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Monday 27th June 2016

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SQ aircraft catches fire

NO PASSENGERS or crew have been injured in an incident at Singapore's Changi Airport this morning, when a Singapore Airlines Boeing 777 caught fire during an emergency landing.

Flight SQ368 from Singapore to Milan turned back to its origin about two hours after departure, after its pilot reported engine problems, with the *Straits Times* reporting a fuel leak.

As the plane touched down the passengers reportedly clapped and cheered, but then became somewhat concerned when the right engine burst into flames.

The carrier said the blaze was extinguished by emergency services with no injuries to the 241 people on board.

"Passengers disembarked through stairs and were transported to the terminal

building by bus," Singapore Airlines said in a statement.

An alternate aircraft and crew has been organised to take the passengers to Italy, while videos of the blaze have already attracted hundreds of thousands of views on social media.

Escarpment expands

THE Escarpment Group, which owns the Hydro Majestic Hotel and Lilianfels in the NSW Blue Mountains, has purchased the Peppers Convent Hotel in the Hunter Valley.

It's the first move by the company outside of the Blue Mountains, with the 17 room Convent property and its associated fine dining restaurant Circa 1876 sold as a going concern alongside a ten year management agreement with Mantra Group.

The \$5m deal was a "strategic investment for Escarpment Group and further demonstrates our commitment to regional tourism in Australia," according to Escarpment gm Ralf Bruegger.

Today's issue of TD

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

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HA Philippine c/share

PHILIPPINE Airlines has launched a new codeshare pact with Hawaiian Airlines, which will see the PR code being placed on several inter-island services including Honolulu to Hilo, Kona, Lihue & Kahului effective 20 Jun.

Brexit to hit aviation - IATA

THE International Air Transport Association has predicted a decline in UK air passenger numbers of up to 5%, as the impact of Britain's exit from the European Union hits economic activity and exchange rates.

According to a preliminary analysis issued by IATA yesterday, the Brexit vote has triggered much uncertainty, with IATA's outgoing director-general Tony Tyler saying "it is critical that whatever form the new UK-EU relationship takes, it must continue to ensure the common interests of safe, secure, efficient and sustainable air connectivity".

Key issues include aviation regulation, with the EU operating a Single Aviation Market including an open skies agreement with the USA negotiated in 2008.

Brexit could mean the UK will need to negotiate new bilaterals which will depend on its future relationship with the EU, which accounts for 49% of passengers and 54% of scheduled commercial flights from Britain.

An immediate impact of the vote has seen a slump in the British pound, which makes it cheaper for Australians to travel to the United Kingdom - and conversely will hit the costs of inbound travellers from Britain arriving in Australia.

AFTA ceo Jayson Westbury said he doesn't expect there to be any immediate impact on leisure

travel by Australians.

"The UK has always been an expensive place for Aussies to go, but we go anyway...the positive exchange rate that we see now and which is likely to get even better for Aussies is a good thing, for those who plan to go over the next six months or so," he said.

VisitBritain didn't comment on the Brexit issue specifically, with a spokesperson telling **TD** "we offer a warm welcome to our many visitors [and] are anticipating a strong summer holiday season".

EK hit by fare glitch

EMIRATES has reportedly sold 300 fares between Brazil and Australia for just \$214, with the carrier attracting controversy for refusing to honour the bookings.

The bargain return fare was bookable departing Sao Paulo to Brisbane, with a Gold Coast resident among the 300 people who snatched them up.

After receiving confirmations and itineraries from the carrier, the affected clients were later contacted and told the bookings had been cancelled.

Emirates blamed a technical error for issuing the fares at zero value plus taxes and charges.

"The issue occurred on Jun 16, 2016 and lasted for approximately three hours," an EK spokesperson was quoted as saying by *News Limited*.

Qantas on Snapchat

QANTAS has become the first Aussie airline to launch a Snapchat profile, with content to be generated fortnightly by the cabin and ground staff.

Snapchat users can add the airline as a friend @Qantas.



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Monday 27th June 2016

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ALL OUR 2017 EUROPE RIVER CRUISES

SCENIC°

China Airlines strike

INDUSTRIAL action by China Airlines' flight attendants led to a series of delays and flight cancellations over the weekend.

