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# Travel Daily

First with the news

Wednesday 4th April 2012

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## New Groupon travel agency

**US-LISTED** group buying giant Groupon looks set to target the travel market in a big way, with Sydney-based subsidiary Groupon Getaways Pty Ltd admitted as a new head office participant in the Travel Compensation Fund.

Groupon launched its daily deals service in Australia last year and has been growing strongly after a share market float in Nov on the New York Stock Exchange.

In the USA, the travel-focused Groupon Getaways operation works in partnership with Expedia - which features a Groupon tab on the [expedia.com](http://expedia.com) home page -

but locally it's a separately run division, with this week's move seeing Groupon Getaways become a NSW-licensed travel agency.

Groupon doesn't break out its revenue by division, but a recent PhocusWright report estimated that Groupon Getaways could have generated US\$400m in gross travel sales during 2011.

Groupon Australia wasn't able to comment on the new TCF participation before *TD's* deadline.

### Club Med for couples

**CLUB Med** has launched a new Couples Collection brochure, along with a special deal at Cherating Beach Malaysia leading in at \$773 - see page ten.

### Creative NTIA push

**CREATIVE** Holidays is once again urging the industry to vote for it in the National Travel Industry Awards, with a special front full page of today's *Travel Daily*.

### Seven pages of news

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

- AA Appointments jobs
- AA Appointments temp jobs
- Club Med
- Oceania Cruises
- TMS Asia-Pacific jobs

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 Tempo at Rugby Quay, 123 Eagle Street

Wed 18<sup>th</sup> April MELBOURNE  
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Thurs 19<sup>th</sup> April CANBERRA  
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Wednesday 4th April 2012



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New Caledonia

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## Cruise Office into TCF

**THE** Travel Compensation Fund has confirmed that Cruise Office has newly registered as a travel agency in its own right.

Sydney-based Cruise Office represents several cruise lines including Oceania Cruises, Swan Hellenic and Voyages of Discovery.

Spokesperson Brad Wicks said the move did not signal a move away from wholesaling, saying "we will continue to represent all our cruise brands as normal".

## Google HWT/STA case lost

**TRAVEL** companies will need to be careful what terms they use in internet search engine advertising programs, in the light of a comprehensive ACCC court win against Google this week.

The Full Federal Court yesterday unanimously upheld an ACCC appeal, finding that Google had engaged in "misleading and deceptive conduct" between 2006 and 2008 by allowing Adwords advertisements for particular companies to feature the names or products of their competitors.

Examples cited in the case included an STA Travel online ad which was triggered when users searched online for "Harvey World Travel" or "Harvey World".

An initial case last year found that Google was not responsible for making the false representations, but this week's appeal dismissed this and instead found in favour of the ACCC.

"Google's conduct involved the

use by an advertiser of a competitor's name as a keyword triggering an advertisement for the advertiser with a matching headline," said ACCC chairman Rod Sims.

This was likely to mislead or deceive a consumer searching for information on the competitor, he said, with the judges finding that although the key words are selected by the advertiser "what is critical to the process is the triggering of the link by Google using its algorithms".

Sims said the case makes it clear that Google and other search engine providers will be directly accountable for misleading or deceptive paid search results.

The court said that the appearance of the STA ad in response to an HWT search falsely asserted an affiliation between the companies, and that info about Harvey World Travel could be found on the STA Travel site.

## airberlin to Australia

**GERMAN** carrier airberlin has this month expanded its codeshare partnership with Etihad, with the AB code now appearing on EY flights to Australia as well as Pakistan, Sri Lanka and Indonesia.

New airberlin codeshare routes include EY services from Abu Dhabi to Sydney, Melbourne, Brisbane via Singapore as well as Colombo, Jakarta, Karachi, Lahore plus Kuwait and Muscat.

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Wednesday 4th April 2012



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## Aspirant carrier anti corp pact

**WANNABE** Australia domestic and int'l carrier Gold Airways has told the competition regulator it's opposed to the Virgin Australia and Skywest regional alliance, saying it could dilute fly-in fly-out (FIFO) charter competition.

In a submission sent to the ACCC's gm Adjudication Branch, Richard Chadwick, the "aspirant" airline said it believes that "whilst the corporate alliance will bring

some benefits to FIFO corporate travellers generally, it shares the concern of the Western Australia Government [TD 05 Mar] that the arrangement has the potential to lessen competition for FIFO bidding which could result in the collapse of smaller but important FIFO carriers."

Gold Airways director Jens Buche argued there is "nothing in this scheme of arrangement to prevent it being applied across the board" by Virgin to other larger FIFO carriers.

