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Travel Daily

First with the news

Wednesday 6th January 2016

French
TRAVEL CONNECTION

www.frenchtravel.com.au **CLICK HERE**

Ritz-Carlton Sydney?

THE Star Entertainment Group has confirmed it is in discussions with luxury hotel company Ritz-Carlton to reintroduce the brand to the Sydney market as part of The Star Sydney's planned \$500 million hotel development.

The Star is currently liaising with the NSW government about building a 200 metre high, 360-room hotel at the northern end of the Pyrmont site.

"We will have a Ritz-Carlton as part of the Queen's Wharf Brisbane project and look forward to the prospect of a Ritz-Carlton in Sydney," an official statement from The Star Casino said.

The new tower would be located across the harbour from the proposed Crown Sydney Resort James Packer is planning to erect as part of his \$2 billion Barangaroo casino project.

IATA revises ROE

QANTAS is advising agents the International Air Transport Association's Rate of Exchange has been revised, effective 01 Jan.

Effective 01 Jan, the new ROE for AUD\$ is 1.377358.

Webjet TVC says what??!

IT'S the controversial new TV commercial Webjet don't want bricks-&-mortar travel agents to see, but **Travel Daily** has received numerous copies of the campaign agents are labelling as a disgrace.

Agents have unleashed a tirade of negative sentiments towards the campaign on Webjet's Facebook page since **TD's** story yesterday.

For trade partners who have yet to see the ad, the transcribed conversation between the two women (**pictured**) is as follows.

Woman 1 (who is packing a suit case in front of a friend) says:

"So I said to the travel agent, only four flights? Like we knew there were heaps more from looking online, and she goes, 'huuhhhh, maybe five?'"

"And we thought, we're not stupid. We can do better than that ourselves. So we did."

The Webjet TVC narrator states:

"With international travel, one site lets you see and compare all your available airfare choices to actually see and book the best deal."

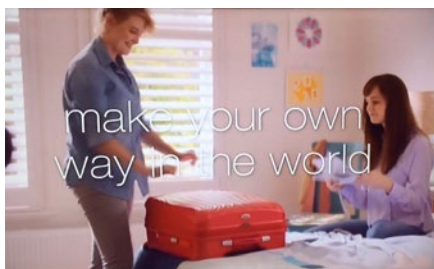
After which, Woman 2 states: "I'll know for next time".

Webjet remains tight-lipped

on its latest advertising blitz, refusing to comment or upload the TVC onto any platform, however it is still heavily promoting

the ad on commercial networks, as viewed again by **TD** overnight.

See feedback left on Webjet's Facebook account on **page four**.



Today's issue of TD

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

- JITO
- AA Appointments jobs

MAS baggage issues

TRAVELLERS on Malaysia Airlines' flight from Kuala Lumpur to Europe yesterday were forced to travel without checked baggage, with the carrier blaming "strong head winds and safety concerns" for the delays.

It's understood passengers were still able to check-in their luggage, but were told by MH representatives their bags would be sent later on a separate flight.

No other airlines in Asia or Europe are reporting baggage concerns, *The Australian* reports.

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Gauguin to Fiji & Bali

M/S PAUL Gauguin is set to sail new 16- and 17-night Fiji & Bali itineraries in 2017, Paul Gauguin Cruises has confirmed.

The upmarket ship will operate return voyages between the two destinations, with the first cruise departing Lautoka, Fiji on 29 Apr, visiting Vanuatu, the Solomon Islands, Papua New Guinea and Indonesia where the trip ends.

The reverse Bali to Fiji itinerary is one day longer and will depart Bali on 07 Jun.

SQ ups bid for TR

SINGAPORE Airlines has increased its offer price in a bid to acquire the remaining shares that it doesn't already own from Tiger Airways Holdings.

Already owning a 56% stake in the LCC; SQ is now offering 45 Singapore cents (AU\$0.44c) a share, an increase from its open offer of 41c announced in Nov.

QF safest airline, again

QANTAS has been named the world's safest airline for 2016 by the airlineratings.com website for the third successive year.

The report released overnight reveals the top 20 safest global airlines and top 10 safest low-cost carriers from the 407 it monitors.

Several factors were taken into consideration during the study such as the airline's accident history, incident records and safety checks on planes.