CI is offering reimbursement to those whose flights had been affected from 00:00 25 Jun to 23:59 26 Jun due to the strike, which will cover loss in airfare, ground transportation, as well as accommodation and meals.

The carrier issued a statement on its site apologising to passengers for the delays - to view more, [CLICK HERE](#).

QantasLink flights

QANTASLINK flights between Brisbane to Barcaldine and Barcaldine to Longreach have been temporarily suspended due to runway repair works at Barcaldine Airport.

Agents can use waiver code 443119 to rebook or reroute at no additional cost.

[CLICK HERE](#) for more info.

DFAT backs Zika warning

THE Department of Foreign Affairs and Trade (DFAT) is backing its decision to update its travel advice on Smartraveller on the spread of the Zika virus in Indonesia, despite the Bali Hotels Association (BHA) last week slamming the government agency for "replicating fears that are not founded" (*TD* 24 Jun).

A spokesperson from DFAT told *Travel Daily* that "the Australian Government is aware of a cluster of cases of Zika virus in people with recent travel history to Indonesia."

"Our travel advice for Indonesia was reissued on 17 Jun advising that Indonesia was experiencing sporadic transmission of Zika virus to reflect this," she said.

She remarked that DFAT's advice on the Zika virus was similar to statements provided by other countries such as the UK, Canada and New Zealand.

"Australia is not the only country

to apply this advice to Indonesia...

The European Centre for Disease Prevention and Control also includes Indonesia as a country with ongoing transmission of Zika," she continued.

DFAT continues to encourage Australian travellers to subscribe to its updates and register their travel plans.

More Darwin taxis

THIRTEEN extra taxi licenses will be issued in Darwin next week, in a bid to reduce pick-up times, better meet customer demands, and to put more cabs on the road.

Around 85 applications have been received in total, with the licenses to be released by a ballot system, said NT Minister for Transport Peter Chandler.

The ballot open to the public and will be drawn by the Taxi Ballot Steering Committee.



Window Seat

TOURISM Australia's ceo John O'Sullivan (pictured below) has been sleeping rough, but all in the name of good cause.

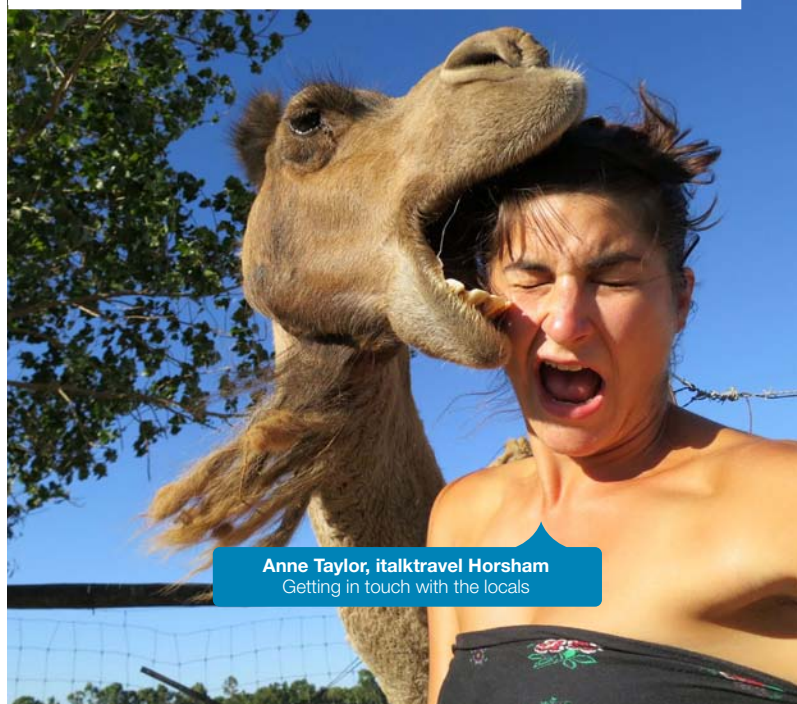
Hundreds of top bosses across the country braved the cold last week to sleep on the streets as part of the Vinnie's CEO Sleepout to experience what it is like to be homeless and to raise funds for the cause.

So far O'Sullivan has reached \$33,635, almost smashing his target of \$34,000.

