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Landlubbers videos

P&O Cruises has rolled out a series of videos showcasing "landlubbers" (self-confessed non-cruisers) experiencing their first ever sea voyage to dispel common myths about cruising.

Senior vp Carnival Australia, Jenny Lourey said the videos quash misconceptions about cruising.

To view the 6 video features see pocruises.com.au/landlubbers.

JTN boosts agent rewards

JETSET Travelworld Network this morning revealed details of a new loyalty program for its members and their consultants, as part of the ongoing push by the group to boost preferred supplier sales.

GM Julie Primmer announced the move at the JTN conference in Adelaide, saying the new program will "improve returns for the vast majority of agencies," with growth of more than 50% predicted.

Dubbed 'eXcelerate' the new scheme will launch in Jan for an initial six month period, and will be supported by a new productivity dashboard which allow agencies to automatically display sales by consultants by extracting data at point of sale.

Preferred partner sales will be highlighted, and agencies will also be ranked among other members of the group.

Primmer said eXcelerate would provide agency, team and agency level rewards, while additional points will be awarded through a partnership with Sabre Pacific, which is the group's sole preferred GDS supplier.

She said that a year on from the group's merger with Stella Travel,

the network had entered "a period of stability and revenue growth".

Shop numbers have declined slightly, but "we are very pleased with the strength of our network and the outlook for the industry," Primmer said.

For more details and photos from the conference see **p7**.

QF/AA confirm JBA ok

QANTAS and American Airlines have welcomed the US gov't final approval for their Joint Business Agreement on trans-Pacific services, as revealed by **Travel Daily** yesterday.

Rob Gurney Group Executive Qantas said the decision paves the way for the Australia-flag carrier to "work even more closely" with AA on "strategic initiatives that will benefit our customers in both markets."

AA's chief commercial officer Virasb Vahidi added that the Dept of Transportations approval would support their "strategy objectives by providing an unparalleled global network for customers."

With all regulatory approvals now completed, the oneworld partners will begin plotting joint strategic plans and management, improvement of flight schedules, joint pricing initiatives (including new fare products), enhance frequent flyer programs and a steamlined offering for corporate customers and travel agents.

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



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

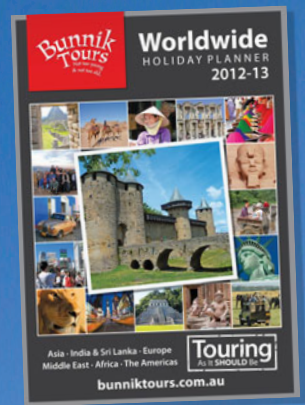
- AA Appointments

Canada top Brand

AUSTRALIA slipped three spots to hold onto 5th place in the FutureBrand's Top 25 Country Brand Index for 2012.

Canada took out the top billing for a 2nd consecutive year, then Switzerland and New Zealand.

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Travel Daily on location in Adelaide

Today's issue of *TD* is coming to you from the Jetset Travelworld Network Conference in Adelaide.

ALMOST 450 delegates from across the country have gathered in Adelaide for the annual Jetset Travelworld conference, themed 'growing together, embracing the future'.

Yesterday corporate agents participated in special Business Select sessions, in the lead-up to the main event kicking off today hosted by JTN favourite, the inimitable Larry Emdur.

South Australian Tourism hosted a welcome cocktail event at the iconic Adelaide oval last night, while participants will experience a local vineyard tonight before a formal black-tie finale on Sat - for all the pics see facebook.com/traveldaily.

Virgin/Delta to align fares

VIRGIN Australia and Delta Air Lines will offer coordinated pricing on trans-Pacific routes from early 2012, according to Virgin's Group Executive of Alliances, Merren McArthur.

Speaking to *TD*, McArthur said the move was the next step in the alliance between the airlines which officially kicked off this week.

"The Delta alliance unlocks a whole new range of choice for travellers," she said, with more arrival and departure times and seamless onward connections via LAX Terminal 5.

"This is an excellent benefit, considering that around 60% of traffic between Australia and Los Angeles travels to or from a point beyond LA," McArthur added.

