



# Travel Daily

First with the news

Friday 8th January 2016



## Webjet commentary

**TODAY'S** issue of *Travel Daily* features an exclusive comment from travel industry expert and *travelBulletin* columnist Steve Jones on the latest Webjet TVC. See **page three** for his remarks.

## SAA affidavit change

**SOUTH** African Airways has altered its policy on the paperwork required for children travelling to and from South Africa, following a decision by the SA Government late last year.

The revision sees the validity of a parental consent affidavit extended from four months to six.

Country manager Tim Clyde-Smith said the "relatively minor change, it is a positive one".

Clyde-Smith said it was hoped the move may be "the start of further alterations to make family travel easier in the future."

Any further changes will be relayed to the trade, he added.

**CLICK HERE** to view the form.

## New ticker for UA ceo

**UNITED** Airlines chief executive officer Oscar Munoz has told employees he expects to return to the office by Q2 of 2016, after having undergone a heart transplant earlier this week.

Munoz took medical leave in mid Oct after suffering a heart attack, just months into the role.

Brett J Hart continues in the position of acting ceo (**TD** 20 Oct) until Munoz resumes work.

## Nexus to Europe & RTW

**ALL-INCLUSIVE** touring firm Nexus Holidays has announced an expansion of its product beyond Asia, New Zealand, South Korea, Japan & North America to include four itineraries across Europe and a Round the World journey.

The company is offering weekly guaranteed departures on three 11-day European tours priced from an incredibly low \$3,999ppts, which includes return airfares with China Eastern or China Southern Airlines.

Nexus Holidays' 11-day trips traverse Europe's north, west &

east, plus there a slightly longer 18-day Picturesque Western Europe journey priced from \$4,499 per person twin share.

There are seven guaranteed departures on Nexus' new 19-day Round the World trip which visits Western Europe, the US East Coast & Canada, priced from \$5,999ppts incl flights with Etihad Airways and American Airlines.

National bdm Richard McKisack said Nexus Holidays' push into new markets is aimed at making Europe and the rest of the world "more affordable" for Aussies.

"The travel industry is sure to embrace these tours as they have done with our current tours as we offer generous commissions to preferred and non-preferred agents," McKisack commented.

More at [nexusolidays.com.au](http://nexusolidays.com.au).

## Air NZ Cook Is offer

**AIR** New Zealand is offering \$200 off return flights to the Cook Islands from today until 26 Jan.

The sale applies to all return Economy, Premium Economy and Business class fares from Australia to Rarotonga, for travel outbound between 13 Feb-07 Apr and 26-28 June and inbound between 14 Feb-14 Apr & 01 May-30 Jun - see [sale.cookislands.travel/trade](http://sale.cookislands.travel/trade).

## VA Pearl delay policy

**VIRGIN** Australia has issued a waiver for passengers affected by the delay of P&O Cruises *Pacific Pearl* into Sydney.

VA said agents with *Pearl* guests who purchased airfares to depart Sydney today who need to amend their booking can use the waiver code 'SWF0710112PPO'.

## Rottneest visitors up

**WEST** Australians are opting to holiday intrastate, with the holiday-leisure segment jumping 26.5% for day trips in WA for the 12 months to Sep 2015 and up 10.7% for overnight trips, according to Tourism Research Australia data.

Referring to the data, WA Tourism Minister Kim Hames said Rottneest Island has shown strong growth in off-peak and shoulder periods with Jul and Oct showing the biggest spikes 43.5% & 33.5% respectively, compared to the same periods in 2014.

## Today's issue of TD

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

- Travel Trade Recruitment

## Emirates doubling LA

**EMIRATES** will double capacity on the Los Angeles route through a new second daily Airbus A380 service commencing 01 Jul.

The new frequency from DXB, EK217 pushes back at 1500 and touches down in LAX at 2000.

Return service EK218 departs at 2230, arriving at Dubai at 0130.

Emirates says the new service will serve the growing demand for travel between Dubai and Western USA, along with reducing connection time for passengers in the Middle East, India and SE Asia regions travelling via DXB.

