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# Travel Daily

First with the news

Friday 28th October 2011

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## Bye-bye Webmail

AFTA this morning sent out its last ever 'Webmail' industry update, with the service to be shut down effective from 5pm today (**TD** 30 Aug).

Agents wanting to download, save or print anything from the Webmail system must do so before that time.

From Mon AFTA will continue to send DFAT Smarttraveller updates in a slightly different format.

MEANWHILE the industry can view the latest **TD** 'Supplier updates' at [traveldaily.com.au/updates](http://traveldaily.com.au/updates), or enquiries to [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au).

## Joyce determined to win

**QANTAS** ceo Alan Joyce today reiterated that the carrier "will not be handing over the power to run Qantas to three unions," warning that the ongoing industrial unrest is now very serious and unsustainable.

Speaking at the Qantas agm, he said that uncertainty over strike action is "driving away customers," with revenue down by about \$15m a week (**TD** breaking news).

He said that the turnaround plan for Qantas International was the only way to protect Australian jobs, with the alliance-based gateway strategy aiming to "reduce loss-making, asset-intensive flying".

"We cannot fly our own aircraft to every port, but we will get our passengers wherever they want to go across the globe, with the best frequencies and connections

and with more opportunities to earn and redeem Frequent Flyer points," he said.

Joyce also confirmed QF had narrowed down options for the location of its new Asia-based premium carrier, and that overall frequencies to Asia from Australia will actually grow as a result of the initiative.

## T.A.T.S. is no more

**THE** Travel Compensation Fund this morning advised of the voluntary termination of Travel Agents Travel Services (T.A.T.S.) from Chatswood, NSW due to the agency's closure.

## Hotel for SYD airport

**CONSTRUCTION** of a new airport hotel located adjacent to Sydney International Airport's Arrivals area is imminent, with the airport confirming to **TD** details of its development are just weeks away.

Sydney Airport's Master Plan calls for a 300-room international hotel, to be positioned in the North-West sector of the facility.

## Seven pages of news

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

- AA Appointments
- Creative Holidays

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Friday 28th October 2011

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## Travel Daily on location in Singapore

Today's issue of *TD* is coming to you from the Marina Bay Sands Hotel in Singapore, where this year's Travellers Choice Annual Shareholders Conference will take place this weekend.

**TRAVELLERS** Choice agents from across Australia are arriving in Singapore today for the event, which will also see them able to experience the revitalised tourism offering here.

Marina Bay Sands is an "integrated resort" on the banks of the Singapore River, with more than 2500 luxury rooms, a casino, 300 shops, theatres and huge conference facilities.

The Travellers Choice conference, themed 'Ride the Dragon,' will open today with a networking function in the hotel's spectacular 'SkyPark' above the 57th floor.

Comedian Peter Rowsthorn is master of ceremonies, with key speakers at the event including John McEwan from Advantage Travel Centres UK and 'Mao's Last Dancer', Li Cunxin.

## Ponant Aussie positioning

**LUXURY** cruise line Compagnie du Ponant has confirmed that it's working on plans to position its third ship in the Asia-Pacific region, including sailing out of Australia for up to four months a year.

The cruise line's commercial director, Philippe Mahouin, is in Australia this week, and told *TD* that Australia is now the boutique line's third biggest market and growing much faster than other sources.

Ponant currently operates two 132-cabin "super-premium" ships, and recently commissioned a third sister vessel (*TD 23 Sep*) to *L'Austral* and *Le Boreal*.

The as-yet unnamed addition will have the same advanced technology and innovative features as the other two, which Mahouin described as 'miracle ships'.

Ponant is represented in Australia by Travel The World, and TTW's Michelle Taylor said sales this year are up 40%, showing continued significant demand for premium cruising.

Figures also reveal the ongoing growth of cruising, with a quarter of Ponant passengers having

never cruised before.

Ponant and TTW are set to significantly boost awareness of the brand in Australia, with a major marketing campaign based around the pending visit of *L'Austral* to local shores for the first time in Mar next year.

