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Travel Daily

First with the news

Friday 23rd March 2012

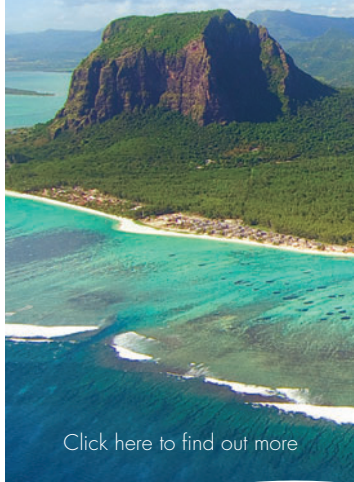
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Tick Tour to drive quality

TOURISM Australia anticipates the T-QUAL Tick Tour by celebrity chef Matt Moran will act as a catalyst for tourism enterprises to get involved in the government-backed accreditation scheme.

The T-QUAL Tick Tour was officially launched in Sydney last night and will see the chef begin a 4-month trek around the nation endorsing some of the 2,700 companies to have earned the 'tick' for operating a quality tourism business - a mark shared by Moran's Sydney ARIA restaurant.

To date, the program has about 12,600 operators licenced to use the T-QUAL Tick, which is just the "tip of the iceberg" of the 280,000 tourism enterprises in the country, Tourism Australia's md Andrew McEvoy told *Travel Daily*.

Moran's tour (TD 06 Dec) will

include a range of accredited experiences that will be pushed via social media, like his Facebook, YouTube and Twitter accounts, and the t-qual.tumblr.com blog.

Taronga Zoo's Roar & Snore in Sydney and Crocosaurus Cove in Darwin are among a few of the planned T-QUAL Tick attractions on Moran's extensive itinerary.

"I believe his participation will encourage other entitled businesses to complete their licence to be a part of the action," McEvoy said.

"Hopefully we'll see that we fulfil that 13,000 pretty quickly and other programs will come on board because they'll see the value of high profile recognition through schemes like this."

McEvoy said that with over 1/4 of a million tourism businesses domestically there is "plenty of scope for more people to focus on quality experiences."

Six pages of news

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

- AA Appointments jobs
- Philippine Airlines

Great Britain culture

VISITBRITAIN is encouraging agents to log on to its trade site, visitbritaintrade.com (front page) to aid marketing the destination.

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Friday 23rd March 2012

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Travel Daily on location in the Napa Valley

Today's issue of *TD* is coming to you from California, where 100 lucky travel agents are being hosted on the Travel Corporation Mega Famil.

PARTICIPANTS in the huge Travel Corporation educational this week are having a ball, having just spent two days together at Disneyland (see p5).

Now they have split into three separate groups to experience Trafalgar, Insight and Contiki product including the unique touches offered by each brand.

TD has joined the Trafalgar Tours group in the Napa Valley, where tomorrow we will enjoy a signature *Be My Guest* lunch at a local family-owned winery before a cooking class at the famous Ramekins culinary school.

Other destinations experienced include San Francisco and Monterey - and next week *TD* heads to the Grand Canyon before it all wraps up in Las Vegas.

Follow the trip on Twitter using the #ttcmega hashtag.

Bunnik puts faith in agents

ADELAIDE-based touring firm Bunnik Tours will begin using travel agents as its call to action on consumer marketing material for the first time, in an act of trust & recognition towards the trade.

MD Dennis Bunnik says the transition is part of the "evolution rather than revolution" of the eight-year-old company, which will rebrand itself on Mon, *Travel Daily* can exclusively reveal.

Bunnik told *TD* that after three years of double-digit growth it was "time to start to update."

Up until now, Bunnik has used its own contact details on ads for consumer enquiries & bookings.

Bunnik said it has seen "massive growth" in sales fed from travel consultants industry-wide, preferred and non-preferred.

In the past 9 months, the niche operator has secured preferred deals with the Magellan Travel Group and home-based network TravelManagers, but has received support from "all agent groups."

Despite the 'Egyptian revolution' & Japan's earthquake/tsunami last year - both events in destinations Bunnik specialises - the firm

managed to increase trade sales.

"We're confident and have faith in the industry, and this move is paying back that faith put in us and our product," Bunnik said.

The rebranding will see the tagline 'tours for the not too young and not too old' removed from Bunnik's logo after research showed the slogan was "a little bit confusing," however the ethos remains the same.

The new logo (below) will appear in all aspects of Bunnik's future advertising & marketing activity, including social media.