The aligned pricing will enable travel agents to present their clients with a consistent offering for either airline for all points of sale on the Australia/LAX routes,

with the carriers currently working together on how they will ensure a seamless travel experience for guests.

The joint venture with Delta "provides all the expected benefits from an alliance, including reciprocal lounge access and the ability to accrue frequent flyer points...what's more, travel agents will continue to enjoy a streamlined booking process needing to only make one, direct booking for clients travelling from Australia to a range of destinations across America," McArthur said.

"As our alliance with Delta evolves, we hope to bring many more international visitors to Australia and to continue to enhance North American travel options for Australians," she added.

Virgin is still waiting for the next piece in its global jigsaw to fall into place - the final ACCC tick for its Singapore Airlines alliance.

Industry backs Qantas A380 HKG deployment

QANTAS' move to deploy A380 superjumbos to Hong Kong ex Sydney from 15 Jan (*TD* yest.) has been met with high praise from the tourism industry and govt.

Federal Tourism Minister Martin Ferguson said QF's A380s would boost competition on the "key" Asian route, and strengthen links for Chinese tourists, with Hong Kong acting as a regional hub.

Tourism & Transport Forum ce John Lee said the Qantas A380s would help entice visitors to Australia from China, "our fastest growing int'l market source."

Australian Tourism Export Council md Felicia Mariani also welcomed the announcement, saying it's "a great investment where we need it most."

MEANWHILE, Ferguson said the A380 frequency increase to daily between Melbourne and London & Los Angeles (*TD* yest.) will boost consumer choice & competition.



Tourism & Events Industry Plan



Contribute to the future of your industry

Have Your Say on the future of NSW Tourism and Events

The NSW Government has established an industry-led Visitor Economy Taskforce to develop a tourism and events strategy to position the NSW Visitor Economy for growth.

The Visitor Economy Taskforce is now calling for public comments and formal submissions.

Please visit www.haveyoursay.nsw.gov.au/iap for further information and to provide your comments.

Submissions can also be mailed to:

Visitor Economy Taskforce Secretariat
NSW Trade & Investment
GPO Box 5477
SYDNEY NSW 2001

Or emailed to:
visitoreconomy@business.nsw.gov.au

Submissions and comments are due by the end of November 2011.

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Starwood Villa group

STARWOOD Hotels & Resorts has launched Starwood Asia Pacific Villa Collection, a group of 768 villas spread across 19 resorts.

Among the collection is Sheraton Mirage Resort & Spa Gold Coast, Sheraton Mirage Port Douglas Resort, along with Sheraton Denarau Villas in Fiji.

Starwood says the Villa Collection makes it easier for guests to find a property best suited to their needs - more info at bit.ly/villacollection.

Qantas pilots slam capacity requests

THE union representing Qantas long-haul pilots has written to the International Air Services Commission, expressing concerns about recent capacity requests by the carrier which would allow QF "or any wholly owned subsidiary" to operate on the routes.

Qantas recently submitted renewal applications for international routes which expire during 2012 (**TD** 21 Oct) with destinations affected including Germany, Hong Kong, Thailand and the Philippines, expressly asking for changes which would allow it to operate via an offshoot.

The Australian and International Pilots Association says it's worried about "the potential for adverse outcomes" stemming from the IASC applications by Qantas - particularly in relation to standards for service, recruiting, training and operating procedures.

The AIPA is one of the three unions which had industrial action terminated by the recent Fair Work Australia ruling during the QF grounding, and has also today flagged further legal action over the FWA case.

Skycity plots \$250m Adelaide investment

NEW Zealand-listed Skycity Entertainment Group said today it could "justify" an investment of up to, and potentially more than, \$NZ250 million on the Adelaide Casino, should there be a "level field in terms of casino regulation."

CEO Nigel Morrison made the announcement at this morning's Annual Meeting, saying Skycity looks forward to working with the government regarding its planned future regulatory and operating framework for the casino.

Under the right conditions, Morrison said, it "would give us the ability to compete with our peers in Melbourne & Sydney and deliver a world-class tourism and entertainment facility."

