

## APT "Live Fully"

APT will this month continue its longstanding association with the Australian Open Tennis tournament, with a new "Live Fully" campaign aiming to showcase its all-inclusive offering.



A new logo (pictured) is part of a new look and feel for APT, with CEO Steve Reynolds saying "the true essence of real luxury is to be 'All inclusive, all taken care of, so you can Live Fully'".

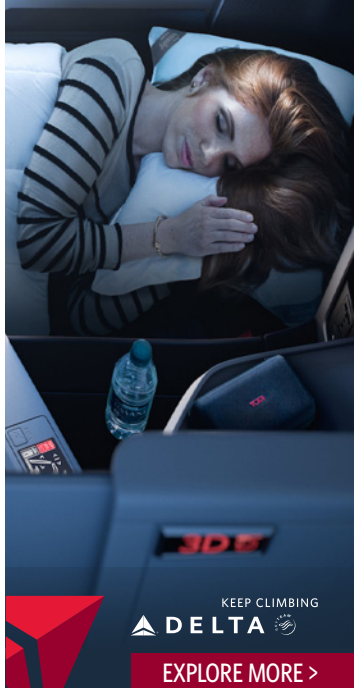
For more information on the new campaign, [CLICK HERE](#).

## Today's issue of TD

Travel Daily today has five pages of news and photos including a page of pics from Silversea Cruises.

## PRIVACY? YES, PLEASE.

Delta One® Suite: the world's first all-suite business class with sliding door flying daily from Sydney to Los Angeles from April 7, 2019.



## Flight Centre expands

FLIGHT Centre has announced a series of new investments across the USA and Asia following the acquisition of Silicon Valley-based Casto Travel and the signing of a 10-year lease on the four-star Camakila Legian Bali Hotel (TD breaking news 21 Dec).

The move is part of a strategy by the company that aims to target high growth areas, including the USA, corporate travel and in-destination travel experiences.

Managing Director of Flight Centre Graham Turner said the new businesses were significant additions to FC's "increasingly diverse global network".

"Casto strengthens our overall US operation, which includes the highly successful and rapidly growing corporate travel business, along with our on and offline leisure businesses and wholesalers GOGO," Turner said.

"We now have a corporate travel presence in more than 20 US cities and there are significant future opportunities."

The signing of Camakila

Legian Bali has also bolstered the company's emerging travel experiences network (TEN), and follows the major acquisition of hotel management group Bespoke Hotel Management Asia in 2017 (TD 24 Jul 2018).

"Legian's popularity with travellers globally, coupled with Flight Centre's strong market share in the region, makes this a low-risk proposition for the company," Turner added.

## Solomon to Lomlom

SOLOMON Airlines has debuted non-stop services from Honiara to Lomlom Island in one of the country's most remote regions.

Lomlom is the largest of the 18 Reef islands located in Temotu Province on the eastern part of the Solomons archipelago, with the far-flung destination said to have significant potential for regional business and tourism.

Initially flights will operate once per week, with plans to boost frequencies based on demand.

## Bestjet accusations deepening

THE controversial collapse of Bestjet Travel Pty Limited (TD 19 Dec) has seen accusations flying in recent days, with the company's new owners threatening legal action against founder Rachel James who has been alleged to have illegally retained control of the Bestjet servers, systems and website.

Robert McVicker Jr, whose family took over the business less than six weeks before placing it into administration, said "the former owner and their representatives who managed the day-to-day activities of the business reneged on promises to allow us full access to the business systems and records, and instead kept hidden the true financial nature of the business".

The administrator has also advised customers to ignore

"unauthorised information" which appears to have emanated from the company and which urged affected pax to directly contact senior airline staff.

The Bestjet email, which included several spelling and grammatical errors, had the direct contact details for Virgin Australia CEO John Borghetti, EK Australasia Senior VP Barry Brown, IATA Regional Chief Matteo Zanmarini and more, and made a range of accusations about the airlines and CVFR Consolidation, which had ticketed many of the company's bookings.

