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# Travel Daily

First with the news

Friday 16th December 2011

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## J class fares plummet

**DOMESTIC** Business Class fares have dropped to their lowest levels in 14-years according to the the latest Air Fare Indexes.

The government figures show J Class fares in Dec haven't been this low since Aug 1997.



## empowered

with James Tobin

This month we look at industry trends and how these are driving additional revenues and efficiencies for you

Empower your business today

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**Sabre** Travel Network

## TCF agent audit fee break

**THE** Travel Compensation Fund will do away with annual audit fees for smaller travel agents when renewing participation, saving about 800 agents as much as \$2,000 per year.

The proposed changes to the TCF Financial Criteria will apply to existing fund members with a turnover of less than \$1 million annually.

The TCF said approved members will no longer be required to have their financial statements audited & Annual Financial Review signed off by a registered auditor.

CEO Glen Wells said the changes would be a "significant benefit" for many participants, with around 1/3 of participants in the fund turning over \$1 million.

In the last decade, only 8% of small travel agent TCF participants had compensation claims.

"The TCF Board is always prepared to assist participants

through reducing compliance costs where this can be done consistently," Wells said.

He said that the reforms would also save as much as a month in TCF renewal processes, and that should reduce the number of agents having to pay late lodgement fees.

The changes will be run initially for the 2011-2012 renewal year, after which time the board will evaluate its effectiveness.

Eligible participants will be contacted in Jan or Feb.

A small number of agents with a history of non-compliance with TCF requirements or financial issues will be ineligible.

AFTA ceo Jayson Westbury applauded the change saying it was "very good news" but "frankly a long overdue reform by the TCF."

"With every government across Australia, State and Federal, looking to cut red tape for small businesses, this reform is very consistent with that desire," Westbury told *Travel Daily*.

## Gift the gift of TIME

**TODAY'S** *Travel Daily* features a column for the Travel Industry Mentor Experience, and calls for industry personnel to give the gift of donating their knowledge as a Mentor - details on **page six**.

## Seven pages of news

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

- AA Appointments

## SQ pax no's dip in Nov

**LOAD** factors across Singapore Airlines' network fell by as much as 5.5 percentage points last month with the South West Pacific down 2.2pts to 80.5%, compared to the corresponding period in 2010.

SQ's passenger numbers were down 2.7 points to 1.4 million.

## EK 4 daily A380s to LHR

**EMIRATES** is beefing up capacity to London with the carrier to add a fourth daily A380 superjumbo service from Dubai to Heathrow from 25 Mar next year.

EK's only other LHR service will be operated by a B777-300ER.

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# Travel Daily

First with the news

Friday 16th December 2011

**NOU So Close**

New Caledonia is a unique island paradise, less than 3 hours from Sydney and only 2 hours from Brisbane



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## ATEC/SilverNeedle jv

THE Australian Tourism Export Council & SilverNeedle Hospitality (SH) have formed a corporate pact.

The move follows SH's recent acquisition of Constellation Hotels with SH saying the pact will lift the group's profile in Asia Pacific.

## ACCC Qantas back down

THE competition watchdog says its "pleased" with actions taken by Qantas to fairly compensate passengers who had their travel plans thrown into disarray by its recent fleet grounding.

Just days after Qantas grounded its mainline operation in late Oct stranding thousands of passengers domestically and around the world, the ACCC informed the flag carrier its initial remedies to pax affected were insufficient.

The Australian Competition Consumer Commission chairman Rod Sims noted today that "the additional range of remedies" Qantas has since offered were more fitting.

"In particular, Qantas has extended its offer of refunds and compensation for reasonable losses to any consumer that was affected by the grounding," the ACCC said.

The watchdog said QF had been providing regular updates on the process of consumer refunds and compensation claims.

It also said it would not pursue

Qantas any further on the sale of tickets while it was grounded that it knew it would be unable to operate, saying those affected consumers had now been "fully compensated."

MEANWHILE, QF has today said it will deploy inflight internet capability on six of its A380s from Feb on select flights to the USA.

## 297 claims worth \$1.1m

THE collapse of 18 travel agencies this year has led to 297 claims being paid out so far, worth a total value of \$1.115 million, the Travel Compensation Fund advised this morning.

