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Thursday 4th August 2016



Jetstar to target corporates

JETSTAR is set to launch a significant new initiative targeting the business travel market in the coming months, with ceo Jayne Hrdlicka hinting strongly at the move at the CAPA Asia Pacific Aviation Summit in Brisbane today.

Speaking about the corporate sector, Hrdlicka said: "we recognise that we haven't always catered to the flexibility requirements of that group.

"We're working closely with Qantas to change that," she said, suggesting there would be different choices for fares providing more flexibility.

She said the Qantas Group has been analysing data to look at who is wanting to fly on Jetstar for the purpose of business, "then making sure we make that as easy as possible for them".

The low-cost carrier is also uncharacteristically beginning to

Today's issue of TD

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

- AA Appointments jobs

show some love for travel agents, this month launching a new 'Sales Kit' for the travel trade which details the benefits of being a "registered agent of Jetstar".

These include a dedicated travel agent support hub, BSP settlement and "remunerable gross fares" in which agents will receive payments for fares sold via the Jetstar Agent Hub and API - but not via GDS.

Agents receive \$10 for domestic short-haul bookings or \$25 for international long-haul widebody services, with payments remitted via BSP or bank deposit.

To be eligible for remuneration agents must be located in Australia, Taiwan or Indonesia and be registered with Jetstar.

Rex live on Travelport

REGIONAL Express, Air Tahiti Nui and Fly Corporate have adopted Travelport's air merchandising platform, with almost 170 carriers now utilising the firm's Rich Content & Branding to offer fare families, ancillaries and add-ons via the GDS - including VA, NZ, CX, & FJ.

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TTC appoints new CostSaver ceo

THE Travel Corporation has promoted Uniworld Boutique River Cruises president Guy Young to the newly created joint roles of President of CostSaver, and Global Brand Engagement Officer.

Young will continue to be based in Los Angeles and will report to Trafalgar ceo Gavin Tollman.

His role as ceo of Uniworld will be taken by Ellen Betteridge, who joins The Travel Corporation from her former role as vice president of sales & marketing with Azamara Club Cruises in the Americas.

She also formerly headed up the US operations of Silversea Cruises and prior to that spent over 20 years at American Express, most recently as vice president Retail Travel Business.

Betteridge will take up her new role with Uniworld effective this weekend.

More industry appointments on page 7 of today's *Travel Daily*.

Keep borders open - WTTC

GOVERNMENTS across the globe must not overreact to the ongoing spate of terrorist attacks by tightening visa requirements, according to the head of the World Travel and Tourism Council, David Scowsill.

In Australia for the CAPA Asia Pacific Aviation Summit in Brisbane, Scowsill told *TD* he is working hard with authorities to keep borders open and continue to facilitate travel, noting that almost all attacks have been from 'home grown' terrorists.

Scowsill also urged governments to be very specific when they issued travel advisories, with most incidents very localised, and general warnings of a "possibility of attacks" across a region only serving to unnecessarily dampen demand.

People across the globe are still travelling, with passenger numbers continuing to grow, although there have been some shifts in destinations, he said.

Turkey is down significantly due both to terror and the recent coup, while France is reeling from its recent attacks with Tunisia and Egypt also continuing to suffer badly, Scowsill said.

In contrast, travel to countries such as Spain, Portugal, Malta, Italy and Bulgaria is up, in some cases as much as 30%, he added.

Scowsill also gave his views on the impact of the shock Brexit vote, saying the complexity of Britain's withdrawal from the EU means there is unlikely to be any effect in the short-term.

It's more than two years until any formal changes take place, and there are hundreds of laws which would need to be changed affecting the travel sector alone.

Australia's tourism sector continues to thrive, Scowsill noted, hailing the recent inclusion of tourism in the federal cabinet portfolio of trade and investment.

Ciobo lauds QF/TA

NEWLY appointed Minister for Tourism Steven Ciobo yesterday welcomed the fresh marketing partnership between Qantas and Tourism Australia, saying he was "delighted" the organisations had come together again to promote Australia to the world.

"The combined expertise and resources of Tourism Australia & Qantas will help realise the growth potential of our key international markets," he said.

Ciobo said the pact will assist with growing inbound traffic and improve dispersal to regional areas of Australia.

EK Travelport renew

TRAVELPORT has announced the renewal of a global full content agreement with Emirates, enabling agents continued access to EK's fares & inventory through the Travel Commerce Platform.

