





#### Canada eTA leniency

THE Canadian government has extended its leniency period for travellers entering the country without an electronic Travel Authorisation (eTA).

Since Mar, Canada has provided a six-month leniency period (until 29 Sep) to enable foreign nationals from visa-exempt countries to still board flights if they are unfamiliar with the eTA.

Following consultation with airline partners and to avoid minimal travel disruptions, the mercy period has now been pushed back until 09 Nov.

The eTA costs CA\$7, with the Canadian govt recommending travellers apply in advance to booking a flight.

Since going live on 01 Aug 2015, close to 2 million eTAs have already been issued - apply online for the eTA at www.cic.gc.ca.

#### Today's issue of TD

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

- Albatross Tours
- JITO

# WTAAA blasts IATA plan

AFTA ceo Javson Westbury has urged IATA to rethink credit control elements of its proposed 'NewGenISS' settlement system, and instead move to real-time tracking of travel agency sales.

Addressing delegates this week at the IATA PAConf/39 in Singapore in his role as outgoing chairman of the World Travel Agents Associations Alliance (WTAAA), Westbury said reform to the distribution system is vital.

"The IATA Passenger Program is based on a governance model forged in the 1970s and 80s... governance of this program is antiquated, expensive, slow moving, non-responsive...there must be a better way to do this".

The WTAAA, which represents agents in some 56 countries and over 80% of global BSP, wants to work in partnership with IATA to update the system.

"Open and transparent rules that are simple to understand and control is the only way we can honestly believe the BSP can have a future," Westbury said.

effectively impose a credit limit

on agency sales, attempting to reduce the risk of so-called 'bust outs' where rogue agents abscond with payments due to airlines.

A better alternative, Westbury argued, is to bring in real-time reporting so IATA members are no longer working with data that could be delayed 48 hours.

"If we are selling well you are doing even better," he said, noting the IATA proposal would significantly penalise an honest agent who is simply having a "good week".

#### Whyte joins Sabre

**SABRE** Travel Network Australia yesterday confirmed the recent appointment of Graham Whyte as national commercial manager, sales (Qld), based in Brisbane.

Whyte has 20 years industry experience, possessing a wealth of travel and GDS knowledge.

His past experiences include two years at Virtuoso in the US as a Virgin Galactic account manager and more recently at Travelport where he was a regional manager for more than six years.

#### Google Trips app

**GOOGLE** has branched out into travel planning, launching the Google Trips app.

The multinational technology company says the app "makes it easier than ever to plan and organise your trips".

It aggregates travel information such as reservations from Gmail and organises it for easy access.

Google Trips automatically maps out a half day or a full day with suggestions for things to do and see, food & drink and more based on visits by other travellers.

Users can tap a "magic wand" to see a fresh set of nearby attractions and can find things to based on preferences such as indoors, outdoors & kid friendly.

Available on iOS and Android and covering 200 cities, trips can be downloaded to the phone and accessed off-line.

**CLICK HERE** for more.

#### Save \$1K on Albatross

**ALBATROSS** Tours are promoting savings of up to \$1,000 per couple as part of their Europe earlybird deals.

Tours include two-, three- and five-night stays, see page eight.

#### • AA Appointments jobs The NewGenISS plan would

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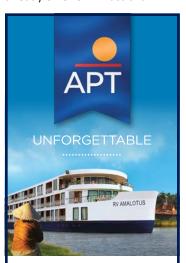




#### **Hertz adds Audi R8**

**HERTZ** Australia is adding the Audi R8 supercar to the Dream Collection, available for rental in Sydney and Melbourne from Oct.

The Audi R8 complements the collection's selection of Porsches already on offer in Australia.



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# Rail Europe consolidation

**RAIL** Plus chief executive James Dunne has been confirmed as the major casualty of the integration of the subsidiary by parent firm Rail Europe in Australia and NZ.

The European rail product distributor, Rail Europe, revealed it has now begun trading under the branding of its wholly-owned off-shoot locally, with Australasia manager Ingrid Kocijan appointed to the newly-created role of commercial director.

Sydney-based Kocijan will relocate to Melbourne to head up the business, reporting directly to Rail Europe global chief executive Fabrice Morel.

