



# Travel Daily

First with the news

Monday 15th August 2016



## Silversea gm Asia Pac

**FORMER** general manager of sales & marketing at Cruiseco, Amber Wilson has been named as general manager Asia Pacific for Silversea Cruises.

Wilson has 17+ years experience in the travel and cruise industries including 12 years at Cruiseco and a term at Star Cruises & Norwegian Cruise Line within the MICE segment.

She will be based at Silversea Cruises' Sydney office, responsible for the Asia Pacific markets, revenue and direction of sales & marketing management with the Sydney and Singapore teams.

## Eurostar strikes off

A **PROPOSED** walkout by Eurostar staff has been called off, with unions and management to now undertake further talks.

However the cancellation of the planned industrial action on the weekend came too late to adjust timetables, with Eurostar running reduced cross-channel frequencies yesterday and today.

Further strikes planned for the upcoming UK bank holiday weekend 27-29 Aug have also been called off at this stage.

## Qantas seasonal Bali boost

**QANTAS** has confirmed an increase to its summer flight schedule to Bali, with Sydney-Denpasar services between 18 Dec and 04 Feb.

The move follows strong demand since the airline announced it would offer seasonal services to Denpasar for the second year running (**TD** 27 Jul).

Now to be daily, but initially announced as a five times weekly operation from 14 Dec-05 Feb, the season will also be extended into a further shoulder period, flying on average five times per week Sydney-Denpasar through to 25 Mar 2017.

The seasonal operation is made possible by reductions in domestic capacity, particularly in regional resources markets, as well as more efficient utilisation of aircraft which has freed up

flying time in the QF 737 fleet.

When it announced its return to Bali last month Qantas said the expansion would "give travellers headed to one of Australia's favourite destinations a premium travel option...complementing Jetstar's extensive network into the Indonesian island".

Indonesia has been the fastest growing destination for Australian travellers over the last decade, increasing over 416% since 05/06.

## QR A350 to Helsinki

**QATAR** Airways will operate its inaugural Doha-Helsinki service using one of its flagship new Airbus A350-900 aircraft.

The new route, revealed earlier this year (**TD** 10 Mar) debuts on 10 Oct, with QR's subsequent daily flights to Finland using A320 single aisle planes.

## FCM-HRS deal US only

**THE** hotel content deal between Flight Centre's FCM Travel Group and HRS (**TD** Fri) is not valid for FCM's Australian operations, the company has confirmed.

## QF PNG renewal

**THE** International Air Services Commission has issued a new determination which allocates 1,000 weekly seats of capacity in each direction on the Papua New Guinea route to Qantas Airways.

The five year ruling is a renewal of existing arrangements and is valid from 01 Jul 2017.

At QF's request the IASC has also added a condition allowing the capacity to be used by another Australian carrier which is a wholly-owned subsidiary of Qantas, such as Jetstar.

Under the determination, Qantas can also provide joint services with any wholly-owned subsidiary.

## SkyBus St Kilda route

**MELBOURNE'S** SkyBus airport transfer operator has today launched its new St Kilda Express service (**TD** 14 Apr), with free travel on offer this week.

The new route picks up from several destinations in St Kilda every 30 minutes between 6.30am and 7pm weekdays (hourly on weekends), and after this Sat 20 Aug will cost \$19 one way - [skybus.com.au/stkilda](http://skybus.com.au/stkilda).

### Today's issue of TD

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

- Rail Plus
- AA Appointments jobs
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## Aussie biz events kudos

**THE** Turnbull Government today said it is committed to grow the business events sector following research which identified Australia as "the most exciting destination for conferences".

The report, commissioned by Tourism Australia, highlighted the competitive advantages Australia has in business events tourism.

Speaking on behalf of the govt, Minister for Trade, Tourism and Investment, Steven Ciobo said the international study on business events was conducted to assist the country lure higher delegate numbers to conferences.

A paper on the research provides the industry with insight on how to make the most of the feedback, with results showing Australian conferences rated higher (8.3 out of 10) than the global average (8.1).

"Australia competes strongly on the world stage in most areas, ranking #1 on scenery, sight-seeing, being a destination worth travelling to and being an exciting destination for conferences," the paper stated.

Other feedback from the report

found overseas delegates sought to attend conferences that balanced professional outcomes with strong destination appeal.