The partnership between the parties includes an extension of their IT services arrangement.





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Asia set to drive tourism boom

AUSTRALIA'S proximity to Asia is having a significant impact on aviation development in the region, with travel demand from the rising middle classes creating a key opportunity, according to CAPA Centre for Aviation ceo Peter Harbison.

Experience Samoa's Newest Luxe Offerings



Samoa welcomes its second global hotel brand as the iconic Aggie Grey's Hotel in the centre of Samoa's capital city, Apia, reopens its doors as The Sheraton Samoa Aggie Grey's Hotel and Bungalows.

Visitors to Samoa can also add the luxurious Taumeasina Island Resort to its list of accommodation options which also recently opened at the capital of Apia.

Boasting breathtaking views of the Pacific Ocean and the scenic mountains of Upolu, the resort offers three restaurants, two bars, a state of the art fully equipped gym and a luxurious spa.



Speaking at the CAPA conference in Brisbane this morning, Harbison said he believes we "underestimate the impact our closeness to Asia is going to have on our inbound tourism".

He gave an intriguing overview of developments in global aviation, including the rise of new hubs enabled by aircraft such as the 787 and A350 which allow long, narrow routes to work.

For example the debut of the 787 has enabled the linking of more than 100 new city pairs. with a heavy concentration in the Asia-Pacific region, Harbison said.

Tempo 2-for-1 offer

TEMPO Holidays is offering a last-minute 2-for-1 deal on a range of European cruises for this year with the Across Europe river cruise Aug and Sep departures priced at \$4,947 for 2 travellers. Call 1300 362 844.

Abu Dhabi famil

ETIHAD Airways has launched an incentive for agents booking flights to the UAE or as a stopover to Europe, with the reward of a spot on a familiarisation to Abu Dhabi in Oct up for grabs.

The promo is being run during the month of Aug and based on sales with Etihad Airways or Virgin Australia for travel from 01 Aug to 31 May.

Up to 50 places on the famil are available - winabudhabi.com.au.

Airport strikes loom

BORDER Force officers will walk off the job at international airports around the country next Fri for 24 hours, with travellers warned of potential disruption and delays.

The Community & Public Sector Union yesterday said the Dept of **Immigration & Border Protection** will be striking from midnight at airports, ports and other sites around Australia on 12 Aug.

"Departing and arriving pax on int'l flights are advised to allow extra time and be prepared for possible delays during the industrial action," the CPSU said.

CPSU National secretary Nadine Flood said the action by Border Force, Immigration & Agriculture officers relates to the Turnbull Govt's plan to "strip their rights, conditions and take-home pay", urging the Prime Minister to resolve their concerns.

Flood added national security would not be compromised during the planned strikes.



Window

PASSENGERS were spellbound by the in-flight entertainment on board an EL AL Israel Airlines flight this week with renowned magician Hezi Dean (pictured below) performing a magic show in the sky.

The mesmerising show made time fly by.

Dean is known for his daring acts, including a stunt where he baffled a crowd in Tel Aviv when he appeared to be floating midair on the outer wall of the city's shopping centre.





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Incentive applies to new bookings made 28 June 2016 -19 August 2016, flying Air Canada from Australia to Canada for outbound travel any date from 01 July 2016 on



Thursday 4th August 2016

EK451 crash landing

AN "OPERATIONAL incident" occurred late yesterday at Dubai International Airport on board Emirates flight EK521.

The Boeing 777-300 travelling from Trivandrum International Airport in Thiruvananthapuram, India crash landed upon arrival in Dubai, bursting into flames.

All 282 passengers and 18 crew on board, including two Australians disembarked safely, however, one firefighter died whilst attempting to douse the blaze.

Both the captain and the first officer on flight EK521 have over 7,000 hours of flying experience each.

The UAE carrier said it is "fully collaborating with local authorities to determine the cause of the incident".

The subsequent airport closure led to the delay of EK's outbound flight from Sydney last night, forcing it to depart after curfew.

Botanica promotion

BOTANICA World Discoveries has special booking deals on two of its most popular cruise itineraries for 2017.

Book the 12-day Athens to Rome departure on 22 Apr 2017 and fly Business class from \$3,995pp and have the \$7,250 single supplement waived.

Lock in the 14-day cruise from Tokyo to Osaka on 05 Apr 2017 and fly Business class for \$1,995pp plus have the \$3,000 single supplement removed.