The ship will cruise to Cairns, Townsville, Cooktown and Darwin and will also visit Port Douglas, with the call there fortuitously timed to coincide with the Cruisecon conference which will see many agents able to view the product for themselves.

## C&K centralisation

**BENTOURS** is being relocated from Sydney to Melbourne, under a program by parent firm Cox & Kings to centralise operations in a recently completed new HQ in South Melbourne.

"A seamless strategy is in place to gradually move the Bentours operation to Melbourne," said C&K corporate director Nigel Loveday, with product and wholesale operations expected to be in place in Melbourne by late February next year.

## Bangkok flood crisis

**RELENTLESSLY** rising flood waters in Thailand have seen a range of operators issue waivers for travellers wanting to change Bangkok or Thailand arrangements.

DFAT has reissued its Thailand travel advice and is now urging Australians to 'reconsider your need to travel' to Bangkok and flood-affected provinces, while Intrepid Travel has advised of the closure of its office in Bangkok.

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## CPSU, Customs 11th hr breakthrough

**CRISIS** talks between Customs and the Community and Public Sector Union have resulted in a revised 11% pay offer and improved conditions for workers.

The deal received a green light from the Australian Public Services Commission late yesterday and would be voted on by members in coming days, said CPSU national secretary Nadine Flood.

The 11th hour breakthrough did however come too late for some frontline workers.

"Because this revised offer was not finalised by Customs until this afternoon it was too late in the day for Customs staff already taking action.

"This has been a long, tough dispute that didn't need to be this difficult," Flood said.

The CPSU told members at 3pm yesterday, that after nine months of "hard campaigning" and "exhausted negotiations", Customs was at the point of considering a pay rise deal that keeps up with the rising cost of living.

The offer sees 98% of Customs staff receive a 10.4% pay rise and a range of other conditions, such as work location allowances, a new OST and OCT allowance, higher night shift penalties.

However the 24 hour customs walkout at Sydney Airport yesterday had little impact on outbound travel, with no queues whatsoever when **TD** boarded an afternoon flight to Singapore.

## AA/FJ to codeshare

**AMERICAN** Airlines and Fiji's Air Pacific have announced plans to codeshare on services across the South Pacific & within the USA.

AA has told the US Dept of Transportation it wants to place its code on Air Pacific metal between Los Angeles-Nadi, Honolulu-Nadi and Nadi-Suva.

In turn, American Airlines will add the FJ designator code on nearly 20 routes from AA's hub at Los Angeles.

FJ md & ceo Dave Pflieger said the pact would lure new and returning travellers to Fiji.

## Visitor spend up \$1b

**OVERNIGHT** visitor expenditure from Dec 2009 to Jun 2011 has grown by \$1 billion to \$70 billion, Tourism Australia has reported.

Of that total figure, domestic travel accounts for \$43 billion, with inbound \$27 billion.

For the year ending Jun, domestic travel was up 4% year on year.

The figures, along with a range of other information and data, were revealed to trade partners at a series of industry briefings taking place across the country, concluding in Sydney on Mon.

GM of Int'l Operations Tim Jones said TA has extended its aviation marketings & investment partnerships to over \$23 million, spread across 50 campaigns in 23 markets with 14 partners, incl Qantas, China Southern Airlines, V Australia, Emirates and Delta.

\$2 million alone has been spent on supporting new route capacity.

## RCC drops UK voyages

**ROYAL** Caribbean International will no longer operate year-round voyages from the UK, with the cruise line announcing that *Independence of the Seas* will cruise in the Caribbean during the winter of 2013/14.

*Independence* has been sailing out of Southampton year round since last year.



## Window Seat

**A BEACHSIDE** hotel in the UK has launched a new room which is perfect for those chilly British winter nights.

Everything in the room - from the curtains and bedspread through to vases of flowers and even a full English breakfast - is made from wool.