You can help him reach his goal [HERE](#).



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2016 Jelly Bean Ball so sweet



SCORES of travel industry people turned out last Sat night at Sydney's Four Points by Sheraton hotel for the Danii Foundation's 2016 Jelly Bean Ball.

Set up by Donna and Brian Meads-Barlow from DBT Corporate/CruiseScene, the foundation aims to raise funds and awareness of type 1 diabetes which tragically took the life of their daughter Daniella in 2011.

The high profile event attracted support from across the sector, with Helloworld for Business the gold sponsor of the ball which also saw a host of celebrities in attendance - including heartthrob Justin Melvey (*Home & Away*, *Days of Our Lives*, *Dancing with the Stars*) who is the foundation's celebrity ambassador and is pictured above with Donna



Meads-Barlow.

Inset are Joyce Weir from Hawaiian Airlines with Helloworld's Mike Thompson.

Lots more photos from the event at facebook.com/traveldaily.

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Eurowings Europe

EUROWINGS Europe launched its inaugural flight from Vienna to Alicante last week.

It's first Airbus A320 aircraft will be based in Vienna, with the fleet to grow to three by Oct.

The low cost carrier hopes to transport one million pax in its first full year of operations, said md Robert Jahn in a statement.

Bidroom.com funding

TRAVEL start-up Bidroom.com has secured €1 million in funding from informal investors, which will help it expand its European operations and worldwide reach.

Bidroom works by offering discounts on the lowest available rates advertised online by competitors, with users able to search for hotels and compare different room rates.

Funding will be used to grow its sales teams in Berlin, Athens and Barcelona.

Lux forum lineup

LUXPERIENCE has announced its line-up for the Thought Leaders Forum.

Comedian and radio DJ Tim Ross will be hosting the evening, with adventurer James Catrissio to deliver a keynote presentation on mindset and strategic planning.

Other session speakers include Anne Biging, ceo, Healing Hotels of the World; Chris Flynn, ceo, PATA and social media expert Annabelle Smith from Social Playground.

Mt Gambier upgrade

THE South Australia government will inject \$2.95 million worth of funding towards upgrading the Mount Gambier Airport.

SA Minister Leon Bignell said the tourism potential for the region is enormous and the upgraded airport will "no doubt have a positive impact on improving the region's economy".

The upgrade will see to it that larger aircraft will be accommodated, paving the way for additional services with more passengers and freight.

VisitBritain campaign

IN CELEBRATION of Disney's *The BFG* movie, adapted from the novel of the same name by beloved children's author Roald Dahl, VisitBritain has launched a six week digital and social media campaign showcasing what makes Britain a "GIANT and family friendly tourism destination".

The £350,000 campaign will see to it that "magical, mysterious and dream like" moments that can be experienced in Britain will be broadcast across all of VisitBritain's social media channels, tagged with #OMGB (Oh My Great Britain).

VisitEngland/VisitBritain ceo, Sally Balcombe, said their collaboration with Disney on *The BFG* is a fantastic opportunity to promote the destination to a global audience of millions.

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NT 4WD green light

THE Northern Territory Government has renewed a Memorandum of Understanding (MoU) with the Four Wheel Drive Association NT to give 4WD enthusiasts off road access in the territory's national parks.

The areas covered by the MoU include tracks within Litchfield National Park and Mary River National Park however access will not be granted to certain areas that are deemed culturally significant.

The MoU is valid for three years with the option for it to be further extended.

Centurion Lounge

THE seventh Centurion Lounge globally and the second in Texas has opened in Terminal D of Houston's George Bush Intercontinental Airport.

The lounge features a menu by chef Justin Yu and a full bar along with noise buffering work spaces, private phone areas, a family room, an art installation by local Houston artist Patrick Renne and access to high speed wi-fi.

Open from 5:30am to 9pm daily, the area is complimentary for those who hold consumer, Business and Corporate Platinum and Centurion Cards.

Iran buys 100 Boeings

IRAN is set to buy 100 Boeing planes subject to approval by US treasury authorities with 250 of the country's 230 passenger planes needing to be replaced.

Pullman Sydney Airport debut



PULLMAN Sydney Airport celebrated its opening in style last Thu with a Pullman Art Night featuring a showcase of contemporary artwork by Gillie and Marc.

