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First with the news

Thursday 6th October 2016

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HA lie-flat on sale

HAWAIIAN Airlines' new "Premium Cabin" flat-bed seats are available to book on flights to Sydney and Brisbane aboard the carrier's Airbus A330 aircraft, for travel starting from 05 Dec.

Featuring 18 seats in the cabin, HA's Premium Cabin debuted on US routes earlier this year, and blends "island-inspired luxury and comfort with the airline's signature in-flight hospitality".

The 180-degree fully lie-flat seats are 20.5" wide & 76" length, aligned in a 2-2-2 configuration & have USB ports & an A/C outlet.

Guests also flying from Honolulu to Tokyo Narita and Auckland will be able to make a reservation up the 'pointy end' of HA's aircraft from the same date.

The cabin retrofit also includes the introduction of 28 additional Extra Comfort seats (which offer 36" of seat pitch, on-demand IFE, power outlet & priority boarding) to support "growing demand".

FLT feathers Indian nest

FLIGHT Centre's purchase of Bengaluru-based Travel Tours Group (**TD** breaking news) will significantly expand the firm's exposure to potential growth in India, where its operations were previously heavily weighted towards corporate travel.

Travel Tours Group (TTG) is a family-owned business with 380 staff and 18 locations, operating five key brands: Travel Tours, a full service travel & tour firm; Travel Air which runs leisure shops in Bengaluru; a GSA wholesale arm called Travel Air Representations; inbound charter & tour operator Splendour Holidays and Go Avenues, an inbound MICE-

focused destination management company.

Flight Centre ceo Graham Turner said last year TTG generated \$150 million in TTV - almost a third of the \$419 million from FLT's established businesses in India including a large FCM corporate operation which contributed 70% of turnover.

Turner said the deal would significantly diversify Flight Centre's offering in India, with TTG's leisure stores in the key South India markets of Chennai and Bengaluru complementing existing Flight Shops in the country's north and west.

TTG owner Shravan Gupta will continue with the company, reporting to Rakshit Desai who leads Flight Centre in India.

Turner said the company would use a combination of cash and equity in the combined India business to fund the acquisition.

\$499 return to Europe

TRAFALGAR is offering clients the opportunity to fly to Europe for just \$499 in conjunction with bookings of any of its Europe and Britain 2017 Guided Holidays.

The deal is valid across all 109 trips in the season for bookings until 23 Oct or until sold out - see the **cover page** for more info.

Scenic Aura debuts

SCENIC has bolstered its river cruise fleet, with the debut late last month of the 5-star *Scenic Aura* on Myanmar's Irrawaddy.

The 22 all-balcony suite vessel entered service on 19 Sep, cruising from Pyay to Mandalay & joins *Scenic Spirit* which began operation in the region in Jan.

"It has been a busy year for Scenic but we are pleased to have added four new river cruise ships to our fleet. Now our focus is on *Scenic Eclipse*," Scenic chairman Glen Moroney said this morning.

Today's issue of TD

Travel Daily today has five pages of news and photos, a front cover wrap for **Trafalgar** plus a full page: (**click**)

• AA Appointments jobs



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Border strikes axed

THE Fair Work Commission has ordered the Dept of Immigration & Border Protection's Protected Industrial Action being held across the country be terminated indefinitely, extending its halt (TD Tue) of all ongoing strike action at airports and ports.

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Voyages profit leaps 35%

VOYAGES Indigenous Tourism Australia today reported a hefty \$7m (35%) year-on-year spike in FY2016 pre-tax profit of its resort operation, reaching \$27 million for the 12 month period.

Its Ayers Rock Resort portfolio of properties achieved record occupancy, up from 74.4% last year (and 61% in FY2014) to a massive 82.5%, "underlying the strong and sustained turn-around in the financial performance of the Resort," Voyages said.

Indigenous employment at Ayers Rock now accounts for one in three of the workforce (jumping to 309 and from two in 2011), a key initiative announced a number of years ago.

Over 50 Indigenous staff are now in senior/managerial roles.