The upgauge comes as three US legacy airlines - American Airlines, Delta Air Lines and United Airlines - wage a war aimed at preventing Gulf carriers expanding US flights.

Under the *Open & Fair Skies* pact, AA/DL/UA allege Emirates, Etihad Airways & Qatar Airways are being heavily subsidised by local governments.

EK divisional svp commercial ops West, Hubert Frach justified the capacity upgrade, saying the existing flight provides US\$677m in annual economic benefit to LA and the surrounding region.

Emirates "contributes over USD\$270m in annual spending by visitors and helps support nearly 6,000 US jobs," Frach added.

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## Airbnb Qld meth lab fiasco

**THE** regulation of Airbnb has come under scrutiny after a house in Queensland rented to a Sydney family of seven was raided by police and found to be a meth lab.

The family were questioned for 5hrs on Boxing Day after a "sophisticated drug set up" was found in an "off-limits" bedroom, *The Gold Coast Bulletin* reports.

Tourism Accommodation Australia (TAA) ceo Carol Giuseppi says the travelling public is increasingly beginning to see the pitfalls associated with unregulated accommodation.

"This sector of the market needs to adhere to regulations, just like other commercial short-term operators.

"Hotels invest a lot of money in meeting prescribed safety standards, installing fire alarms, sprinklers, and the like...safety in an unregulated rental is essentially like a lottery."

Giuseppi says at present, there are no direct safety controls or standards applying to the sector.

"Travellers could be staying in a place that's unsafe for kids, unhygienic, without a working smoke alarm or safety switch & without appropriate insurance."

Airbnb has since banned the property, saying they have been in contact with the guest and will continue to offer support.

"While incidents like this are incredibly rare, we take them very seriously," a spokesperson from Airbnb said.

"There is absolutely no place for this sort of activity on Airbnb."

Real Estate Institute of Qld ceo, Antonia Mercorella urged consumers to book through an accredited and reputable agent.

"Booking holiday accommodation through a website, while cheaper, comes without any checks and balances or consumer protection measures."

## Indian Ocean seller

**JOURNEYS & Africa** is reminding travel agents it is a contracted wholesaler for all Beachcomber Hotels in the Indian Ocean.

Owner/manager Edrice Hundley says she has dedicated reps on the ground in Reunion, Seychelles & Rodrigues and currently has access to great offers available in Mauritius and the Seychelles.

Hundley also added favourable exchange rates means South Africa is now more affordable for travellers, with "great prices, great food, great game viewing and excellent lodges equating to the perfect holiday destination." Phone 1800 624 268.

## Sofitel Kunming open

**ACCORHOTELS** has opened the first int'l luxury hotel in Kunming, China, the Sofitel Kunming.

The 400-room hotel offers 42 suites, three restaurants, two bars, a pillarless grand ballroom and eight meeting rooms.



## Window Seat

**LOOK** up! Is it a bird, is it a plane? No it's a football-sized chunk of frozen human poo!

Rajrani Gaud in Madhya Pradesh, India was struck by the suspected flying excrement last month, suffering a severe shoulder injury after the mass ricocheted of a nearby building.

Aviation scientists suspect a commercial aircraft may have unintentionally dropped the icy pile of number one & twos from an onboard toilet.

Leaking waste from a plane at high altitude gets frozen due to the extreme low temperatures.

*Local villagers show off the surprise from the skies.*



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## Aurora train season

**ALASKA** Railroad has expanded its Aurora Winter Train service between Anchorage & Fairbanks, starting 23 Feb with a Tue service north and a Wed service south.

## Now that's an incentive!



**BARBARA** Sheriff from Noosa Travel has taken home an Audi A1, valued at \$33,000, after winning the Allianz Global Assistance national travel incentive competition.

Selected travel agents participated in the incentive by selling Allianz Global Assistance travel insurance products between 20 Jul-31 Oct.

Catherine Paterson from Noosaville was also awarded a \$5,000 Noosa Travel voucher for

purchasing the winning policy.