More than 200 people attended the launch of the 229-room, five-star hotel which will service the Sydney Airport precinct.

Guests in attendance were entertained by a roving magician and live band 'Myall High Club', whilst enjoying a pop-up champagne bar, gin bar and freshly shucked oysters.

Chief operating officer of AccorHotels Pacific, Simon McGrath said the upscale hotel

would be "an important addition to Sydney's hotel scene which is experiencing consistently high occupancies, and help to accommodate the 40 million passengers which pass through Sydney Airport each year".

To mark the opening room rates are starting at \$229 per night including wi-fi.

Mexico DFAT update

DFAT is warning Australian travellers to exercise a high degree of caution in Mexico with large protests in Oaxaca resulting in the death and injury of protestors and police.

Further protests are expected in the states of Oaxaca, Chiapas, Guerrero and Michoacán and Mexico City.

Travellers are advised to avoid public gatherings and demonstrations as they could turn violent.

UA LHR-IAH change

UNITED Airlines will reduce its Houston to London Heathrow service from thrice to twice daily from 29 Oct with the airline changing to a 777-200ER.



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.
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- Strong public speaking skills and presentation skills.
- Understanding of supplier / procurement contracts and legal processes.

Core Competencies:

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- Company Culture Focus
- Takes initiative
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- 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

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Pacific Pearl delay

PACIFIC Pearl was slightly delayed arriving in Sydney this morning due to adverse conditions returning from Auckland.

The ship was slowed for passenger comfort and the delay will not affect the next sailing.

MEANWHILE Virgin Australia has issued the waiver code BW000010 for guests affected by the delay who are needing to change their travel plans.

The code is valid for guests holding a VA ticket issued on or before 26 Jun with a departure date of today.

Guests can change their travel plans to no later than three days from the original travel date with the code valid until 23:59 tonight.

Hotelplanner p'ship

HOTELPLANNER.COM has partnered with Reservations.com to expand its accommodation offering to the group travel segment.

The mutually beneficial deal will strengthen the companies presence in both the individual and leisure travel space but also the group travel marketplace.

Airnorth EOFY sale

REGIONAL Darwin-based airline, Airnorth is running an End of Financial Year Sale, offering Timor-Leste flights from Dili-Darwin from \$90.

Also discounted are fares for Cairns, Toowoomba, Melbourne, Broome, Katherine & Townsville.

Travel periods are 11 Oct-07 Dec and 18 Jan-05 Apr and the sale will run until 03 Jul or sold out.

See www.airnorth.com.au.

Hampton Inn opens

THE 94-room Hampton Inn & Suites by Hilton Truro has opened off Trans-Canada Highway, near Truro Business Park and less than 40 minutes from Halifax International Airport.

The accommodation offers a 24-hour business centre, free Wi-Fi, an indoor pool and a fitness centre.

Baldanza's NewLeaf

FORMER Spirit Airlines' ceo, Ben Baldanza will chair Canadian start-up company NewLeaf Travel.

Newleaf president Jim Young described Baldanza as an "industry pioneer" for his work guiding low-cost carriers.

"He built Spirit into one of the world's most profitable airlines and we are thrilled he will help steer our experienced and knowledgeable management team," he said.

Mercure debuts Deck

MERCURE Gold Coast Resort has launched a new outdoor entertainment space.

The Deck can cater for 80 guests banquet style or 150 delegates in a cocktail setting.

The space is the latest instalment in the Mercure's multi-million dollar refurbishment which kicked off last year.



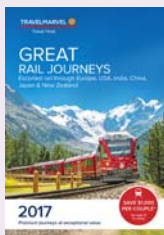
Brochures

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.



APT - China & Japan 2017

New land tours and two styles of ocean cruising feature in APT's China & Japan 2017 brochure. Four Japan itineraries with travel styles ranging from bullet train to coach travel have made their way in, with highlights including meeting a Maiko (apprentice Geiko); visiting the Hiroshima Peace Memorial Museum and spending a full day at World Heritage-listed city of Gyeongju. In China, the most popular tour is the 13-day Best of China, which travels from Beijing to Shanghai and includes a four-night river cruise aboard the Sanctuary Yangzi Explorer and then two nights in Xi'an.