Buche called for the final authorisation to have conditions that limit Virgin Australia to just one alliance with a major FIFO carrier at a time.

Additionally, Buche suggested DJ should offer a "non-exclusive" corporate alliance to smaller FIFO carriers throughout the region, excluding Alliance Aviatoin (which has a partnership with Qantas), during the authorisation period.

"That would, in our opinion, produce a fairer playing field," Buche claimed.

Gold was opposed to the Virgin/Singapore Airlines alliance too.

## Shark Bay proposal

THE WA government is asking for expressions of interest for the development of an "eco-friendly tourist accommodation facility" on a coastal site adjacent to the Shark Bay Marine Park.

The region lies along the central western coastal corridor of the state, and has been recognised as a World Heritage area for its natural beauty, biological diversity and ecological processes.

An advertisement in yesterday's *Financial Review* says interested parties should have the knowledge and experience to run a "commercially viable operation" - [ross.macculloch@westernaustralia.com](mailto:ross.macculloch@westernaustralia.com).

## Airlines anti UK's APD

THE bosses of UK-based airlines easyJet, Ryanair, Virgin Atlantic & British Airways have united in slamming higher air taxes on flights leaving Britain, which came into effect this week.

VS's Steve Ridgway saying the UK was ranked 134th out of 138 in terms of the competitiveness of air taxation.

The TTF also criticized the APD saying it was an "unfair impost".



**SOCCKER** fans, brace yourselves. Real Madrid football legend and former French international Zinedine Zidane, in conjunction with the royal family of the UAE emirate of Ras Al Khaimah have announced the creation of the Real Madrid Resort Island.

Perhaps planning on being ready for the controversial 2022 FIFA World Cup - taking place in nearby Qatar - the football fan's fantasy is set to be situated on an artificial island to be reclaimed from the sea, and the 50ha project will be the first recreational tourism complex designed and created under the Real Madrid football trademark.


Once completed, the complex will contain a theme park, the world's first stadium open to the sea, multiple sport facilities, a residential area, luxury hotels and villas, and a museum dedicated to Real Madrid.

THE world's most expensive non-jewelled chocolate egg has been sold in London, as one of many Guinness World Records the city aims to break this year.


The 50kg egg, designed by London-based William Curley, sold at auction for £7000.

London has a couple more world records it plans to break in 2012, including the longest marathon hug, longest curtsy relay and the most participants in an easter-egg hunt taking part in the capital.

Oh, and the city would like to remind everyone the Olympic Games are still on in July.



### New Zealand's Premiership



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## Spirit of Tas carbon fee

THE *Spirit of Tasmania* has added a \$3 per person and \$6 per car surcharge to account for the Gillard gov't's controversial carbon tax being implemented in Jul.

## Fiji

### Pinpoint

Virgin Aus  
Air Pacific

## Zuji growing strongly

LAST night Sabre-owned online travel agency Zuji hosted a function at De Vine in Sydney, where guests were taken on a culinary journey through France - delicious canapes completed by nine perfectly complementary wines.



The media event followed a surge in Zuji holiday package bookings which are up 300% year on year, with md James Gaskell saying Zuji's technology allows customers to easily combine flights and accommodation in a single transaction.

"The control is now all in the hands of the consumer," he said.

Zuji is attributing the strong performance to several factors including increasing consumer confidence in online travel booking, as well as the slowing economy meaning travellers are more budget-conscious.

Pictured at last night's event are Zuji's Danielle Pagano and Katie Malone.

## PRODUCT MANAGER



Tempo Holidays (a member of the Cox & Kings Australia brand range), is one of Australia's most respected travel wholesalers, specialising in tailored travel arrangements to over 40 countries in Europe, the Middle East, North Africa, India and Latin America.

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## Travel Manager



### Hobart

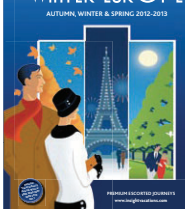
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## New York Citymaps

NYC & Company has partnered with social & interactive mapping firm CityMaps, to launch a free smartphone app that navigates destinations by company logos.

## Demand for Burma on the rise

**TRAVEL** Indochina has added three extra additional guaranteed Small Group Journeys to Burma, after reporting a boom in demand for the destination.

Managing director Paul Hole said unprecedented demand had seen the tour operator bed down more departures for its 13-day Burma Revealed trip - departing 15 Oct, 19 Nov & 31 Dec.

Travel Indochina tours have been operating at capacity, selling out around two to three months prior to departure, the firm says.

But Hole said the issue of tourism demand far outstripping supply continues to be a double edged sword for Burma.