MEANWHILE, Morrison also reported that the impact of the Rugby World Cup "was less significant than expected" in Auckland, however underlying business performance during the period was "pleasing".

The firm said revenues from Skycity Grand (the official hotel of the IRB) and Skycity Hotel were up 30% to \$NZ11m, due primarily to the RWC finals in Oct, when

reporting results for the first four months of 2012 today.

"Rugby World Cup 2011 was anticipated to drive a significant but temporary uplift throughout the hospitality industry, however the actual results have been below expectations," he said.

Morrison said Skycity estimates \$12m of revenue growth was attributable to the RWC.

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Window Seat

JETSET Travelworld has once again managed to snag the one and only Larry Emdur to host its annual conference in Adelaide this weekend.

It's a big deal for Emdur, because it means he's had to take today off from his day job as host of Channel 7's *The Morning Show*.

At a welcome cocktail party last night Emdur revealed that today's show will be hosted by stand-in David Campbell, adding: "for your sake, I hope he's crap".

AND also at the conference, Business Select members of JTN enjoyed a session presented by Steven van Aperen - a facial recognition expert also known as the 'Human Lie Detector'.

After an intriguing presentation, Van Aperen asked if there were any questions about how his techniques could be applied to the attendees' businesses.

There was silence, until one unnamed guest raised his hand and asked "So is Schapelle Corby guilty?"

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VITO showcases Borobudur



ABOVE: The Visit Indonesia Tourism Office Australia recently hosted a group of Australia product managers on a five-day familiarisation trip across the island of Java in Oct.

The group visited Semarang, Borobudur and the Prambanan Temples, in addition to the cities of Surabaya and Jakarta.

Pictured here at Borobudur Temple, the largest Buddhist temple in the world, from left are: Marandut Hutagalung, VITO Jakarta; Jacqui Browne, The Travel Corporation; Craig Gibbons, VITO Aust.; Alicia Heath, Flight Centre, Karly Hillas, Peregrine Adventures; Zoe Rees, Gecko Adventures and Mega Puspita, Jet Travel.

SLH GDS sales soar

SMALL Luxury Hotels of the World says its dedicated travel agent site is continuing to drive sales for the hotel representative group's portfolio of properties.

"65% of all reservations made through SLH's booking channels are made by agents using the dedicated GDS code 'LX,'" the group highlighted in a Q3 update.

GTA expands hotels

GLOBAL travel wholesaler GTA has increased its hotel options after signing new & enhanced distribution deals with Kimpton Hotels in the USA and Solare Hotels & Resorts in Japan.

AirAsia res down time

AIRASIA is advising that due to a system upgrade & maintenance of its online booking service, the site will be temporarily unavailable from 11am on Sat 12 Nov to 6am Sun 13 Nov, Malaysia time.

CCC NYE Syd cruises

CAPTAIN Cook Cruises has released details of its New Year's Eve on Sydney Harbour program.

Partygoers have the option of a cruise aboard the *Sydney 2000* with a 4-course meal and open bar priced from \$699pp.

Captain Cook II will feature a Seafood Buffet Dinner & Fireworks cruise priced from \$690pp, and the the BYO drinks and food Matilda Rocket Fireworks cruise is priced from \$399pp.

The first 50 bookings for the Captain Cook II sailing will also save 20% on the normal price.

For more info and bookings see www.captaincook.com.au.

OpenSkies/IB US c's

BRITISH Airways-owned all Business class transatlantic carrier OpenSkies is seeking approval to launch reciprocal codesharing services with Spanish airline, Iberia, between points in the European Union and the USA.

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*Singapore Airlines alliance is subject to regulatory approval.
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Broome summer deal

BROOME and the Kimberley Holidays has unveiled an exclusive package priced from \$969ppts in time for the summer period.

The deal includes four nights accom at the Mercure Broome, a lunch and beer tasting experience at Matso's Broome Brewery, Bonus Classic Pearling Tour and return flights ex SYD, MEL or BNE.

1,000th 777 underway

BOEING has begun assembly on its 1,000th 777 aircraft - a 777-300ER - which will be delivered to Emirates in Mar 2012, the airline's 102nd 777 plane.