The group said its Red Centre business "has regained its place at the forefront of Australian tourism with a resort experience now benefitting the iconic

destination of Uluru".

Revenue rose 13.4% to \$140.6m, fuelled by support from Bruce Munro's Field of Light touring and food & beverage activities.

CEO Andrew Williams said the 2015-16 results underline Voyages significant turnaround in performance in recent years.

"In a sometimes challenging environment, Voyages has steadfastly pursued its strategy of rejuvenating Ayers Rock Resort through substantial capital investment, development of innovative guests activities and events, effective marketing and enabling our guests to experience the richness and diversity of Indigenous cultures."

Williams added the figures will enable Voyages Indigenous Tourism Australia to continue to build the guest experience at the Resort and create further opportunities for Indigenous Australians in cultural tourism.

TA/SQ Japan drive

A NEW joint campaign between Tourism Australia and Singapore Airlines has been launched in Japan, offering special airfares to SQ's eight Australian gateways.

The push includes a new 13-part TV program in Japan focused on Western Australia and Victoria.

Russian Revolution

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DNSW, SQ p'ship

TOURISM to New South Wales from Southeast Asia & beyond is set for a further funding injection after the state government agreed on a new multi-year deal with Singapore Airlines.

The \$1.8 million three-year agreement with SQ is centred on boosting overseas arrivals from the UK, Singapore, India, Indonesia & Malaysia across NSW.

NSW Minister for Trade, Tourism and Major Events Stuart Ayres said aviation partnerships are "part of the successful strategy which is driving more tourists to NSW than ever before".

Singapore Airlines executive vice president Mak Swee Wah said the pact with NSW reinforces the strong ties with the state.

"We are excited to be renewing our partnership with Destination NSW for an additional three years, and to continue to provide the world-class Singapore Airlines travel experience for visitors to Sydney & Regional NSW," he said.

EK409/408 non-stop

EMIRATES will offer a second daily non-stop service on the Melbourne-Dubai route, with EK408/409 to bypass Kuala Lumpur effective 31 Oct.

The flights, operated by triple-class Boeing 777-300ERs, trims travelling time on the route by 2.5 hours in each direction.

EK's third daily service between MEL/DXB will continue to operate via Singapore.

The Middle Eastern carrier is working with travel partners to arrange plans for passengers booked to KUL on EK408/409.

WA backs VA/Alliance

TOURISM Western Australia has voiced support for the pact planned between Virgin Australia and Alliance Aviation Services, saying the deal will be beneficial for future aviation.

"The partnership provides improved pricing, product and connections," Tourism WA said.

EY, TUI plot airline

EUROPEAN travel giant TUI AG has confirmed it is in talks with Etihad Aviation Group to create a new leisure airline servicing a network of destinations in Germany, Austria & Switzerland.

The proposed venture will contribute to the operations of the airberlin group and German TUIfly company, including aircraft currently operated by TUIfly under a wet-lease agreement.

"TUI AG, Etihad Aviation Group & Air Berlin PLC intend to finalise an in-principle agreement in due course," the companies said in a joint announcement overnight.

AFTA boss at ACTE

AFTA chief executive Jayson Westbury has been named as a key speaker at ACTE Global's Asia Corporate Travel Innovation Summit on 15 Nov in Singapore.

Westbury will be speaking in his role as World Travel Agents Association Alliance chairman.



Window Seat

JENNIFER Aniston has once again taken to the skies with Emirates as the face of their new commercial (freeze frame pictured below).

And no, it's not just visuals of the superstar lounging about in her First class suite this time.

The Hollywood star makes friends with a young boy & joins his family in Economy class.

She's apparently enjoying it so much she sends the child's mother back to her First class seat so she can hang with the 'regular folks'. See the ad [HERE](#).



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Virtuoso deep dive sessions



MORE than 100 Virtuoso travel advisors took part in a full-day program focussed on understanding the high-end client and their needs.

