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Travel Daily

First with the news

Friday 17th June 2016

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QF enhance web check-in

QANTAS has today revealed enhancements to the online check-in experience for domestic flights, with customers using desktop computers or laptops to be issued a digital boarding pass.

Until now, guests that check-in for Qantas domestic services using PCs and laptops were required to print a boarding pass at home or at the airport.

Once checked-in, customers are able to access an e-pass by either clicking a link from an

automatically generated email or SMS, or via the 'Manage Your Booking' tab on qantas.com.au.

Through the digital boarding pass, customers can alter seating assignments and redirect passes to other passengers in the same booking via email or SMS.

Qantas also advised it will be removing QCard Readers from terminals around the country next month, "to ensure we give our customers the best airport experience when in our terminals".

MEANWHILE, QF has opened registrations for the all new Qantas Travel Shows for Business being hosted in coming weeks.

"This year it's all about innovation, hear from our guest speakers to inspire, or come and meet the Qantas team and a host of travel providers on the night," QF is advising trade partners.

To be conducted in Adelaide (06 Jul), Perth (19 Jul), Brisbane (03 Aug) and Canberra (18 Aug), each event will include two sessions at 5:30pm and 6:15pm.

Places are limited - register to attend by **CLICKING HERE**.

Win a trip to Europe!

READERS of this & next month's issues of *Travel Daily's* sister title, *travelBulletin* have a chance at winning a Business class trip for two to one of 39 destinations in Europe, courtesy of Emirates.

The competition coincides with Emirates' 20 year anniversary of flying to Australia.

To enter, simply share a photo of your best experience or memory working with EK along with up to 50 words describing the image.

Submit your photo entry to comp@travelbulletin.com.au.

See **page four** for a recent entry.

HA Bid Up to First

PASSENGERS in Economy class flying with Hawaiian Airlines between Hawaii & North America can now bid to be upgraded to the pointy end of the plane.

The Honolulu-based airline has partnered with Plusgrade to introduce the 'Bid Up by Hawaiian Airlines' auction upgrade.

Bid Up is available to customers with ticketed seats in the main cabin whose itinerary includes at least one segment between the Hawaiian islands & mainland USA.

Eligible guests will receive a Bid Up email around 10 days prior to departure inviting them to bid for an available First class seat.

If successful, bidders will be notified 48hrs prior to departure.

Passengers who take advantage of the upgrade will not only get the comfy seat but also priority baggage handling, expedited check-in, access to HA Premier Clubs and other perks.

Today's issue of TD

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

- Albatross Tours
- Travel Trade Recruitment



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SQ LHR A380 increase

SINGAPORE Airlines is boosting capacity on the London Heathrow route over the Northern Winter period, with the Star Alliance carrier to operate a third daily Airbus A380 from Singapore.

According to GDS displays, SQ will convert flights SQ306/305 to the superjumbo starting 24 Oct.

MEANWHILE, Singapore Airlines advises its website will go offline for a five hour period this weekend, during which time the portal will be inaccessible.

The maintenance will occur on 18 Jun from 1700-2200 GMT.

Scenic 'cruise-only'

SCENIC has released cruise-only pricing on select 2017 European river cruises, providing "greater transparency" for passengers who may have already booked flights and other land content.

Cruises on the rivers of France start at \$4,595 per person twin share, when combined with the early payment discount.

GM sales & marketing Michelle Black said Scenic understands that in many instances, "a river cruise is only part of more extensive travel plans".

Hotels.com Uber button

HOTELS.COM has launched a "Ride with Uber" button in their Android app, allowing customers to seamlessly book an Uber direct to their property.

Users of the app will see the button appear on the homepage and in the reservation section of the app on the day their hotel stay begins.

When the button is clicked, the user's current location and hotel address will be automatically pre-populated within Uber's app.

Dan Craig, senior director of mobile for Hotels.com said the company is one of the first OTAs to offer the service, which is

available in 30 languages.

"Like us, Uber are technology leaders in their field and together we're making it easy for travellers to get to their hotel in a hassle-free way, so they can start their trip sooner," Craig said.

"We're always looking for ways to enhance our in-stay mobile offering, so watch this space for more exciting features coming soon," he hinted.

EC nod for IranAir

THREE Indonesian carriers have been cleared from the European Commission's aviation blacklist, paving the way for them to begin operations to hubs in Europe.