Air Canada shelves LCC

AIR Canada has been forced to delay plans to launch a low cost carrier (**TD** 13 Apr) after it failed to get the backing of four of its major unions.

Earlier this year, AC outlined plans to introduce a no frills subsidiary with an initial fleet of 10 Airbus A319s, which would be used on routes to Europe, Mexico and the Caribbean.

Orion free flights

ORION Expedition Cruises is offering a free flight to the Kimberley or Papua New Guinea when booking a 2012 itinerary to the region before 30 Nov.

Pathways members travelling to the Kimberley will be eligible for the deal when booking a state-room or suite on a choice of three voyages, departing on 24 Apr, 13 May and 22 Jun 2012.

The PNG Cultural Highlights cruise sails on 09 or 20 Mar 2012.

Travelport Q3 results

TRAVELPORT has reported a 4% rise in new revenue for the third quarter, with figures up to \$509m compared to \$488m in 2010.

The net revenue for the year to date figure was only slightly up with a rise of \$26m to \$1570m.

The firm also signed an unprecedent joint development agreement with TravelSky and secured its first customers in Asia and the USA for its Travelport Universal Desktop platform, during the three month period.

AW holds NZ ski prices

ADVENTURE World is offering ski packages for the 2012 season in Queenstown, Wanaka and Mt Hutt, New Zealand at 2011 prices.

Also on offer are stay pay deals and free nights and an earlybird pricing program.

Getting in the Carnival Spirit



CARNIVAL Cruise Lines yesterday unveiled a sneak peek at changes to *Carnival Spirit*, which will enter dry dock for a significant makeover before heading to Sydney for her full-time Australasian deployment.

Spirit arrives one year from now and will feature the "steepest and fastest waterslide at sea," now to be named Green Thunder after a local Facebook competition.

Carnival Cruise Lines director for Australasia, Jennifer Vandekreeke said the vessel would be thoroughly "Aussified," with the makeover including more on-tap beer, new food offerings and the removal of tipping on Australasian itineraries.

She also acknowledged that American tastes in coffee did not

suit Australian palates, and when *Spirit* arrives new blends will be used, along with a major push to train onboard baristas to accommodate local tastes.

Australian power points will be fitted in staterooms, and the cruise line is also highlighting its 86 interconnecting cabins which are ideal for families.

Activities on board will be led by Australian-born cruise director Stu Dunn, who has been with Carnival for ten years and says that when he was told he would be onboard *Spirit* when she moves to Australia "it was the happiest day of my life".

Dunn is pictured above yesterday with Vandekreeke (right) and Carnival Australia vice president Jenny Lourey.



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PORT-of-Spain-based Caribbean Airlines has taken delivery of its first of nine ATR 72-600 aircraft, which will see the carrier replace its fleet of Bombardier Q-300s.

Finnmarken returns

HURTIGRUTEN will operate the 283 cabin *MS Finnmarken* on Norwegian coast voyages from 16 Feb 2012, replacing *MS Nordlys* which will undergo repairs before marking its return on 22 Mar.

MS Finnmarken has spent the past 2 years as a mining industry hotel ship off the coast of WA, but will make her return to Hurtigruten's fleet for a series of departures between Bergen & Kirkenes.

The vessel is the only ship in Hurtigruten's fleet that features a swimming pool.

ICCA nominations

THE International Cruise Council of Australasia has opened nominations for 16 awards spread over seven categories for its 2011 Cruise Industry Awards.

Brett Jardine, ICCA General Manager said travel agents in Australia and New Zealand can be recognised for the Agency Promotion of the Year; Network Promotion of the Year and Neil Frazer Award for outstanding contribution to the cruise industry by an individual.

The event will be held at the Sydney Hilton on 11 Feb.

WIN A HOLIDAY FOR TWO TO HAWAII



Over the next two weeks, **Travel Daily** is giving one lucky reader the chance to win a trip of a lifetime to Hawaii, valued at almost \$8,000, courtesy of **Hawaiian Airlines, Waikoloa Beach Marriott Resort & Spa** and **Paul Mitchell**.

