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Travel Daily

First with the news

Wednesday 26th October 2016



Bunnik Tours Africa

BUNNIK Tours has released its 2017/18 Africa program, with an earlybird saving of \$500pp for bookings by 28 Feb, 2017.

The program includes a new tour South Africa, Botswana & Kenya, plus six returning itineraries stretching from Morocco and Egypt to Namibia, Rwanda, Zanzibar and Sth Africa.

Groups are limited to 12 pax, with accom including eco-lodges, resorts and luxury campsites.

FC's biggest store opens

FLIGHT Centre last night formally debuted its new Sydney Hyperstore, now the company's biggest outlet worldwide.

The hyperstore is part of Flight Centre's internal "Seventh Wonder Brand Nation" which comprises CBD teams in Brisbane, Sydney, Melbourne and Perth as well as major regional hubs.

The business is led by Dan Heathwood, who revealed the Sydney outlet has 60 consultants in 12 teams covering Retail, Flight Centre Business Travel, First and Business and Groups.

This store alone will record customer sales of \$75m this year, he said, and combined with the hyperstores in Perth and Brisbane, comprises a third of his Brand Nation's \$600m TTV.

The three storey building embodies Flight Centre's vision for the future of travel retailing, with laptop and "soft phone" technology enabling consultants to roam the store.

A concierge desk, virtual reality zone, interactive maps, a large "explore zone" space, meeting rooms, and intimate booths for longer consultations are all part of the offering, which Heathwood said was a new model for customer acquisition and a "billboard for our brand".

Dreamworld incident

QUEENSLAND'S Dreamworld will remain closed until further notice following the death of four adults after the Thunder River Rapids ride malfunctioned.

The theme park's parent company, Ardent Leisure Group said in a statement it is "working as quickly as possible to establish the facts around the incident and is working closely with the police, emergency services and authorities to do this".

30th Birthday



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LUXURY CRUISES & TOURS

Networking night

MORE than 200 travel industry people packed Sydney's Ivy Bar last night for the latest **Travel Daily/JITO** networking night.

Marc Gold from Corporate Travel Management was the lucky winner of American Airlines tickets to New York - more on p5.

TTC seeks PR head

THE Travel Corporation is recruiting for a new Head of Public Relations in Australia, with incumbent Rae White having taken an internal promotion to a global role with the company.

Today's issue of TD

Travel Daily today has nine pages of news including a photo page for **Switzerland Tourism**, plus full pages from: (**click**)

- Voyages to Antiquity
- AA Appointments jobs

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The Championships
Wimbledon July 2017

Keith Frouse
TRAVEL

EXPERTS IN GLOBAL SPORT AND EVENTS



Airbnb rejects NY law

AIRBNB has rejected calls for Australia to adopt New York-style laws restricting the advertising of short-term accommodation lettings of less than 30 days.

"We think New York's advertising bill is fundamentally flawed and out of step with other cities around the world," an Airbnb spokesperson said.

"It's also at odds with the sort of progressive, easy to understand regulation that other cities and states around Australia and the world are passing."

Tourism Accommodation Australia has called for the New York laws to be used as a model for jurisdictions across Australia (**TD** 24 Oct), and has opposed moves to relax laws in NSW.

Airbnb, however, has applauded the recent recommendations of a NSW Legislative Assembly Committee to reduce regulation, saying "they're serious about embracing home sharing and growing the visitor economy."

Qantas calls in Deliveroo

QANTAS Frequent Flyer has struck another partnership in the digital world, announcing a tie-up with food service Deliveroo.

The pairing means members can now earn two points for every dollar they spend on meal orders made via the company.

Its announcement follows a

similar deal forged earlier this month with Airbnb (**TD** 04 Oct), allowing QFF members to earn points through the online accommodation sharing site.

Qantas Loyalty CEO Lesley Grant said the Deliveroo partnership signalled the airline's continued interest in data-driven innovation.

"Food is the second most popular interest among our members after travel so we think they'll be delighted to discover they can now earn points when they order food from their favourite restaurants through Deliveroo," Grant said.

"We know consumers are increasingly moving online to make their purchases so we need to make sure we're giving Qantas Frequent Flyers new opportunities to earn with partners like Deliveroo that make it quick and easy for them to earn points online and through their mobile devices."

Corruption verdict

FORMER public servant and NT political staffer Paul Mossman has been found guilty of corruptly receiving benefits from jailed travel agent Xana Kamitsis.