Qantas scored top place for its "impeccable fatality free record" which the report described as an "extraordinary" achievement for the world's oldest continuously operating airline.

It also noted in its 95 years of operation, Qantas has recorded many "firsts in operations and safety" and is now accepted as the industry's "most experienced carrier".

"The Australian airline has been

a leader in: the development of the Future Air Navigation System; the Flight Data Recorder to monitor plane and later crew performance; automatic landings using Global Navigation Satellite System as well as precision approaches around mountains in cloud using RNP," the airlineratings.com report stated.

"Qantas was the lead airline with real time monitoring of its engines across its fleet using satellite communications, which has enabled the airline to detect problems before they become a major safety issue," it continued.

Qantas wasn't the only Aussie carrier to make the grade, with Virgin Australia on the top 20 safest airlines list and Jetstar Australia on the top 10 safest low budget carriers list.

Airlines from Indonesia, Nepal & Surinam came in at the bottom of the overall safety ranking.

Mantra Sydney Apt

SYDNEY Airport this morning revealed that Mantra Group has been appointed to manage a new property near domestic terminals T2/T3 on Ross Smith Avenue.

The 136-room, "limited service" hotel will be branded under the Mantra portfolio, complementing SYD's existing on-airport hotels - the 318-room Rydges at T1 and 199-room Ibis Budget at T2/T3.

Mantra Group's appointment follows international requests for proposals.

Mantra chief exec Bob East said: "The new Mantra hotel is a superbly located property within close proximity and easy walking distance to Sydney Airport's T2 & T3 domestic terminals for business & leisure travellers alike."

It will feature a bar and offer a "dynamic food and beverage offering that will distinguish it as a standout in the area."

Construction of the property is expected to begin in Apr.

QUEST WEST PERTH

OPENS 18TH JANUARY

Quest West Perth is Quest's newest purpose-built apartment hotel, featuring 72 self-contained studio apartments just moments from Perth's CBD.

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APARTMENT HOTELS

Visit questwestperth.com.au or search "QG" on the GDS

SQ Prem Economy to MEL

SINGAPORE Airlines' Premium Economy class is set to debut on the Melbourne route from Jun.

Launched last Aug initially on the Sydney route, the new class will make its debut appearance to the Victoria capital on Singapore Airlines' Airbus A380 flight SQ217 on Fri 24 Jun.

Singapore Airlines' regional vice president for South West Pacific Tiow Kor Tan said he was thrilled to offer Premium Economy to the Melbourne market.

"This is great news for

Melbourne and I am sure there will be significant appetite to experience and enjoy the new cabin," Tan said yesterday.

The return of SQ's A380 to Tullamarine International Airport is part of a seasonal capacity increase for Melbourne during the height of the holiday period.

SQ will operate the new service on return flights from Melbourne to Singapore three times a week until 03 Sep.

Tan said the return of the A380 to Melbourne next year would help meet the growing demand from the Victorian market in the peak holiday period.

Collette g'tee online

COLLETTE is advising its range of tours and vacations will now show all guaranteed dates online.

The US-based travel company said the numerous guaranteed dates and its recently launched agent booking portal are efforts to making its online portal more agent friendly.

Wedding Expo 2016

METRO Mirage Hotel Newport will play host to the 2016 Wedding Expo, an event that puts brides-to-be in touch with florists, photographers and stylists.

The event begins 17 Jan.

Belgium concerns

DFAT continues to warn Aussie travellers of the threat of terror attacks in Belgium, yesterday issuing a fresh update, urging people to be extra vigilant in places of high concentrations of people and follow the media and local authorities.

"Travellers should expect increased security checks at borders, airports and trains stations," Smarttraveller advises.

The level of advise has not changed, remaining at "exercise a high degree of caution".

MK SIN, KUL changes

AIR Mauritius is adjusting its Southeast Asia ops, with GDS displays showing its current twice weekly service to Kuala Lumpur & once weekly triangular service to Kuala Lumpur that connects to Singapore will convert to a thrice weekly Mauritius-Singapore-Kuala Lumpur-Mauritius operation, effective 11 Mar.



Window Seat

A MAMMOTH statue honouring Chairman Mao, the founder of Communist China, has been erected in a field in the Henan province.