Deals valid for bookings made by 31 Aug, call 1300 305 202.

Accor/Amadeus pact

AMADEUS has renewed its distribution agreement with its longest standing hotel customer, AccorHotels.

The three-year partnership means the hotel's full inventory will be available to Amadeus-connected travel agencies and travellers worldwide.

Find out the results of the salary survey in the August issue of travelBulletin.

CLICK HERE to read

TraveBulletin

Evergreen holds Africa pricing

"EXCELLENT supplier relationships" has enabled Evergreen Tours to hold pricing at the 2016 level on the company's 2017 Africa Touring & Cruising brochure, out now.

The program includes a 16-day South Africa Explorer from CapeTown to Johannesburg which incorporates three nights in Kruger National Park and two nights in Addo Elephant Park and in the Drakensburg Ranges.

Guests will head to Elephant Whispers and interact with the pachyderms in one of Evergreen's new *You're Invited* experiences and explore the Cape Peninsula, Garden Route, Panorama Route and Blyde River Canyon.

With earlybird pricing, the new itinerary leads in at \$5,345ppts.

General manager Angus Crichton (**pictured**) said the 2017 program builds on last year's success in Africa, with other



popular trips returning, including the 29-day Ultimate South Africa tour and 20-day South Africa and Victoria Falls trip - more **HERE**.

WEX QBT contract

CORPORATE payment solution WEX Australia has broadened its master agreement with the Helloworld Grp by signing travel management company, QBT to its virtual payments solution.



Azamara Journey is coming to Australia & New Zealand for the very first time. To celebrate you can sail free when you sell three Staterooms or Suites on any Asia or Australia 2016/17 voyage.

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Aussies brewing for Oregon



REPRESENTATIVES from Travel Oregon are in Australia this week for the region's annual roadshow, with suppliers meeting with agents, trade partners and media at events conducted in Brisbane, Melbourne and Sydney.

This year's promotion included a focus on craft beer, for which the US state is well renowned.

Oregon is home to some 600 brewers working at 246 brewery facilities in more than 70 cities - the most breweries per capita in the world, Travel Oregon ceo Todd Davidson told Travel Daily at last night's event in Sydney.

Portland-based brewermasters **Bridgeport Brewing & Hopworks** gave attendees at a media event a chance to sample their wares, while other visitors from the state included Mt Hood Territory, the Oregon Coast, Travel Portland, Brewvana and Jupiter Hotel.

Davidson told TD growth from the Australia/NZ market remains strong, despite concerns about the AUD vs the greenback.

"Aussies are resilient and air competition to the US is high."

In the past year, visitation was up 10% to 42,000, entrenching Australia inside the state's top five international markets, and that's without a direct air service from Australian shores.

Pictured from left are: Joanne Motto, Todd Davidson, Lisa Itel and Karen McCradle from Travel Oregon; Heather Anderson and Billie Moser from Travel Portland & Corey Marshall, Travel Oregon. More images HERE.

Virtuoso Wellness

VIRTUOSO has launched a new wellness program in response to the "booming health and wellness trend" which is predicted to reach \$680 billion by next year.

The new community will launch Sun, 07 Aug during the company's Travel Week in Las Vegas in an "inspirational" Wellness Zone full of products and demonstrations.

Virtuoso Wellness will unite travel advisors serving a healthconscious clientele with handpicked partners including hotels, cruise lines, tourism boards and tour operators for networking, education and marketing.

Partners for the new initiative include Ananda in the Himalayas, Golden Door, Six Senses Hotels Resorts Spas, Un-Cruise Adventures and Uniworld Boutique River Cruises.

Cambodia Vines trip

A GOURMET cycling tour through Cambodia has been introduced by Tour de Vines.

The eight-day itinerary balances cycling, sightseeing and food tastings.

Participants will start in Siem Reap on Oct 29 and wind up in Phnom Penh.

It is priced at \$2,500 per person twin share; see more HERE.



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Stanley Hotel opens

PAPUA New Guinea has welcomed new 5-star hotel Stanley Hotel & Suites to the country's capital Port Moresby.

Opening its doors this week, the hotel offers 433 rooms including 99 serviced apartments with a wide range of facilities such as a café-style restaurant, a lounge bar, spa, gym and hot tub.

It also has 2,000 square metres of function space, an executive club lounge and the largest ballroom in PNG.