"Initially we were led to believe

we wouldn't be able to secure product for additional departures. Fortunately, we have been successful in growing our offering, however as part of our responsible tourism ethos, we work continuously to ensure we minimise our footprint in the destinations we travel to and provide benefit at the local level," Hole said.

## Trafalgar tips long '12

**TRAFALGAR** md Matt Cameron-Smith has reported seeing a late booking trend, with many travel agents/partners indicating strong enquiry levels for 2012.

"I think that while the industry had a relatively quiet December, the market came back hard in January/February," Cameron-Smith told *Travel Daily*.

"We certainly believe it will be a longer year for keeping our foot on the pedal and making sure we're keeping up with demand," he added.

## New Accor careers site

**ACCOR** has launched a new careers website, with a revamped appearance aimed at showcasing a fresh, fun approach to a career with the global hotel group.

The new [accorjobs.com.au](http://accorjobs.com.au) site is Accor's first dedicated careers platform in the Asia-Pacific region and will highlight opportunities available within the group, along with live related news feeds, events and employee stories.

**MEANWHILE**, Accor's loyalty program A|Club has now officially rebranded as Le Club Accorhotels.

## Waikiki beach project

**THE** Hawaii Department of Land & Natural Resources says it now expects the Waikiki Beach sand replacement project (**TD** 12 Jan) is expected to be fully completed by the end of this month.

The massive project has seen access to some parts of the world famous Waikiki Beach restricted since the project began last month.

## KE's Prestige Euro Odyssey



**ABOVE:** This group of top performing corporate sellers went on a top-class Eurotrip of their own, courtesy of Korean Air, Accor Hotels and Rail Plus in conjunction with Rail Europe.

The group air-tested the Korean Air Prestige Business Class experience from Sydney all the way to Heathrow, also visited London Gatwick's facilities ahead of the start of KA's launch of services to LGW on 28 Apr.

Eurostar Business Premier was the only way to travel to Brussels, before the ICE high-speed rail link

ferried the group to Frankfurt, where a Korean A380 was waiting to take them back to Seoul and onward back to Sydney.

**Pictured** above in front of the Korean business-class lounge at Seoul Incheon Airport, from left, is Lyre Visorro, Spencer Travel; Rafael Despradel, Korean Air & SkyTeam; Daniel Warda, BCD Travel; Mandy MacPherson, Accor; Lisa Byers, The Travel Authority; Elyse Schomberg, World Travel Professionals; Kirsty Blows, Rail Plus and Janice Clay from Voyager Travel Corporation.

## Cloud 9

## Emirates bonus winner

## Canada visits slipping

**THE** number of nights Aussie travellers spent in Canada in Jan 2012 has slipped 07.% on the month prior to 15,554, according to the latest Canadian Tourism Commission figures.

## MICE on Lord Howe

**SOMERSET** Lord Howe Island has launched its conference and meeting facilities, offering clients a range of options in locations situated near Neds Beach, the island lagoon, shops, restaurants and the island visitor centre.

To enquire about booking the new function facilities, email Somerset Apartments directly on [sales@somersetlordhowe.com.au](mailto:sales@somersetlordhowe.com.au).

## Delta \$1,104 LAS fare

**DELTA** Air Lines has today launched a 'Easter Network Sale' with fares to over 250 select US cities, including Las Vegas, New York and Seattle, on sale.

Return Economy class fares from Sydney to Las Vegas are priced from \$1,104.

Tickets need to be ticketed by 11 Apr, for travel between today to 30 Jun - phone 1800 458 368.



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If this sounds like it is for you please submit an application to [sandra@asatours.com.au](mailto:sandra@asatours.com.au)



**ELEGANCE** and grandeur of the refined sport of polo were the order of the day recently as this group, guests of South African Tourism, partook in a polo match between Australia and South Africa at the Windsor Polo Club in Western-Sydney.

The group, **pictured** above in the South African Tourism marquee, from left are Elisa Elwin, Donald Ward, Jacqui Walshe, Ruaridh McDonald, Lisa Gorman, Donna Tsakonakos, Johan Fourie, Lalie

Ngzi, Pranishka Nayagar, Eric Lewanavanua, Lidia Marengo and Shaheer Gobra.

### Tick Tour thru Tassie

**CELEBRITY** chef and Friend of Australia Matt Moran spent last weekend in Tasmania on the second leg of Tourism Australia's T-QUAL Tick Tour (**TD 23 Mar**).

Moran's tour involves visiting tourism businesses which carry the T-QUAL Tick - a certified mark of quality experiences.

