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Travel Daily

First with the news

Tuesday 30th April 2013

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Virgin Mar loads dive

VIRGIN Australia's domestic load factor dipped 2.1 percentage points to 73.9% last month, mainly due to the "strategic deployment of additional Airbus A330 aircraft on transcontinental routes".

Domestic passenger numbers were down 3.3% to just over 1.4m for the month, but VA said yields were up year on year.

International operations saw a 0.3% dip in pax numbers to 191,000, with a 74.6% load factor.

QF-EK extend joint pricing

QANTAS and Emirates have today rolled out the next stage of their joint pricing proposition, expanding the economy class coordinated tariffs released earlier this month (**TD 05 Apr**).

Effective immediately the carriers have now also coordinated tariffs and fare conditions for sale and travel in premium cabins from Australia to the UK and Europe (premium economy, business class and first class), as well as for all cabins from Australia to Singapore and

Kuala Lumpur.

The carriers also rolled out joint pricing for all cabins on flights to Northern Africa on 16 Apr.

All booking classes are available across affected routes and itineraries, with the exception of V class which will not be utilised as part of the QF/EK joint pricing proposition.

Existing unticketed bookings in premium cabins to UK/Europe and all cabins to Singapore/Kuala Lumpur will remain in the same booking class.

Group travel will continue to be booked in G class for economy groups and I class for business class groups.

For sales and ticketing from today, Qantas International private fares will be changing in line with the QF International published fare structure, but discount levels won't be affected.

Clue cards for the Economy and premium fare structures, including details of conditions such as stopovers, ticketing time limits, changed and cancellation fees are now available online at www.qantas.com/agents.

Last day for comp

TODAY is the last chance for **TD** readers to enter our fantastic Apr comp in which we've partnered with Palm Springs Convention & Visitors Bureau to give away a trip for two to the Californian region.

Entrants need to submit a Palm Springs "destination inspired" photo to be in the running to win the trip, which includes a total of five nights accom, sightseeing and return Economy Class flights to LA with United - **see page 8** for info.

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Trip
Travel rewards incentive program

QF Darwin lounge

QANTAS ceo Alan Joyce today announced an expansion of the Darwin Airport Qantas Club, with capacity to more than double.

The expanded club will open in mid-2014 as part of broader expansion works at DRW.

Eight pages of news

Travel Daily today has eight pages of news & photos, plus full pages from **(click)**

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Mantra expansion

BROOME'S Frangipani Resort will rebrand to Mantra Broome in Jul as the Mantra Group expands its portfolio domestically.

Announced at ATE, the 54 villa Cable Beach front property is one of three new Mantra additions.

Other projects include the new-build Mantra Townsville, slated to open in the city's CBD in 2015, and the debut of a collection of new premium lodges as part of the Mantra Rainbow Shores, not far from Fraser Island, Qld.

QF exec Sharp to lead Tiger

FORMER Qantas executive Rob Sharp will utilise his experience in assisting to establish Jetstar to use at Tiger Airways, after yesterday being named ceo of the no-frills carrier's Australian arm.

Sharp's 15 year career with the Australian flag-carrier saw him hold a variety of commercial positions, including Strategy and Innovation, and Global Airport Infrastructure and Services, all in the last eight years.

His appointment comes within a week of Virgin Australia being granted a green light by the Australian competition regulator to acquire a 60% stake in Tiger Airways Australia (**TD** Tue).

It also follows a recent trend of airlines swapping senior officials which late last year saw former Tiger ceo Andrew David jump ship to lead Jetstar's long-haul operation (**TD** 07 Dec).

VA ceo John Borghetti, a former Qantas exec himself, said he was "delighted" to welcome Sharp to the Virgin team.

"Rob's extensive executive management career in aviation and strong leadership skills will be

of great value to the airline.

"I am confident that Rob will build a sustainable low-cost carrier and bring strong competition to the budget segment," Borghetti said.

Sharp said he felt privileged to take the role as Tiger prepares a "new and exciting chapter."

Sharp commences in the Tiger Australia top job tomorrow.

Etihad peak day levy

PASSENGERS flying on the busiest days of the week will soon be slugged an extra US\$5 per sector by Etihad Airways.

Announced to the trade by the Abu Dhabi-based carrier yesterday, the controversial new 'Peak Day of Week Surcharge' is being rolled out for flights on a Fri and Sat, across all fare types, cabins and classes, on 06 May.