Mossman was found guilty of two counts in the NT Supreme Court yesterday, though the jury could not reach a verdict on another charge and acquitted him on two others.

Kamitsis was sentenced to almost four years' jail in Dec for fraud and corruption against the NT govt (**TD** 02 Dec).

LHR third runway tick

THE long-running saga over the expansion of London Heathrow Airport appears to be over, with the UK government giving a green light to a third runway.

The decision to expand Heathrow instead of Gatwick will mean an additional runway by 2025, allowing flights to 40 extra long-haul destinations.

"Today, the team at Heathrow starts the important work to deliver the vital new runway that the UK needs to compete in the world," airport CEO John Holland-Kaye said yesterday.

"A new runway will open trade routes and create jobs up and down the UK."

It would allow thousands more flights each year from Heathrow, which is currently operating at 98% capacity.

Heathrow has already undergone £11 billion in works over the past decade, including its new T5 and redeveloped T2.

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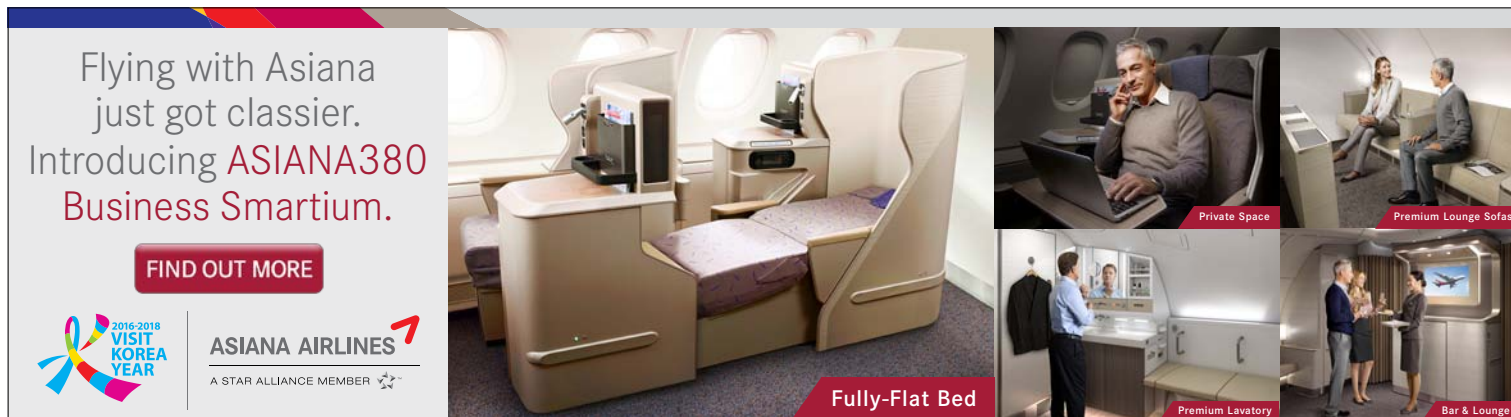
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www.aaappointments.com.au

TA backpacker campaign

THE Federal Govt's \$10 million campaign to lure backpackers to Australia on a working holiday has been launched abroad by Minister for Trade, Tourism & Investment, Steven Ciobo.

Revealed at Victoria Station in London yesterday, Ciobo spruiked

recent reforms to the backpacker policy to make "Australia a world-leading destination for young people to undertake a working holiday", including the reduction of application fees by \$50 to \$390.

He said the age limit increase for working holiday visitors from 30 to 35 was a friendly proposition to what is available in countries such as Canada and NZ.

Ciobo used the campaign launch to also announce an agreement between Tourism Australia and STA Travel, worth £500,000 in the UK, and debuted TA's Working Holiday Maker Influencer program.

Pinpoint positive

PINPOINT Travel Group says its decision to sell its wholesale arm, Freestyle Holidays and Rosie Holidays, to Si Travel Group (**TD** 19 Oct) will ensure the brands "grow and prosper."

In a memo to travel partners last week, Pinpoint said the sale "importantly presents the opportunity for job continuity & growth for our dedicated staff".

"We want to reassure you that although there will be a change in ownership, you will still interact with the business in the same way you do now," the firm said.

Concluding the memo, Pinpoint remarked "this change represents a new era for wholesale travel business and we look forward to continuing to work with you under the new ownership".