In her new role, Kocijan will be responsible for sales development and support in the Oceania region,

#### Japan easier access

**GREATER** deregulation & further infrastructure investment have been flagged as initiatives to drive foreign visitor growth to Japan by the country's tourism ministry and the Japan Tourism Agency.

The parties are planning to propose the relaxation of rules for unlicensed people to work as bilingual tour guides and for hotels & inns to sell package tours to promote their regions, the Nikkei Asian Review is reporting.

The tourism ministry is aiming to propose the bills by 2017, to assist with ambitions goals to double tourist numbers to Japan to 40 million by 2020.

working with trade partners, retail groups and Rail Europe's GSAs, Rail Tickets, Infinity Rail, CIT and Go Holidays.

The businesses consolidation will result in the closure of the Sydney office, Rail Europe said today.

Rail Europe boss Fabrice Morel lauded James Dunne, who will exit the firm on 30 Sep following the organisation reshuffle.

"On behalf of the Rail Plus Board I would like to thank James for his outstanding service over the past two and a half years, during which time he has successfully transformed Rail Plus in a challenging business environment," he commented.

The consolidation also sees Rail Plus board director Joe Fekete step down, replaced by Rail Plus cfo, Lachlan McCallum.

Morel said the integration of Rail Plus into Rail Europe's global network will deliver greater efficiencies and be better positioned to meet the needs of agents and trade partners.

## JQ terminal change

**JETSTAR** is advising passengers it has commenced service to the new international terminal at Phuket, Thailand - a 10 minute walk from the domestic terminal.

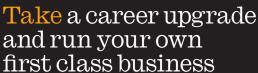
From now until 01 Nov, pax that arrive at the old HKT international terminal will be provided with a complimentary shuttle bus transfer to the new facility.

### Intrepid cycle tours

**INTREPID** Travel is launching a range of bicycle tours in 17 destinations globally next year. Real Cycling Adventures range from 7-15 days, include most meals and offer a support vehicle

- see intrepidtravel.com/cycling.







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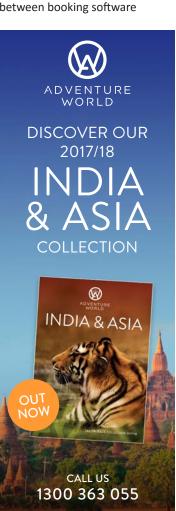
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# Bookeasy, Rezdy major pact

**OVER** 200 Visitor Information Centres will be given real-time availability and immediate confirmations for tours and attractions following a deal between booking software



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company Rezdy & DMS Bookeasy. The centres will have access to

The centres will have access to their negotiated supplier rate and the ability to book direct.

Simon Lenoir, Rezdy ceo hailed the pact as "a win for Australian suppliers who will benefit from the exposure to such a strong distribution channel via Visitor Information Centres and their customers".

The news follows yesterday's announcement Rezdy has teamed up with Sightseeing Pass to develop an instant booking platform for WA products.

#### Costa Rica ash cloud

**BOTH** Alajuela International Airport and Pavas San Jose Tobias Bolanos Airport were closed overnight due to ash from the eruption of Turrialba volcano, 32 kilometres from San Jose, Costa Rica, *TVNZ* is reporting.

The chief of the Civil Aviation Directorate, Ennio Cubillo said flights have been suspended due to ash cloud concerns until conditions improve.

## **VA HNA topped up**

VIRGIN Australia Holdings Ltd advised shareholders yesterday afternoon that it has completed the \$89 million top-up placement to HNA Innovation Ventures.

Following the boost, the total number of shares on issue in the Virgin Australia Group will be 8,458,119,315, VA said.

### **CBR lounge for SQ pax**

**PREMIUM** passengers flying with Singapore Airlines on its 'Capital Express' service out of Canberra Airport to Wellington or Singapore will be provided access to the Virgin Australia Lounge.

SQ regional vp Tan Tiow Kor said lounge access to VA's domestic facility at CBR was one of the last items that needed to be finalised ahead of today's inaugural flight.

Business class passengers, PPS Club and KrisFlyer Elite Gold members are among those who will be able to gain entry to the facility prior to their flight.

As the lounge is not located in the international section of the terminal in Canberra, Singapore Airlines will liaise with VA to ensure premium passengers have ample time to clear customs and immigration before boarding the flight, Tan commented.