The Pelirocco Hotel in Brighton engaged the services of local artist/designer (and keen knitter) Kate Jenkins to create the unusual showpiece, which can be booked for £55 per night.

Unfortunately due to the risk of condensation she was unable to make a fully woollen bathroom, but apparently did manage to knit a tube of toothpaste.

**VIRGIN** Australia has published intriguing research into the travel habits of racing fans on their way to the Spring Carnival in Melbourne next week.

The carrier said the study reveals that over the next few days "baggage carousels will be filled with up to 40,000 hats and over 55,000 lip glosses" being flown especially to the Vic capital for the Melbourne Cup.

DJ spokesperson Danielle Keighery confirmed that the airline is putting on 36 extra flights to Melbourne over the period to help cope with the massive loads of millinery.

**VISITORS** to East London can now select "Cockney" as the language on a local cash machine to help them have a true destination experience.

An ATM in the suburb of Leytonstone asks customers if they want some 'Moolah for ya sky rocket' (pocket) or to find out their 'Rattle & Tank Balance' (bank balance).

It also offers the option of delivering 'Sausage & Mash' (cash), a balance on the 'Charlie Sheen' (screen) or even changing your 'Huckleberry Finn' (PIN).

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## SQ lifts Beijing flights

**SINGAPORE** Airlines will add a new fourth daily return frequency from Singapore to Beijing (SQ806/SQ807) from 16 Dec, lifting total weekly services on the route to 28.

## XR ups Geraldton jets

**SKYWEST** Airlines will launch more streamlined services into and out of Geraldton from 07 Nov as a result of the deregulation of air services into the city this year.

XR says the most significant change will be an increase from the current once-weekly Fokker F100 jet service to Geraldton, offering quicker flying times.

## Blue Mtns exhibition

**SCENIC** World in the NSW Blue Mountains will host the first ever Australian ancient rainforest sculpture exhibition next year, dubbed Sculpture at Scenic World.

The event will feature 26 unique artworks sourced locally & abroad, that can be viewed from the elevated Scenic Walkway.

Over 60,000 international and domestic visitors are expected to be drawn to the exhibition, which runs from 16 Feb to 11 Mar - info at [scenicworld.com.au/sculpture](http://scenicworld.com.au/sculpture).

## Amadeus ABCC Melbourne do



**ABOVE:** Amadeus recently sponsored the Australian British Chamber of Commerce hosted lunch at Crown Towers, which featured an interview with Virgin Australia ceo John Borghetti on 'The New Virgin Australia'.

The event was also attended by Amadeus Asia Pacific president, David Brett, who is pictured (far right) with, from left: Joseph Vella, Platinum Travel; Andrew Macfarlane, Magellan Travel Group and Fred Tinsley, ABCC.

## Peugeot leasing deals

**DRIVEAWAY** Holidays has kicked off its Peugeot Leasing 'Open Europe' earlybird deals for pick-up in 2012, offering up to 9 free extra days on select vehicles when booked before 29 Feb.

There's also a 50% discount on delivery/return fees within Europe and the United Kingdom.

Past Peugeot Leasing customers are also eligible for a bonus three free additional days.

## CCC Christmas lunch

**CAPTAIN** Cook Cruises will offer three Christmas Day lunch cruise options aboard *MV Sydney 2000* on Sydney Harbour this year, priced from \$149 per adult and \$99 per child (5-14yrs).

There's a five-course premium menu & wine Sky Deck option (\$249/adult), or a Club Deck and Show Deck Christmas buffet (\$199 and \$149 respectively).

The cruise departs at noon from Circular Quay, returning at 2:45pm.

## Arab visitor traffic up

**ABU** Dhabi and Dubai Airports have both reported year on year growth in passenger traffic during the month of Sep.

There was double digit growth of 17% at Abu Dhabi International Airport, with 1.08 million visitors, while Dubai's traffic was up 6.2% to a staggering 4.24 million.