JQ scraps OOL/NAN

JETSTAR has cited low demand on the Gold Coast-Nadi route for its decision to scrap its thrice weekly service, effective 30 Mar.

Flights on the route commenced on 31 Mar last year.

A spokesperson for the low-cost carrier said "Fiji is almost entirely an outbound holiday destination and despite the best efforts of Jetstar and Gold Coast Airport, we haven't been able to make it sustainable".



Window Seat

FLIGHT Centre's new Sydney Hyperstore (**see p1**) has a number of unique features as part of the group's vision for travel retailing of the future.

Part of this involves interacting with customers in the store's new display area - using new mobile versions of Flight Centre's "Toblerone"-shaped consultant desks - which in true Flight Centre style have been nicknamed "Moblerones".

The hyperstore also features a delightful suspended display of white paper planes.

Those who made it all the way up to the third floor noted that one of the model aircraft is coloured red - and closer inspection reveals that it is in fact "Skroo's Jet" - presumably used by ceo Graham Turner to get around (**below**).



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Wednesday 26th October 2016

A&K boutique focus

LUXURY travel company A&K has unveiled its 2017 Connections Boutique Small Group Journey program with renewed attention to boutique experiences.

Next year's program features 12 new journeys, offering "one-of-a-kind hotels to intimate local interactions, designed to reveal each destination and fully immerse travellers in local life".

Sample boutique experiences include a backstage visit of Riga's National Opera House in Latvia and a drive on the Langjökull Ice Cap in Iceland - more **HERE**.

FJ/AA expand c'share

FIJI Airways is bolstering its codeshare partnership with American Airlines to include eight new departure cities to and from Los Angeles and seven connecting to and from San Francisco.

The deal will also enable FJ to place its designator code on AA's metal to London Heathrow.

Delta groups play

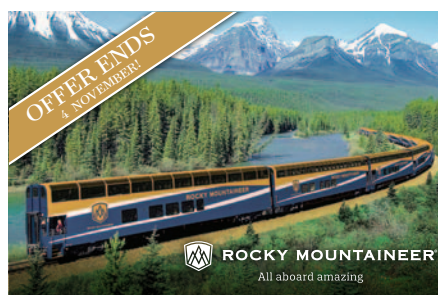
DELTA Air Lines is ramping up awareness of group travel options through a new advertising blitz to promote its Delta Groups portal.

The platform can be used to find the best travel options for school, college, conference and incentive groups of 10 or more in Delta's Main Cabin, or eight in Delta One.

CLICK HERE for more info or see the ad on **page seven** for details.

MEANWHILE, Delta has rolled out new mapping technology that enables passengers to track the journey of their checked luggage.

Using the Fly Delta mobile app and RFID tracking technology, passengers can view the last location their bags were scanned via a series of pins (as **pictured**).



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Start Their Journey

Hyper excitement for Flight Centre



FLIGHT Centre's new Sydney flagship Hyperstore (see **p1**) is part of a company strategy to evolve travel retailing, with the outlet featuring a virtual reality area where customers can experience destinations and travel products in 3D.

There's also an interactive map and a large event area which has

already been used for several "activations" by suppliers such as Air New Zealand, Royal Caribbean and Norwegian Cruise Line.

Pictured at last night's launch are Flight Centre's Chris Brandon, Bec Johnson, nation leader Dan Heathwood and Nikki Tiedemann - lots more photos online at facebook.com/traveldaily.



Qatar Airways' Early Bird 2017 sale is on now.

Book by 31 October 2016.

Special fares starting from*:

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London	\$1,495	\$6,165
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GOING PLACES TOGETHER

*Book until 31st October 2016. Fares quoted above are for departures from Perth. Economy Class fares are for departures from 29th March to 31st May 2017 or 31st July to 24th September 2017, Business Class from 29th March to 30th September 2017. Other sale fares are available on other travel dates. Fares may vary due to currency fluctuations. Seasonal surcharges, weekend surcharges, and black out dates may apply. Change penalty and cancellation penalty may apply. For all other terms and conditions please review at time of booking.

Wednesday 26th October 2016

Networking night goes off



THE latest *Travel Daily*/JITO networking event in Sydney last night saw several hundred people gather for a convivial evening at the Ivy Bar, sponsored by the Travel Industry Exhibition, Travel Counsellors, Trafalgar and American Airlines.

Travel agents and suppliers mingled and took scores of selfies on the JITO Connected app.