In Tassie, the tour included stays, visits or experiences at the Lenna of Hobart, Maritime Museum of Tasmania, Tasman Island Cruises, Tasmanian Air Adventures, Henry Jones Art Hotel, Mueseum of Old & New Art and Red Decker Co.

### VN plots Los Angeles

**VIETNAM** Airlines are rumoured to be planning to launch services to Los Angeles, with an FAA audit understood to be holding up a confirmed launch date.

## Accommodation Updates

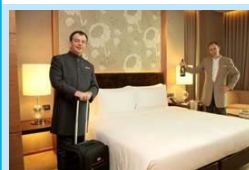
**WELCOME** to Accommodation Updates, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



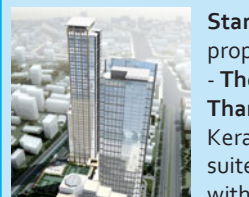
Today marks the grand opening of the **Inn at the Presidio**, the first hotel located in the **National Historic Landmark** district of the **Presidio National Park** and the only hotel to open in **San Francisco** this year. The red-brick property consists of **17 suites and 5 guestrooms**, with a distinguishing exterior detail highlighted by a two-storey porch with wooden Tuscan columns.



**Centara Hotels and Resorts** has recently opened the **Centara Hospitality Centre at Phuket International Airport**. The centre is aimed at providing a meet-and-greet centre for guests and travel reps, as well as a source of information on the increasing number of **Centara** hotels popping up on the island.



Opening its doors in May this year, the brand new **Eastin Grand Hotel Sathorn Bangkok** will be the first of the **Eastin Grand** branded collection of properties. The hotel, designed for both business & leisure guests, will feature 390 rooms that offer either city skyline or Chao Phraya River views, and located near the **BTS** skytrain.



**Starwood** will open its newest **Luxury Collection** property in the heart of Jakarta at the end of Apr 2012 - **The Keraton at the Plaza**. Located on the **Jalan Thamrin** from the 8th to the 22nd floors of the Keraton building - the 140 spacious guest rooms and suites will reflect the rich Javanese culture of Jakarta within a modern luxurious setting. The hotel will feature a full suite of distinctive epicurean experiences.

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\*2011, 2010 and 2009 World Travel Awards

## Mali

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## Supershow tkts selling

**TICKETS** for the NSW Caravan, Camping, RV & Holiday Supershow have gone on sale today.

The show is being held at the Rosehill Racecourse from 21-29 Apr - [www.supershow.com.au](http://www.supershow.com.au).

## Photo correction

**YESTERDAY's** Trafalgar/Etihad Airways famill photo featured Sheron King of Escape Travel Rockhampton, not Rockingham. Our apologies for the error.

## IATA's cautious outlook

**DESPITE** a 9.3% year-on-year increase in int'l global air travel demand in Feb, IATA have warned airlines against complacency, saying the increase in 2012 was boosted by some major events, such as Carnivale in Brazil.

Available passenger capacity increased by 7.4% in the month, resulting in higher load factors against the global demand level, while domestic pax markets increased by a moderate 7.6%

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## UK Hertz earlybird

**DRIVEAWAY** Holidays is offering discounted rentals and free extra drivers in the UK when booking select Hertz vehicle types before 06 Apr, for collection by 31 Mar.



**THAI** Airways yesterday marked its 30th anniversary since flights commenced between Bangkok and Brisbane, celebrating with a cake at BNE International Airport.

**Pictured** above extolling the occasion from left is Cam Macphee, GM Aviation Business Development Brisbane Airport with the captain and crew from Flight TG474 prior to departure.

## Roy Morgan

## WIN A TRIP TO NEW CALEDONIA



Throughout April, **Travel Daily** is giving one lucky reader the chance a win an amazing holiday for two people to New Caledonia, courtesy of **New Caledonia Tourism, Aircalin** and **GLP Hotels**.

The prize includes Aircalin Return Airfares from SYD/BNE to Noumea, return airport transfers, three nights accommodation in a superior room at Le Novvata Hotel Noumea, one night accommodation in an overwater bungalow at L'Escapade Island Resort including return boat transfers and a day trip to Amedee Lighthouse.

Every day **Travel Daily** will ask a different New Caledonia-related question – just read the issue and email us your answer. There will be 18 questions in total, which will also be posted on our website.

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

## Q.3: How many overwater bungalows are there on Escapade Island Resort?

Email your answers to: [newcalcomp@traveldaily.com.au](mailto:newcalcomp@traveldaily.com.au)

Hint! Visit [www.glphotels.com](http://www.glphotels.com)

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