Billed to **TD** by industry pundits as "ridiculous", the Peak Travel Surcharge will be reflected as a Q surcharge in the fare calculation line in the GDS when auto-priced.

Commission of 5% applies on the gross fare and Q surcharge.

Lord Howe campaign

LORD Howe Island Tourism Association has kicked off a new \$200,000 marketing campaign to entice visitors to the destination during the winter months.

To be rolled out nationally, the 'Howe's Life' campaign will target soft adventure and experience seekers aged between 30-65, via social media channels such as Facebook, Twitter and Pinterest.

A revamped website was also launched last week to drive visits - see www.lordhoweisland.info.



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Cruising growth slowing

ALTHOUGH the Australasian cruise industry saw yet another record year in 2012 (*TD* breaking news), the Cruise Lines Industry Association annual statistics release also revealed a slowing of the rapid growth seen across the local industry in recent years.

A total of almost 700,000 Australian passengers cruised last year, meaning the industry is well on its way to surpassing its 2020 target of one million pax.

However the 11% growth in passenger numbers was less than a third of the huge 34% growth rate recorded in 2011, which saw numbers reach 623,000.

The 2011 result was made all the more remarkable given that it was on top of 27% growth in Australian cruiser numbers in 2010 - and in fact the 2012 growth rate of 11% matched that recorded in 2009, when the industry was hit by the global financial crisis.

Further, the 2012 figures showed international travellers accounted for 16% of cruisers on board roundtrip voyages from Australia as well as transTasman

and transPacific voyages.

The most popular destination for Australian passengers in 2012 was the South Pacific, accounting for 36.4% of the market.

Europe was the largest fly-cruise market, with numbers up 26% to 57,719 and making up 8.3% of the total pie, while the Caribbean achieved the highest growth rate, up 36% to 17,316 Australian pax.

New Counsellors boss

HOME-BASED travel agent group Travel Counsellors have this morning announced the gradual "stepping down from day to day responsibilities" of current gm Australia, Deb Duncan.

The management succession plan will see Duncan exit the top role - a position held since Apr 2010 - at the end of Jul.

Duncan said "the time was right to step down from the role, and give an opportunity to take the company forward."

Head of Business Development Tracy Parkinson, who has been with TC's for 14 years, has been named as Duncan's replacement.

Starwood Expo

STARWOOD Hotels & Resorts four city annual expo will launch next week, with travel industry professionals being encouraged to register to attend.

Over 30 hotels from across Asia Pacific and North America will be involved in this year's showcase of Starwood's nine brands - St Regis, The Luxury Collection, W Hotels, Le Meridien, Westin, Sheraton, Aloft, Element and Four Points by Sheraton.

Attendees have a chance to win a range of luxurious and overseas travel prizes.

The Starwood Australia Expo begins on 07 May in Melbourne at The Westin, then moves onto Sydney on 08 May at Four Points by Sheraton Darling Harbour, North Ryde on 09 May at Eden Gardens and Brisbane on 10 May at Victoria Park - register to attend at www.bit.ly/SHRexpo.

Galactic test flight

VIRGIN Galactic has finally given an indication of the commencement of its long-awaited commercial space flights, with a testing program set to culminate in a maiden passenger voyage early in 2014.

Overnight Virgin Galactic conducted a key test of its SpaceShipTwo suborbital craft, for the first time operating it in flight using the novel hybrid rocket motor and breaking the sound barrier.

Until now, all tests have been "glide flights" with Virgin founder Sir Richard Branson telling the *Las Vegas Sun* it was a "historic day".

"I'll be on the first official flight, which we look to have in the first quarter of next year," he said.



Window Seat

TWO Air Tahiti Nui passengers joined the mile-high club last week - that is, the mile-high wedding club.

British couple Alex Pelling and Lisa Gant are currently on a worldwide jaunt celebrating their union in unique wedding locations - and chose their TN flight from Paris to Los Angeles for their 42nd ceremony.

Their trip has also included weddings on horseback in Canada, a wedding on the Equator in Ecuador, and another New York ceremony officiated by Martha Stewart.

During the Air Tahiti Nui ceremony (below) they walked down the aircraft aisle and met in row 1 where the flight's chief purser recited the ceremony in French and English.