Citilink, Lion Air and Batik Air, along with all airlines certified in Zambia, Air Madagascar and Iran Air were all given the nod to launch or resume operations to the EU on the freshly updated Air Safety List.

The list still contains 216 airlines banned from operating to the European Union, which includes Blue Wing Airlines of Suriname and Iraqi Airways of Iraq.

View the banned list [HERE](#).

SOT booking spike

BOOKING numbers on the *Spirit of Tasmania* have cracked the 400,000 passenger mark for the 2015/16 financial year, with a few weeks to improve further.

Yesterday, Tasmania's Minister for Infrastructure Rene Hidding said *Spirit of Tasmania* operator TT-Line had achieved 407,000 pax so far this FY, while forward bookings for 16/17 were up 6.2% "with no sign of slowing down".



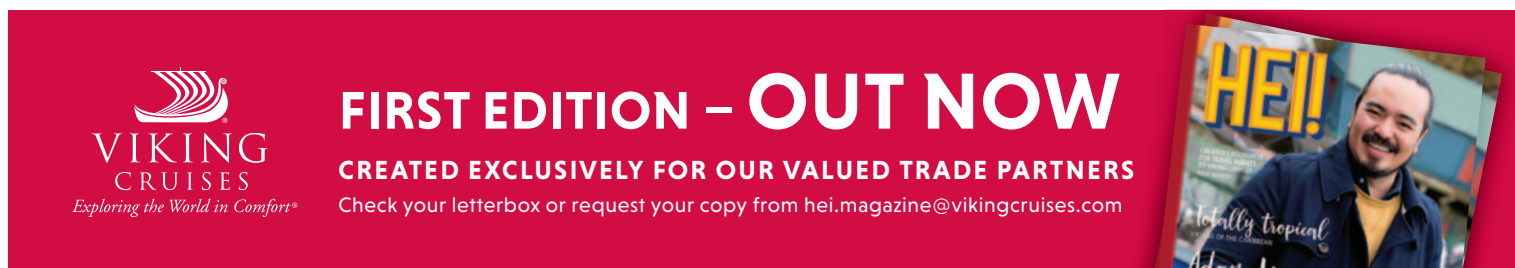
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Travel Daily

First with the news

Friday 17th June 2016



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OR VISIT US AT

www.aaappointments.com.au

Airline complaints rising

AIRLINE grievances in Australia climbed 6% in 2015 to 1,204 when compared to the prior corresponding period, according to the latest results published by dispute resolution group, The Airline Customer Advocate.

Refund requests, flight delays and cancellations, fees and charges represented the largest areas for customer dissatisfaction, with an increasing number of people contacting The Advocate for mediation since its inception in 2012 according to Julia Lines, from Airline Customer Advocate.

Lines revealed that resolution rates improved to just under 62% (61.25%) with a total of 1,354 telephone inquiries received.

"Although complaints have increased, 89.31% of customers agree or strongly agree the Advocate was independent during all of its interactions," commented Lines, "This is up from 88.10% in 2014".

The findings also saw complaint finalisation timeframes drop from 18.3 calendar days to 16.2 - an overall decrease of about 12%.

"This improvement corresponded with 90.60% of customers agreeing or strongly agreeing their complaint was managed in a timely way," remarked Lines.

The Advocate has also included a breakdown of major events in 2015 which may have affected complaint levels, citing Tropical Cyclone Marcia in Feb; volcanic ash in Bali in Jul, Aug and Nov; and severe weather conditions at Wellington and across New Zealand during May.

The findings are in relation to services provided by participating airlines Jetstar, Qantas, Regional Express, Tigerair Australia and Virgin Australia.

A total of 691 complaints were resolved by the Advocate.

CLICK HERE for full findings.

Crown spin-off Macao

BUSINESS mogul James Packer is set to spin off his Australian Crown assets into a newly listed entity in a bid to shield the businesses from its under performing counterpart in Macao, Melco Crown Entertainment.

"We believe that Crown Resorts' extremely high quality Australian resorts are not being fully valued and the Crown Resorts share price has been highly correlated to the performance of its investment in Macao," Rob Rankin, chairman Crown Resorts told the *Sydney Morning Herald*.