QF Qld flood waiver

QANTAS yesterday issued a new commercial policy for passengers affected by Queensland's floods.

Pax on QF 081 tickets to cities incl Cairns, Townsville, Mackay, Rockhampton, Gladstone, Hervey Bay, Emerald, Bundaberg & Roma are able to rebook without fee - details at qantas.com.au/agents.

Sign up for AFL tipping

DON'T forget to register for *TD's* AFL footy tipping competition ahead of the start of the 2012 season which kicks off tomorrow.

This year there's a trip for two to Dubai flying with Emirates and staying at the Holiday Inn for the overall top tipper, and a holiday to Vanuatu staying at Iririki Island Resort, flying with Air Vanuatu, for the second place finisher.

Sign up at afl.traveldaily.com.au.

Virgin applauds ACCC

VIRGIN Australia has welcomed the competition regulator's draft approval for the carrier to expand its pact with Skywest Airlines (*TD* yesterday) which aims to better service the booming resources and mining industries.

DJ executive Merren McArthur said the alliance would enable Virgin to offer corporate clients "a comprehensive travel package," integrating Skywest's charter ops with its own domestic network.

The tie-up is an "important part" of DJ's strategy to raise competition in the Australian corporate sector.

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Travel Daily

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Friday 23rd March 2012

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Lourey resigns from Carnival

CARNIVAL Australia Senior Vice President, Jenny Lourey, has today announced her resignation from the role, with her departure effective immediately.

She's been with the cruise giant for four years, and has been on leave since Jan following the tragic sudden death of her husband, Wayne Tregaskis.

Carnival Australia staff were told of the news this morning, with ceo Ann Sherry paying tribute to Lourey's contribution to the company.

"Jenny has been a vitally

important part of the Carnival Australia team for the last four years in which she has made a huge impact on the business and its success as the leader of the cruise industry in Australia," Sherry said.

Lourey will now focus on the management of businesses established by her late husband, saying that "travel has been at the heart of most of my working life and I plan to maintain this connection in my new business activities".

Texas is on TDTV

TEXAS tourism is in town this week, celebrating the strong success of the Qantas direct flights from Sydney to Dallas Fort Worth (TD yesterday).

Travel Daily TV interviewed some of the delegation and has produced an exclusive video including Qantas state manager Peter Collins who says DFW is the strongest performance he's ever seen in terms of route development.

To view, click on the logo or see traveldaily.com.au/videos.

TDU generates \$42m

THE South Australian govt says Jan's Santos Tour Down Under pro cycling race generated \$42 million in economic activity for the state - down \$1 million on last year.

The event attracted more than 760,000 visitors, including 36,000 interstate and overseas visitors, SA Tourism Minister Gail Gago announced this week.

Gago said the result was "incredibly satisfying" having been the first time in 4 years that the event's main drawcard, Lance Armstrong, has not attended.

Prior to Armstrong's first appearance in 2009 the TDU generated \$17m for the state.

BCD boosts consulting

BCD Travel today announced an expansion of its Advito independent consulting unit to offer more capacity in the Asia-Pacific region.

The company said it's seeing strong demand for "trusted advice that helps corporations streamline the increasingly complex sphere of corporate travel".

Advito advises on policy, sourcing, process automation, risk management, meetings, outsourcing and more - for details see www.advito.com.

Kakadu night tour

GAGUDJU Dreaming's Yellow Water Cruises are introducing a new seminal cultural night tour on Yellow Water Billabong in Kakadu conducted under the light of the moon, from 06 Apr.

The Allohgarng Experience will add significantly to a limited range of activities on offer and make for a compelling reason to explore Kakadu longer, the owners say.

It's priced at \$165pp incl dinner.

RCI 3-day WOW sale

ROYAL Caribbean International is offering savings of up to \$1080 per person twin share as part of its 'WOW Sale' which launches on Sun 25 Mar, running until Tue 27 Mar - phone 1800 754 500.

Deutsche Bahn comm.

INTERNATIONAL Rail is to offer agents the same commission level on the new Deutsche Bahn Extension Pass (TD Wed) as what's provided on German Rail Passes.

Window Seat

HOLIDAY home booking website Stayz this week celebrated its tenth birthday, and TD was part of the celebrations.

From humble beginnings in the back yard of a "dedicated holiday rental owner," the company was acquired by media giant Fairfax in 2005 and has grown significantly, claiming a unique audience of 767,000 holidaymakers per month.

Last year Stayz handled 2.7m holiday enquiries and saw a 188% rise in bookings between 2006 and 2012.