## New Maldives tagline

**AFTER** a year-long consultation with government & industry, the Maldives Marketing & PR Corp. has unveiled the country's new slogan, 'Maldives - Always Natural'.

## Supplier Updates

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

Today, **DriveAway Holidays** is promoting its 2012 Earlybird deals (expire 31 Dec 2011) and Peugeot Leasing Earlybird deals (expire 29 Feb 2012).

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## Travel Specials

**WELCOME** to *Travel Specials*, *Travel Daily's* Fri feature. If your firm has released a travel special you'd like to make the industry aware of send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

**Albatross Tours** has released four night/five day escorted tours to the Somme for the ANZAC Day 2012 commemorations, priced from \$1389pp, departing on 23 Apr. The packages include accom, many meals, entrances and excursions. See [www.albatrosstours.com.au](http://www.albatrosstours.com.au).

**The Sarojin** is offering a Christmas special priced from \$435 per night in a Garden Residence room including all day a la carte breakfast with sparkling wine. Guests can also take advantage of a sixth night free when staying for five. For more details or to book see [www.sarojin.com](http://www.sarojin.com).

**The Richardson Hotel and Spa** has launched its Princely Treasures indulgence package priced from \$745 which includes an overnight stay in a Deluxe One Bedroom, brekkie, two tickets to the Princely Treasures exhibition at the Art Gallery of WA and the choice of an eight course Degustation Dinner or a two hour treatment at The Spa. The deal is available up until 09 Jan 2012 (excl 31 Dec) on Thu, Fri and Sat nights. More info at [www.therichardson.com.au](http://www.therichardson.com.au).

### Getaway tomorrow

**CHANNEL** Nine's dedicated travel program *Getaway* will this week features stories on: aerial tours of London, Rome and Barcelona; the beautiful Southern Highlands of NSW; and a bike tour of Chiang Mai, Thailand.

The program will air at 5:30pm tomorrow afternoon.

### New CX Swire menus

**FIRST** & Business class Cathay Pacific passengers will be able to sample dishes found on the menu at Swire Hotel restaurants in Hong Kong and Beijing on select flights from 01 Nov to 31 Jan.

More than 30 Swire Hotel chef created dishes will be made available on CX's inflight menus.

## new opportunity! NSW/ACT

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Applications close 4<sup>th</sup> November 2011

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### InterCon Syd appoints

**THE** InterContinental Sydney has appointed Abigail Murphy to the role of marketing manager and Alison Henrici as business development manager-corporate.

## Qld, where Her Majesty shines



**ABOVE:** It's not everyday the Queen comes to town, so why not enjoy some time in the sun! Earlier this week when Her Majesty travelled along the Brisbane River in the Queensland capital by private ferry the sales team at Singapore Airlines took the chance to join the crowds to watch her sail on pass, and get a happy snap of the occasion.

**Pictured** here from left are SIA's Brisbane sales team: Michael Kirkby (manager), Anna Bobek, Andrea Gacic, Christine Knight, Maria Manassero and Ester Steinberg, and **Inset** - Queen Elizabeth and Prince Phillip with



Queensland Premier Anna Bligh and Brisbane Lord Mayor Graham Quirk on *MV Pure Adrenalin*.

### D-DAY, NORMANDY DUNKIRK & BEYOND

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### W back to Australia?

**STARWOOD** hopes to relaunch the W brand back into Australia after W Sydney Woolloomooloo exited its portfolio in Feb 2006.

Daniella Tonetto, regional director of sales and mkt said there are no announcements on W for Australia at this stage, "however [it's] definitely something we would like to see happen".

### RCC profit soars 14%

**ROYAL** Caribbean Cruises has reported net income of US\$399m for the third quarter of 2011, a 14% year on year increase.

The cruise line said revenue yields, expenses and operating income all performed better than expected during the quarter.

RCC said that despite economic uncertainty being up, demand for 2012 "has been solid" so far.