Sheriff is **pictured** (left) being presented with her prize by Santina Notte, national sales manager for Travel at Allianz Global Assistance.

## JetBlue launch DAB

**BUDGET** US carrier JetBlue has launched new daily flights between New York JFK and Daytona Beach, providing the only non-stop service between the two cities.



## 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).

**Albatross Tours'** early bird sale ends in one week. To take advantage of \$600 savings per couple on all 2016 Europe, Britain & Ireland summer tours longer than nine days, the trips must be booked and deposited prior to 15 Jan. For more, visit [www.albatrosstours.com.au](http://www.albatrosstours.com.au).

The latest addition to AccorHotels' portfolio in Greater China, **Sofitel Kunming** is offering one night stay in a Superior Room, two buffet breakfasts, CNY100 credit for use at restaurants and bars for CNY999 (AU\$216), from now until 17 Apr. Call +86 (0)871 6863 9888.

**SkiJapan.com** is offering 10% off Alpen Ridge in Niseko, with a package price from \$2,500pp (six share), including seven nights accom in a 3 bedroom apartment. Package includes a six-day all mountain ski lift pass, return airport coach transfers from Chitose Int'l Airport, a meet and greet by SkiJapan.com's team and a welcome gift. For details call 1300 137 411.

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## Steve Jones' Say

**AS YOU** will probably be aware, more than a few travel agents have visited Webjet's Facebook page this week and left colourful messages for the online retailer.

And they've not been to wish them a happy new year.

Comments have ranged from "shameful" to "disgusting" to "disgraceful", all relating of course to Webjet's new TV ad which dares to claim it has a broader range of flight choices than a travel agent.

To say it struck a nerve with traditional retailers would be an understatement. They are incandescent.

In some respects you can see why. The ad needlessly suggests the consultant visited by one of the two women in the commercial was an airhead. The fact the pair are supremely smug and self-satisfied only exacerbates the sense of irritation.

Yet I can't help feel agents have overreacted, with some double standards also at play.

For starters - and at risk of attracting the ire of the agent community - can they really put their hand on heart and say online does not throw up a broader range of options? Even if agents genuinely believe they offer an equally wide choice, the advert is hardly breaking new ground and telling consumers what they don't already believe to be true.

More importantly, however, the

anger directed towards Webjet looks a tad hypocritical.

For years I have listened to travel agents bag online firms at every opportunity. Bricks and mortar firms will tell you web-based companies are unreliable, untrustworthy and offer nothing by way of customer service. No doubt that is what they tell their customers.

Online firms are "rip off merchants" according to one of the comments on the Webjet page, and there are many equally disparaging remarks which have been the staple vocabulary of travel agents for a long while.

You could even argue with some merit that the Australian Federation of Travel Agents "without a travel agent you're on your own" tagline is having a veiled pop at online firms, by suggesting they will leave you in the lurch in the event of a problem.

There will always be intense competition between traditional agents and online firms, and occasionally it will boil over, as in this case.

But agents can't have it both ways. If they dish they dirt, they have to take it.

*Travel industry expert Steve Jones is a regular contributor and columnist in TD's monthly sister print magazine travelBulletin - subscribe for just \$30 a year at [travelbulletin.com.au/shop](http://travelbulletin.com.au/shop).*

## New art for Sydney

**DESTINATION** NSW has assisted in securing two new art exhibitions for the 2016/17 Sydney International Art Series.

*Nude: Art from the Tate Collection* will be presented at the Art Gallery of New South Wales and a major exhibition from Japanese contemporary artist, Tatsuo Miyajima will head to the Museum of Contemporary Art.

NSW Minister for Trade, Tourism & Major Events Stuart Ayres said the exhibitions would boost the "impressive reputation of the Sydney Int'l Art Series."

## Boeing 2015 deliveries

**AIRCRAFT** manufacturer Boeing has announced the hand over of 34 787 *Dreamliner* aircraft made during Q4 of 2015, taking its total output of the carbon-composite jet to 135 for the year.

