels has begun in Western Australia after the brand last night opened its new Quest Rockingham property.

The hotel's official opening was attended by Quest management and local dignitaries including Quest ceo Zed Sanjana, WA Deputy Premier and Tourism Minister Kim Hames, Rockingham Mayor Barry Samuels and local

AFL legend Peter Bell, captain of the first Fremantle Dockers side.

Also joining to accept the ceremonial opening plaque were Quest Rockingham franchisees Brett Nazzari and Ian Grljusich.

Over the next 18 months, the brand will open 871 rooms across five new complexes in WA.

A sixth in Midland has just been announced which, once open, will take the state's total to 14.

Quest establishments will also spring up in West Perth, Mounts Bay Road, East Perth & Fremantle and will combined host more than 60,000 travellers each year.

Speaking to **Travel Daily** ahead of last night's opening, Quest head of brand Tony Gauci said there is definitely room to grow.

"We do have other markets in the pipeline.

"We normally announce it when we physically start to build, because between announcing it and actually getting a shovel in the ground, it may or may not happen. So with Midland, we've just started that," Gauci told **TD**.

**Pictured** above from left at the new Quest Rockingham is Peter Bell, Brett Nazzari, Dr Kim Hames, Ian Grljusich and Zed Sanjana.

## WIN SONOMA COUNTY WINE



This week, Travel Daily and Sonoma County are giving travel agents the chance to win a bottle of wine each day.

With more than 400 friendly wineries, 40-plus spas, 88km of stunning Pacific Coast, farm-to-table restaurants, rivers to kayak or float down, redwood forests to explore, shops and galleries that entice, and hiking and biking trails that meander over oak-covered hills, Sonoma Wine Country beckons the adventurous, the curious, and the lovers of the laid-back Northern California lifestyle. Visit [www.sonomacounty.com](http://www.sonomacounty.com).

To win, be the first agent to send the correct answer to the following question to



[sonoma@traveldaily.com.au](mailto:sonoma@traveldaily.com.au)

The Sonoma Coast from Bodega Bay to beyond the Sea Ranch in Northern California offers a stunning drive along which famous California road?

Need a hint? [CLICK HERE](#).

## Silversea opens 2017

**SILVERSEA** Cruises has opened reservations for its 2017 voyage season, which encompasses 246 voyages across eight vessels.

New ports of call scheduled for 2017 include Sassnitz, Galway, Bodø, Ilhabela, Fredericia, Gisborne, Punta Cana, Sir Bani Yas Island and Geraldton, Australia.

Highlights include a 116-day world cruise departing San Francisco on 06 Jan 2017, a 63-day roundtrip Grand Voyage, four 10-day South Africa trips and dozens of voyages in the Mediterranean, Northern Europe & Baltic.

**the aotgroup**

## Product Coordinator (Melbourne Based)

The AOT Group, Australia's largest privately owned travel company, is looking for a Product Coordinator to play a key role as the link between AOT Inbound and our Inbound wholesale partners. Reporting to the General Manager Product, you will assist with product selections for brochures and websites, maintain our confidential online tariff, sourcing special offers, resolve customer service issues and organise familiarization requests; along with maintaining strong client relationships with both overseas agents and suppliers alike. The successful candidate must be able to work as part of a team whilst also being able to work autonomously with proven time management skills and have a strong attention to detail.

### To be successful you will possess:

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- A high level of accuracy and attention to detail;
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## Snow Conditions

**WELCOME** to **TD's** regular snow conditions update, providing info on the latest snow depths and lifts in operation across key Australia and NZ ski-fields.

Here's the latest snow reports:

- Falls Creek - 56cm / 11 lifts
- Perisher - 110cm / 19 lifts
- Thredbo - 110cm / 10 lifts
- Charlotte Pass - CLOSED
- Mt Hotham - 56cm / 7 lifts
- Mt Buller - 10cm / 8 lifts
- Coronet Peak - 100cm / 8 lifts
- The Remarkables - 103cm / 6 lifts
- Mt Hutt - 140cm / 4 lifts
- Cardrona - 145cm / 6 lifts
- Treble Cone - 115cm / 4 lifts

## Malindo boosts PER

**MALAYSIAN** low-cost carrier Malindo Air has increased its scheduled frequencies to Perth from seven to 10 weekly upon its 11 Nov debut, GDS displays show.