A NEW travel booking website launched in the US this week which rather than comparing on price, ranks flights based on "happiness factors".

Routehappy.com takes into account such items as personal space, modern planes, transit times, in-flight entertainment and customer reviews.

A quick search yesterday for SYD-LHR showed Singapore Airlines, Qantas, Emirates and Virgin Atlantic equal on 9.3 pts.

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Webjet ceo share sale

WEBJET md John Guscic has sold nearly a third of his stake in the company, disposing of 50,281 shares in an on-market trade worth around \$257,000.

SeaLink \$11m investments

SEALINK Travel Group yesterday revealed details of its ongoing investment in tourism product, with \$11m to be spent in NSW, Qld and South Australia.

A new high-speed passenger vessel worth \$3 million will be added to the Captain Cook Cruises Sydney Harbour fleet.

The "Rocket" vessel will be the first addition to the CCC Sydney operation since the *MV Sydney 2000* and is being built by Richardson Divine Marine in Tasmania.

Speaking at Australian Tourism Exchange, Sealink md Jeff Ellison confirmed that \$1m would be spent on a refurbishment and engine replacement for *MV Sydney 2000* (TD 23 Feb).

Other Sealink investments include a new \$4 million state-of-the-art passenger terminal at Penneshaw on Kangaroo Island, while the *PS Murray Princess* will also undergo a \$1m upgrade.

The Murray paddlewheeler will have all 60 staterooms and their bathrooms refurbished, with high

water levels on the Murray River contributing to a 10% lift in year-on-year bookings.

Finally, SeaLink's operations in Townsville will receive a \$1.3m investment, including a \$1m upgrade of *MV Reef Cat* in 2013-14 and contributions from the company to government projects to upgrade floating pontoons on Palm Island and improvements to Townsville's Breakwater Terminal.

QF incentive winners

QANTAS has announced the five winning agencies in its recent 'Taste of Asia' incentive.

Participating agents were required to book and ticket QF operated international return flights from Australia to Singapore, Bangkok, Manila, Hong Kong, Shanghai or Jakarta between 26 Mar and 03 Apr.

The top five agencies were New Century Holidays, NSW; Digital Travel Sunnybank, Qld; Signal Travels, NSW; Longway Travel, NSW; and Transglobal Travel, NSW.

20 years for Andrew Jones



ANDREW Jones Travel recently celebrated its 20th anniversary, two decades after Andrew Jones opened the doors in Hobart all by himself with a single phone.

The subsequent 20 years have seen Andrew Jones Travel grow to become Tasmania's largest independently owned and operated agency, with more than 35 staff.

Andrew and Karen Jones recognised the milestone by taking the whole team out to dinner and several well deserved glasses of champagne along with a stunning celebratory cake.

Jones thanked everyone who has supported them over the years and contributed to the successful business they have today.



Pictured at top during the celebrations are Nathan Darke, director; Richard Kemp, Corporate Manager; and md Andrew Jones himself.



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Taking in the Suite life at Sebel



FOUR of the most visually picturesque hotel suites surrounding Sydney Harbour at the Sebel Pier One Sydney last night served as the location for Tourism Australia to launch its new golfing partnership with Accor Hotels.

To celebrate the roll out, Accor hosted a number of key partners and friends to a glittering sunset drinks event on the balcony of one of its newly launched suites overlooking Sydney Harbour (pictured inset), with guests also able to roam through three others at their leisure.

The Great Golf Courses of Australia program will see Accor play a role in developing a series of golfing itineraries to showcase to international markets on the best golf experiences in Australia.

Accor says it is already the largest operator of golf resorts in Australia, with the current count at 13, and four to become associate courses in the program.

International golf tourism was last week identified by Tourism Australia managing director Andrew McEvoy as an important niche market and a lucrative market sector worth an estimated \$26b annually, that Australia is "well placed to exploit".

Currently home to six of the



world's top 100 golf courses, the program aims to provide a comprehensive guide to these and many other high quality golf courses around Australia for aficionados to visit and enjoy.

Golf, along with luxury lodges and wine, will form part of the Tourism Australia 'Best Of Australia' program to be actively promoted in the US, UK and Europe and to Asia.

McEvoy said that the Great Golf Courses of Australia program had come a long way from its launch 18 months ago (*TD* 18 Nov 2011).