## Hertz Dollar deal issue

**HERTZ** Global Holdings has withdrawn its Exchange Offer for all outstanding shares of the Dollar Thrifty Automotive Group.

The car rental juggernaut said the decision was a result of Dollar's plan to begin a share repurchase program, along with current market conditions.

Hertz said it remains interested in acquiring Dollar Thrifty and will await antitrust clearance for the proposed transaction (**TD** 12 Jan) before reassessing its price and other terms of the transaction.

## Ethiopian web-check in

**ETHIOPIAN** Airlines is now offering online web check-in services which enables passengers to choose their own seats, update personal information, confirm special requests, print boarding passes and proceed straight to the boarding gate.

## Queen Mary 2 refurb

**CUNARD** has released details of the planned refit of *Queen Mary 2*, which will take place at the Blohm & Voss Shipyard in Germany from 24 Nov to 07 Dec.

The major refurbishment will see all 1,310 staterooms receive new carpets, curtains & bedding, a redesigned Golden Lion Pub, and an extensive refit of the Canyon Ranch SpaClub, including new exercise machines.

Queens Grill and Princess Grill Restaurants, the Commodore Club, Veuve Clicquot Champagne Bar and Sir Samuel's will all have new carpets installed and other work done.

The Play Zone/Kid's Zone will also be completely refurbished. *QM2* turns eight in Jan 2012.

## Club Med incentives

**CLUB** Med is offering Australian agents a chance to win a holiday to the value of \$50,000 when making bookings between 17 Oct and 31 Jan for travel from 01 Nov to 31 Oct 2012.

The top seller in total revenue will be named in early Feb.

There's also another Club Med incentive, offering agents the chance to win two trips for two people between 17 Oct and 17 Dec 2011 when they download the new e-training manual.

See [www.clubmedta.com.au](http://www.clubmedta.com.au).

## Hahn Air keeping you protected this summer - Beach Pack giveaway

**Travel Daily** has teamed up with **Hahn Air** this week and is giving one lucky reader the chance to win a Beach Pack, valued at over \$200 (pictured to the right).

The Beach Pack contains a 2.2m beach umbrella, 2 beach towels, flip flops, a cap, bottle opener & lots more.

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## Tauca US Euro 2012

**TAUCA** World Discovery has launched its Spring Getaway brochure showcasing North America and Europe in 2012.

## DTCM's Next Top Models



**ABOVE:** Dubai's Department of Tourism & Commerce Marketing and the two winners of tickets to the *Australia Next Top Model* finale competition (**TD** Fri) shared a great evening at the Sydney Opera House on Mon, watching the taping of the show.

Winner Hayley Newark of Sanford International Travel is **pictured** left with her guest along with Fiona Stewart, Lara Nickson and Julie King (from DTCM) and the second winner James Brodie, HWT and his daughter, with Veronica Rainbird, DTCM.

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WHAT MATTERS

## Indochina Vietnam

**TRAVEL** Indochina has launched its Vietnam, Cambodia and Laos Handmade Holidays brochure for 2012 featuring a range of accom, day tours & short stay packages.

## Agents joining the Carnival

### CARNIVAL

*Splendor* became the playground for a group of agents over seven days recently, with the lucky participants earning their part on the famil courtesy of Travel the World, Carnival Cruise Lines and V Australia.

The educational incl two days in Cabo San Lucas & Puerto Vallarta.

Highlights included zip lining through the jungle and countless dining options.

**Pictured** in front of the ship from left are: Leighton Schembri, Travel the World; Dani Trimarchi,



V Australia; Chloe Kenny, Jetset Norwood; Lara Pritchard, HWT Castle Hill; Brooke Sprod, Best Cruises; Sarah Rodgers, East Burwood Travel; Robert Jennings, Travel the World and Jennifer Bishop, Cruise Mart.