Despite being a regular initiative offered in the US, this is the first time the Virtuoso Deep Dive session has been made available to Aussie consultants.

The workshops are being held in Sydney, Brisbane and Melbourne over five one-day sessions.

Pictured following the seminar are (from left): Adeline Arancibia, St Ives; Belinda Grist, Travel

Specialists Mosman; Helen Nodland, director of training, Virtuoso; Maria Theodosatos, Spencer Eastside and Sofia Coplin, Anywhere Travel.

LOT adds Los Angeles

LOT Polish Airlines has opened reservations for its planned Warsaw-Los Angeles service.

The route will be serviced four times a week by Boeing 787-8s which will be active from 03 Apr.

It will be the carrier's eighth long-haul route and its fifth destination in North America.

New Steigenberger

STEIGENBERGER Hotel Group has rebranded as Deutsche Hospitality which combines the German word 'Deutsche' with the English word hospitality.

The new name was chosen to give greater accessibility in foreign-language markets while retaining the company's history.

Airtrain service boost

BRISBANE'S Airtrain has added extra services in conjunction with this week's grand opening of the Redcliffe Peninsula Line.

Customer wait times in the peak travel period have now dropped to less than 15 minutes.

Company ceo Chris Basche said the advancements are great news for commuters in the state.

InterCon goodwill

INTERCONTINENTAL and Mastercard have formed a partnership which will offer cardholders dining perks at select properties across the Asia Pacific.

As part of the pact the Kids Dining Perks promotion will see children under 12 enjoy complimentary dining with an adult when paying with a Platinum, World & World Elite Mastercard at 25 participating hotels and resorts across the Asia Pacific region.

Norfolk Is on Chnl 7

NORFOLK Island will feature on the new Channel 7 travel series *Islands of Australia* which premieres this Fri at 8.30pm.

The program will be hosted by Doc Martin star Martin Clunes.

CONGRATULATIONS
Lidia Brmalj
 from Mission Travel, Canterbury

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TO ENTER OCTOBERS DRAW [Click Here](#)

Topdeck Asia 2017 /18

ONE year after launching tours to Asia, Topdeck has announced new destinations for 2017/18 including China and Myanmar and new ways to experience Bali.

In China, Topdeck is offering a chance to visit the pandas, explore traditional rice terraces in Longsheng with a local trip leader revealing the back streets of cities like Shanghai and Beijing with prices from \$1,917pp.

The nine-day Myanmar trip includes a sunset temple tour of Bagan via horse and cart and a Chinatown street eats tour in Yangon with prices starting at \$1,656 per person twin share.

Flexible Bali trips now offer a choice of surfing, cycling or yoga.

A 10% discount applies on all Asia trips until 15 Jan.

AirAsia X MRU launch

AIRASIA X has added a new destination to its network this week, debuting flights from Kuala Lumpur to Mauritius.

CEO Benyamin Ismail said the inaugural service of the budget carrier's African continent flight operated with a 100% occupancy.

Special fares from Australia are priced from \$349 ex Perth and \$449 from Sydney & Gold Coast.

Urban 'Locals on tap'

URBAN Adventures has launched 'Locals on Tap', a new range of meet-ups in cities across the world.

The tours last one to two hours and include a walk through a city's iconic or emerging local neighbourhood, winding up at a bar or café where travellers can chat more about the city during an informal Q&A session.

"Unlike most guidebooks, apps and websites, this local knowledge is being offered completely in real time," the company said.

'Locals on Tap' will be offered in 50 cities including Florence, Lisbon, Berlin, Shanghai, Honolulu and Singapore.

CLICK HERE for the full list.

Old Bank Hotel

A RESTORED historic bank in Mittagong in the NSW Southern Highlands has reopened as the Old Bank Boutique Hotel.

The 124-year-old property now offers B&B accommodation in five individually-themed suites, a studio or a free-standing cottage.

Complimentary afternoon tea is provided as well as country breakfasts and a farewell gift of home-made jam; **CLICK HERE**.