PNG Tourism Promotion Authority ceo Jerry Agus said the new luxury property "is just the tip of the iceberg for upcoming tourism infrastructure growth".

Malindo cc payments

KUALA Lumpur-based carrier Malindo Air is now accepting credit card payments.

The carrier permits payments using MasterCard and Visa credit cards for complete transactions (no part payments), with no extra surcharge currently applied for sales made through BSP.





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NCAA to Sydney

THE countdown for the inaugural NCAA College Football Championships in Sydney is now on, with athletes due to clash helmets on 27 Aug.

Held at the ANZ Stadium, the game between UC Berkeley's Cal Bears and University of Hawaii's Rainbow Warriors will be the first time the two teams have met outside of the United States.

There will be pre-game entertainment on the day and an American food bonanza organised by Destination NSW.

Rio security increase

MILITARY forces will be deployed to patrol iconic tourist sites in Rio de Janeiro as the city prepares for the Olympic Games, reports News.com.au.

Tourist attractions to receive military protection include the Christ the Redeemer statue and Sugarloaf Mountain.

Justice Minister Alexandre de Moraes said using military forces will free up police to patrol other areas during the games.

StudentUniverse pact

STUDENTUNIVERSE, the Flight Centre Travel Group owned US entity, has completed a successful merger with Journeys are Made @ GapYear.com, a social network which powers gap year experiences.

With some 230,000 young travellers in the UK choosing to take a break between study each year, StudentUniverse head of marketing Dan Baker said the sector was a "critical piece of the UK student travel market".

"Teamed up with the website GapYear.com, we are leveraging each brand's individual strengths to help grow our combined footprint and expand our product offering in the UK market as one selling brand," he said.

WYSE registrations

ENTRIES are now open for WYSE's Global Youth Travel Awards.

Organised in partnership with Destination Canada and International Experience Canada, the awards are designed to recognise outstanding performers in the youth, student and educational travel industry.

The honours will be presented during a gala dinner in Belgrade, Serbia on 23 Sep.

To register, CLICK HERE.



PLANS for a new education and research unit at Taronga Zoo in Sydney have been given the go ahead by the NSW Government.

According to filed paperwork, the \$22 million Taronga Institute of Science and Learning (TISL) will create approx more than 20 fulltime jobs during operation.

TISL will require the heritage former Staff Amenities Block to be demolished, making way for a new three-storey structure which will retain the existing lecture theatre and add laboratories, training rooms and office space.

"The proposed works at Taronga Zoo will improve educational and research facilities, and provide facilities for the zoo's 'Animal Encounters' project" an immersive educational experience," NSW Planning's Assessment Report notes.

The structure will also provide

facilities for school visits and the new 'Zoosnooz' programs.

Zoosnooz is a fresh concept that will permit up to 42 primary school aged students to stay overnight in the classroom and participate in evening and morning tours of Taronga Zoo.

Applicants have proposed three hubs for the TISL - the Learning Hub, Science Hub and Visitor Hub, the latter of which is a less formal educational and visitor experience that will provide visitors greater contact and immersion with animals.

The Visitor Hub also provides Taronga with "opportunities for greater exposure for the zoo and Sydney as a whole through facilities for visiting dignitries".

"It will reinforce Taronga Zoo's position as a major tourist attraction and improve NSW's tourism sector," Taronga said.

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TG off to Tehran

THAI Airways International has opened reservations for a new four times weekly route between Bangkok and Tehran, with the flights set to debut on 01 Oct.

Solomons gearing for growth



A SENIOR delegation from the Solomon Islands visited Australia yesterday as part of the destination's ongoing push to boost visitation.

The Solomon Islands economy is transitioning to a strong concentration on tourism, with Australia their largest market.

The group included Solomon Islands Minister for Culture and Tourism, Bartholomew Parapolo, who outlined a number of major tourism-focused infrastructure developments under way.

These include airport upgrades, with six domestic airstrips funded together with development partners Australia and NZ.

Cruise is a key prioroty and there's expansion of the Honiara International Seaport to handle cruise ships more efficiently.

The Australian government is also helping fund hydrographic mapping of the Solomon Islands archipelago, which will enable

ships to explore other parts of the country (more details in today's issue of Cruise Weekly).

Other initiatives include road upgrades to open up rural areas, and Parapolo said there was also ongoing reform in the country's civil aviation sector.

There is a new awareness of the need to encourage investment in tourism infrastructure and the government is also offering a range of incentives and assistance Parapolo added.