Travelmarvel - Great Rail Journeys 2017

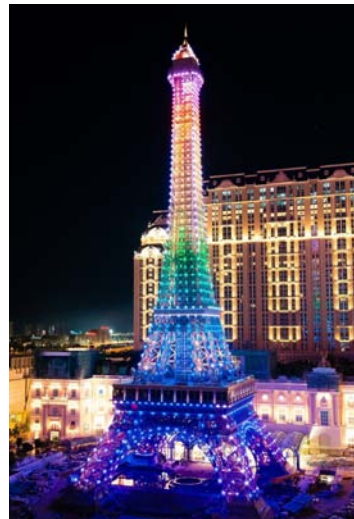
Travelmarvel has extended its Great Rail Journeys portfolio beyond Europe in 2017 to include USA to India, China, Japan and New Zealand. A total of 31 itineraries are inside, with each departure accompanied by an English-speaking Tour Manager. Highlights include the 14-day India's Palace on Wheels, with seven-nights on board the Palace on Wheels train; 14-day Across the Roof of the World, which includes stops at the Great Wall, Terracotta Warriors and the Forbidden City and 13-day Tracks of the Deep South, starting in Atlanta and concluding in Houston.

The Parisian Macao lights up

THE Parisian Macao has showed off its Eiffel Tower illumination light show at a preview night, ahead of the resort's opening in mid-Sep.

Half the size of Paris' monument, the recreation will have two elevators up to the top observation deck of the tower.

Guests of The Parisian Macao will have a choice of approx 3,000 rooms; more than 150 boutiques; daily entertainment from French-themed Streetsphere characters; an abundance of dining options and a 1,200-seat Parisian Theatre.



WA China mission

APPLICATIONS are now open to be part of Tourism WA's Western Australia China Travel Mission in Shanghai, which will go from 23-26 Oct.

The annual delegation aims to increase awareness of Western Australia as a holiday destination for Chinese visitors, enabling WA operators to connect with key trade partners in China.

WA tourism businesses are being invited to apply to participate by **CLICKING HERE**.

Air Serbia Jun sale

UNTIL Wed 29 Jun, Air Serbia is offering discounted fares flying from Sydney, Brisbane and Melbourne to Europe for travel 11 Jul 2016-30 Apr 2017.

Return flights to Belgrade lead in at \$1,500, while trips to Split, Banja Luka, Dubrovnik and more start at \$1,600.

T and E class fares have a travel period of 27 Sep-22 Nov and 16 Jan-28 Mar.

Weekend surcharges apply. See www.airserbia.com.

Win a luxury hamper



To celebrate Rocky Mountaineer's biggest offer of the year we are giving **Travel Daily** readers the opportunity to enter to win a Luxury Rocky Mountaineer Hamper.

To win, have the most creative answer to the following question and send it to rocky@traveldaily.com.au

In 25 words or less, what route would you take on Rocky Mountaineer and why?

Thanks to the Early Booking Bonus travellers booking eligible 2017 Rocky Mountaineer packages of 8 days or more can receive an added value of \$1000 per couple to enhance their Western Canada and Pacific Northwest adventure. There are several enticing options that the credit can be used for including extra hotel nights, sightseeing & gourmet dining. The Early Booking Bonus is in effect now until 26 August. Visit rockymountaineer.com

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IHG's best feet forward



THIS team from Intercontinental Sanctuary Cove has laced up their running shoes to compete in the upcoming Gold Coast Airport Marathon next month.

A total of 18 IHG staff will participate in various distances of the race, with the Sanctuary

Cove group joined by colleagues from Crowne Plaza Surfers Paradise, Crowne Plaza Hunter Valley and three team members from the IHG corporate office in Sydney including chief operating officer Karin Sheppard who will undertake her first half marathon.

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- 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**

Q18. How far in advance can you book day trains in Germany with the new DB direct connection?



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Solo Delta flyer

DELTA Airlines conducted a flight in the US with just one passenger aboard last week.

According to *USA Today* the carrier was experiencing delays, and contacted almost all of the affected travellers on a flight departing from New Orleans in order to rebook them onto other services.

However, they had the wrong phone number for one Steven Schneider, who turned up for the service and wondered what was going on.