One of the claims was against Harvey World Travel Broadbeach for two multi sector first class international fares worth \$26,600.

Separately, the TCF reported the number of profitable agents has increased from 77.3% to 80.5%, based on 2011 annual financial reviews processed.

The TCF's reserves "remain sound", standing at \$30.2 million.

Expenses are down 35% against budget, primarily due to lower claims paid and other operating cost savings.

The total value of guarantees held by the TCF is now \$73.8m, down \$7m on last year, which "reflects the lower number of agents requiring a guarantee under the TCF Financial Criteria" & improved trading profitability.

## Hahn Air's live portal

HAHN Air's new booking portal will officially go live today offering travel agents participating in the worldwide network of Hahn Air Ticketing Centres access to all published fares for over 250 Hahn Air partner airlines.

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## EK tailstrike report

THE Australian Transport Safety Bureau this morning released its report on the Emirates tailstrike incident that occurred in Melbourne on 20 Mar 2009.

The report determined the accident resulted from the use of "erroneous take-off performance parameters."

Discover the **BIG** difference

QBE Travel has introduced significant changes this month. Travel agents will discover a new product, pricing and system enhancements; a **BIG** difference in making travel insurance easier for you to sell QBE's great products.

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# Travel Daily

First with the news

Friday 16th December 2011



## Air Austral shelves Sydney route

**REUNION**-based carrier Air Austral has thrown in the towel on its Australian services, late yesterday advising it would cease flights to Sydney from 20 Mar next year (**TD** breaking news).

The withdrawal also brings to an end its onward flights to New Caledonia's capital, Noumea.

UU launched its Sydney service with much fanfare in Apr 2009, selling the route as an alternative connection to France and Paris.

But following a review by the airline's executives of its long-haul operations, the decision was made to pull the pin on the underperforming route, along with its Bangkok service which will be wound up on 26 Mar.

Air Austral cited a "difficult economic climate" and rising jet fuel prices for the pull out, saying

it would focus on flights between Reunion Island and France.

Services beyond 20 Mar have been removed from GDS, and UU is now finalising details of its re-protection policy for pax who were booked beyond that date.

Travel agents with enquiries are being directed to phone its local ticket office on 1300 306 365.

## TC's sales growth

**TRAVEL** Counsellors global sales soared 10% to £346m (AU\$542m) for the financial year ending 31 Oct despite "ongoing uncertainty" facing the industry.

The home-based network is forecasting sales to increase to £390m (AU\$610m) in 2012.

Over the past year six Australian Travel Counsellors achieved Gold status, while over 700 agents globally have grown their sales on a year on year basis.

MD Steve Byne said the growth is a "testament to the way in which our agents embrace the support and technology available to them and focus on building invaluable relationships and trust with their customers".

## New oneworld chair

**THE** oneworld airline alliance's Governing Board has elected Tom Horton, Chairman, President and chief executive American Airlines, as its new chairman replacing Gerard Arpey who resigned from the airline late last month.

## Get out of Mindanao

**THE** Dept of Foreign Affairs & Trade is advising Aussie travellers in central and western Mindanao in the Philippines to leave immediately following recent bombings and kidnappings.

The advice for the region has been elevated to 'Do not travel.'

## Jetstar Asia ceo quits

**JETSTAR** Asia's ceo, Chong Phit Lian will step down from her role, effective 01 Feb 2012 to pursue other opportunities outside the aviation industry.

Chong will continue to hold her position on the Jetstar Asia Board.

## Bugs Garden opens

**WILD LIFE** Sydney has opened its new Bugs Garden habitat, full of locusts, cockroaches, stick insects, grasshoppers & spiders.



## Window Seat

**WHICH** celeb would you want to sit next to on a plane?

According to European travel search website, Skyscanner, the majority of the 1,000 travellers polled said the preference would be to be seated beside English actor, screenwriter, author, journalist, television presenter and film director Steven Fry.

Actor Johnny Depp was next, then Barack Obama, David Beckham and Kylie Minogue.

Morgan Freeman was the top choice for the voice of the PA system and Ricky Gervaise and Ozzy Osbourne came in fourth and fifth as the celebrity of choice for the safety demo.