"Bookings through Great Golf Courses of Australia are already running at 200 rounds a month, with group bookings from China, Korea, New Zealand, Singapore, Canada, USA, Japan, UK, Denmark, Germany, and even Finland. Accor will undoubtedly take this to a new level.

Pictured above at the function from left is David Lowe, Sebel Pier One; Craig Davidson, Tourism Australia; Elizabeth Sattler, Great Golf Courses of Australia and Peter Hook of Accor.

Shopping with Hahn

CONGRATS to Rob Warner of GlobeNet Travel, Kelly Millgate of HWT Gordon and Sharon Summerhayes of TravelManagers who each won a \$100 Westfield gift voucher after entering *TD's* recent Hahn Air mini-comp.

One of the winning slogans for Martin, Hahn's new mascot, was "H for Huge, R for Relief – Ticket HR 169 and you'll be Fly'N".

AF A380 to Shanghai

AIR France is introducing thrice weekly Airbus A380 services between Paris Charles de Gaulle and Shanghai, China from 02 Sep.



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An in depth understanding of both corporate and travel industry market segments will be highly regarded. A high degree of capability with Microsoft Office programs is essential. Knowledge of CRS/GDS and Travel on-line booking tools will also be an advantage.

In return, Hertz Australia provides excellent learning and development opportunities along with a positive and supportive team culture.

If you believe you have the skills and experience required to succeed within this challenging role in an established organisation please apply now.

APPLICATIONS CLOSE ON:
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If you believe you can excel in this role, we invite you to bring your enthusiasm and experience to Goway.

Submit your resume in confidence to hr@goway.com **JOIN OUR WINNING TEAM!**



Money

WELCOME to *Money Talk*, *TD's* Tue feature on what the Australian dollar is doing.

\$1AUD = US\$1.03

THE Australian dollar lifted overnight to its best level in the last week against the US\$, with strong sharemarket performances in both Europe and North America.

The greenback also suffered because of disappointing consumer spending data.

The Japanese Yen has also dropped slightly over the last week, amid concern over further stimulatory measures being put in place by the govt there.

Amid the controversy over airline fuel levies, the oil price is up by about 5% in the last week, with ongoing volatility meaning a relaxing of surcharges is unlikely any time soon.

Wholesale rates this morning:

US	\$1.031
UK	£0.666
NZ	\$1.200
Euro	€0.788
Japan	¥100.97
Singapore	\$1.268
China	¥6.156
South Africa	R9.24
Canada	\$1.039
Crude oil	US\$94.44

Voyages cut the Rock

VOYAGES Ayers Rock Resort has announced an across-the-board reduction in rates for the iconic property, with savings of up to 25% in high season and 14% in low season now available compared to previous rates.

The price review comes in addition to rates now including a number of value-add experiences for travellers visiting the resort.

Activities on offer to guests for no extra charge include lessons in boomerang throwing, didgeridoo playing, self-guided and escorted garden walks and cultural dance performances within the resort.

The popular Sounds of Silence dinner has also been enhanced, with a new menu, the services of a professional photographer and an Indigenous performance, with the four-hour experience priced at \$185 per adult.

Princess Medallions

PRINCESS Cruises has launched a new tier membership to its Captain's Circle loyalty program for passengers sailing on a 4th or 5th cruise, or 31-50 cruise days.

Called the Medallion level, benefits of the category include exclusive shoreside access to the program's Helpdesk phone line and a discount on a souvenir Reflections DVD, as well as perks offered to Gold level members.

Europa 2 handover

HAPAG-LLOYD Cruises has taken delivery of the 516-guest luxury cruise vessel *Europa 2*, with the ship to be christened in Hamburg on 10 May.

Hubei, the "Home of Wonders"



POSITIONED neatly in the near centre of China, the second-tier city of Wuhan and capital city of the Hubei Province last night showed off its amazing natural wonders at a reception in Sydney.

Wuhan is preparing for a tourism renaissance of sorts following the opening late last year of a high-speed rail line linking Beijing and Guangzhou, which travels directly through Hubei and to many tier-one cities in less than four hours.

A number of high-ranking officials from the Hubei Provincial Tourism Administration attended the event, including director general Dahua Zhang and City of Sydney Councillor Robert Kok.