The administrators confirmed they had no knowledge of the email, saying "these acts of interference in the administration of Bestjet must stop".

The first creditors meeting is scheduled for noon today in BNE.

## Egypt DFAT update

THE Department of Foreign Affairs and Trade has updated its Smartraveller advice for Egypt following a bomb attack on a tour bus near the pyramids of Giza.

The roadside bomb killed three Vietnamese tourists and a local tour guide, while 11 other people were injured in the incident.

According to Egyptian PM Mostafa Madbouly the bus had deviated from its planned route without notifying security forces - this was denied by the driver.

A subsequent crackdown has seen police kill 40 militants, with officials saying the perpetrators were planning a series of attacks on state institutions, tourists and Christian places of worship.

To keep up to date on travel advice to the region, visit the Smartraveller website [HERE](#).



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The travel industry has experienced all four seasons this year. Read more in the December issue of *travelBulletin*.

CLICK to read **travelBulletin**



## Travel Daily on location aboard *Silver Muse*

Today's issue of *TD* is coming to you courtesy of Silversea Cruises, which is operating its *Silver Muse* in local waters for its inaugural Australian season.

**SILVERSEA** Cruises' flagship *Silver Muse* is the epitome of ultra-luxury ocean travel, carrying about 600 guests in generous suites with a butler service to meet every need.

Eight onboard dining venues are complemented by expansive public spaces, a luxury spa, theatre, boutiques and more, with the vessel's inaugural Australasian odyssey set to see her arrive in Sydney this weekend before a series of trans-Tasman cruises.

More on **page four** of today's issue of *Travel Daily*.

## ANA links Perth and Tokyo

**ALL** Nippon Airways (ANA) has announced it will commence flying a direct service between Tokyo and Perth from 01 Sep.

The Japanese airline will use a Boeing *Dreamliner* 787 to fly the route which will operate a frequency of seven days a week.

Japan is currently Western Australia's ninth biggest market in terms of visitors, and over the next three years the flights will bring an estimated 76,000 new Japanese visitors and inject \$175 million into the state's economy.

"Securing a direct air link between Perth and Tokyo is a massive win for the state, which will bring more Japanese visitors to WA and help us grow this important market," said WA Tourism Minister Paul Papalia.

"Perth boasts the best hotels in Australia, with more than 3,000 new rooms opening in the past few years," he added.

ANA's decision to launch the route was encouraged by a visit to Japan from Tourism WA and Perth Airport representatives late last year who actively pitched for direct flights.

The Federal Government has also revealed it will provide Tourism Australia up to \$1 million over next three years to help market and promote the new ANA service.

## Adelaide Oval hotel

**SOUTH** Australian authorities have approved the development of a new 128-room boutique hotel as part of the eastern grandstand of the Adelaide Oval.

It took just nine days for the planning tick to be granted for the Australian-first "stadium hotel," with the operators of the venue set to now solicit proposals for construction from builders.

## Venice tourist fee

**VENICE** has revealed its intentions to implement a new "landing tax" for short-stay visitors to the Italian city.

Government officials say the new entry fee of up to €10 (A\$16.30) will likely be in place in time for the high season this year, and will be channelled into a fund to help "keep the city clean".

An Italian Government spokesperson said cruise pax may be the hardest hit because they are easily identified as short-term tourists, whereas it may prove harder to tax day-trippers arriving by air, road or rail.

Venice is a popular cruise destination receiving hundreds of ships every year, with the city notching up more than one million passengers on land tours to see the city's landmarks.

The levy will apply only to tourists, but it is not yet known if it will replace a city tax already levied on hotel occupants.

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## Thai Airways display cheer



**THAI** Airways ran a hamper giveaway competition in the lead up to Christmas, rewarding travel agencies who put together the most impressive Christmas displays in the country. Winners of the festive

competition included Fusion Holidays Brisbane, as well as Flight Centre Ashfield NSW.