**HOW** much can a Polar bear and Panda bear bare?

San Diego Zoo has launched a new mobile app that enables users to virtually stalk the zoo's resident bears, day and night.

'Polar Cam' and 'Panda Cam' use a series of cameras to "capture all of the eating and sleeping action" from the mammals.

## Beachcomber bargain

**BEACHCOMBER** has air & land packages priced from \$1,999pp for travel 15 May to 15 Jul, if booked by 23 Dec.

The deal represents a \$720pp saving on the normal price.

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Friday 16th Dec 2011

## NZ/ANA partnership

AIR New Zealand and All Nippon Airways yesterday signed a Memorandum of Understanding that will cover codesharing and ground handling services in Japan, effective 25 Mar 2012.

Air NZ passengers will have access to 48 domestic destinations operated by ANA and the Japanese airline's pax will be able to access Australia and New Zealand services through the gateway of Auckland.

Air NZ will also move its Narita airport base to Terminal 1 South.



## Rendezvous CHC due

RENDEZVOUS Hospitality Group have confirmed it expects to open the doors on its Christchurch NZ property in early 2012 (TD 29 Nov), bringing with it "a major boost for tourism & business" for the city.

Rendezvous Hotel Christchurch required only "minimal structural repairs" after this year's devastating Feb earthquake, however it was closed for an extended period due to its location within the cordoned off CBD.

The property will add 171 much-needed centrally located hotel rooms to the city's inventory, and is looking to launch on 01 Mar.

MEANWHILE, Rendezvous Stafford Hotel Sydney has a three night New Year's Eve package including accom in a studio guest room with balcony and brekkie for two adults priced from \$585/night - call 02 9251 6711.

## SkyTeam PEK colocate

THE SkyTeam airline alliance has created a brand new co-located area at Beijing Capital Int'l Airport Terminal 2 for members Air France, Aeroflot, China Eastern, China Southern, Delta Air Lines, Korean Air, KLM & Vietnam Airlines.

The facility consists of 50 check-in counters, premium dedicated counters, and 10 self-service kiosks to be rolled out in Dec.

## Newmans' Kiwi hot shots



ABOVE: Newmans Holidays World Drive Rally New Zealand 2011 (TD Mon & Tue) concluded in Auckland with the highly anticipated Gala Awards Dinner held at the Sky Grand Hotel.

The three day event showcased five regions of New Zealand, with the 'Haka Honeys' from South Australia pipping 15 other travel agent teams from Australia competing in the event.

The winning team members each won two night's luxury accom at the Sky Grand Hotel,

## Egencia acquisition

TRAVEL management company Egencia has acquired web and mobile platform for businesses, Traveledoo, as the Expedia firm sets out to expand its reach and differentiate its product offering.

Auckland and they are pictured here with their trophies (from left): Guy Robinson, Avis NZ; Julia Savill, Tourism NZ; Melissa Watt, Newmans Holidays; Karen Kovak, Air NZ; Jessica Schutz, Harvey World Travel Barossa Valley; Renni Maitland, Travelworld Port Lincoln; Sharon Ward, Jetset Port Adelaide and Melissa Rottura, Newmans Holidays.

## Meetings Africa 2012

SOUTH Africa Tourism's 2012 business events expo Meetings Africa being held from 28 Feb to 01 Mar in Johannesburg will see the launch of the new National Convention Bureau.

The NCB will provide South African tourism businesses a platform to collaborate on bids for large international meetings.



## our new partnership is taking off

Virgin Australia is proud to announce our new partnership with Singapore Airlines. This means in 2012 your clients will be able to experience seamless connections to over 60 destinations in Asia and beyond.

Velocity members will enjoy additional benefits, including the ability to earn Velocity Frequent Flyer Points\* and Status Credits, as well as redeem their Points on Singapore Airlines operated flights^.

Eligible guests will also benefit from Priority Check-in, Baggage and Boarding. And starting immediately, they will have access to Singapore Airlines' operated lounges.

For more information, click here or contact your Virgin Australia Account Manager.

\*To earn and redeem Points you must be a Velocity member. Velocity Membership and Points earn and redemption are subject to the Member Terms and Conditions, as amended from time to time available at [virginaustralia.com/velocity](http://virginaustralia.com/velocity). ^Selected services unavailable for redemption.