Opening the evening, Zhang thanked the Australian industry

for their support, and for the significant increase in patronage which saw 97,000 Aussie visitors last year - an increase of 25%.

Movie fans will recognise some of the amazing Hubei landscapes including the Three Gorges as playing a central role in the filming of the popular 2000 film *Crouching Tiger, Hidden Dragon*.

Helen Wong's Tours matriarch and founder, Helen Wong was in attendance at the function, telling *TD* that Hubei features in eight of her company's 18 itineraries.

Wong is **pictured** above third from left with the attending dignitaries, including Cr Kok in the centre, and Hubei Tourism director general Dahua Zhang fourth from right.



CARGO MANAGER AUSTRALIA THAI AIRWAYS INTERNATIONAL – SYDNEY

We are looking for a highly motivated and results-driven person to manage our cargo team in Sydney and oversee cargo activities in Australia. Previous airline experience would be advantageous.

Ideally the successful applicant will have the following:

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- Ability to be analytical, develop new business and implement profitable revenue solutions
- High degree of initiative and capability of problem-solving

If you are the person we are seeking, please forward your resume and submit your vision and plans for THAI including appropriate sales and marketing strategies for revenue generation in the current market conditions.

Applications are to be emailed by 6th May 2013 to
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Tourism NT has an exciting new opportunity within its International Marketing team. Based in Alice Springs and working in conjunction with international representative agencies, this position coordinates international traditional and social media programs in the Northern Territory.

Applicants with high level written and oral communication skills, practical understanding of public relations and social media and international leisure markets are encouraged to apply.

APPLICATIONS CLOSE: Sunday 12th May 2013

To obtain a position description visit www.nt.gov.au/jobs
Applicants are required to address the selection criteria and quote the position number 20130018

Sea World bargain

SEA World Resort has a 'Red Hot Holiday Sale' which includes one nights accommodation and unlimited theme park entry priced at \$79.50ppts, valid for stays until 14 Jul - call 133 FUN.

VA realigns int'l short-haul fares

VIRGIN Australia will introduce return fare options as the carrier rolls out the second phase of enhancements to its International Short Haul Fare Structure.

To be implemented from Wed, fare structure changes will see new fare basis codes adopted, amendments to one-way fares and the launch of child fares.

The restructure will see children aged 2-11 pay 75% of published

China Hols growing

SYDNEY-BASED travel company China Holidays has relocated to bigger and more modern offices, now located at 727 George St.

The move has enabled the China specialist wholesaler and tour operator to expand its business development team to include Trent Pauling in NSW, Emily Grudic in Victoria and Valerie Ireland in Queensland.

The firm's reservation team has also swollen with two new staff.

tariff base fares, while kids aged under 2 not occupying a seat will pay just 10%.

Due to the realignment of Fare Basis Codes on all International Short Haul Fares (except for transTasman sectors), agents will need to ticket any held and un-ticketed bookings before midnight AEST tonight.

Bookings left un-ticketed will be subject to change and agents will be required to re-price the PNR.

MEANWHILE, passengers flying with Virgin Australia on international short-haul services to Denpasar (Bali) & Phuket are now provided with free hot meals and beverages as part of a product enhancement.

Flights departing between 3am-9:29am will offer guests a choice of two hot breakfast meals (one of which is a vegetarian meal) while pax on flights from 9:30am will be offered two "main meals".

The brekkie options incl a main item, fruit bowl & savoury snack. Main meals are accompanied by a bread roll and a small snack, such as ice cream or a slice.

Guests will also be offered free beverages on all flights consisting of tea, coffee, juice, water and soft drinks.

Complimentary beer and wine will be offered after 9:30am, or by request prior to that time.

Spirits can be purchased from the retail cart, Virgin says.

In other changes, guests will also have access to a greater range of snack items and spirits.

Fresh products to purchase, such as sandwiches and pies will no longer be available to order.

Virgin Australia is also advising that "due to limitations", guests will be unable to request special meals on short-haul int'l flights.

The enhancements were rolled out mid last week.



AFTA UPDATE

The latest updates from AFTA's Chief Executive, Jayson Westbury

OVER the weekend the Australian Tourism Exchange (ATE) took place in Sydney and it definitely brought into one place the overwhelming message that the Australian Tourism Industry has some awesome products and indeed some really stunning new tourism products and experiences.