This fantastic prize includes return economy airfares from Sydney to the Big Island (Kona) via Honolulu with Hawaiian Airlines; four-night stay in contemporary, oceanview accommodation complimented by a private *lanai* (balcony) and a year-long supply of the exclusive Awapuhi shampoo & rinse

All you need to do to be in the running to win this stunning prize and be the envy of your office colleagues is to answer all 10 questions featured in **Travel Daily** in the next two weeks, the final question being on Friday 18th Nov.

Q.5: In what US state does Paul Mitchell harvest the Awapuhi wild Ginger plant used throughout their luxury line?

Email your answers each day to: hawaiicomp@traveldaily.com.au

Hint! Click [here](#)

Plus, a daily prize of the Paul Mitchell Awapuhi shampoo & rinse for the first correct entry received.



Congratulations to yesterday's lucky winner, **Elise Saez** from travel.com.au.

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globalCARS earlybird

EUROPEAN car leasing company globalCARS is reducing the cost of its new Citroen cars by 15% and offering up to 12 days free when booking an earlybird special before 31 Mar 2012.

Prices for the new Citroen DS start at \$34 per day.

Centara Nova opens

CENTARA Hotels & Resorts has opened its latest Boutique Collection property in Thailand, the centrally located 79-room Nova Hotel & Spa Pattaya.

Falls Creek getaway

NELSE Alpine Lodge in Falls Creek has a three night summer escape package priced from \$335ppts which includes nightly two-course dinners, daily brekkie, two packed lunches and more.

More info at nelselodge.com.

Republic finalises deal

FRONTIER Airlines' parent firm Republic Airways has confirmed its Memorandum of Understanding for 60 Airbus A320neo and 20 A319neo jets with the aircraft manufacturer.

MEANWHILE, Airbus has delivered the first of two Airbus A320s to Lao Airlines, the national carrier of Laos.

QV plans to operate the aircraft from its Vientiane hub to Bangkok and Singapore.



HRG Australia is an award winning corporate travel services company providing a range of business travel related products and services. Totally committed to a value offering, our extensive portfolio includes: travel management and fulfilment services; low cost transactions; sports; expense management and processing; conferences, meetings and events management.

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Jetset and Travelworld party in Adelaide

Friday 11th Nov 2011

LAST night more than 400 Jetset Travelworld Network delegates attended a cocktail party at the Adelaide Oval to kick off their 2011 conference.

As you'd expect in South Australia the beverages were bountiful, while many of the guests - including JTG ceo Peter Lacaze and senior adviser Warwick Blacker - also took the opportunity to hit a six on the iconic cricket ground.

Pictured **right** are Wayne Hamilton, The Africa Safari Co; Michelle Kerr, Qantas Holidays; Peter Lacaze, Jetset Travelworld Limited ceo; Renata Shepley, Intrepid Travel; and Jenny Marr, Jetset Vermont.

And JTN gm Julie Primmer is also pictured right with the event's host, the one and only Larry Emdur.

Travel Daily took these photos at the event, and there are many many more online on our website [and at facebook.com/traveldaily](http://www.traveldaily.com.au).



Warwick Blacker honoured by JTN

INDUSTRY legend Warwick Blacker was hailed this morning at the Jetset Travelworld conference, with gm Julie Primmer paying tribute to his long contribution to travel.

Blacker previously ran the group but handed over day-to-day management over the last six years, continuing as a "senior advisor" within the company.

The surprise presentation of photos highlighting his 38-career during Primmer's opening address left Blacker clearly moved - as well as being relieved that the pictures didn't include "the time I was left with no clothes in Nepal after being robbed".



LEFT: Crossing the hallowed Adelaide Oval turf are Carl Hainsworth, Jetset Shepparton; Barry Wild, Allways Travel; and John Williams, Jetset Rowville.

RIGHT: Carol Morgan and Tanya McCaffrey from Allianz with Lynne Meads of Travelworld Albany.

BELOW: Holland America Line gm Tony Archbold with Georgett Southam of Jetset The Junction in NSW.