SINGAPORE AIRLINES 

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## LATAM merger OK'd

**THE** Brazilian antitrust authority The Council for Economic Defense has unanimously approved the merger between LAN and TAM, to create the entity LATAM.

## G Ozstock stuck in the 80s



**ABOVE:** G Adventures held their annual Ozstock conference in Victoria last weekend, giving the small group adventure touring company a chance to bring interstate colleagues together for a few days of conferencing and networking.

There was also a chance to let the hair down with an 80s themed party held on Sat night.

Pictured in some pretty outrageous outfits, back row from left are: Melinda Baxter, Jeremy Neumann, Chris Catanzariti,

Sandy Erskine, Steve Ladgrove, Chelsea Kappeler, Erika Gerritsen, Belinda Ward & Shailey Hewlett.

Third row: Jessica Rivington, Jolene Brown, Erin Shanks, Danica Jones, Jason Wass, Elissa Dutka and Natalie Whiston.

Second row: Daniel Coleman, Sarah Hladky, Melissa Thurman, Julia Morgan and Ashlea Crawford, Pete Rawley.

Front: Matthew Drummond and Mak Doherty.

## HAL drops Acapulco

**HOLLAND** America Line has ditched port of calls in Mazatlan and Acapulco in Mexico for the first three months of 2012, believed to be a result of safety concerns for passengers.

The move will see *Oosterdam* spend two days in Puerto Vallarta on its week-long Mexican Riviera sailings from San Diego.

Other HAL voyages will incl extra time at Santa Cruz (on *Statendam's* Panama Canal Explorer cruise) or at Huatulco (*Rotterdam's* Inca Empire South America itinerary).

**UPDATE**

### Supplier Updates

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

Set against the beautiful and dramatic Cable Beach, iconic Cable Beach Club Resort & Spa is an indulgent oasis in Broome, Western Australia. The resort is one of Australia's most alluring and idyllic properties.

### Sales Coordinator

We are looking to appoint a Melbourne-based Sales Coordinator. This full time position is responsible for providing support to the Sales team, general administration, loading contracts, assisting trade clients with their queries and the coordination of sales and marketing activities and accounts as required. Knowledge of Word, Excel & Powerpoint along with hospitality and tourism industry experience is essential.

Limited interstate travel and attendance at industry functions required.

Please forward applications to: [sales@cablebeachclub.com](mailto:sales@cablebeachclub.com) or fax: 03 9526 8946.

For further information please contact Nicole Tingey on 03 9526 8947.



## Helen Wong's 2012/13 brochure launch

**HELEN** Wong's Tours last night officially launched its China and Vietnam brochures for 2012 on the eve of its 25th anniversary in Australia at a function in Sydney.

The new programs have been expanded to include a new 15 day cruise and rail journey and a two-week family friendly group tour added to the China brochure for 2012/13.

In Vietnam there are 18 tours for 2012/13, up from 11 operated this year, and Myanmar, Burma has been re-introduced following a "brief absence".

Helen Wong, founder and managing director has personally selected unique and "everlasting experiences" and bonus activities which are labelled as 'Helen's Choice' are included in the cost of the itinerary.

"Over the past 12 months, Vietnam and neighbouring Cambodia and Laos have proved popular with Australians on our group and independent tours and we see this positive trend continuing into the next 12 months," Wong said.

While in China, the tour operator will guarantee that 50%

of its group tour itineraries will go ahead, even if there are just two guests booked on the itinerary.

"We look to our Silver Anniversary as a precious milestone," Wong said.

"As we journey through 2012/13, we see this as a platform to continue delivering the best products and services, for many years to come".

To see the brochures visit [traveldaily.com.au/brochures](http://traveldaily.com.au/brochures).

## SAA Aussie accolade

**SOUTH** African Airways' local operation was recognised at a gala event in Johannesburg last week, after being ranked in the carrier's top 5 global stations.

SAA's head of Australasia Thevan Krishna was delighted to accept the honour, saying pax numbers from the region had grown "smartly" in the last fiscal year "despite continued pressure on international airlines."