All of which was a pretty good excuse to send some cupcakes to the TD office (below) which we can testify were delicious!



Hurry, your chance to win a trip to Dubai ends on 1st April 2012.

Learn more

emiratesincentive.com

Travel dates of trip to Dubai between 13th May and 17th May 2012.

WIN ONE OF 25 TRIPS

To celebrate our 25th Anniversary, Helen Wong's Tours is offering all retail travel agents the chance to win one of 25 trips to China or Vietnam by simply booking and depositing a Helen Wong's Tours group tour from the 23rd Mar to 30 Apr 2012 for travel before 31 Oct 2012.

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Book online now www.helenwongstours.com/travel-agents

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Best Tour Operator International Category 7 NTIA Awards

Getaway goes to Goa

TOMORROW night's episode of Channel Nine's *Getaway* travel program at 5:30pm features stories on the Amazon River, Goa, Timbertown, the Great Barrier Reef's newest resort and Phuket.

FEEL LIKE A STAR WITH HR-169



Travel Daily has teamed up with Hahn Air this week and every day is giving one lucky reader the chance to win a Gold Class Event Cinemas movie ticket.

Hahn Air, a leader in the airline distribution industry, operates the industry's leading universal e-ticketing platform.

If you'd like to benefit from Hahn Air, register on www.hahnair.com

For your chance to win, simply be the first person to send in the correct answer to the question below to: hahnaircomp@traveldaily.com.au

What does your Rooster service offer you?

Congratulations to yesterday's lucky winner, Todd Macleod of FCm Travel Solutions.



Mining tourism reliant

ENSURING a safe, secure and efficient aviation industry is vital to the mining industry, according to a report from the Federal Minister for Resources, Energy and Tourism Martin Ferguson MP.

Overall growth in domestic business nights over the last decade has reinforced the belief that major mining states are heavily reliant on the aviation and tourism industries to continue to attract visitors during uncertain economic times.

The biggest growth regions were South East Asia, in particular China, which has offset declines in the more established UK and USA markets.

The benefits work both ways, with aviation also benefiting from the mining booms, with a 25% growth in capacity on the Perth to Karratha air routes, and 17% increases on Brisbane to Mackay.

Norwegian for kids

NORWEGIAN Cruise Line has chosen the name of its new kids and youth onboard programs as Splash Academy and Entourage.

Thousands of suggested names were submitted as part of the "UP2YOU" naming contest.

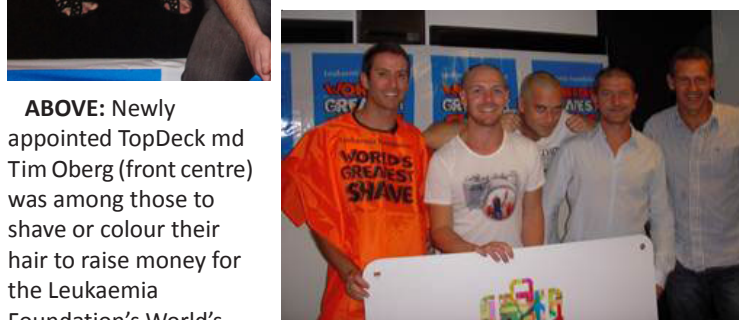
Splash Academy will cater for kids aged 0-12 via its Guppie, Turtle, Seal and Dolphin age-groups, while the Entourage brand will be aimed at teens.

SiteMinder Expansion

EUROPEAN hotel chain the De Vere Group has joined the SiteMinder global distribution platform to coordinate their properties with its multiple booking channels.

The group's property network includes exclusive castles, manors and accom options in historic locations throughout Europe.

Trade backs greatest shave



ABOVE: Newly appointed TopDeck md Tim Oberg (front centre) was among those to shave or colour their hair to raise money for the Leukaemia Foundation's World's Greatest Shave fundraiser late last week, raising a total of \$3,600 for the worthy cause.

Pictured above are the brave participants from TopDeck's Brisbane team, back row from left are: Debbie Knuvers, Rowena Dick, Thomas Heidrich, Dave Eason and Kirsty Ehlers.

Front row: Paul Kemp, Tim Oberg and John Carr.

MEANWHILE, in a similar gesture, seven equally brave fellows from Corporate Travel Management in both Sydney and Brisbane braved the shave and raised \$3,350 for their efforts,

Delayed airport policy

CONTROVERSIAL speculation on future policy decisions for London's Heathrow Airport continue, despite long delays on consultations on airport capacity, according to a UK Board of Airline Representatives spokesman.