Under the proposed demerger the group plans to package its stake in MCE, its investment in the Alon development in Las Vegas, its 20% holding in restaurant chain Nobu, and its 50% holding in Aspers casino, and Caesars into a separately listed holding company; with Crown to continue to own and operate its gaming and accommodation business in Australia.



Window Seat

WHO needs a dentist if you've got a helicopter?

A man in the US has come up with an ingenious way to remove his son's wiggly tooth - with a piece of string and a chopper.

Rich Rahim (**pictured**) shared a video to Facebook showing his son standing outside with a string attached to his loose tooth, with the text reading: "Problem: Loose Tooth, Solution: Helicopter".

The video depicts the whirlybird taking off, creating tension on the string to remove the offending tooth.

CLICK HERE to view the video.



QUEST BELLA VISTA

OPENING 20 JUNE

Quest Bella Vista is Quest's newest purpose-built apartment hotel just 30 minutes north-west of the Sydney CBD, featuring 147 fully self-contained studio, one, two and three bedroom apartments.

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

Friday 17th June 2016



Snow Conditions

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

Here's the latest snow reports:

- Falls Creek - ocm / 2 lifts
- Perisher - ocm / 4 lifts
- Thredbo - ocm / 3 lifts
- Charlotte Pass - opens 24 Jun
- Mt Hotham - 3cm / 0 lifts
- Mt Buller - 20cm made / 2 lifts
- Coronet Peak - 15cm / 4 lifts
- The Remarkables - 40cm / 0 lifts
- Mt Hutt - 28cm / 3 lifts
- Cardrona - 30cm / 6 lifts

Northeast fleet boost

THREE new luxury coaches have joined NorthEast Coachlines' HothamBus and FallsBus fleet.

The 49-seaters have on board entertainment systems, wi-fi, USB charge ports and toilets.

NorthEast Coachlines has just released its 2016 'Family Pass' coach fares priced from \$399 for two adults and one child, see northeastcoachlines.com.au.

qualia gets a new gm

KYLE LaMonica has been named the new gm of Hamilton Island's luxury resort, qualia.

LaMonica brings over 20 years' experience in hospitality and tourism to the job.

SIA May figures

PASSENGER carriage for Singapore Airlines systemwide dropped 2.9% in May when compared with last year, with passenger load factor (PLF) dropping 0.9% to 72.7%.

The East Asia region was the only area to see an increase in PLF, with the airline citing softer passenger decline as a cause for the decrease in the other regions.

Scot had a big month, with pax carriage up 56.9% year-on-year and capacity growing 60.1%.

Pax load factor for the South West Pacific slid 2.9 pts to 74.6%.

Chiva Som enhanced

WELLNESS resort Chiva Som, in Hua Hin, Thailand is introducing four new retreats with a required 10 night's minimum stay.

New additions include the Sustainable Slimming retreat, where guests undertake a comprehensive physical activity program, supported by nutrient-rich meals and physiotherapists.

Also new is the Tension Release program for guests who have high blood pressure, Cranial Relief for those who suffer from migraines and headaches and Emotional Wellbeing retreat, which zones in on controlling stress, mood and overall wellbeing.

SLH new members

FOUR new properties have joined the Small Luxury Hotels brand, which offers agents 10-20% commission when booking through SLH channels.

The new hotels are The Terrace Club at Busena in Okinawa, Japan; Le Clos Saint Martin Hotel and Spa in Île De Ré, France; The Grand Hotel Centrale in Barcelona and The Principal Madrid in Spain.

Hayne FJ ambassador



FIJI Airways has recruited rugby union sevens and ex-Parramatta Eels star Jarryd Hayne as their global airline ambassador.

Hayne will support Fiji Airways' efforts to promote the South Pacific island paradise to key markets, including residents in FJ's new US hub of San Francisco.

"I hope that I can help encourage more people - be them Aussie, Kiwi or American - to travel to Fiji," Hayne said.

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Celebrating with Emirates!



ALWAYS Dive Expeditions' Abigail Grier submitted the above image for the **travelBulletin** photo comp (see **page 1**) which is running throughout Jun and Jul.

Abigail shared the above image of herself with her husband and their favourite EK encounter.

"Happily wed & flying home

with Emirates! The client service & high standard we were treated to on Emirates made the flights part of the honeymoon; it simply was more than just a flight to our destination. Joyous memories from start to finish," Grier said.