Earlier this month, the Malaysia-based carrier loaded Boeing 737-900ER flights to the WA capital (**TD** 14 Sep), with the three additional flights set to operate on Tue, Wed and Sat each week.



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## AA luggage tracking

**PASSENGERS** flying American Airlines on domestic or int'l routes can track their luggage via a new 'Track Your Bags' feature on the carrier's website.

To make use of the service, pax must enter their surname, PNR or bag tag number to view the status of their luggage.

## Anantara refresh

**ANANTARA** Hotels, Resorts & Spas has revealed a brand refresh, with a digital focus.

The group is launching a new logo (**pictured**), mobile-friendly website and an Anantara blog.



Anantara founder William E. Heinecke says since the first Anantara resort opened fifteen years ago, "the way in which people travel and experience the world has changed, and Anantara's brand refresh has taken shape to meet the expectations" of today's traveller.

## Sydney Radisson Blu's upgrade

**LAST** night Peter Tudehope, general manager of the Radisson Blu Sydney Hotel unveiled the property's new function and event spaces.

It's the first phase in a \$12 million redevelopment project which will eventually see all guest rooms upgraded to a new design - which Tudehope is pictured showing off **above**.

The five star Radisson Blu Sydney hotel is centrally located in a heritage-listed building in the CBD which dates back to 1856.

Formerly the Radisson Plaza, the



hotel rebranded by Carlson as a Radisson Blu in 2010.

The first phase of the 'new Blu' redesign has seen meeting and function rooms refreshed to provide over 500sqm of space, ideal for events up to 200 people.

Next month, the upgrade rolls onto the 336 guest rooms and 28 suites, with a soft refurbishment which will also see the Presidential Suite divided into two.

The hotel's luxury accom will be complemented by the two-hatted Bentley Restaurant and Bar which is one of Sydney's top eateries.



**ABOVE:** Kim Fong from Evergreen Tours won flights to Bangkok courtesy of Qantas, plus five nights at the Radisson Blu Bangkok at last night's event.



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# Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

A \$1,000 discount per couple is available on any itinerary of seven days or more from **Abercrombie & Kent's** newly released 2016 Africa & Arabia portfolio. The offer applies to departures by 31 Dec and excludes Luxury Small Group Journeys and Connections Group Journeys.

**The Strand Cruise** is offering 50% off the FIT price for a four-night Bagan to Mandalay cruise for departures 22 Dec and 29 Dec, while 20% off all bookings confirmed before 31 Dec for cruises 04 Jan-31 Mar 2016 are also available. For bookings, contact [captain@thestrandcruise.com](mailto:captain@thestrandcruise.com).

The **Ramada Resort Shoal Bay** is running family stay packages from \$195 a night when booked before 31 Oct for stays until 15 Nov. The deal includes accommodation for a family of four in a one-bedroom apartment, a bottle of wine for the parents, bike hire per child, free DVD hire and poolside wi-fi. To book, visit [www.portstephens.org.au](http://www.portstephens.org.au).

Singapore Airlines Holidays is offering seven nights at **Jumeriah Vittaveli, Maldives**, return Economy airfares departing SYD, MEL, BNE, ADL and PER, transfers, breakfast and dinner from \$7,440pp, a saving of \$2,050. For travel 23 Sep-19 Dec if booked by 15 Oct. Ph 1300 728 998.

## AIA passengers up

**QUEENSTOWN** Airport saw a record 155,668 passengers in Aug, according to new statistics released by Auckland International Airport (AIA).

The strong performance was attributed to good ski conditions, the Winter Games and added capacity from several carriers.