The policy of no new runway at LHR is "backing the Coalition Govt into a corner and must be reviewed," the BAR rep stated.

Tune opening rates

TUNE Hotels are celebrating the opening of their new property in London's Paddington by offering rooms from £9 (AU\$13) per night.

Opening on 25 Jun, the 137-room hotel will contain double and twin rooms.

The offer is available now on 1,000 rooms for stays between Jun 2012 and Feb 2013.

including their gm Matt Cantelo, who is **pictured** (inset) with Jonathon Mavin, Bradley Smith, Sean King and Craig Smith.

Mark Bamforth and Antony Armsden from the CTM Brisbane office are not pictured.

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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Fairmont Kyiv opens

FAIRMONT Hotels & Resorts has opened its first hotel in Eastern Europe - the 258-room Fairmont Grand Hotel Kyiv located in the Ukraine capital.

Having a mega time in the US



ABOVE: This group of Aussie travel agents has been unleashed on the USA this week as participants in the first ever multi-brand Travel Corporation Mega Famil (**TD** 16 Jan).

They flew in earlier this week courtesy of Virgin Australia, and yesterday wrapped up two fabulous days of Creative Holidays fun at Disneyland in Anaheim.

Today they have split up into three brand-specific groups, to get a good experience of the Contiki Holidays, Trafalgar Tours and Insight Vacations product in various locations.

The Trafalgar and Insight groups spent last night in Monterey before heading north to San Francisco and the Napa Valley, while the Contiki crew headed south to San Diego.

Other destinations set to be

experienced in Travel Corporation style include Santa Barbara, Phoenix and the Grand Canyon and all of the groups meet up at the end for a gala celebration in Las Vegas next week.

TD is along for the ride and will be reporting each day from the trip, as well as producing a regular blog on our website at www.traveldaily.com.au/features.

And don't forget to check out [facebook.com/traveldaily](https://www.facebook.com/traveldaily) for pics from the trip too.

Air NZ/ANA pact starts

AIR New Zealand and ANA will kick off their new codeshare deal from this Sun 25 Mar, with reservations now open on codeshare routes between Japan and NZ, as well as domestic sectors within both countries.

Hawaiian introduces Combo Fares

FOLLOWING the introduction of larger A330-200 aircraft to and from Sydney, Hawaiian Airlines has announced it will implement new "Hawaiian Combo" flexibility on its fares from 25 Apr.

The new combo means that travel agents booking HA year-round "Aloha" Fares will now be able to combine seating classes to book the best-available seat class

AA/Hainan codeshare

AMERICAN Airlines and Hainan Airlines have implemented a new codeshare pact on flights between the US & China and on a number of key domestic routes, as flagged by **TD** last month (**TD** 16 Feb).

Airnorth ups flights

REGIONAL carrier Airnorth has announced it will operate an additional service from Darwin to the Pilbara from 04 Jul, increasing frequencies to thrice-weekly.

TCF agency closure

THE Travel Compensation Fund has advised of the voluntary withdrawal of Universal Travel Agency (ABN: 23 142 420 095) of South Yarra in Victoria, due to the closure of the agency.

Wendy Wu to Tibet

WENDY Wu Tours has introduced a new 10-day Pandas & Palaces tour to 'the Roof of the World' - Tibet - flies into Lhasa and visits local markets & the Potala Palace.

Aircalin new fitout

NEW Caledonian carrier Aircalin will progressively refit its aircraft interiors from now until Dec, with new, more comfortable economy seats, 'shell' type seats in Business-Class, as well as a new in-flight entertainment system.

Aurora Arctic voyage

AURORA Expeditions' Voyage to the End of the Earth cruise will depart from Murmansk in north-west Russia on 08 Sep.

The journey will be the only small-ship vessel touring the area in 2012, Aurora says, and will take just 54-pax to the most remote corners of the Arctic region, including visits to Novaya Zemlya and Franz Josef Land.

per-sector for the date of travel.

The flexible fares will also allow Economy sectors to be combined with Business Class sectors to form a complete journey.

Technology Update

Today's Technology Update is brought to you by Tramada Systems Pty Ltd.