**Pictured:** Denise Dalton from Thai Airways presenting Leann Molloy from Flight Centre Ashfield with a prized hamper.

## All eyes on Jetstar

**JETSTAR** used unique “eye tracking” technology in its latest outdoor advertising campaign, with an innovative system serving custom content to people viewing street displays based on where they looked at the screens.

In early Dec the JCDecaux “Innovate” panels featured destinations from Jetstar’s Christmas sale, with consumers’ eyes naturally drawn to their “dream destination,” according to a report in *Campaign Brief*.

Based on their eye movement, the panels then displayed the sale price for a flight to that port, with some lucky travellers also being automatically dispensed a \$500 Jetstar Gift Card to allow them to book the flight for themselves.

The panels were located at Melbourne’s Southern Cross Station as well as Sydney’s George Street.

## KE cancellation fees

**KOREAN** Air has this month been forced to implement new fees for last-minute cancellations, saying increased no-show penalties follow “recent chaos” driven by obsessed K-pop fans.

Effective from 01 Jan, an additional KRW200,000 (about A\$254) is being levied on passengers who cancel their flights after going through the departure process.

While sometimes this occurs due to an outbreak of anxiety or some other emergency, the carrier said during 2018 some 35 passengers had falsely reported for departure on fully refundable tickets before checking in, visiting the lounge and then cancelling their travel after getting on board the aircraft - apparently in efforts to get a selfie with celebrities booked on the flights.

The incidents force all pax to disembark the aircraft and go through security checks, resulting in unnecessary flight delays.

Asiana Airlines has also matched the new penalties.



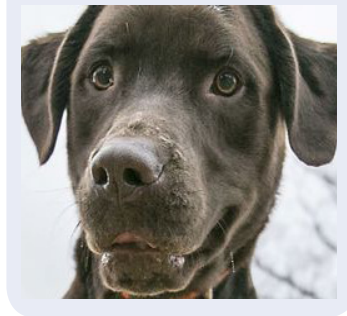
## Window Seat

**INNOVATIVE** technology such as automated lanes and facial recognition cameras in airports are great and all, but what better way to put the traveller at ease than by introducing floppy-eared dogs?

According to the *Los Angeles Times* the Transportation Security Administration (TSA) recently brought in floppy-eared dogs, rather than pointy-eared dogs to sniff out explosives in public areas during a tour of Washington Dulles International Airport.

TSA Administrator David Pekoske said, “we find the passenger acceptance of floppy-eared dogs is just better...[the dogs] don’t scare children”.

**Pictured** is an example of the kind of dog ears the TSA is looking for.



## Senior cruise deals

**CAPTAIN** Cook Cruises is offering seniors up to 50% off select Sydney Harbour dining cruises aboard *MV Sydney 2000* throughout the NSW Seniors Festival from 13-24 Feb.

The Seniors Festival Sydney Harbour Buffet Lunch Cruise is priced at \$59 per senior and departs daily from King St Wharf No. 1 Darling Harbour.

Book online **HERE** and enter the promo code SEN-PEN at the check-out page.

## Arizona attractions

**VISIT** Arizona has released a number of openings and attractions for this year.

The updates include the upcoming opening of 127-room Cambria hotel in downtown Phoenix, the opening of craft cocktail bar Across The Pond in central Phoenix, along with the new Wilhelm Family Vineyards tasting room – Tasting & Tapas at Ventana which is now open.

Other activities featured are the Grand Canyon 100 years celebrations on 22-29 Jun.



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## The Westin Japan

**WESTIN** Hotels & Resorts has announced the signing of the 373-room The Westin Yokohama, slated to open in 2022.

The new-build property will be the seventh Westin hotel in Japan and will feature the brand’s signature wellness offerings, including the Westin Heavenly™ Bed and Heavenly™ Bath in all guest rooms.