Pictured above are the sponsors David Hughes, Travel Counsellors; Matt Cameron-Smith, Trafalgar;



Helene Taylor of JITO; *Travel Daily*'s Bruce Piper and Simon Dodds of American Airlines.

Inset are Tony Wilson, Breakaway Travel Club; Steve Richards of Best Western; and Ryan Montgomery, Air NZ - lots more pics now online at facebook.com/traveldaily.

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Virgin hat valet

VIRGIN Australia (VA) is again offering Hat Valet services for the Spring Racing Carnival to ensure "premium handling of head pieces from the moment they arrive in Sydney until they are hand delivered in Melbourne".

VA will also have pre-flight pampering options available in their Sydney Airport lounge, including blow-dries and styling.

The services will be available to Business class guests and Velocity Platinum and Gold members on select flights from SYD to MEL between 28 Oct and 05 Nov.

QT Parramatta

QT HAS confirmed it will open a new designer hotel in Parramatta, Western Sydney by 2020.

The 54-storey building will offer 205 deluxe rooms, 50 executive deluxe rooms and two suites.

On site amenities will include an alfresco infinity pool, ballroom, event spaces and much more.

CHOICE carbon-offset

ONLY one in ten passengers flying with Qantas and Jetstar chose to add carbon credits to the cost of their tickets last year, resulting in just 1.2% of emissions offset voluntarily, according to a survey conducted by consumer watch group CHOICE.

Virgin also took part in the study and revealed less than 1% of its emissions were voluntarily offset by passengers in 2014/15.

Port Hedland marina

THE proposed Spoilbank Marina in Port Hedland, Western Australia has been given the green light, with the state government to contribute \$112m worth of funding to the project.

The plan has provided spaces for boating facilities, 150 pens, public outdoor spaces, food and beverage options, a caravan park site and community centre.

Spoilbank Marina is earmarked for completion in 2020.

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All agents that complete and pass the OTT training by 31 Oct 2016 will be placed into the running. Prize valid for travel until 02 Nov 2017, is subject to availability and does not include taxes. Winner selected 02 Nov 2016 and will be notified by email.

ROYAL BRUNEI
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Win Red Earth by Tony Park

This week **Travel Daily** and

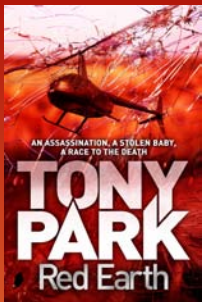
Swagman Tours is giving five lucky readers the chance to win *Red Earth* by Tony Park.

On the outskirts of Durban, Suzanne Fessey fights back during a vicious carjacking. She kills one thief but the other, wounded, escapes with her baby strapped into the back seat. Called in to pursue the missing vehicle are helicopter tracker pilot Nia Carras from the air, and Mike Dunn, a nearby wildlife researcher, from the ground. But South Africa's police have even bigger problems: a suicide bomber has killed the visiting American Ambassador, and chaos has descended on Kwa-Zulu Natal. As the missing baby is tracked through wild game reserves from Zululand to Zimbabwe, Mike and Nia come to realise that the war on terror has well and truly invaded their part of the world.

To win, simply be the first person to send through the correct answer to the question below to:

tonypark@traveldaily.com.au

What two countries are prominent in *Red Earth*?



Travel Daily

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Ardent scraps gym biz

DREAMWORLD owner Ardent Leisure Group yesterday said it had completed the sale of its Health Clubs business to Quadrant Private Equity group (**TD** 19 Aug) for \$290 million.

Proceeds from the sale will be used to strengthen Ardent's balance sheet and enable the company to invest in its theme parks and bowling businesses.

Ramada Japan move

WYNDHAM Hotels Group has confirmed its re-entry into the Japanese market for its midscale Ramada brand, capitalising on the country's tourism boom.

Formerly the Niigata Tokyu REI hotel, the 300-room property in the Niigata Prefecture has been rebagged as Ramada Hotel Niigata Japan.

"Ramada's return to Japan strengthens our foothold in Asia and further our global agenda to transform travel by making it more accessible for the masses," Wyndam South East Asia & Pacific Rim director Barry Robinsons said.

TTC celebrates Great Escape



THE Travel Corporation (TTC) is giving over 100 agents across Australia a spot on an exclusive journey to some of the best destinations in the world as part of its "biggest-ever famil incentive" - as exclusively revealed by **Travel Daily** two months ago (**TD** 22 Aug).