Passengers travelling between Singapore and Wellington will not have access to VA's Lounge while in transit in Canberra.

## **Bosnia entry stamps**

**VISITORS** intending to stay in Bosnia and Herzegovina for more than three months are being advised by DFAT to obtain a temporary residence permit.

In an update yesterday, Smartraveller said it was crucial to obtain an entry stamp when arriving at Bosnia & Herzegovina to avoid potential difficulties when trying to exit the country.

**CLICK HERE** for more info.

# \*\*\*

## Window Seat

A PROJECT has been launched in Tokyo aiming to improve the manners of the city & make it a more appealing to visitors.

The Tokyo Good Manners Project says it "seeks to pursue activities on a permanent basis that provide a new approach for improving the manners of Tokyo residents and tourists."

Under the initiative, staff will highlight the good manners of the city through recommendations and posts from Tokyo residents and inbound tourists.

"Manner creation" is the other element which the project plans to tackle, seeking to generate ideas for problem solving of issues relating to manners.

A survey conducted by the project found 64.9% of foreigners thought Tokyo has good manners, but only 24.6% of residents agreed.

### STN wants more pax

**STANSTED** Airport is pushing for the UK Government to lift the restriction of 35m passengers a year *The Telegraph UK* reports.

If approved, the airport will be able to make full use of its runway and prompt an expansion of terminal facilities.

A potential second landing strip is also on the cards.







## **CBR** welcomes first SQ flight



**BRIAN** Conway and Isabelle Chu of Bonaventure Travel in Perth chalked up yet another inaugural aviation experience this morning, flying aboard the first direct international flight to land at Canberra Airport in over

Singapore Airlines' maiden flight from Singapore touched down in the nation's capital this morning.

The new 'Capital Express' route will operate four times a week on Canberra-Singapore and Canberra-Wellington routes (TD 20 Jan 16).

Pictured above are Brian Conway and Isabelle Chu together with Singapore Airlines' executive vp of commercial, Mak Swee Wah and regional vp South West Pacific Tan Tiow Kor.





#### Canada visits up 30%

**DESTINATION** Canada (DC) has reported a whopping 30% jump in Australian visitor numbers during the month of Jul compared to the year prior, with 45,429 arrivals.

The Jul figure pumped up the year-to-date result for the Aussie market, which is now up 12% on Jan-Jul 2015, double the result achieved until the end of Jun.

DC gsa Australia Donna Campbell said the "incredible surge" was a result of the group's pacts with the Australia office, Air Canada and partners in Canada.

"Together, we have been working hard to offer out-ofthe-ordinary experiences to Australians who are seeking new and surprising experiences in Canada, from intimate wildlife encounters & urban adventures to the Northern Lights and Arctic expeditions," Campbell said.

The introduction of Air Canada's Brisbane-Vancouver service in Jun also was a catalyst for growth.

#### **Delta lauds VA move**

**DELTA** Air Lines has spruiked its partnership with Virgin Australia as being "truly superior" out of Los Angeles following the relaunch of VA's services on the Melbourne-LAX route (TD vest).

VA will recommence services to LA from 04 Apr, operating five times weekly using 777-300ERs.

In a statement overnight, DL said: "Through our joint venture, Delta & Virgin Australia continue to differentiate ourselves as leading carriers in the US-Australia market, from boosting our service to key destinations to mutually investing in best-in-class customer experience".

#### Serko mob bookings

**EXISTING** Serko Online users can now make simple domestic and trans-Tasman business trip bookings using Serko Mobile, via the iPhone (& on Android soon).

The move enables companies to confirm travel plans on the spot.







## Win tickets to **TRAVELtech**

Each day this week, Travel Daily and TRAVELtech are giving away a double pass to the TRAVELtech conference in Sydney on Sep 27.

Provocative program, fantastic speakers and a great TRAVELTECH

crowd already

booked. The countdown is on for TRAVELtech, Australia's leading web travel event, which returns

to Sydney next Tuesday, September 27. Don't miss out! Visit

www.traveltrends.biz for program and bookings.

To win, be the first person to send the correct answer to the following question to traveltech@traveldaily.com.au

Which company is the major sponsor of TRAVELtech?

#### Maori rock carvings

**TOURISM** New Zealand is currently working on a new way to tell the story of Lake Taupo's Mine Bay Maori rock carvings, in a bid to better educate int'l visitors on the history and culture of the attraction.