The Westin Yokohama will also offer two dining venues - The Market and The Grill, along with business centre facilities including two fully-equipped meeting rooms and a ballroom.



# Silver Muse's Down Under debut

SILVERSEA Cruises has treated a number of its key industry partners to a festive season cruise aboard its flagship *Silver Muse*, which made her way to Australian waters for the first time in recent days. Travel agents enjoyed a number of sectors on the maiden arrival including cruises between Bali and Darwin, Darwin and Cairns, Cairns and Brisbane and then onward to Sydney, where *Muse* will this weekend embark on a series of trans-Tasman voyages.

*Silver Muse's* local deployment will also be celebrated on Sun at a function in Sydney attended by the cruise line's CEO Roberto Martinoli and Chief Marketing Officer, Barbara Muckermann, who are flying to Australia to mark the milestone and Silversea's commitment to the local market.

Silversea Cruises "calls into more ports than any other cruise line, on all seven continents," according to the company's National Sales Manager Craig Owens, who said the local arrival of *Muse* was expected to generate even more interest in the ultra-luxury product.

Check out lots more photos from on board *Silver Muse* at [facebook.com/traveldaily](https://facebook.com/traveldaily).



SILVERSEA National Sales Manager, Craig Owens (at rear) is pictured with Scott Meacock; Helen Smith, Flight Centre Corporate; Becky Kent-Perchalla, Perchalla & Turner Travel Associates Adelaide; Glenn McPherson, Tramada Systems; and Amy Meacock, Raats & Turner Travel Associates Cottesloe WA.



MEGAN Peterie and Leanne Fonagy, Silversea Cruises.



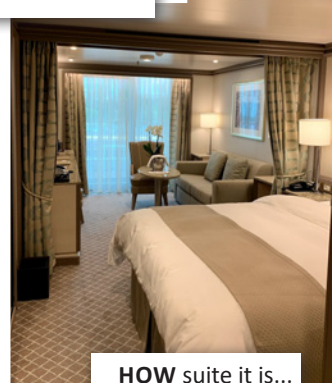
DOUBLE bubble trouble in the spa - and in the Champagne glasses - for Amy Meacock, Becky Kent-Perchalla and Helen Smith.



GINGERBREAD houses across the ship enhanced the festive ambience.



ROSS and Jacquie McLennan from First Travel Group NZ with Silversea's Craig Owens.



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## Thailand pax up

**THE** Ministry of Tourism and Sports in Thailand has released its tourism figures for Jan - Nov 2018, reporting the country received 34,431,489 international visitors during the period.

The figures were up by 7.53% on the same period in 2017, with tourism revenue up by 9.78%.

## Flying taxis in Oz?

**A SPOKESPERSON** for the Civil Aviation Safety Authority (CASA) believes low-flying air taxi services between Australian airports and CBDs could be in place within five years.

CASA's Peter Gibson said proposals from travel companies such as Uber for low-altitude air taxi services are "credible" and should be taken seriously.

"There are...big multinational companies, investing big dollars," Gibson said.

Uber has flagged Melbourne and Sydney as potential trial cities for its flying taxi project.

## Passport crackdown

**PASSENGERS** with "damaged passports" travelling to Bali are being denied boarding following tighter new restrictions and fines being imposed by local Indonesian authorities.

According to *The West Australian*, authorities are enforcing a US\$5,000 fine on airlines who carry passengers holding damaged passports.

Pax presenting the damaged documents are being sent home.

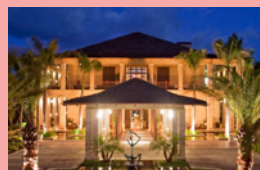
## Hilton Ottawa opens

**HILTON** has announced the opening of the dual-branded Hilton Garden Inn Ottawa Downtown and Homewood Suites by Hilton Ottawa Downtown, in the Canadian city of Ottawa.