## ROCKY MOUNTAINEER GIVEAWAY



*Travel Daily* has teamed up with **Rocky Mountaineer** to give five lucky readers the chance to win a plushy Fraser the Bear and a lux leather luggage tag, valued at \$45.

To win, simply be the first person to send in the correct answer to the following **True** or **False** question:

**You can learn more about Rocky Mountaineer's service levels (including a virtual tour of each) at [http://www.rockymountaineer.com/en\\_AU/service\\_level/canadian\\_rocky](http://www.rockymountaineer.com/en_AU/service_level/canadian_rocky)**

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Email your answer to: [rmbear@traveldaily.com.au](mailto:rmbear@traveldaily.com.au)

Congratulations to yesterday's lucky winner, **Elyse Hebblewhite** of **Harvey World Travel Dapto**.



## US Airways adds 2

**US AIRWAYS** is introducing two additional routes to its network with a Sat service to New York LaGuardia Airport from its Phoenix hub and a daily year round service from Salt Lake City to Charlotte in North Carolina.

The new routes will debut on 10 Mar and 04 Mar respectively.

## Antarctic Guide site

**THE** AntarcticGuide.com portal has been launched this week offering maps and photographs of the most popular places to visit, up-to-date news feeds on all polar matters and a calendar with links to all scheduled voyages visiting the icy continent.

## Beijing busiest hub

**ATLANTA** is likely to lose its title as the world's busiest global air hub in 2012, according to OAG's Frequency and Trend Statistics after capacity and frequency cuts.

The study suggests Beijing Int'l will overtake Atlanta, after the Chinese capital saw capacity rise 4% and frequencies 3% in Dec.

## Jumeirah Maldives

JUMEIRAH has opened its second resort in the Maldives with the introduction of the 91 villa and suite Jumeirah Vittaveli.

Friday 16th Dec 2011

## Marriott CEO resigns

**THE** man at the helm of Marriott International for the past 40 years, Bill Marriott, has announced he'll hand over the reigns early next year.

He'll be replaced by Marriott's chief operating officer Arne Sorenson from 01 Apr 2012.

**MEANWHILE**, Virgin America is the latest carrier to join Marriott Intl's loyalty scheme, Marriott Rewards, with guests earning one Elevate point per US\$1 or US\$2 spent on accommodation, varying based on which hotel chain used.

## PER viewing platform

**PERTH** Airport has unveiled a new public viewing platform of the main runway (03/21) offering up to 100 pax the chance to view aircraft take off and landings.

The shelter, reflecting the shape of a Boeing 747, is open from 6.30am -7pm from Oct to Mar & 7.30am-5.30pm from Apr to Sep.

## Samoa amazing fares

**VIRGIN** Samoa is offering fares to the Polynesian island priced from \$315 one way ex Sydney or Brisbane, valid for travel between 18 Jan to 30 Mar and 24 Apr to 20 Jun 2012, on sale until 06 Jan.

## Celebration Journeys

**A NEW** bespoke celebration events company has been created by Ilana Den and David Dymmott of CC Conferences and Corporate Events to offer travellers a new concept for travel.

Celebration Journeys will look after all aspects of trips including sourcing exclusive locations, managing RSVPs and looking after the individual requirements of each group member.

"We created Celebration Journeys out of a need for specialised travel trips allowing groups to be able to reconnect and share experiences, these are people who like to experience travel outside of the box with many looking to celebrate major milestones in their lives", said Den.

For more information visit [www.celebrationjourneys.com.au](http://www.celebrationjourneys.com.au).

## MI4's Arabian Adventure



**ABOVE:** Dubai Tourism, Arabian Adventures & Emirates hosted a group of Dubai experts, made up of leisure agents, wholesale partners and MICE partners, to an advance screening of *Mission Impossible 4 - Ghost Protocol* in Melbourne last night.

The Melbourne event followed a similar movie night hosted in Sydney on Wed (**TD** yesterday).

**Pictured** at the cinemas from left are: Veronica Rainbird, senior

manager - trade, marketing and strategic relations, Dubai Tourism & Commerce Marketing; Dean Cleaver, Emirates regional manager Vic/SA/NT and Sarah King, director at DTCM.