It also found a dedicated conference website was a key source of info for delegates, while close to 75% of delegates confirm conference attendance 1-3 months beforehand, with just 7% booking 6-12 months prior.

"By providing industry with in-depth information on the delegate behaviour, we are supporting their marketing efforts," Ciobo commented.

"Business events travellers are the highest daily yielding of any visitors to Australia and are essential to the growth of the Australian tourism industry."

To view the paper, **CLICK HERE**.

### Celebrity special

**A \$200 discount** off cruise fares, along with a free Classic Beverage package and US\$150 bonus onboard credit is available on select *Celebrity Solstice* cruise sailings with Celebrity Cruises.

The seven-day promotion runs until Fri 19 Aug.



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# Travel Daily

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CLICK AUSTRALIA'S NUMBER 1 US SPORTS TICKETING SERVICE

## Going.Expert agent locator tool

**CONNECTION** tool, Going.Expert has been launched, linking travellers with an agent who has been to their desired destination.

Travel agents can set up a profile detailing the places they have been and when a traveller searches for their destination, they are presented with the agents who have been there.

Once the client chooses one consultant, their contact details

are exchanged.

"Going.Expert doesn't sell travel and doesn't compare prices, we simply connect the traveller with travel agents who have been to that destination," said the creator of the tool, Rogan Carroll.

"It's not putting them in-touch with the travel agency office, this is about one-to-one connecting with the actual travel agent who has been there."

The technology aims to facilitate connections which provide consumers with a holiday designed by someone who has local knowledge.

"If you want to pick up a quick inflexible, impersonal holiday package then go ahead and use an OTA...but if you want a holiday that will be memorable for every last organised detail, and have someone to back you up even when you're away, then you better use a travel agent", Carroll said.

See [www.going.expert](http://www.going.expert).

## Walkabout Japan

**APPLICATIONS** have opened for Tourism Australia's Walkabout Japan 2017 trade mission being held between 22-24 Feb in Odawara, Japan.

A minimum of 36 Aussie sellers specialising in products & services that appeal to Japanese travellers will be invited to participate, meeting with buyers from Tokyo, Osaka, Nagoya and Fukuoka.

See [tradeevents.australia.com](http://tradeevents.australia.com).

## Fung Goldie project

**HONG** Kong tycoon Tony Fung has flagged the development of a casino or theme park on the Gold Coast, the *Gold Coast Bulletin* is reporting today.

Fung is the brains behind the stalled Aquis Cairns project which was planned for Yorkeys Knob.

His son and ceo of Aquis Resort Justin Fung said the company was active in the market to bring a "major entertainment complex" to the Gold Coast.

Fung said the potential project's brand could "attract travellers from around the world".

## New DL Seattle routes

**DELTA** Air Lines will commence new services from Seattle to Eugene and Raleigh next year, GDS displays indicate.

Flights to EUG will operate on a thrice daily rotation starting 01 Apr, while the RDU route will be operated daily from 08 Jun, with both services using CRJ-700s.



## Window Seat

**THE** pen is mightier than the sword, so the old saying goes - and it's particularly powerful when equipped with Swarovski 'Active Crystals'.

The travel industry is definitely on board with the concept, having in recent months and years produced a plethora of promotional writing equipment replete with the sparkly stuff.

A selection of our most recent additions are **pictured**, from Uniworld Boutique River Cruises, Avalon Waterways, Disney and the Thailand Convention and Exhibition Bureau.



## QUEST

### MOUNTS BAY ROAD

OPENS 22<sup>ND</sup> AUGUST

Quest Mounts Bay Road is Quest's newest purpose-built apartment hotel in Perth's CBD, featuring 71 studio and one bedroom apartments and conveniently located moments from the Perth Convention & Exhibition Centre.

Visit [questmountsbayroad.com.au](http://questmountsbayroad.com.au) or search "QG" on the GDS

Monday 15th August 2016

## Dragonfly showcases Africa



**NINE** Aussie travel agents were privy to an amazing opportunity to explore Zimbabwe, Cape Town & Kapama Private Game Reserve this month on an educational with destination management company (DMC), Dragonfly Africa. The group sampled firsthand the advantages of utilising travel

companies on the ground at each destination and were introduced to some of the spectacular accom and unique experiences available for itinerary builders.

Dragonfly Africa is represented in Australia by Jones & Co Collection.