Auckland Airport had a strong start to the 2016 financial year, with total passengers up 5.3% from 01 Jul 2015 and both int'l and domestic passengers exceeding prior year volumes.

## World Exp brochure

**WORLD** Expeditions has released a new Australia and New Zealand 2015/16 brochure.

New to the program is the seven-day Remote Northern Flinders Camel Trek and the first self-guided Larapinta treks.

There's multi-activity adventures for families in Kakadu and Tasmania, both which operate during school holidays.

For the cyclists, there's a Bruny Island Gourmet Hike and Bike and an eight-day East Coast Self Guided Cycle.

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## MBS focus on food

**MARINA** Bay Sands Singapore has its focus well and truly set on its food and beverage offering, with the property boasting ten celebrity chef restaurants.

"What's really been going on, not just in Asia but all over the world is food. Food and beverage has become a big deal," said Michael Lee, vp of sales Marina Bay Sands in Sydney last night.

"We happen to have ten celebrity chef restaurants and that is more than anyone else has...but we also own them and that's unheard of," Lee added.

Celebrity Chef Wolfgang Puck is set to open his second restaurant in Marina Bay Sands, Spago By Wolfgang Puck on 01 Oct, located 57 storeys above ground on the SkyPark.

## \$600k for Ocean Rd

**FUNDING** of \$300,000 has been pledged by the Victorian state government to improve road access to a new tourism precinct on the Great Ocean Road.

The matched funding joins \$250,000 already pledged by the Surf Coast Shire Council and \$50,000 from the Great Ocean Road Chocolaterie and Ice Creamery attraction.

The upgrades will cater for forecasted significant increases in traffic, with the \$8 million Great Ocean Road Chocolaterie, due to open early 2016, expected to attract 570,000 patrons by the end of its first year.

The changes will allow the roads to carry larger vehicles such as coaches and provide a stopping option for buses away from the Anglesea Riverbank area.

"This project will boost the Surf Coast Shire's tourism sector, which contributes about \$84 million to the region each year and accounts for one in six jobs," said Minister for Regional Development Jaala Pulford.

Works will also include resurfacing treatments, infrastructure works to service roads, protection of power infrastructure and upgrades to service road intersections.

# Technology Update

Today's Technology Update is brought to you by **Tramada Systems Pty. Ltd.**

**Automation is the key....**



Automation is the key that unlocks productivity and ultimately improved profit in travel

businesses. If you are paying highly credentialed travel professionals to undertake mundane processing it is definitely time to transform your business.

There has been three major version releases of tramada® this year and in each one of these there has been many features supporting automation. tramada® automates booking creation including the application of service fees, automation of fare savings, issuing invoices, receipts and the dissemination of itineraries. Each of these functional areas leverage a set of highly configurable business rules to apply automation that genuinely support the needs of agencies, individual corporate clients and travellers.

**One particularly exciting feature is our 'hotel chargeback' functionality due for release next month.**

tramada® will allow agencies to streamline these processes for bookings that will be charged back to the agency for on-charge to a corporate client. Once the booking is completed in the GDS, tramada® will automate the authorisation to the hotel and provide tracking and exception reporting to ensure that the invoice is received and charged back to the client. Our unique functionality streamlines this specific task and dovetails and extends our existing suite of automation capability.

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**Jo O'Brien, Chief Executive Officer, Tramada – your technology partner**

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## Tourism Fiji warms up Newcastle



**OVER** 40 agents braved the 15 degree temperature and rain last night in Newcastle for an update from Fiji resorts.

**Pictured** are: Meliana Halim, Warwick Hotel; David McMahon,

Tourism Fiji; Carlah Walton, Tourism Fiji; Belinda Condon, Fiji Airways; Lesieli Fatai, Fiji Airways; Sally-ann Rogers, Hilton Resort & Spa Denarau and Shashita Nand, Nanuku Auberge Resort.



Friday 25th Sep 2015

## It's raining rewards for Santa Monica and Excite Holidays

**EXCITE** Holidays has joined forces with Santa Monica Travel & Tourism, giving agents 1000 rewards points for every night booked at hotels in Santa Monica until 16 October. Agents also have the chance to win a \$200 Witchery voucher each week if they book the highest number of room nights over a four week period.