For more info on **travelBulletin's** exclusive comp, **CLICK HERE**.



BACK-ROADS TOURING COUNTRY MANAGER AUSTRALIA AND NZ

Based: Brisbane, QLD 4001
Department: Sales/Marketing
Reporting to: Global General Manager

Role Overview

The Country Manager will have responsibility for leading the Back-Roads brand within the Australia and New Zealand markets with a focus on delivering strong growth in sales from a direct and trade audience.

Outstanding commercial acumen, sound people skills and a passion for hitting targets and developing a business our Country Manager will be a senior member of the Back-Roads leadership team contributing to the global business strategy as well as leading the regional team.

You'll own our approach in the Australian and New Zealand markets encompassing sales, marketing and customer service and working closely with the Head of Global Marketing, leading and managing BDM's nationally and maintain strong trade partnerships at a senior level.

FOR FULL INFORMATION OR TO APPLY FOR THE ROLE, PLEASE CONTACT / SEND CV AND COVER LETTER TO:
elyse.childs@backroadstouring.com.au

Please note: Applicants must be available for interviews the week commencing 4th July 2016.

Friday 17th June 2016

Disneyland China opens at last!



THE first Disney resort in mainland China, Shanghai Disneyland - initially slated to begin welcoming guests in 2014 - was officially opened yesterday amid much fanfare.

The grand opening extravaganza included a ribbon-cutting ceremony at the Enchanted Storybook Castle, a stream of Disney characters and six performers wearing enormous, colourful flags to represent the six lands of Shanghai Disneyland.

Tens of thousands of guests swarmed Shanghai Disneyland on its opening day, exploring its attractions & live entertainment.

Thousands more visited the resort's Wishing Star Park recreational area and Disneytown, a retail, dining and shopping district.

Silver Galapagos rejig

SILVERSEA will sail two revised seven-night cruises alternatively in the Galapagos from 25 Mar 2017 on the *Silver Galapagos*.

Cruising Sat to Sat, the itineraries see the addition of San Cristóbal as a new arrival or departure port.

The new north central itinerary departs Baltra for San Cristóbal with the debut of a circumnavigation of Isla Daphne Grande and the western itinerary travels San Cristóbal to Baltra.

Boasting the biggest, tallest castle in any Disney park, the park has the first pirate-themed land and Disney's most technologically advanced park to date.

Pictured at the Enchanted Storybook Castle officially opening the park are Bob Iger, chairman and ceo of The Walt Disney Company (right) joined by Chinese CPC Politburo members Wang Yang, State Council Vice Premier (middle) and Han Zheng, Party Secretary of Shanghai (left).

MCB congress win

FOR the first time, the 11th World Congress on Developmental Origins of Health and Disease will be held in Melbourne in 2019.

The four-day event is expected to attract over 800 scientists, clinical researchers, obstetricians, paediatricians, public health professionals and policy leaders.

To be held at the Melbourne Convention and Exhibition Centre, the event is the only worldwide gathering in the field.

QF \$999 USA airmiles

UNTIL 20 Jun Qantas is offering \$999 Economy return flights from Sydney to San Francisco, Los Angeles and Dallas/Fort Worth plus \$1,299 Economy return flights from New York.

Secure the fares **HERE**.



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To get involved in our August features email Lisa at lisa@travelbulletin.com.au

Sounds Air CHC/BHE

NEW Zealand carrier Sounds Air will launch twice daily week-day flights between Christchurch and Blenheim from 01 Aug, the same route axed by Air New Zealand.

MD Andrew Crawford said the route was of "critical importance".

JU Elevate Play IFE

A FREE inflight entertainment streaming service, Elevate Play, has been introduced on Air Serbia's narrow-body Airbus A319 and A320 aircraft, accessed by downloading the app prior to or during the flight.



A vacancy exists in the Commercial Division for a **Contracting Manager**.

Located in North Sydney, this role reports to the Head of Contracting, Land, Cruise & Coach. The role is responsible for negotiating and managing the commercial relationship between helloworld head office and a varied portfolio of preferred partners including Wholesalers, Car Hire, Insurance and Foreign Exchange partners.