**Pictured** with 'the smoke that thunders' (Victoria Falls), back to front, from left are: Denise Gilfeather, Spencer Travel; Karen Knight, The Cruise & Travel Authority; Cassie Muhlhan, Where2travel; Chelsea Ambrose, Travel Plus; Mahalia Steve, Emma Whiting Travel; Kyung Graham, Flying Colours Travel; Natasha Brouwer, TTFN Travel; Antoinette Du Preez, Dragonfly Africa; Kristy Williams, Solve Travel; Tania Verscharen, Aurora Travel; Nadine Jones, Jones & Co Collection/ Dragonfly Africa and Milva Grispo Lopes, Dragonfly Africa.

## Viva! Anaheim deal

**HELLOWORLD** wholesaler Viva! Holidays has partnered with Virgin Australia & Delta Air Lines to offer a four-night package to Anaheim priced from \$1,359 per adult and \$799 per child.

Accom is based on the 3-star Castle Inn & Suites and Karmel Shuttle transfers are included.

The sale is valid for travel on select dates from 20 Aug-31 Mar.

Bookings need to be placed by 11 Sep, unless sold out prior.

**Early Bird Sale**

## London

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ROYAL BRUNEI AIRLINES

## Battery fire incident

**FEDERAL** Minister for Transport & Infrastructure Darren Chester has renewed a travel warning regarding the transportation of batteries when flying following an incident last week in Sydney.

On Fri, the Minister urged travellers to "carefully consider" items contained within carry-on luggage after a lithium battery in a passenger's bag caught fire at Sydney Airport.

"On this occasion the battery caught fire while the plane was on the ground and the issue was resolved," Minister Chester said.

"Whilst there was no damage to the aircraft, several passengers did report feeling ill," he added.

Chester said most passengers are aware of obvious hazardous items they should not take on a plane, "but everyday items must also be considered before boarding including toiletries, aerosols and tools".

For a list of items that cannot be taken onboard flights, go [HERE](#).

## Regional workshops

**DESTINATION** NSW will hold two Inbound Strategy Workshops on the North Coast next month in Byron Bay and Coffs Harbour.

The workshops are designed to assist tourism businesses plan the final steps to develop and sell export-ready tourism products to the international travel trade.

Events will run from 9am until 5:30pm at a cost of \$50 - for full details, [CLICK HERE](#).

## Hello Kitty to SIN only

**EVA** Airways will cease to operate its Hello Kitty-embossed aircraft on overseas routes other than Singapore from 2017.

The Taiwanese carrier currently has a fleet of seven (five Airbus A330s & two Boeing 777-300ERs) with the Hello Kitty livery, flying on a range of routes to Japan, South Korea, Malaysia, France, Singapore and the United States.

It's understood some of the jets are being retired.

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Monday 15th Aug 2016

## WIN SONOMA COUNTY WINE



This week, Travel Daily and Sonoma County are giving travel agents the chance to win a bottle of sparkling Sonoma County 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)

On the banks of which river does the September 10th Jazz & Blues Festival take place?

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



## Skal terror response

SKAL International USA has strongly condemned the recent terror attacks around the globe.

In a statement, the organisation offered its condolences and sympathy to the families and friends of the victims and to the Thai people.

"Too many people all over the world have been the target of senseless and cowardly terrorist attacks for weeks now," said SKAL Int'l USA President, John Mavros.

## Luton pax record

LONDON Luton Airport's passenger numbers passed 1.5m in Jul, a 15.4% increase on the previous year.

The airport is currently investing £110 million into upping capacity by a whopping 50% by 2020.

## Abrolhos Nat Park

ABOUT 90% of the Abrolhos Islands, 60km west of Geraldton have been set aside by the WA Premier Colin Barnett to create Abrolhos Islands National Park.

Barnett said the tourism potential of the islands was "vast" and the benefits to Geraldton would be significant.

"In addition to activities such as diving on coral reefs, sightseeing, walking, fishing and whale watching, the Abrolhos are extraordinarily important historically as the site of several shipwrecks, including the *Batavia*," Barnett said.



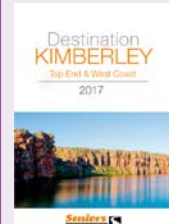
## Brochures

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Bench Africa - 2017

New product has been packed into Bench Africa's 2017 brochure. The 29-day 'Highlights of Africa' experience has been unveiled, along with additional walking safaris in Zambia, more exotic safaris in Rwanda, as well as locally escorted safaris in Namibia and Ethiopia. Average prices within the brochure have stayed the same as in 2016. The company, previously known as Bench International, has launched the brochure under the rebranded name, Bench Africa. The new name reflects the company's choice to specialise only in Africa.