Senior TTC staff celebrated the excitement this week by dressing up in keeping with some of the places to be visited, such as the Swiss Alps, China, Malaysia's Langkawi, a South African safari and river cruising in France.

To score a Great Escape invitation, agents must book a client on a trip with Trafalgar, Contiki, Insight Vacations, Uniworld, AAT Kings or Adventure World between 15 Sep and 15 Dec, then register interest on www.ttcgreatescape.com.au.

Pictured are: David Farrar, Insight; John Veitch, TTC; Neil Rodgers, Adventure World; Trafalgar's Matt Cameron-Smith (fortunately his face is covered by a Chinese dragon head), Fiona Dalton, Uniworld; Anthony Hayes, AAT Kings & Kate Wickham, Contiki.

Christmas Comes Early with Garuda Indonesia Earn \$25 Gift Cards

Earn a \$25 Gift Card for every GA ticket issued!

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Email incentives@garuda-indonesia.net.au with ticket number, PNR, Consultant Name, Agency Name & Address.

Click here for more info!



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Lux Collection to SIN

THE Luxury Collection Hotels & Resorts will debut in Singapore in 2017, opening The Duxton Club, a Luxury Collection Hotel, Singapore in the Duxton area.

EK extends SSO tie up



EMIRATES has revealed it will continue as principal partner of the Sydney Symphony Orchestra (SSO) through to the end of 2019.

This year marks the 14th year of SSO and Emirates' alliance and to celebrate, the pair held a special event last week which was followed by an SSO performance.

Emirates regional manager NSW/ACT Tim Harrowell said, "The Sydney Symphony Orchestra

has celebrated milestones with us as we have grown in the Sydney market and I'm delighted that our partnership will continue for a further three years and we can continue to host our key travel trade partners to share the enjoyment of one of the world's finest orchestras".

Pictured are: Terrey Arcus AM, SSO chairman and Tim Harrowell flanked by Emirates Cabin Crew.



Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes of which you would like to make the industry aware, send a brief description with an image to accomupdates@traveldaily.com.au.



The Vitality Room has been unveiled at **Swissotel Zurich**. The room offers black-out blinds and a space for exercise and relaxation. A "Wellbeing Wall" gives guests a choice of three training modules and the room features simple, self-explanatory equipment, as well as a cyber-trainer. There is also a refreshment centre with vitality snacks and drinks made with fruits and superfoods.



Sheraton Oman has reopened following a complete redesign, transforming its guestrooms, public spaces and food and beverage offerings. The renovation saw 38 Sheraton Club rooms added, which offer access to the Sheraton Club lounge. The 230-room hotel has been in operation for over three decades.



The five-star **Fairmont St Andrew**, Scotland has completed a multi-million pound renovation, unveiling a complete redesign of the hotel's Atrium. A 6m long ceiling sculpture has been incorporated into the Atrium and Kittock's Bar has a revised layout.

Over the next year a number of guestrooms will undergo refurbishment.

ITP signs Paragon

EVENT planning and marketing firm, Paragon Events has joined the International Travel Partnership (ITP) Network.

Paragon has offices in the US & partners in Cuba & the Caribbean.

CX delay LHR lounge

THE launch of Cathay Pacific's refreshed London Heathrow Terminal 3 lounge is delayed, with no new completion date offered.

The lounge has been closed since last Nov.

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- Itineraries which can/cannot be quoted - U.S. domestic routes only are not permitted, international sectors on Delta must be included.
- Find out more about our mega groups incentive, please contact GroupsSYDGSA@delta.com for more details

*Conditions subject to change



DELTA

australia

MTA #inLOVEwithSWITZERLAND

ELEVEN Mobile Travel Agent (MTA) Virtuoso consultants recently experienced the 5-star life in Switzerland. Split into two groups, they were hosted by Mark Wettstein and Birgit Weingartner, Director and Marketing Executive of Switzerland Tourism ANZ respectively.

Both groups were first treated to the Swiss French way of life in Lausanne and Montreux where they visited the Olympic and Chaplin museums before having their tastebuds spoiled in the vineyards of Vevey.

Wettstein took one group to explore the holiday resort of Zermatt before hopping on to the panoramic Glacier Express train to Andermatt where they luxuriated at the elegant Chedi Hotel before getting back into the city mode and buzz of Zurich.