The stories are being developed as part of a refreshed 100% Pure New Zealand campaign to reflect "a growing desire from visitors to learn more" about the destination, said TNZ marketing director Andrew Fraser.

Find out more about the rock carvings by **CLICKING HERE**.

#### QR EZE, GRU boost

**QATAR** Airways is set to boost capacity on its Brazil and Argentina routes by 40%.

Services will commence from 01 Dec and be operated by Boeing 777-300ERs from Doha to Sao Paulo and Buenos Aires.

The move to upgrade its existing Boeing 777-200LR to the -300ER model provides an additional 99 seats on the route.

## SuperShuttle upgrade

**US AIRPORT** transfer company SuperShuttle has upgraded its website and mobile apps.

New digital enhancements include a contact driver feature offering travellers the ability to text or call their driver, a tool to edit reservations, an on demand feature for travellers to book rides as soon as they land and more.



**Ho Chi Minh City RETURN ECONOMY CLASS** FROM

**PCOs soak up South Africa** 

\*Inclusive of taxes. Travel periods & conditions apply.



A GROUP of PCOs and event organisers embarked on an educational to South Africa recently, to learn more about the destination's culture and corporate incentive offerings.

Hosted by Dragonfly Africa and DMS, with flights sponsored by South African Airways, the group explored Cape Town and also enjoyed a private concession safari in the Kruger National Park.

Highlights of the trip included a visit to the Table Mountain summit via cable car and helicoptor, celebrity spotting at Camps Bay with Gary Mehigan from Masterchef Australia and vintage car transfers to The Stack, a newly refurbushed private club.

"South Africa has something for everyone and is without a doubt, a repeat destination for any group," commented DMS md Marissa Fernandez.

"The destination is currently excellent value for money and will leave your delegates with experiences that are not just memorable, but life-changing," she said

Pictured above are the famil participants enjoying the five-star amenities at a hotel visited.

## Kylie on Stage exhibit

AN EXHIBITION highlighting Australian pop star Kylie Minogue's career has launched. Held at the Arts Centre Melbourne, the Kylie on Stage expo is a celebration of Minogue's successful concert tours.

The exhibit features costumes from tours dating back to '89, from designers such as Galliano, Dolce & Gabbana and more.







# TravelManagers reward VIPs



A GROUP of TravelManagers and some of their clients were this week treated to the Sofitel Girls' Day Out - a VIP function which celebrates the return of spring racing at the Flemington racecourse in Melbourne.

Supported by Emirates, the event saw eleven personal travel managers host their key clients in the EK Corporate Suite.

Pictured above is Victoria TravelManagers' business partnership manager Kellie Browning (back) with personal travel managers' Jean-Pierre Boutefeu, Joanne Haines, Bianca Hamilton, Leah Hardie, Megan Stanley, Darren Christensen.

Standing in the middle row are Rachael Portelli, Bev Fitzsimons, Julie Lunn, Tanya Patterson, Scott Hallo (fellow Victoria-based BPM) with Derek Harwood seated in the front of the group.

#### LH, CA joint venture

AIR China has entered into a commercial joint venture with Lufthansa Group, which will enable the two aviation giants to operate connections between Europe and China.

The expanded pact will see Air China pax offered a greater choice to travel on more codeshare routes to and from destinations such as Austria, Belgium, Germany and Switzerland.

The agreement will also extend to Lufthansa subsidiaries Austrian Airlines and Swiss International Air Lines (SWISS).





# **AFTA** update

From AFTA's chief executive, Jayson Westbury

**SINGAPORE** definitely comes to life over the weekend with the Formula 1 Grand Prix and the IATA Passenger Agency Conference (PAConf/39) taking place all at the same time. For the IATA agents, and even more broadly, for all travel agents there is a new plan being developed by IATA in consultation with the travel agency community

at a global level and it's called New Generation of International Settlement Services (NewGenISS).

Critical to these developments is the concept to bring new modern e-payments into the IATA Billing and Settlements Program (BSP).

For as long as the BSP has been around, the only way an agent can (according to the resolutions) pay the BSP is via "cash" (bank transfer) or using the customer's credit card, meaning there is only two ways to pay.