## FJ/AA codeshare OK

**AIR** Pacific has won approval to begin codesharing with American Airlines from Nadi to 23 US cities, including New York and Las Vegas.

## Opportunities knocking for the Cooks

**AUSTRALIAN'S** are becoming more aware of the Cook Islands as a potential holiday destination, with romance, wedding and family markets identified as potential growth sources.

"Travel Agents were directing business away from the Cooks due to the lack of awareness and consumer perceptions" that the destination was "very rustic" said Kerry Cook, md Cook Island Tourism Australia office at the Kia Orana Cook Island Forum recently. Solutions implemented over the last 12 months to tackle these issues included working with the trade to offer training, and the launch of Air New Zealand's direct service in Jul 2010, Cook said.

The Aussie delegation of wholesalers suggested a tagline

for the destination of "one big resort all on one island" as Rarotonga encourages travellers to get put of their resort as safety and security is not an issue and "you are no more than 10 minutes from the water."

These attributes are what Aussies are looking for, according to the delegation.

The Cook Islands is competing with other international markets such as Fiji, Vanuatu, Bali and Thailand.

Competing destinations are "bombarding" Australians with deals due to the strong Aussie dollar, and while the Cook Islands is considered to be expensive, the delegates suggested Aussies are willing to pay for the experience as long as they get "value for money".

## MEL app & visitor care

**MELBOURNE** Airport has introduced a new iPhone app to offer real time flight info, terminal maps and an itinerary function that will alert the passenger of any changes on selected flights.

Also new is a volunteer Customer Care team who will answer questions, give directions and support passengers.

## explora online store

**SOUTH** American eco adventure operator, explora has launched a new online store selling a range of branded products with half the funds raised being used to help local communities in Patagonia, the Atacama Desert & Easter Island.

The products incl t-shirts (\$35); fleecy jackets (\$105); belts (\$45) & Caps (\$35) - [explora.bootic.net](http://explora.bootic.net).

## TIME UPDATE

February 2012 marks the commencement of the next intake of Mentees into the Travel Industry Mentor Experience – TIME program. This is when Mentees will meet their Mentors, set their goals, both business and personal, and embark on six months of interaction, guidance, planning and friendship.

The process is all about the Mentee and their aspirations, and what they wish to achieve in their lives and careers.

Expressions of interest have been received from all over Australia and from very diverse sectors of the tourism industry. Key senior industry professionals have volunteered their time and energy to be a TIME Mentor and are presently being assessed and partnered with the new Mentees.

There is always room for more and there are three intakes scheduled for 2012. So if you believe you could benefit from having someone take you under their wing and help you navigate the intricacies of life and the tourism industry, send an expression of interest to [travelindustrymentor.com.au](http://travelindustrymentor.com.au).

The 29<sup>th</sup> November was TIME'S last graduation for 2011 and in keeping with TIME's formula of personal growth, attendees heard our keynote speaker Peter Lacaze, CEO Jetset Travelworld Group present his own personal journey in tourism and the lessons he learnt.

Graduating Mentees then delivered personal and emotional speeches detailing growth, achievement, and how they overcame perceived insurmountable obstacles to ultimately reach a point of personal fulfilment.

TIME wishes everyone a Merry Christmas and a prosperous New Year. While you are in the mood for giving, "Why not give the Gift of TIME"?

Make someone's 2012 by sponsoring a Mentee or donating your knowledge and life experience as a Mentor.

Interested parties should visit [travelindustrymentor.com.au](http://travelindustrymentor.com.au).

Friday 16th Dec 2011

## Snow Village Montreal

**EUROPEAN** concept, The Snow Village, is to debut in North America with the newly built hotel located in Parc Jean-Drapeau in Montreal, Canada.

The hotel offers standard rooms & suites, a bar, restaurant, conference centre, chapel and snow igloos, and will open its doors from 06 Jan to 31 Mar.

## EY/Hainan codeshare

**ETIHAD** Airways has signed its first codeshare deal with a Chinese carrier, Hainan Airlines.

The carriers plan to place the HU code on EY metal from Abu Dhabi to Beijing, Chengdu and Shanghai, effective 10 Jan 2012.