Weingartner took the second group on the scenic GoldenPass Train to the adventurous welcome at Interlaken, Jungfrauoch, Top of Europe and Grindelwald. The group got their adrenaline pumping with a walk across Mt Titlis' Cliff Walk before relaxing in Lucerne with some chocolate tasting and a scenic lake cruise. Both groups rejoined in Basel for an artistic perspective of Switzerland and of course, more chocolate!

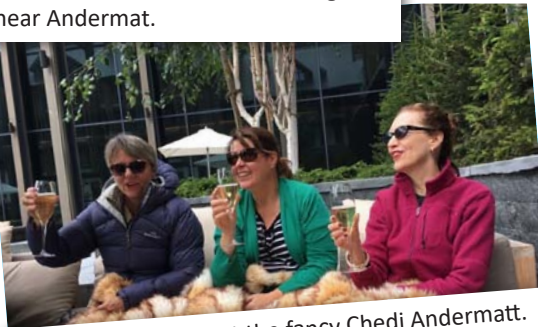
Participants included MTA travel expert members Anne Coombes, Sonya Hogan, Patrick O'Shea, Robin Stevens, Fiona Cross, Amanda Erwin, Pat Lloyd, Silvia Santamaria, Kate McLean, Aaron Sard and Nadia Murphy.



THE group on the rooftop of the Hotel Les Trois Rois in Basel.



VISITING the Schoellenen-Gorge near Andermat.



ENJOYING drinks at the fancy Chedi Andermatt.



MARVELLING at the Matterhorn and the holiday resort of Zermatt.



THE ladies walking across Europe's highest suspension bridge on Mt. Titlis.



ON THE rooftop of the Hotel Les Trois Rois in Basel enjoying the panoramic view.



THE welcome lunch after the long flight from Australia at the cosy Café du Gruetli in the old town of Lausanne.



TAKING in the sights on board a cruise around Lake Lucerne.



THE group enjoying some snow-capped views of the region atop Jungfrauoch.



WIN A TRIP TO VANUATU

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

17. Name the two Australian cities Air Vanuatu fly to and from Vanuatu.

Terms and conditions

Lonely Planet's best

SOUTH Australia has been ranked *Lonely Planet's* fifth best region to visit in 2017, behind North Wales in the United Kingdom, The Azores in Portugal, Taranaki in New Zealand and Choque Quierao in Peru.

"Its climate may be hot, but SA offers the coolest mix of brilliant wine country, abundant produce festivals, stark and stunning tracts of picturesque Aussie outback and crowd-free beaches that could make even the Bahamas jealous," *Lonely Planet* sales director Chris Zeiher said.

CLICK HERE for the full list.

Campers drive \$\$\$\$

CAMPING and caravanning enthusiasts delivered \$7 billion in economic benefits to regional centres across the country, according to industry figures.

Around 11 million caravan and camping trips were recorded last year, with 90% of those taken in regional areas.

NSW attracted the most holiday park visitors last year, at over 14 million, bringing around \$2.1 billion economic impact, followed by Queensland (9.4m visitors), Victoria (8.7m), Western Australia (5.5m), South Australia (3.7m) and Tasmania (1.2m).

Paxton Sq facelift

HERITAGE-LISTED Paxton Square Cottages in Burra, South Australia are set to transform into a 3.5 star accom complex after receiving \$200K from the govt.

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Steering Committee assemble



MORE than 100 staff from Star Alliance member airlines gathered in Sydney last week for the National Development and Networking Day.

The event saw delegates work together in groups to explore areas in which new approaches could be implemented to produce positive outcomes within their own airlines or to benefit the Star Alliance network.

Speaking at the networking day, Star Alliance Steering Committee chair Tim Clyde-Smith said the annual event was an opportunity for employees of member airlines to step out of their day-to-day roles.

"As well as interacting with peers, the day allows member airline staff to consider business and social trends, while at the same time broadening their

understanding of Star Alliance's local and global priorities," he said.

Guest speakers included Sydney head of aviation services Dave Perring and author Ross Dawson.

Pictured above is the Air Canada team after a jam-packed day of conferencing.

UTracks earlybird

UTRACKS is reminding agents that it has slashed prices on its 2017 European walking and cycling itineraries by 10% for all new bookings.

The 'earlybird' deal is available until 28 Oct and includes over 400 walking, cycling, boat or barge-based family and culinary trips to 35 European destinations.

For more information, **CLICK HERE** or call 1300 303 368.



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GLOBUS COSMOS MONOGRAMS

AVALON
WATERWAYS

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