When he arrived at the gate he was given the option of either taking another flight or travelling on his original booking, and he opted for the latter and ended up being the only passenger aboard the 160-seat aircraft.

"At first I felt really bad because I didn't want the plane to only make the trip because of me, but after talking to a flight attendant at the gate she said the plane needed to go back to Atlanta anyway," he said.

Delta confirmed the solo flight, with a spokesperson saying "we're glad this customer enjoyed a somewhat rare solo experience".

New Westjet routes

CANADIAN carrier Westjet has announced new seasonal non-stop flights connecting ports including Hamilton and Edmonton, Winnipeg and Kelowna.

The additional ports are part of a network revamp which also includes higher frequencies between Vancouver and Winnipeg, as well as Edmonton and Vancouver.

Sims chairing CANSO

ED SIMS, the head of Airways New Zealand, has been elected as the new chair of peak global air traffic management group the Civil Air Navigation Services Organisation (CANSO).

Sims' appointment was announced at the CANSO agm in Vancouver, with the Kiwi taking the place of Paul Reimens.

Travel Daily
First with the news

Monday 27th Jun 2016

Scottish coaster crash

EIGHT children and two adults have been injured in a roller coaster accident at a theme park in Scotland.

The *BBC* said the incident occurred on the Tsunami ride, an inverted roller coaster at the M&D's Park near Strathclyde Park, Motherwell.

According to a Police Scotland spokesman five gondolas detached from the rails and crashed to the ground, with the park closed for an investigation.

AFL

Round 14 Winner

Congratulations

TALBOT HENRY

from SureSave

Talbot is the top point scorer for Round 14 of Travel Daily's AFL footy tipping competition. He's won a double pass to Wild Ropes at 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

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TECHNOLOGY SUPPORT MANAGER
BRISBANE CBD – UP TO \$93K PKG**

As Technology Support Manager for this top TMC you'll be responsible for assisting Account Managers and BDs in the implementation of the company's OBT for new clients, enhancements for existing clients and ongoing internal and external technology support and reporting. Previous experience in a similar role is a must along with the ability to communicate with internal and external stakeholders. This role starts as an initial 12 month contract.

INTERNATIONALLY ACCLAIMED HOTEL GROUP

**SALES MANAGER – INDUSTRY TRADE PARTNERS
SYDNEY – SALARY PACKAGE UP TO \$90K+**

This iconic hotel group is looking for a talented Sales Manager to manage their trade partners and leisure portfolio. Reporting to the DOS, your role will involve identifying new partners, retaining and building upon existing relationships, working with the marketing division to identify trade specific campaigns and present at major trade events, including escorting educationals. Interested? Want to know more? Call us now.

HIGH BASE PLUS UNCAPPED BONUSES

**CORPORATE TRAVEL – SALES MANAGER
SYDNEY – \$100K PLUS PLUS**

Are you working in a sales role but on a low base? Want to have security of a high base salary plus a very strong commission structure? If you consider yourself a consummate professional in Sales preferably with TMC sales, we have a prestigious new role available now with one of the most dynamic TMCs in the business. Targeting the SME space, you must be driven by winning new business and achieving targets. OTE Over \$100k in first year.

A CUT ABOVE THE REST

**SENIOR BUSINESS DEVELOPMENT MANAGER
BRISBANE CBD – UP TO \$130K PKG**

This unique senior sales opportunity will see you developing relationships for a leading TMC within a niche market clientele. Your strong networking and hunting skills will enable you to successfully identify and connect with new clients whilst creating efficiencies and maximising travel spend. Your sales achievements will be rewarded with a lucrative salary package including commission & bonuses along with long term career progression.

BE THE DRIVING FORCE

**CONTACT CENTRE SALES MANAGER
SYDNEY - SALARY PACKAGE \$110K PLUS BONUS**

Work for this leading Travel Company based in Sydney and lead their call centre operations. You will be responsible for leading a team of sales staff to meet and exceed, daily weekly and monthly targets, mentoring, training and call coaching are all part of the role. You will come from a call centre background, have an understanding of telephony metrics and have lead teams to success. Enquire with AA Appointments today!

SERKO - IMPLEMENTATION

**SYSTEMS – E COMMERCE CONSULTANT
MELBOURNE – TOP \$\$\$**

Our client is looking for an experienced travel candidate to assist them 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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