Boeing delivered 762 commercial planes last year, including 98 long-haul 777s and a whopping 495 short-haul 737s (which equates to 1.35 jets every day).

It was a record year for commercial jet production for the US headquartered plane builder, with deliveries up 39 units compared to 2014.

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### Hotel Leisure Sales Manager

**Brisbane, Attractive base + Bonus, Ref: 1415S22**

Calling all experienced Leisure Sales Managers with experience in a Hotel or Resort within Australia. This is a great opportunity to represent a well established and known brand that has strong supplier relations to companies such as Flight Centre & Helloworld Travel. Your position is to ensure you account manage existing relations and also promote the company in trade show events & expos. Revenue and budget management along with competitor analysis are all apart of your job.

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

### Events Travel Coordinator

**Sydney, Salary \$55-65k DOE, Ref: 2098PE1**

My client, a leading group travel and event management company are looking for an experienced Travel Coordinator to join their events team in Sydney. If you are a creative thinker, have strong communication skills, thrive working in a busy environment and have an exceptional eye for detail, then this opportunity is for you! Daily duties include arranging and booking group air, transfers and hotels and working closely with the events managers to ensure smooth sailing for all involved.

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

### Temporary Online Cruise Consultant

**Melbourne, Competitive Hourly Rate, Ref: 2096KF1**

Are you an experienced Travel Consultant with extensive Cruise knowledge? Due to growth, my client is expanding their reservation team and seeking an experienced Cruise Consultant with a genuine passion for Cruise to join them on a temp basis. Book complex cruise itineraries and work on an in-house reservation system. If you have excellent destination knowledge, a passion for cruise and are looking to work flexible hours and earn some extra cash then this is the opportunity for you!

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

### Cruise Consultant

**Adelaide, Competitive Base + Uncapped Comm, Ref: 1906LM1**

My client is looking for a high-achieving Cruise Consultant to become part of their successful team! This is an outstanding opportunity to work in a supportive team environment, work on sought-after lucrative products and be surrounded by fellow experienced consultants! The lucky Travel Consultant will need to have excellent experience within the travel industry and have experience working on cruise bookings! You will be able to work in a fab environment and be rewarded for your endeavours!

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

### Part Time Travel Consultant

**Sunshine Coast, Salary pro rata + Bonus, Ref: 1564S23**

Want work / life balance? No late night trading or weekend work required, flexible days of work (preferably 3 days per week) and supportive management style! This is a great role for an experienced consultant wanting to take a step back from full time hours and to work for a boutique agency that has high repeat clientele and low staff turnover. Passion to provide great customer service is important along with strong attention to detail, good work ethic and time management abilities.

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

### Travel Consultant

**Greater Western Sydney, Salary DOE, Ref: 1390MB1**

Don't miss this amazing opportunity to work closer to home and escape the commute. We are looking for an experienced Travel Consultant who is looking for a refreshing change and wants to stay closer to home. Work for a well-established Travel Agency with supportive management and team, be rewarded for your hard work and be paid what you're worth. No two days will be the same with a mix of face to face and over the phone consulting, bring your high end touch to this agency.

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

### Corporate Travel Consultant

**Melbourne, Uncapped Commission, Ref: 1904TS6**

Are you an experienced travel consultant looking to take the next step in your career? We are on the look out for motivated travel professionals who want the best of both worlds selling both domestic and international travel. You will be working with a friendly team of like minded individuals in a Monday-Friday role. We need a consultant who can build rapport with clients and provide amazing customer service. Attractive salary + super + uncapped commission with loads of famils on offer!

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

### Senior Corporate Consultant

**Perth, \$50-60k, Ref: 1879LM1**

A fantastic new opening for an experienced corporate consultant within Perth! If you are passionate about the travel industry and you are driven by corporate clientele then this role could be your ideal chance to move into a new role and challenge within the industry! This role isn't just another corporate opening this is the chance to work for a company that has a huge reputation in Australia. Further to that this role offers a rewarding environment and the chance to progress your career!

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



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