Delivering excellent customer service involves having the right people and the right processes. The

right people have always been essential to good customer experience whether at the frontline or behind the scenes but the processes have changed significantly over the years. About 12 months ago we implemented JIRA into our Support Centre. We had been using it for some years to manage development tasks and realised that if this was extended to our Support team it would help us drive better customer service and that's not always easy with a feature rich and complex product like tramada®. In addition to providing our customers with 24/7 real-time self-logging, a 360 degree view of customer contacts through the support and development life cycle has resulted in a service philosophy rather than a metric. ***In other words service delivery – designed with the customer experience in mind.***

JIRA is a product developed by a company called Atlassian born in Australia in 2002. It is now operating around the globe with more than 20,000 clients. The purpose of JIRA is to track tasks, monitor progress, and report on the status during the support and development life cycle.

We handle many thousands of customer contacts each year and we are committed to handling them not just faster but in a meaningful way that demonstrates that customer satisfaction is our core goal at Tramada Systems.

Brenton Fear, Head of Operations, Tramada Systems Pty Ltd



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Biofuel MoU signed by Boeing, Airbus

AIRCRAFT manufacturers Boeing, Airbus and Embraer have collectively signed a preliminary agreement of understanding to collaborate on a project to create a way to develop biofuel compatibility into aircraft designs.

The three companies have agreed that work on developing affordable, sustainable & efficient biofuels is an important step in achieving long-term goals on growth, financial viability and environmental protection plans.

The agreement, signed in Geneva by Airbus ceo Tom Enders, Boeing Jim Albaugh and Embraer president Paulo Cesar Silva was heralded as a step in the

right direction.

Boeing ceo Albaugh said: "There are times to compete and there are times to cooperate."

"By working with Airbus and Embraer on sustainable biofuels, we can accelerate their availability and reduce our industry's impacts on the planet we share." Albaugh added.

"We've achieved a lot in the last ten years in reducing our industry's CO2 footprint - a 45% traffic growth with only 3% more fuel consumption," Airbus ceo Enders stated.

The trio have agreed to jointly speak in future on collaborative opportunities on the subject.

New Goldie guides

GOLD Coast Tourism has rolled out a new range of guidebooks for tourists detailing more than 150 attractions & experiences - go to visitgoldcoast.com for info.

Taking High Tea even higher



VIRGIN Atlantic showed off its new Upper-Class high-tea offering this week in Sydney, setting up part of the cabin outside the Museum of Sydney Cafe on Bridge Street.

Guests flying with VS in the class will experience the high-tea - officially the highest, delivered at 35,000 feet - as cabin crew deliver each passenger their own mini high-tea cake stand complete with all the delicious trimmings and condiments.

A group of VS cabin crew are **pictured** above with the high-tea product in front of a pair of Upper-Class flat-bed cabin seats.

WIN A HOLIDAY TO SINGAPORE

Throughout March, **Travel Daily** is giving readers the chance to win a fabulous Singapore holiday package for two valued at \$5250, courtesy of **Singapore Tourism Board, Singapore Airlines** and **Resorts World Sentosa**.

The prize includes two return economy class airfares on Singapore Airlines, four nights stay for two people at a Resorts World Sentosa Hotel, two one-day passes to Universal Studios Singapore, two tickets to Voyage De La Vie and tickets to Maritime Experiential Museum and Aquarium.

Every day **Travel Daily** will ask a different Singapore-related question - just read the issue and email us your answer. There will be 22 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 Singapore holiday.

Email your answers to: singaporecomp@traveldaily.com.au

Q.17: How many hotels will Asia's ultimate destination - Resorts World Sentosa have, upon the completion of all hotels?



Hint! Visit: www.rwsentosa.com

Click here for terms & conditions



Syd's monorail to go

THE NSW govt has announced it will pull down Sydney's monorail as part of a plan to redevelop the Darling Harbour Convention Centre precinct.

The monorail will be replaced by extensions to the light rail track.

LH A380 PVG denial

CHINA has demonstrated its opposition to the European Emission Trading Scheme by blocking Lufthansa access to fly its Airbus A380 superjumbos to Shanghai's Pudong Airport, the German carrier's ceo has said.

JQ Tourism Tas site

JETSTAR has teamed with Tourism Tasmania to launch an Experience Tasmania micro-site, enabling browsers to select a holiday package under categories such as Food & Wine, Relaxation, Exploration or Challenging, and combine them with flights.

See www.jetstartasmania.com.

Hamilton hol homes

HAMILTON Island Holiday Homes has introduced a revamped portal now with dynamic mapping and enhanced booking usability for its managed collection of 100 properties - go to hihh.com.au.

Kids free on CC Cruise

CAPTAIN Cook Cruises are offering a Mothers Day bonus of one child up to 15yrs travels free on their Sun 13 May breakfast cruise with each paying adult.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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TEAM LEADER**

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