**MEANWHILE**, EY yesterday commenced four times weekly services to Chengdu in southwest China, and additionally exchanged a Letter of Intent with Sichuan Airlines covering broad areas of commercial operation.

## SIN Marriott refurb

**SINGAPORE** Marriott Hotel on Orchard Road is undergoing a S\$32 million refurbishment to "retain its competitive edge".

Phase one is almost complete and includes a makeover of the hotel lobby which has been renamed the Marriott Great Room.

The second phase will include the Marriott Cafe, Crossroads Cafe and all guestrooms and is planned to be finished by Apr 2012.

## Tokoriki appointment

**TOKORIKI** Island Resort in Fiji has announced the appointment of Jenna Turnbull for the role of Business Development Manager.

Her responsibilities cover all facets of the resort's operations and management.

## Crown Burswood

**CROWN** is to rebrand its WA asset, Burswood Entertainment Complex, Crown Perth at the completion of a \$750m refurb, exec chairman James Packer said.

The group believes the name change will help lure VIP Asian tourists to the WA capital casino.

## Qld bounces back

**QUEENSLAND** has overcome "seeming insurmountable odds" during 2011, says the state's Tourism Minister Jan Jarratt, with 2012 to bring "new opportunities & a renewed sense of optimism."

In her weekly email, Jarratt said Queensland is "surging towards an economic boom as the powerhouse of Australia."

## JAL holds fuel levy

**JAPAN** Airlines will maintain its current fuel surcharge of US\$288 for sectors to the Oceania region for travel between 01 Feb to 31 Mar 2012, the carrier said.

## DXB virtual assistants

**DUBAI** Airports has introduced four bilingual 'virtual assistants' at Dubai International Airport to offer passengers travel info on a three month trial period.

The assistants will be used to prepare passengers on what they need prior to entering the security screening and immigration areas in a bid to reduce wait time and enhance the customer experience, said VP service development Sujata Suri.

## DL, US slot swapsies

**DELTA** Air Lines and US Airways have finalised the transfer of takeoff and landing slots at New York's LaGuardia and Washington DC's Reagan National airports.

The agreement sees Delta swap 42 Reagan slot pairs with US for 132 slot pairs at LaGuardia.

16 slot pairs at LGA and eight at DCA were also handed back.

DL also was given rights to operate additional daily flights to Sao Paulo, Brazil in 2015.

# Industry celebrates Christmas

*Travel Daily has been inundated with party pics for its popular Christmas photo competition, and today we bring you a selection of these photos (below).*

*Our good friends at Fraser Suites Sydney will choose the best photo at the end of the month to win an overnight's stay in a Two Bedroom Suite, sparkling wine & a fruit bowl upon arrival and complimentary car parking.*

*Bonus points will be awarded for party snaps that include a copy of the Travel Daily newsletter.*



**BELOW:** Virgin Australia's 'Alliances, Network and Yield Management' celebrated Christmas by hosting a 'Red and Bling' themed party at Portside in Brisbane. Pictured below is Nick Taylor (also attempting to do Movember at the time) and Michelle Powell.



We <3 the Travel Daily & Fraser's!!

**ABOVE:** BCD Travel took their Sydney, Brisbane and Melbourne office to the Hyatt Regency Coolom for their Christmas party this year. Pictured above is the technology team: Ryan Goldfinch, Erin Grant, Andy Betterton, Reina Leary, Maite Newell and Vera Lee.

**RIGHT:** Consolidated Travel's work ELF, Amanda Shearer. She helps Santa on Secret Santa day and guards the prezies closely in between ticketing.

**You too could be in the running to win. All you need to do is email your festive photos (including names of the people pictured) to:**

**xmasphotos@traveldaily.com.au**



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From all the team at AA, we would like to sincerely thank each of our Clients and Candidates for making 2011 one of our best ever. We look forward to assisting you all in the New Year.



AA wishes you all a Merry Christmas and a prosperous New Year.

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Do you work like crazy yet your bank account doesn't seem to reflect the hard work you put in? Join this rapidly growing TMC and not only will you earn the salary you deserve, you will be presented with great career advancement opportunities. This is your chance to jump the New Year candidate rush and find that new role you have been seeking prior to Christmas. January start dates on offer.

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