### Senior Coach Tours - Kimberley 2017

The 2017 brochure features new top-end tours for the 60+ traveller of the 13-day Kimberley, Kakadu & Darwin trip, 10-day Northern Territory, Darwin stayput and a 25-day West Coast Adventure. Brochure highlights include cruises on Geikie Gorge, Ord River, Nitmiluk Gorge, Darwin Harbour at sunset as well as El Questro, Litchfield National Park, Cable Beach plus an optional Bungle Bungle scenic flight. Fares include return airfares, all admittances, meals, three- to four-star accommodation, luxury coaches and easy pace itineraries.



### Evergreen Tours - Africa 2017

The South Africa Explorer has made its debut in the 2017 program, venturing from Cape Town to Johannesburg for 16 days packed with wildlife, national parks, landscapes and culture. Highlights include a cable car ride to the top of Table Mountain and four game drives including Addo and Kruger National Parks. Also back for 2017 are the 29-day Ultimate Africa Tour and 18-day South Africa & Victoria Falls Tour, which includes two nights at Elephant Valley Lodge in Botswana, a morning cruise on the Chobe River and a visit to a local village in Botswana. Evergreen has maintained 2017 brochure prices at 2016 levels.

# Let's fly away to... THE USA

**Virgin Australia airfares on sale!**  
*From coast to coast and everything in-between*

## Mercure family fun

**TWO** nights and three days of family fun are being offered by Mercure Gold Coast from \$598.

The package includes two nights of midweek accommodation for up to two adults and two children in a standard room, a three-day family ticket to visit Dreamworld, WhiteWater World and SkyPoint Observation Deck on the Gold Coast on three consecutive days.

On sale until 30 Sep, the deal is available for stays 01 Aug-22 Dec. To book, [CLICK HERE](#).

## Pinpoint on Thailand

**PINPOINT** Travel Group has advised since the DFAT warning for Thailand has not changed, those wishing to change their travel plans for Thailand will be subject to standard cancellation or amendment conditions.



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Monday 15th Aug 2016

## Bumpy JetBlue flight

A **JETBLUE** flight from Boston to Sacramento on Thu was diverted to Rapid City, South Dakota due to rough turbulence.

**CNN** is reporting at least 22 passengers and two crew members were taken to hospital for evaluation.

## Guangdong VAT

**CHINA'S** Guangdong Province (excluding Shenzhen City) began issuing VAT refunds to overseas tourists from 01 Jul.

The refunds can be obtained for goods purchased in tax-free shops and are designed to combat a 2.5% decrease in foreign tourists to China in 2015.

Currently Guangzhou Baiyun Int'l Airport, Guangzhou Nansha Port and Zhuhai's Jiuzhou Port are covered by the scheme.

## TNZ's US roadshow

**EIGHT** New Zealand suppliers headed to four of the US's biggest cities for a five-day 'Best of New Zealand' roadshow led by the TNZ Los Angeles trade team recently.

Attendees had the opportunity to train and interact with over 460 travel agents at 13 events including agency trainings, luncheons, and evening sessions.

Three more roadshows are planned for 2016 and each will visit different cities around the US and Canada.

## WiWander launches

**POCKET** wi-fi router provider, WiWander has launched in Australia, offering travellers unlimited data from \$5 a day.

WiWander pocket wi-fi is available in Singapore, Taiwan, Hong Kong, Japan, China, South Korea, USA, Malaysia, Thailand and some European countries.

Travellers can book and pay online at least five working days before departure and the router will be delivered and collected by courier - see [wiwander.com](http://wiwander.com).

## The sky's the limit for BA



**THE** world's tallest moving observation tower, British Airways i360 opened earlier this month on Brighton seafront.

Up to 200 visitors can glide in the glass viewing pod to a height up to 138m, taking in panoramic views with a drink in hand from the Nyetimber Sky Bar.

'Flights' on British Airways i360 will last 20 minutes during the day and 30 minutes after 6pm.

The view from the pod is pictured above, while the pod from below is inset.