RIGHT: Lisa Anderson and Karyn Kent from the South Australian Tourism Commission with Hugh Houston of Sunlover Holidays and Vanessa Whitaker, Jetset Travelworld.



Still no new name

THE thorny issue of a possible new name for the merged Jetset Travelworld and Stella groups still has not been resolved, according to ceo Peter Lacaze.

Speaking at the JTN conference this morning, Lacaze said he was still open to suggestions, after the board put the kybosh on using the Stella name.

Although not an issue for JTN members, he admitted that other agencies within the group such as Harvey World Travel and Travelscene would clearly prefer a more neutral name, but there are significant complications.

One possibility being considered is to simply rebrand the company as JTG, Lacaze said, but also urged attendees to give him their ideas.

JTN insurance switch

SURESAVE travel insurance is no longer a preferred partner for the Jetset Travelworld network, after failing to reach a satisfactory agreement with the company.

GM Julie Primmer confirmed the change, urging group members to re-engage with QBE and Allianz Global Assistance, which are now the two preferred insurance suppliers for JTN.

Online hotels for JTG

JETSET Travelworld Limited ceo Peter Lacaze today flagged an increasing online focus for the company, admitting that it's one of JTG's key challenges.

"We're a long way behind, particularly when it comes to competitors such as Wotif," he said, with JTG continuing to look at a range of options and expectations that significant progress will have been made in this arena "by this time next year".

MEANWHILE other challenges cited by Lacaze included the ongoing domination of Flight Centre's advertising spend.

Rather than taking on FC head-to-head, he said that JTG would focus on strengths such as staff and customer loyalty, adding: "As far as we can tell we haven't lost any market share to Flight Centre through the merger."



ABOVE: The one and only "Captain" Craig Owens from Bunnik Tours was one of many lucky travel industry staffers who enjoyed Emirates hospitality at

the Australian Open Golf in Sydney yesterday.

Craig popped into the luxurious Emirates marquee for a few hours before boarding a flight to Melbourne where he is attending the TravelManagers conference.

He's pictured above left with Lincoln Bache from Emirates.

Waldorf Netherlands

HILTON Worldwide's luxury brand Waldorf Astoria Hotels & Resort is to debut in Amsterdam.

The Waldorf Astoria Amsterdam will feature 94 guest rooms, a restaurant and bar, health club and meeting & conference space when it opens in 2013.

QLD stats up in 2020

TOURISM Queensland has released its international and domestic forecasts for the next nine years with foreigner visitor numbers expected to have an annual growth of 3.5% up to 56.1 million nights in 2020.

Domestic numbers are also expected to rise slightly with a 0.2% increase up to 72.4million nights in 2020 compared to last years figure of 71.2 million.

Le Meridien Koh Samui

LE Meridien Koh Samui Resort and Spa, Thailand has opened on Lamai Beach making it the 7th hotel for the brand in Thailand.

Worldhotels Q3 up

WORLDHOTELS recorded a 29% jump in revenue and a 21% rise in room night bookings for the three months ending Sep compared to the same time last year.

Star going wireless

STAR Cruises will offer wireless services onboard its Asian fleet with the *SuperStar Aquarius* the first to offer the service.

The upgrade will allow guests to make & receive phone calls, send text messages and surf the web.

TravelClick EZYield

REVENUE generating solutions provider TravelClick has bought EZYield to help hotels manage rates, inventory & reservations.

Taste of Sydney 2012

THE Taste of Sydney will return in 2012 to the Centennial Parklands offering four days of food and wine samples, cooking schools, tasting masterclasses and chef demonstrations.

The event will be held from 08-11 Mar and tickets will go on sale from 23 Nov at Ticketek or online at - tasteofsydney.com.au.

Windstar 2012 brox

WINDSTAR Cruises 2012 Voyage Collection brochure has been launched, featuring eight new itineraries showcasing Panama, the Caribbean, Italy, Scandinavia & other destinations.

The program can be viewed at www.windstarcruises.com.

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9 DECEMBER START

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CORPORATE CONSULTANTS

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