The incentive launched across Australia and New Zealand with a series of events which treated agents to a touch of the famous Santa Monica beach lifestyle.

At Wednesday's (23/09/15) event in Sydney, the bad weather meant that it was (literally) raining rewards points, but that didn't dampen spirits as travel agents mingled at the Andrew (boy) Charlton Poolside Café and were spoilt with luxury spa treatments while sipping on coconut cocktails.

One lucky agent also walked away with a trip to Santa Monica, including flights with Air New Zealand.



**ABOVE:** Joana Bonto, Excite Holidays.

**BELOW:** Joana Bonto, Meagan Maynard, Andrew Loving, Nicholas Stavropoulos, Samantha Davies, Brooke Brindle, all from Excite Holidays.



**BELOW:** Ross Gallagher, Air New Zealand; Susie Taouk, The Ultimate Traveller and Samantha Davies, Excite Holidays.



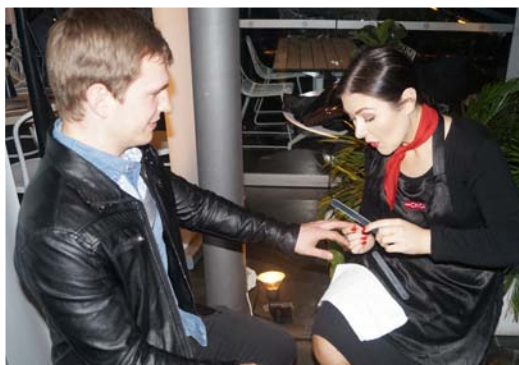
**ABOVE:** Michelle Nagy, Flight Centre Bondi Junction & Kathy Kotzias, Out and About Travel.

**RIGHT:** James Rakus, Jessica Lake & Alex Ozanne, all from Flight Centre Kings Cross.



**ABOVE:** Agents went coconuts for the Santa Monica inspired cocktails.

**BELOW:** Kieran Van Bunnik, Flight Centre Balmain.



**LEFT:** John Mahony, Flight Centre Bligh Street; Tom Sampson, Flight Centre MLC Centre and Lew Smith, Flight Centre MLC.



**BELOW:** Joe Velasquez, Shore Hotel; Dan Sparacino, Le Meridien Delfina Santa Monica; Richard Peterson, Santa Monica Travel & Tourism; prize winner Tom Sampson, Flight Centre MLC; Ross Gallagher, Air New Zealand; Brooke Brindle, Excite Holidays; Meagan Maynard, Excite Holidays and Annabelle Hender, Santa Monica Travel & Tourism.



**SANTA MONICA**  
TRAVEL & TOURISM



**ABOVE:** Nicholas Stavropoulos, Excite Holidays MD.



**ABOVE:** Joana Bonto, Excite Holidays; Susie Taouk, The Ultimate Traveller and Mary Anthony from Costa Travel.



## SPTO looking to PNG

**GROWTH** via new members as well as strengthening existing relationships is on the agenda for the South Pacific Tourism Organisation (SPTO) at the 2015 'Lukim Nau' travel show in Papua New Guinea this weekend.

The 2015 festival will see 35 int'l travel agents meet with 35 local exhibitors in a B2B setting with a series of one-on-one meetings.

SPTO ceo Ilisoni Vuidreketi said the organisation will showcase its membership benefits to PNG tourism operators and encourage agents to sign up to its South Pacific Specialist Program.

## Tribute to West Coast

**STARWOOD** Hotels & Resorts Worldwide will welcome the first member of its Tribute brand of independent hoteliers in Nov.

The Riviera Palm Springs offers 398 rooms, three outdoor pools, spa facility and function spaces.

## Tintswalo reopening

**BOUTIQUE** Cape Town resort Tintswalo Atlantic Lodge has confirmed it will reopen its doors on 01 Nov after a Table Mountain wildfire destroyed the property.