As the modern payment industry evolves and travel agents in particular find all sorts of e-payment options to pay for other supplier categories, it is time for the BSP to open up to these new concepts.

There is a real willingness within the global airlines and IATA to take a serious look at this and I believe that much of the background work that is necessary for changes to be made to the resolutions to allow for this is now underway.

PAConf/39 considered a range of new concepts and these will layout a road map for the way forward as IATA and the BSP is uplifted into the

Some might say that it's about time, but as with all things global, time is needed to ensure that all parties in the travel value chain are included in the discussion and that win-win solutions can be found that are fit for purpose and acceptable to both travel agents and airlines.

No doubt more information about these pending changes will come to the surface over the coming months and I am confident that in the end, the BSP and the agent airline relationship will be improved.

#### **Marriott Spartan pact**

MARRIOTT Rewards has been revealed as a sponsor for the Reebok Spartan Race worldwide.

Members of the reward scheme competing in the event will receive perks such as race rego discounts, earlier start times, access to member rates and more - CLICK HERE for more details.

## HA's green initiatives

**HAWAIIAN** Airlines has this week implemented seven environmental markers to reduce emissions on its service between Honolulu and Brisbane.

Based on HA's three weekly flights, the potential annual emissions savings is equal to removing 142 cars off the road.



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# air mauritius Sales and Marketing Executive

Air Mauritius, an international airline, operating out of its base in Mauritius has an exciting and challenging position for its office in Melbourne. A detailed job description is available on the Air Mauritius website http://www.airmauritius.com/vacancies.htm

An application form can be downloaded at

http://www.airmauritius.com/aboutus/mkexternalvacancy\_AU.pdf



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**CRYSTAL** AirCruises has unveiled the latest designs for its first aircraft, a Boeing 777-200LR as part of the company's new flight inclusion experience.

The jet will feature plush, fully reclining Crystal Exclusive Class seats, airy social spaces, large flat-screen TVs, butler service and Michelin Star-inspired cuisine.

"Even the savviest travellers

and guests who have sailed on our award-winning ocean cruises many times will relish brand new opportunities to explore places impossible to reach by water," Crystal's ceo Edie Rodriguez said.

The 84 seater plane is expected to take to the skies in Autumn 2017 and will privately transport Crystal's guests on select 14-, 21- and 28-day itineraries.



This month in Travel Daily, Rail Europe GSAs are giving you the chance to win in conjunction with **Eurail**.

The prize is a trip for two including:

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- Hop on hop off bus tickets in two cities of your choice
- 4 nights accommodation in the city of the winner's choice

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

Q15. What three countries constitute Benelux?



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### FR ups Spain services

RYANAIR has announced a service expansion from Spain for the Summer 2017 including new routes from Madrid to Luxembourg and Newcastle, UK.



Wednesday 21st Sep 2016



# **Accommodation Updates**

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



Shoal Bay Holiday Park has added eight new permanent safari tents to its grounds. The spacious canvas tents come complete with en suite bathrooms, a large outdoor undercover deck and can sleep up to six people. The tent precinct is located 100 metres from Shoal Bay

Beach and is shadowed by Tomaree Headland.



The largest Maritim Hotel in Germany, **The Maritim Hotel Stuttgart**, has reopened following a major several million euro refresh. Over the last year and a half all 555 rooms and suites, including the bathrooms, along with events rooms, public areas and

the underground car park have been fully modernised.



The Milestone Hotel in Kensington in the heart of London has upgraded its new luxury suites. The furnishings, art, antiques and custom-designed furniture have been refreshed in The Buckingham Suite and The Princess Suite. The Buckingham Suite now

features tones of brown, gold, blue and white with silk upholstered walls and The Princess Suite in its fresh shades of red gold and cream includes a lounge area and private balcony.

## **Utracks earlybird**

**SAVE** 10% off active trips to Portugal as part of UTracks Oct earlybird special.

Book the eight-day Portugal Wine and Castles Cycle trip before 28 Oct for the special price of \$1,386pp including sevennights accom, all breakfasts and bike rental; call 1300 303 368.

#### eRevMax Kenya push

**EREVMAX** has expanded its footprint in Kenya by forming a pact with Sun Africa Hotels.

Five hotels within the Sun Africa Hotels group will now use eRevMax's cloud-based Channel Manager Web to update their rates and inventory and maintain real-time availability.