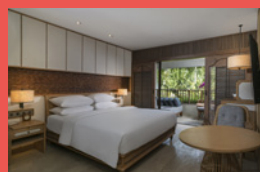
The property offers an additional 346 rooms, with convenient access to Parliament Hill, the Byward Market, Rideau Canal and Shaw Centre.

## ACCOMMODATION

**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](mailto:accomupdates@traveldaily.com.au).



The **St Regis Bahia Beach Resort** in Puerto Rico has reopened its doors following an extensive US\$60m renovation. The new look is "inspired by the surrounding sea, sand and foliage", with the property's 139 rooms all boasting refurbished colour palettes of whites and light blues and featuring a range of the resort's custom furniture pieces such as glass bar cabinets.



The hotel formerly known as the Bali Hyatt has emerged as the **Hyatt Regency Bali** after undergoing a five-year facelift. The 465-room hotel features updated rooms and suites all with balconies overlooking the Indian ocean. One-bedroom suites include a separate living room that can accommodate an extra bed, as well as access to the hotel's Regency Club Lounge.



Byron Bay's Beach Hotel has announced the launch of the **Green Room**, a new dining and bar space that offers a menu designed by Food Director David Moyle. The dining venue replaces the old poker machine room and boasts interiors of minted green stucco-rendered walls, native Australian recycled timbers and exposed red brick walls that "echo the native surrounds and heritage" of the hotel. The venue is open daily from 8am.

## Royal backdown

**ROYAL** Caribbean Cruise Lines has agreed to withdraw a crime warning for passengers visiting the Arawak Cay Fish Fry, in the Caribbean capital of Nassau.

According to *The Tribune*, the warning threatened to "unduly bring fear to pax coming to Nassau", with The Bahamas Minister for Tourism Dionisio D'Aguilar stating he "simply does not agree" with the warning.

## Ha Long Bay airport

**THE** Van Don International Airport in Vietnam's Quang Ninh province has officially opened after two years of construction.

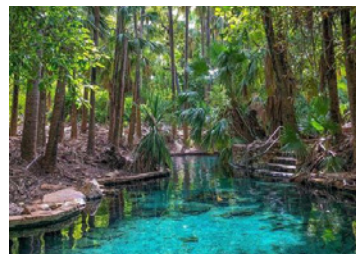
The "most modern airport in Vietnam" is expected to deliver close to 2.5 million passengers to the UNESCO World Heritage listed Ha Long Bay region annually.

## NT's Instagram spot

**THE** Northern Territory's Mataranka Thermal Pools has been named as the most liked image on Tourism NT's Instagram channel for 2018, receiving over 8,300 likes since Jul.

"The Mataranka Thermal Pools are a classic example of some of our natural hidden gems that have to be seen to be believed," said Lauren Moss, NT Minister for Tourism and Culture.

The image was captured by Darwin photographer Mel Brautigam - see the post [HERE](#).



**A-LEAGUE**

## A-LEAGUE WINNER R9

Congratulations

**BARNEY HAMILTON**

from *Travel Team*

Barney is the top tipper for R9 of *Travel Daily's* A-League footy tipping competition. He's won a \$250 travel voucher from Keith Prowse Travel.



A-League tipping competition is sponsored by Etihad Airways and Excite Holidays, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



NSW permit LTPS/18/28921 / ACT permit TP 18/01724

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### EDITORIAL

**Editor in Chief and Publisher** – Bruce Piper

**Editor** – Jasmine O'Donoghue

**Contributors** – Adam Bishop, Sarah Fairburn, Anastasia Prikhodko, Jenny Piper, Christian Schweitzer

[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

### ADVERTISING AND MARKETING

Sean Harrigan and Lisa Martin  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

### BUSINESS MANAGER

Jenny Piper  
[accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Suite 1, Level 2, 64 Talavera Rd  
Macquarie Park NSW 2113 Australia  
PO Box 1010 Epping NSW 1710 Australia  
Tel: 1300 799 220 (+61 2 8007 6760)

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