The reopening follows six months of repairs and rebuilding to its ten luxury suites, each designed to reflect ten of the world's best tropical islands.

Guests staying at the property will again be offered daily transport options to the Cape Town CBD & waterfront precincts.

## New Bali-Dili flight

**INDONESIAN** low-cost carrier Citilink, which was established by Garuda Indonesia in 2001 but now operates separately, has commenced services between Denpasar and Dili.

The daily 737 flights operate on behalf of Air Timor, and replace the previous operation served by Garuda aircraft.

## Hahn Travelport deal

**TRAVELPORT** Rich Content & Branding access has been granted to 37 air partners of Hahn Air Systems, allowing the carriers to better market ancillary services.

## Touch of regality in EK marquee



**RESEMBLING** a contemporary English manor, Emirates last night unveiled the theme for its highly anticipated Emirates Melbourne Cup Carnival Marquee.

Now into its 12th year as Principal Partner of the Emirates Melbourne Cup, this year's design also features inspiration from EK's five English destinations including Heathrow, Gatwick, Manchester, Newcastle and Birmingham.

Hosted by Emirates regional manager Victoria & Tasman Dean Cleaver, a cavalcade of dignitaries and socialites mingled under the Georgian façade, enjoying tastes

of what will be on offer within the marquee during the Carnival.

Entertainment included a modern take on the Changing of the Guards, performed by the Patrick Studios Dance Group, who will also perform in the Marquee.

A string quartet also provided classical interpretations of well-known hits by English music royalty including Elton John, The Beatles and Rolling Stones.

Cleaver is **pictured** above with EK cabin crew members and the richest prize in Australian horse racing at the marquee unveiling.



## WIN WITH INSIDER JOURNEYS

This month Travel Daily and Insider Journeys are giving away a trip including return economy class fares, 3 nights in Saigon, Cu Chi Tunnels tour & city tour, Mekong delta tour, 2 nights in Siem Reap, tour of temples of Angkor by Tuk tuk and return airport transfers.

Insider Journeys (formally Travel Indochina) has been operating Small Group Journeys and tailor-made holidays to Asia for 22 years. Insider Journeys' idea is simple- to explore and share the essence of Asia's culture, natural beauty, cuisine and, most importantly, its people.

Answer each daily question correctly and have the most creative answer to the final question to win. Send your answers to [insiderjourneys@traveldaily.com.au](mailto:insiderjourneys@traveldaily.com.au)

Q19. How many passengers must you book on Small Group Journeys to earn yourself a free Small Group Journey?

## A&K locks its prices

**GUESTS** of Abercrombie & Kent departing in 2016 need not worry about the falling Australian dollar, the tour operator said, with tour prices locked until 15 Dec.

The company has guaranteed no itineraries deposited and paid in full by this date will be affected by any price increases.

A number of last-minute special offers are still in the market for departure in 2015, including a \$1,200 price cut on its seven-day 'Highlights of Jordan', now priced from \$3,695pp twin share.

## Los Cabos reopenings

**ONE** year on from devastation caused by Hurricane Odile, five hotels and resorts have advised of reopening dates following significant repairs & renovations.

Four of the five - El Ganzo, Casa del Mar, JW Marriott are all on track to open next month.

Dreams Los Cabos Suites Golf Resort, also opening in Oct, is surrounded by eight golf courses along the Sea of Cortez.

Me by Melia will follow suit, openings its doors in Dec.

For more information on Los Cabos, see [www.vcabo.com](http://www.vcabo.com).

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### HELP IS ON I.T.S WAY!

**TRAVEL HELPDESK SUPPORT SPECIALIST  
SYDNEY CBD – SALARY PACKAGE UP TO \$65K**

This global leader in service provider to the travel industry wants a tech savvy customer service focused professional. Put your excellent systems knowledge to the test & assist travel personnel with specialist support to their booking systems. Enjoying being the first point of contact from initial log to final resolution. If you enjoy problem solving & going above and beyond you will be rewarded with top salary, M-F only & ongoing development. Apply if you have solid airfare & GDS/booking systems knowledge plus min 4 yrs travel exp.