## SQ Week 3 winners

**CONSOLIDATED** Travel has named the Week 3 winners of its Singapore Airlines travel agent incentive as: Extragreen Holidays Glen Waverley, Prahan Travel Services and Eurasia Travel in Vic; Honeymoon Worldwide Holidays and Dial A Holiday in NSW and Time 4 Travel in Qld.

The incentive will see the top SQ seller in Oct with a minimum of \$50,000 in sales & 20% growth receive a grand prize of \$25,000.

## Worldhotels exposure

**WORLDHOTELS** has expanded its pact with TripAdvisor which will see the group encourage members to adopt the travel site's Business Listings Program.

The program allows hotels to increase their exposure by featuring web-links, email address and phone numbers on the pages their property is listed.

## Travel Alberta brand

**TRAVEL** Alberta aims to deliver a powerful message following the launch of its new branding - 'remember to breathe' - that focuses on authentic experiences and the landscapes of the Canadian province.

"This message will differentiate Alberta from competing vacation destinations and underpin our strategy to grow tourism spending," said Travel Alberta ceo Bruce Okabe.

The campaign will make its way to Australia in Feb with TV and cinema ads & print commercials.

## AAPA Sep results

**THE** Association of Asia Pacific Airlines has reported a growth of 5.4% int'l pax during Sep to 16m compared to the corresponding period last year.

Revenue and seat capacity rose 5.2% and 6.8% respectively.

## MCEC record Sep

**THE** Melbourne Convention and Exhibition Centre achieved its best ever Jun quarter result (up 15%) driven by events held in Sep, including a sell out session at the Plenary for a Bear Grylls show held on 03 Sep.

## Hahn Air giveaway

**TD READERS** have until close of business today to enter our fabulous Hahn Air comp (pg 6) to win a Beach Pack, valued at \$200.

## AAA heralds Darling

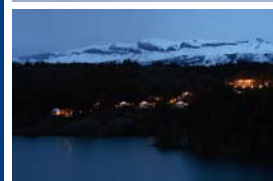
**THE** Accom. Association of Australia has heralded the opening of the 171 room hotel The Darling in Sydney overnight - the first five-star property to open since the Sydney Olympics.

CEO Richard Munro said the Darling would attract domestic and international travellers.

"Adding another world class piece of tourism accommodation infrastructure will enhance Sydney's reputation as a world renowned tourism destination."

## LAST DAYS TO ENTER TO WIN A HOLIDAY FOR TWO TO CHILE!!!

Throughout October, *Travel Daily* is giving subscribers the chance to win a fabulous Chile holiday package valued at almost \$10,000, courtesy of Turismo Chile, LAN, Latitud 90 and Patagonia Camp.



The prize includes:

- ◆ Return Economy Class fares on LAN to Santiago ex Sydney plus domestic flights Santiago/Punta Arenas/Santiago
- ◆ Transfers in/out from Punta Arenas & Santiago Airport
- ◆ Three (3) nights' accommodation in a Luxury Yurts with views To The Paine Massif at Patagonia Camp - Torres Del Paine
- ◆ Entries and full day guided excursions to Torres del Paine National Park
- ◆ One (1) nights' accommodation at La Casona at Matetic Vineyards
- ◆ Breakfast and dinner daily
- ◆ Wine tour and tasting

Every day *Travel Daily* will ask a different Chile-related question - just read the issue and email us your answer. There will be twenty questions in total.

At the end of the month the subscriber with the most correct entries and the most creative response to the final competition question will win this fantastic Chile holiday.



**Q.19: Chile is considered the best country in South America to practice skiing and has a large number of ski centers. Name the three main Ski resorts in Los Andes mountain range**

Email your answer to: [chilecomp@traveldaily.com.au](mailto:chilecomp@traveldaily.com.au)  
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PO Box 428, West Ryde, NSW 1685  
Phone: 1300 799 220 Fax: 1300 799 221

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**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Contributors:** Chantel Long, Lisa Maroun, Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)

Travel Daily Group:



**Advertising and Marketing:** Lisa Maroun (Manager), Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)





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