Key responsibilities include:

- Negotiating commercially favorable contractual terms with partners.
- Undertaking regular portfolio reviews to ensure commercial commitments and targets are met.
- Developing and implementing mutually agreeable Business Plans with all partners, highlighting the key objectives and goals for the term of the agreement.
- Collaborating with Product, Advertising & Sales teams to build activity plans which ensure targets & goals are met or exceeded.
- Identifying booking trends or issues and making appropriate recommendations to mitigate any potential risk to performance.
- Assessing the full portfolio of partners to ensure the most relevant suppliers are contracted with HLO and making change recommendations where required.

Essential knowledge and experience:

- Tertiary qualifications in Business or Commerce are desirable.
- Previous experience in the travel industry is also highly desirable.
- A proven record in successfully closing profitable commercial agreements and driving sales to achieve revenue targets.
- Understanding of the retail travel market and its various distribution channels.
- Demonstrated ability to work under pressure, meet deadlines and implement creative thinking in all market conditions.
- Good analytical skills.
- Computer literacy in Word, Excel and PowerPoint.
- Strong public speaking skills and presentation skills.
- Understanding of supplier / procurement contracts and legal processes.

Core Competencies:

- Results Driven
- Strong Commercial Acumen
- Customer Focus
- Company Culture Focus
- Takes initiative
- Self-motivated
- Well organized with high attention to detail.
- Works effectively as part of a team.
- Exercises clear communication and interpersonal skills.
- Ability to prioritise tasks quickly under pressure to meet deadlines
- Presentation Skills

Please submit your application to careers@helloworld.com.au
Only short listed candidates will be contacted.

Malindo Air website

TO TAKE advantage of Malindo Air's mid year deals reported in yesterday's issue of *Travel Daily*, visit malindoair.com/au, not malindoair.com.au as linked.

Shangri-La heads Down Under



THE latest Shangri-La Hotel & Resort offerings from Asia Pacific and the Middle East were on display last night at Shangri-La Hotel, Sydney for the hotelier's Australian Sales Mission.

The two-city trade show saw Shangri-La's key sales and marketing representatives meet hundreds of agents at Melbourne's ZINC Hotel on Tue night and in Sydney last night.

They spoke of exciting upcoming openings including The Kerry Hotel in Hong Kong, slated to be completed in the fourth quarter of this year, becoming the 100th property in the Kerry Hotels by Shangri-La Group.

Recent debuts were discussed on the evening such as the Shangri-La Hambantota Resort & Spa which opened to guests in

Sri Lanka this month, bringing the brand to the island nation for the first time.

Pictured are Sandra Cahill, sales manager Australia from Oman Tourism and Philippe Renaud of Shangri-La Barr Al Jissah Resort and Spa, Sultanate of Oman at the event.

Cheapflights Chat

CHEAPFLIGHTS.COM.AU has unveiled Cheapflights Chat - a new Facebook messenger bot which enables the social network's global community to use the platform to search for deals ahead of travel.

A hotel search functionality has also been integrated along with a currency exchange search tool.

AS to retain VX brand?

ALASKA Airlines ceo Brad Tilden has expressed interest in holding onto the Virgin America brand, running the low-cost carrier as a separate entity to it's mainline operation.

A decision has yet to be made, however Tilden commented many European carriers have kept their own identities following mergers.



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.

Stay four nights at **Mission Hills Resort** in Haikou, China and play two rounds of golf for \$1,999 including airfare and airport taxes with China Travel Service. Call (02) 9372 0045 for more information.

Book a **PARKROYAL** Getaway at any participating **PARKROYAL** hotels or resorts and enjoy a complimentary breakfast. The deal is valid from now until 15 Sep. **CLICK HERE** to book.

Captain Cook Cruises has slashed the prices on its Christmas in Jul sailings on board the *PS Murray Princess* by 25%. Available cruises include selected three, four and seven night Christmas-themed itineraries exploring the Murray River - murrayprincess.com.au for more.

SeaLink transfer offer

SEALINK is offering free return ferry transfers for two and a discount voucher booklet for anyone booking their car, caravan or camper trailer on a Kangaroo Island Sealink ferry before 15 Sep - visit sealink.com.au for more.

Finolhu debut

FINOLHU, a new resort in the Maldives, has officially opened. The retro-inspired retreat is situated within the UNESCO biosphere reserve of Baa Atoll and features 125 villas fitted with luxury amenities.