"We want to upgrade our standard of product, developing our natural, historical and cultural assets...we are changing legislation to be more tourism friendly," he said.

Pictured above from left are: Barney Sivoro, Solomon Islands Department of Tourism director; Jo Tuamoto, Solomon Islands Visitors Bureau ceo; Victor Sharan from Solomon Airlines and Wilson Ne'e, SIVB chairman.



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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.

Hilton Sydney has announced the appointment of Jens Frank-Mikkelsen as Director of Business Development. The Danish national has over 15 years' experience in the Hilton family. In his new role he is responsible for directing the hotel's commercial functions.

G Adventures Australia and New Zealand welcomes Adelle Clement as its new Trade Marketing Executive. She previously worked worked with the International Exchange Programs at STA Travel.

Michael Scott is Uber's new Communications Manager, Australia and New Zealand. Scott comes to the role from his prior position as Communications Manager for Jetstar.

Communication agency WE Buchan has appointed Jen McDermott as an Account Director. McDermott moves across from The Travel Corporation where she was responsible for driving its PR strategy across its global family of brands in Australia.

Chief Operating Officer at Intercontinental Hotels Group (IHG) Karin Sheppard has been appointed to the board of Tourism Accommodation Australia. Over the course of her 15 years with IHG, Karin has held senior commercial roles in Australasia, Europe and the

James Dowe is DriveAway Holidays' new Digital Marketing Manager. He has previously worked with the Cancer Council of New South wales, Nine MSN and Optus.

Park Hyatt Sydney named Etienne Karner as their new Executive Chef. Karner began his career in France with experience in Michelin Star restaurants. His debut with the Hyatt family began at Grand Hyatt Goa in India, where he led the kitchen at The Verandah. His most recent role was Executive Sous Chef at Park Hyatt Dubai.

Former Australian Wallabies captain George Gregan and Fijian dualcode rugby player Lote Tugiri have signed on as ambassadors for the 2016 Fiji International golf tournament.



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4. How long does the ferry transfer to Club Med Bintan

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Silversea investment

SILVERSEA has announced a US\$170 million revamp of its entire fleet - the largest in history for the luxury-liner.

Silver Whisper's facelift will take place at the end of 2016, whilst Silver Wind receives her makeover during her dry dock in Oct, where furniture and furnishings will be upgraded.

Beyond the cruise line's classic fleet, Silver Discoverer is also set to be revamped, with its lounge remodelled and public areas reenergised - more in today's CW.

Choice WA growth

CHOICE Hotels Asia Pacific has expanded its presence in Western Australia, today announcing the addition of three new hotels to its portfolio.

The three properties which have been added are Comfort Inn & Suites Goodearth Perth, Quality Hotel Ambassador Perth and Econo Lodge Karratha.

Group APAC ceo Trent Fraser said the additions "will perfectly compliment the other WA hotels under our franchise group and give travellers even more choice".

LATAM to PNT

LATAM Airlines is set to operate twice-weekly seasonal flights to Puerto Natales, Patagonia from Santiago, between 02 Dec-25 Feb using Airbus A320s.



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Quest Bella Vista grand opening



Harbour Plaza phones

HONG Kong's Harbour Plaza 8 Degrees Hotel will now offer guests free phones to use to allow them to connect with friends and family abroad.

The service includes local and ICC calls to Australia, India, China, Korea and the United States at no charge.

QR delivers for Pisa

PISA has become Qatar Airways fourth destination in Italy, with the Doha-based carrier beginning flights to the city this week.

QR is utilising Airbus A320s on the PSA route, operating on a daily basis and complementing existing flights to Milan, Rome and Venice.

QUEST Bella Vista celebrated its official opening this week, with a star-studded event attended by Commonwealth Gold Medallist Liz Ellis and Mayor of the Hills Shire Council, Dr Michelle Byrne.

Speaking at the launch, Quest's Tim Cross said the group was "proud to be officially opening Quest Bella Vista, further cementing Quest's positioning within the Sydney market".

Offering 147-rooms, Quest Bella Vista soft launched in late Jun.

Pictured are Tim Cross, national sales operations manager, Quest Apartment Hotels; Clr Dr Michelle Byrne, Mayor of the Hills Shire Council; Liz Ellis, Commonwealth gold medallist and franchisees of Quest Bella Vista Kamal, Sagar and Niraj Verma.





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