## Alaska cruise surge

**FOR** the first time since 2009, the US state of Alaska is expecting more than one million passengers to arrive for the 2016 season.

"Pricing is holding up in Alaska. It's one of the more stable pricing regions that the operators are deploying in right now," Jaime Katz, analyst for Morningstar told *Alaska Dispatch News*.

Alaska cruise passenger numbers dropped from 1,020,000 in 2009 to 878,000 in 2010 after cruise companies cut capacity, saying the \$50-per-passenger tax was too much to bear.

The tax has since been reduced.

## Luna Park Funfair

**HALLOSCREAM 4:** Return of the Forgotten Funfair will take over Luna Park for the fourth consecutive year from 28-31 Oct.

The Halloween event will take on the theme of an abandoned fun fair each night, **CLICK HERE**.

## WIN A LUXURY HOLIDAY WITH CLUB MED



This month *Travel Daily* and *Club Med* are giving readers the chance to win a trip to Indonesia. The luxury prize includes:

- An all-inclusive 7 night stay in Club Med Bintan Island Resort Indonesia.

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

11. What is the name of the two restaurants at Club Med Bintan Island?

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*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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## AFL Round 21 Winner

Congratulations

**GEORGIA  
GALTON**

from *Tourism NT*

Georgia is the top point scorer for Round 21 of *Travel Daily's* AFL footy tipping competition. She's won a double pass to Taronga Zoo, courtesy of Taronga Zoo.



Major prize for the 2016 footy tipping competition is return economy class airfares flying with **EMIRATES** to any one of the 39 cities they fly direct to in Europe including Rome

NSW permit LTF5/160137; ACT permit TP 16/00359

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Agent only incentive | Winners will be chosen based on highest growth in TI sales from previous year, minimum \$300 in sales growth to qualify | Valid for new bookings made from 21st July - 31st August 16 | Bookings must be paid by 2pm 31<sup>st</sup> August 16 | This prize is not exchangeable for cash value

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**BRISBANE – \$110K + SUPER + BONUS ++**

Are you a creative & innovative Director of Sales? Our client is looking for a dynamic leader to join their team to develop & manage the sales team, implement sales strategies & campaigns across all segments, budgeting & forecasting, all to maximise revenues across the hotel. Executive salary package on offer. Experience as a Director of Sales, track record leading a successful sales team along with great communication, presentation & negotiation skills required.

**\*NEW\* A CALYPSO WHIZ**

**WHOLESALE INTEGRATION SPECIALIST**

**BRISBANE – UP TO \$77K PKG**

Here's your chance to join a leading wholesale travel company and assist them through an exciting transition period. Working closely with project managers you'll be responsible for ensuring the smooth transition onto their new GDS platform including process mapping, creating and implementing training plans, communicating changes to all stakeholders and working to tight deadlines. Extensive wholesale travel experience and calypso is a must.

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**TRAVEL INDUSTRY ACCOUNT MANAGER**

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Our client is searching for a Sales Executive who is passionate about cruising along with the ability to source and secure new business. You will have a real drive, passion and understanding of the cruising market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm.

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**SYDNEY — \$85 PACKAGE**

If you think you know the client think again! Want to work for an innovative, forward thinking, Cutting Edge Company? This supplier to the tourism industry have a vacancy for a senior analyst in their offices based in the city. You will have a thorough understanding of a GDS and have Implementation experience, perhaps you are working for a TMC in a project or Implementation role and looking for a change, Interviews have commenced so be quick..

**VIRTUOSO AGENCY**

**RETAIL OFFICE MANAGER**

**MELBOURNE – SALARY TO \$80K (NEGOTIABLE)**

This highly successful travel company who are renowned for providing first class service to their customers & being amongst the best in the business, are opening a third office in Melbourne. As Manager of this new office, you will be responsible for leading, motivating, training & overseeing a small team of successful consultants. In addition, you will be handling the travel needs of VIP clientele. Experience as a leisure travel manager essential.

**ONLINE BOOK TOOL SUPPORT**

**SYSTEMS – E COMMERCE CONSULTANT**

**MELBOURNE – SALARY TO \$80K (DOE)**

Our client is looking for an experienced travel candidate to assist with implementing travel and expense services to their clients. You will be responsible for working closely with sales & the client, configuring, project managing and implementing the new technology services along with providing training & ongoing support. Experience in travel management systems including GDS & OBT's, excellent organisation, time management & customer service skills.

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