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Thursday 6th October 2016



Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Veteran aviation reporter **Steve Creedy** has joined the **Airline Ratings** team as its east coast correspondent. Creedy, who worked at News Limited for many years editing aviation pages in *The Australian*, joins Airline Ratings from his most recent role within the Civil Aviation Safety Authority's Public Relations division.

COMO Hotels and Resorts has named **Ron Cusiter** as its new Vice President of Sales and Marketing. He will be based in Singapore.

Andrea Gebekken joins **Munich Airport** as its third Managing Director, serving alongside Michael Kerloh and Thomas Weyer.

The **New Zealand International Convention Centre** is welcoming **Prue Rogers** to the team. Rogers has been appointed as the venue's Director of Sales.

Hospitality tech provider **interTouch** has appointed **Matt Mitchell** as its new President and Managing Director.

Kenya Tourism Board has appointed **Betty Radier** as its new Chief Executive, replacing Acting CEO Jacinta Nzioka, effective 01 Dec. Radier is the Managing Director of ScanAd Kenya, and brings 18 years marketing, strategy & operations experience to the organisation.

Qantas food donor

FOLLOWING a one-year trial, Qantas has signed as an ongoing food donor to OzHarvest.

QF will donate untouched food from domestic flights to the firm.

America Marketplace

TOURISM Australia has set the date for the fifth annual Australia Tourism Summit and Australia Marketplace for 2017, to be held in Los Angeles from 01-03 Mar.

The event will see 100 Aussie suppliers meet and network with over 70 North American travel entities at the Langham Huntington Hotel Pasadena.

Australia Marketplace is run in conjunction with State and territory tourism organisations - for more details, **CLICK HERE**.

New Longreach venue

QUEENSLAND'S Australian Stockman's Hall of Fame opened a \$2.5m Outback Entertainment Centre last weekend.

The 76m-long multi-purpose entertainment centre is an undercover area with grandstand seating, a timber decking viewing platform and hospitality areas.

It is equipped to host from Equestrian Events through to gala dinners, concerts & stock sales.

LAX Connector open

LOS Angeles Int'l Airport has opened a US\$148m facility to speed up connections.

The Terminal 4 Connector links up the airport's south side terminals with the Tom Bradley International Terminal (TBIT).

Who took home the biggest pay packet this year? Find out in the October issue of *travelBulletin*.

CLICK HERE to read

travelBulletin



HA weighed pax

TWO American Samoan businessmen have complained to the US Department of Transportation after they had to be weighed before joining their Hawaiian Airlines flight to Pago Pago, *BBC News* is reporting.

In a statement, Hawaiian Airlines said the carrier found over time the fuel burn on the route was "consistently much higher than projected, indicating that our weight assumptions were inaccurate".

The airline then eliminated other factors before starting a passenger weight survey in Feb for the Pago Pago flights to determine a new "standard" pax weight for that route only.

Qualmark refresh

TOURISM New Zealand has reworked the criteria of Qualmark and a live trial will begin 25 Oct.

The tourism board took full ownership of the national tourism quality assurance organisation last year (*TD* 08 Sep 15) and has since undergone a review.

The modifications aim to ensure Qualmark will take a more rounded view of what quality means to provide a more tailored experience to members.

More emphasis will be placed on customer service, the way criteria is applied will be different and 100% Pure NZ Experiences will be added.

Webinars on the changes will be rolled out in the lead up.



This month, *Travel Daily* and Vanuatu Tourism Office, Air Vanuatu and Tamanu on the Beach are giving readers the chance to win a trip to Vanuatu including:

- Five (5) nights run of house accommodation at the newly reopened Tamanu on the Beach including daily a-la-carte breakfast
- Return transfers courtesy of Tamanu on the Beach
- Two complimentary return economy class tickets on Air Vanuatu from Sydney or Brisbane to Port Vila.

To win, answer each daily question correctly and have the most creative final answer. Send your entries to vanuatucomp@traveldaily.com.au

3. How many times a week does Air Vanuatu fly between Australia and Vanuatu?

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