Lufthansa is giving **TD** readers the chance to win a Famil Trip for two to Frankfurt, valued at over \$5,000. The prize includes:

- Two return Economy Class to Singapore and Lufthansa Premium Economy class ticket to Frankfurt
- 5 days within 1 month German Rail Pass in First Class
- 2 Nights at Best Western Hotel Macrander in Dresden, a City Tour, and 2 Day Dresden Public Transport Card
- 2 Nights Hotel accommodation in Frankfurt, a City Tour, and 2 Day Frankfurt Public Transport Card

Click **HERE** to learn more about Lufthansa Premium Economy Class and visit www.Germany.travel for more information.

To win, have the most correct answers and the most creative entry to the final question. Send them to lufthansa@traveldaily.com.au

Q12. Do Premium Economy passengers receive an amenity kit on board?



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.

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Luxury High End Travel Consultant

Sunshine Coast, Great Salary + Commission, Ref: 2338KH1

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For more information please call Kate on
(07) 3123 6107 or click [APPLY](#) now.

Fares and Ticketing Consultant

Sydney, \$45-50k + Super DOE, Ref: 2303PE1

My clients customer support team is made up of experienced industry professionals, who provide the best service and support to their customers. This service can range from answering flight information questions, to managing schedule changes, ticketing and assisting customers with booking changes. I am looking for new team members that have strong GDS skills & airfares knowledge along with patience and understanding to assist passengers with their requests. If this sounds like you please apply.

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

Leisure Travel Consultant

Melbourne, \$45k + Excellent Bonus, Ref:1234SO6

Are you a travel consultant who is looking for the perfect opportunity to take your career to the next level? This exceptional and exciting company are looking for someone to join their team and this person will enjoy all the benefits of working with one of the best cultures in the business. With amazing perks, travel opportunities and a chance to really grow your career, you will be on track for success. This is a great role and requires a brand ambassador, who loves building relationships.

For more information please call Sarah on
(03) 9988 0616 or click [APPLY](#) now.

Travel Consultant

Adelaide, Circa \$50k, Ref: 2260LM4

Continually expanding, my client is seeking an experienced travel consultant to join their successful Leisure Travel Agency. This is a fast pace working environment that offer ongoing support, training and travel perks! The ideal candidate will have a minimum of 2 years retail travel experience, GDS skills and strong destination knowledge. You will join a small team of travel professionals to sell packaged holidays including cruise holidays. Located Adelaide CBD and interviewing.

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

Digital Marketing Manager

Brisbane, Salary Negotiable, Ref: 2328SZ1

If you are a marketing specialist & have experience in working autonomously and meeting deadlines then look no further. You will have a flexible working environment where you will be given the option of working a couple of days per week from your home office. You will be looking after the company website, social media sites and a database of over 20,000 customers. Our clients are looking for someone who is able to manage themselves and come up with ideas for different marketing campaigns.

For more information please call Serena on
(07) 3123 6107 or click [APPLY](#) now.

Temp Travel Consultant

Lane Cove, Competitive Hourly Rate, Ref: 2325HC1

Are you passionate about the travel industry and selling holidays? We have an excellent temp assignment available in an established travel agency in Lane Cove. The ideal candidate will have solid travel retail experience and be confident in a customer facing role. We are looking for someone who is proficient in selling worldwide destinations and has excellent customer service skills. In return you will be rewarded with a competitive hourly rate and flexible working hours.

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

Inbound Travel Consultant

Hobart, \$45k + Super, Ref:0664KF1

Are you a Tasmania travel specialist? This is a fantastic company who are looking for a wonderful Inbound Travel Specialist to join the team, offering amazing product to direct customers and agents. You will be offering a range of services, from hotels, car hire, day trips, special interest tours - you name it. This is a fantastic team with brilliant support and a Monday to Friday role. This is a rare role for Hobart and we need exceptional people for this outstanding team.

For more information please call Kate on
(03) 9988 0616 or click [APPLY](#) now.

Temp Travel Consultant

Perth, Competitive Hourly Rate, Ref:1000LM1

We are seeking a strong Corporate Travel Consultant to assist on a 4 week assignment with a boutique Corporate Travel Agency. Join a small team of travel professionals to look after various corporate accounts to assist with their travel itineraries. This is only a temporary assignment so we are seeking candidates with flexible hours and that are only keen on short term work. Corporate travel consulting experience is required, along with GDS knowledge with ticketing skills and crosscheck.

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



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