### ENJOY EXPLORING DOWN SOUTH?

**INBOUND ADVENTURE SPECIALIST  
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Are you an adventure junkie? This global specialist tour operator is searching for an adventure expert. Assist direct passengers & travel agents to arrange FIT & group domestic land packages including tours to explore the road less travelled. If you have inbound touring & min 2 years consulting exp, are tech savvy, well-travelled & passionate, you will enjoy M-F only, fab famils, industry discounts, global training & progression! Apply now to take a walk on the wild side & sell these amazing tours.

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Are you ready to jump ship & come onboard? With Cruise Specialists roles available throughout Sydney, you can represent elite cruise liners & river cruises to travel agents & direct passengers. Create cruise only, flights, pre/post accom or bespoke all-inclusive packages. Utilize your exceptional cruise knowledge to be rewarded with top salary & incentives, top famils/inspections & an office close to homel If you have min 2 years cruise exp, GDS skills & a passion for the seas, set sail in one of these amazing roles!

### RHYTHMS OF LATIN AMERICA

**SOUTH AMERICA TRAVEL CONSULTANT  
MELBOURNE (INNER) – SALARY PKG TO \$50K (NEG)**

From the beaches of Rio to the mountain peaks of Argentina, now is your chance to sell one of the World's most diverse continents! Servicing the general public & retail travel agencies, you will use your vast knowledge of this beautiful continent to create tailor-made itineraries. Having travelled to the region, you will draw on your personal travel experiences to provide a personalised service to your clients, creating once in a lifetime holiday packages. Min. 18mths international travel consulting experience necessary.

### TRAVEL WITH A DIFFERENCE

**TOURISM CUSTOMER SERVICE CONSULTANT  
PERTH – SALARY PKG TO \$49K+ EMPLOYEE BENEFITS**

This boutique tourism office located in the city center offers a unique experience for the clientele. Priding themselves on their high level of customer service, they are now seeking a like-minded travel consultant to join their bright office space. You will service the general public with domestic travel requirements & have the opportunity to become a true specialist. Drawing on your own personal travel experiences, & those of your colleagues, you will provide a service like no other. Min. 6mths retail travel consulting required.

### JOIN THE MANAGEMENT TEAM

**LEISURE TRAVEL MANAGER / SUPERVISOR  
MELBOURNE (CBD) –SALARY PKG TO \$75K (DOE) + INC.**

This award winning Travel Management Company is seeking a competent leisure travel professional with a proven track record managing a team of senior consultants. Working with this established team, you will be responsible for developing & driving the team to achieve results & maintain service levels, whilst remaining hands on consulting. Management experience in a luxury high end leisure travel environment is essential, together with a small following of clientele. Mon to Fri hours only.

### IT'S ALL ABOUT CUSTOMER SERVICE!

**SALES AND SERVICE CONSULTANT  
BRISBANE CBD – MON-FRI ROLE!**

This leading travel organisation is looking for experienced travel consultants to join their online wholesale sales & service team. Move away from the traditional consulting role. You will provide online customer service to consumers, consultant & suppliers acting as a help desk, handling queries, problem solving and supporting the product team. This company offers the best of everything from training, career progression, \$\$ benefits + more. If you have 2 yrs exp, great customer service & problem solving skills apply now!

### ESCAPE TO THE ISLANDS!

**ACCOUNTS RECEIVABLE  
WHITSUNDAYS – \$49K + SUPER**

Come work for an industry leader on this beautiful island resort in the Whitsundays. Responsibilities include accounts receivable duties, invoicing, month end processes, credit applications, liaising with conventions, groups & sales departments, reconciling master accounts, preparing monthly reports & ensuring the credit policy is followed. Great \$\$, ability to live on island & a work environment your friends will envy! Previous experience required in a similar role, preferably within a hotel. Don't delay, apply today!