## **Sydney NYE options**

**TICKETS** are now on sale for four parties at the Royal Botanic Garden Sydney and Domain to watch Sydney's 2016 New Year's Eve fireworks.

Book in a relaxed picnic-style event in a secluded harbour side location beside the Opera House for \$325 per person, including a gourmet picnic hamper.

For something different, secure tickets to a vintage circus-themed event at \$295 per person which includes a picnic box, DJ and interactive entertainment.

There are also tickets on offer for a festival-style jazz, soul and reggae event or a three course gourmet meal on NYE.

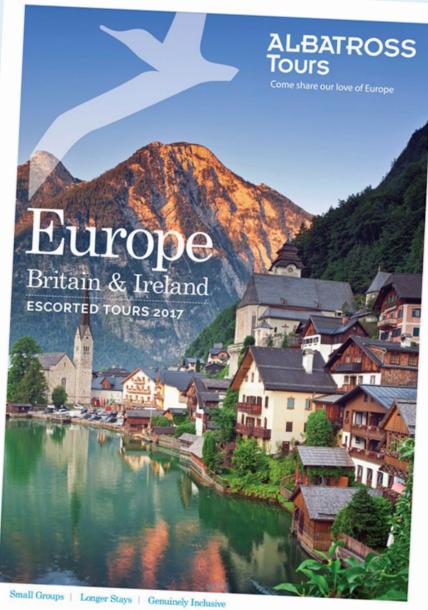
For full details and to book, go to new-years-eve-in-sydney.com.

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Retail Consultants, we have a number of opportunities to move to a part or full time role with loyal high-end customer portfolio, or upgrade too Corporate. Move away from price beats to use your exceptional knowledge to guide and advise, arranging exclusive worldwide packages. If you have min 3 years retail exp, solid GDS/airfares, well-travelled & high customer service, you will be rewarded with a top base salary, office close to home, industry discounts & 5\* famils. Retail Agents, mix business with leisure.

# \*\*ONE ROLE REMAINS\*\* NO MORE HARD SELL! TRAVEL CONSULTANT – CUSTOMER CARE DEPARTMENT MELBOURNE (INNER) – SALARY PKG \$56K + BENEFITS

This well-known online travel giant is on the lookout for their next customer service superstar. You must have a minimum 18 mths experience with strong ticketing knowledge, current GDS (Galileo) knowledge & your own car. You will be responsible for servicing phone and email enquiries relating to website functionality, new booking requests and/or amendments, ticketing and processing refunds. Located in the city fringe you will enjoy a rotating roster, fun and supportive team environment and top company benefits.

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This award winning client is looking for a passionate, vibrant & dynamic wholesale reservations consultant to join their friendly team. Dream of amazing Asia every day, now you can sell it every day! With an extensive product range, sell those destinations that you have always dreamed of. Be rewarded with an excellent Bonus structure where you will earn what you deserve and receive guaranteed educationals where you will get to travel to your heart's content. What an amazing place to work! Min 1yr & GDS skills. Apply now!

# WANT TO BE WHISKED AWAY ON FAMILS? WHOLESALE TRAVEL CONSULTANT MELBOURNE (INNER) – SALARY PKG \$55K - \$75K (OTE)

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#### RESTORE YOUR WORK LIFE BALANCE TEMPORARY CORPORATE CONSULTANT MELBOURNE (INNER) – GREAT HOURLY RATES

A well-known and respected TMC is currently experiencing a period of massive growth. They're looking for 3 temporary consultants to join their team on an ongoing contract. You'll be responsible for quoting and booking flights and accommodation for key accounts. You will be booking both international and domestic travel, so experience in this is a must! You need to have a minimum of 18 months experience in a corporate role. Knowledge of Sabre will be highly regarded. So sign up now for this amazing opportunity!

#### LUXURY ABOUNDS TRAVEL CONSULTANTS GOLD COAST - \$50-\$60K OTE +

This first class agency is looking for their next sales superstar to join their team. Your day will involve looking after their high end clientele booking travel arrangements to worldwide exotic destinations. Your product knowledge & personal experience will be integral & help you be successful. You will enjoy travel discounts & educationals along with a top industry salary package. If you have 2 years travel consulting experience, GDS & top customer service & sales skills, we want to hear from youl



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