Standing at 37 metres in height, the golden structure, cost over three million yuan to construct (AU\$644,000), nine months to build, and was reportedly privately funded by a group of regional businessmen.

The statue has been criticised by some, with observers stating it was in bad taste to position the statue in a region worst hit by famine in the late '50s.



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Europe	\$1,519*	\$7,659*
United Kingdom	\$1,729*	\$8,039*
South Africa	\$1,889*	\$7,859*
Americas	\$1,989*	\$8,989*

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Agents react to Webjet TVC

TRAVEL agents have responded quickly to **Travel Daily's** exclusive story yesterday regarding the backlash created by Webjet's latest TVC (see **page 1**).

Webjet's Facebook 'Visitor Post'

page has been swamped since **TD's** article, with disgruntled agents ripping into the company.

Below are just some of the remarks posted by agents and consumers.



Karen Hamilton ▶ **Webjet.com.au**

15 hrs · Kings Langley ·

What a stupid ad to actually put down and try and bring down travel agents you guys are fools and absolutely have it all Wrong in your ad! We not only offer face to face service we personally care about our clients and look after them ... A lot better than what you appear to do based on comments I have read from your unhappy clients - you are a\$&holes !



Rachel Barnett ▶ **Webjet.com.au**

14 hrs ·

Just saw your ad and I'm very disappointed. After getting stuck in Bali thank goodness for our agent as our airlines communication was non existent. 🙄🙄🙄



Merola's Travel Service ▶ **Webjet.com.au**

19 hrs ·

Like Page

How pathetic Webjet that you must put down an entire industry in order to try and attract sales. Things must be bad on your end!



Travel Central

5 hrs ·

Like Page

Love seeing **Webjet.com.au** knocking Travel Agents. Can't see their online booking engine offering alternative dates of travel to save \$\$\$\$. Or working out a complex round the world trip, or re-booking flights for clients that are stuck in Bali or helping with Visa's, travel insurance, ESTA applications. Try calling Webjet for assistance (see their Facebook page of people waiting on hold for over an hour). Nice Webjet knock the competition but why not improve your customer service first before you have a go at us. **YOU GUYS ARE REAL PRO'S (NOT)**.



Kay Reid ▶ **Webjet.com.au**

1 hr ·

Thankyou Facebook users for endorsing what appears from reading posts Webjets inability to "service" clients ! Just a message to all- a good travel agent by verbally answering and attending to their valued clients will save money, time and angst-Verbalising and questioning between parties, comes up with great ideas for the traveller, after all a travel consultant, is a "travel consultant" who is seriously concerned and excited about clients travel plans- NOT a processor!



Robyn Davies ▶ **Webjet.com.au**

17 hrs ·

Webjet nice to see that you consider bricks and mortar travel agents a threat.



Liz Bentley ▶ **Webjet.com.au**

19 hrs ·

After 40 odd years in tourism and travel I can honestly say that the tone and behaviour of online booking "engines" has become quite disgraceful. I have more knowledge in my head that you have in your "booking engine" webjet. And you know what goes around comes around. Perhaps you would be better off attending your own affairs than slandering others! Lift your game webjet



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Sunshine Coast Region: Thu 7 Jan 2016

Toowoomba Region: Wed 13 Jan 2016

Brisbane: Thu 21 Jan 2016

Future Appointments: Sydney, Melbourne & Perth

Taranaki opening rate

NOVOTEL New Plymouth in New Zealand is offering a special opening rate for overnight stays, starting from \$150 per night that includes breakfast for two.

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Accommodation Updates

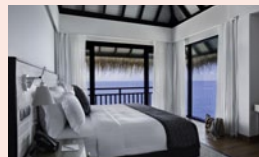
WELCOME to Accommodation Updates, **Travel Daily's** Wed feature.

If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



A new casual restaurant and bar, **Mole**, has opened at **The Factory Hotel** in Münster. Two shipping containers form the centre of the design of **Mole**, which can seat 120-guests in the restaurant and 100 in the bar. **Factory Hotel** is housed in the former Germania

Brewery and has been constructed around the heritage-listed structure. **Mole** offers a traditional menu with a maritime twist.



Outrigger Konotta Maldives Resort has unveiled its whopping 600m², three-bedroom Grand Konotta Villa. The over-water villa has been designed for private dining and entertainment parties. It has a large kitchen and pantry, 24-hr butler service, and **Outrigger** chefs available on demand. A huge 125m² sun deck leads out to a 30m² private pool.



Jupiters Gold Coast has launched **Garden Kitchen & Bar**, a brand new restaurant that offers alfresco-style dining, open-kitchen equipped with chef's rotisserie, and contemporary furnishings. The new venue was launched as part of the property's \$345 million development and will offer fresh seasonal produce.

New STR partnership

HOTEL research company **STR** Global has formed a partnership with **AA Hotel Services** to provide performance data to hotels within the **AA Hotel Scheme**.

The deal provides more hoteliers in the UK with access to **STR's** benchmarking services.

Baltia board shuffle

JAMAICA-BASED carrier **Baltia** has appointed **Russel K Thal** as its president and chairman of the board following the recent death of founder, president and ceo **Igor Dmitrowsky**.

Barry Clare & **Frank Acquavella** have also joined **BQ's** Board.



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Carol Scalercio cit@cit.com.au by 15 Jan

Travel with Daddo to S Africa



SWAGMAN Tours has limited space available on its one-off South Africa journey which is being accompanied by TV personality Andrew Daddo.

Daddo (pictured with Swagman's Wayne Hamilton)

Federation Sq chair

THE Victorian Government has named Deborah Beale as the new chairperson for Melbourne's CBD-based tourism drawcard, Federation Square Pty Ltd.

travelled to the African jungle last year as a contestant in Network Ten's *I'm a Celebrity, Get Me Out of Here!* TV series, but this time around will explore the other side of South Africa in comfort.

The 13-day itinerary includes a visit to Kruger National Park in search of the Big 5, the Garden Route & soft adventure activities before ending in Cape Town.

Departing 02 Mar, the tour is priced from \$7,545ppts.

For more details, [CLICK HERE](#).

New PVG terminal

CONSTRUCTION has started in Shanghai on Pudong Airport's new \$3.18 billion terminal.

The 622,000m satellite terminal will handle 38 million passengers per year, increasing the airport's annual capacity to 80 million.

Composed of two linked satellite halls, it will share departures, arrivals and transfers with the existing two terminals.

It marks the third phase of Pudong's expansion which is due for completion in 2019.

China Express order

CHINA Express Airlines has placed a \$462.6m order with Bombardier Commercial Aircraft for 10 CRJ900 regional jets.

The order will take the airlines' total order to 38 of the 900 jets.

"China Express is committed to providing air services to people in Tier 3 and Tier 4 cities in China.

"Our mission is to improve the connectivity by air for those communities," said China Express Airlines president Wu Longjiang.

Wednesday 6th Jan 2016

Intrepid \$1 deposits

Intrepid Travel has reintroduced its highly successful \$1 travel deposit initiative.

Until 04 Feb, travellers can book a trip with a deposit of just \$1.

When in place last Jan, the promo led to a "massive" uptick in the number of agents locking in clients trips, the adventure travel company said today.

For more information, go to intrepidtravel.com/dollar-deposit.

Healthy snacks for JQ

MELBOURNE health food manufacturer Whole Kids has landed a deal with Jetstar to supply healthy in-flight snacks to young travellers.

The deal will see Whole Kids organic fruit bars available on all domestic JQ flights.

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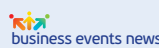
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Love being in the travel industry, but sick of booking travel? Want to assist your peers with their career progression? Enjoy being rewarded for reaching sales targets? Can't wait to work Monday to Friday only? If you answered YES to all of the above, call us! As part of our expansion in Melbourne, we are looking to employ two talented travel consultants to join our permanent & temporary divisions. Full training will be provided. Minimum 2 years travel consulting experience essential.

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The atmosphere in this office is funky, vibrant and has a serious buzz about it. You'll love stepping into this fun office each day whilst having the chance to earn serious dollars booking a variety of international destinations. You will need to be motivated, passionate, hungry for success and above all really love selling travel. In return you will be rewarded with not only great \$\$ but enjoy fantastic career progression, educational and more. All you need is min 12 months industry experience and great customer service skills.