Historically, this year's exchange will be the last time an ATE take place in the current convention and exhibition facilities at Darling Harbour. For many in the tourism industry this has a special meaning.

There are some from within the industry who have attended more than 20 ATE's over the years and this one in Sydney was set to be bigger and better than ever and it was.

I was fortunate enough to be in attendance at the Sydney Celebration event on Sunday night at which time Destination NSW erected a marquee on the lawn of the Museum of Contemporary Art overlooking Circular Quay, the Opera House and the Overseas Passenger Terminal.

In true Sydney style, ATE delegates were in awe.

Firstly, they witnessed a cruise ship berth at the OPT and leave again. I understand that it may have returned to port with an unwell passenger, but as far as the international delegates were concerned this was just all part of the event.

It really made a very strong message to travel agents from all over the world just how amazing the experience is to park at the OPT in Circular Quay Sydney.

And then a spectacular fireworks display with the Opera House as a backdrop. Those present were speechless as they watched the amazing images that created such a wonderful event for Sydney and Australia.

I know that many Australian travel agents do sell and in some cases specialise in domestic holidays and there were a few Australian agents present.

My message having walked the floor of ATE and witnessed some of the new and amazing Australian product that is in our own backyard is once again to remember that Australia is also a great place to have a holiday and people are still booking Australian holidays and experiences via a travel agent. ATE is always a good time to remember our own destination Australia and a good time to refresh our thinking on how we can help support the Australian Tourism Industry.



WIN A COPY OF "INFERNO"



Every day this week, we're giving one lucky reader the chance to win a copy of Dan Brown's "Inferno", courtesy of Random

House Australia and Italian Government Tourist Office.

Dan Brown's new novel, "Inferno", features renowned Harvard symbologist Robert Langdon and is set in the heart of Europe, where Langdon is drawn into a harrowing world centred around one of history's most enduring and mysterious literary masterpieces.

To win, simply be the first person to email the correct answer to the question below to: inferno@traveldaily.com.au.

What is the title of the first book in the Robert Langdon series?

Congratulations to yesterday's lucky winner, Roger Koller from Gregor & Lewis.



TG seasonal SYD cut

THAI Airways International will next month reduce frequencies between Sydney and Bangkok, with a total of ten weekly operations rather than the 11 previously planned.

From 05-31 May, TG471/472 will operate three times per week, along with TG475/476 which will continue as a daily service.

Etihad LinkedIn maps

ETIHAD Airways has launched a new "online mapping tool" developed in conjunction with LinkedIn which aims to improve productivity while travelling.

www.etihadmappedout.com allows professionals on LinkedIn to search their connections by geographical location to make it easier to connect on the road.



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MAS A380s to HKG

MALAYSIA Airlines will launch its third A380 route from 01 May, with Hong Kong to join London and Paris as routes operated by the carrier's superjumbos.

Roadshow winners on the prowl



ELEVEN prize winners from the recent South African Tourism roadshows in Australia and New Zealand recently enjoyed their prize, heading to the country to get up and close with the multitude of wildlife on show.

As part of the trip, the group spent a few days in Johannesburg after flying into the capital city, as well as Honey Guide, Sabi Sabi Bush Lodge and Cape Town.

Pictured above at Honey Guide Tented Safari Camp at the end of an exciting day trawling the plains in search of the 'Big 5', in the back row from left is Zonja Kriel, Juanita Windsor, Cathy Moir, Helen Moffitt, Jannica Kuipers, Joshua Loveday and Rob Gurr.

Front row: Kimberley Buchanan, Nathan Walker, Scott Banes, Adrian Verdouw and Graham Ware of South African Airlines.

Hilton bookings open

RESERVATIONS have opened for the four new hotels in the Northern Territory to be operated as Hilton & DoubleTree by Hilton brands, for stays from tomorrow.

Rates for the DoubleTree by Hilton Darwin, Esplanade Darwin and Alice Springs start from \$225, \$190 and \$150 per night respectively, with rooms at the Hilton Darwin from \$250.

Airport service quality dives

THE ACCC says that the overall quality of service at major airports in Australia declined during 2011-12.

This morning the ACCC released its annual Airport Monitoring Report, revealing that strong passenger demand continued to drive profits, but "is placing pressure on existing aeronautical infrastructure, contributing to lower service standards.

"More investment is required to avoid excessive congestion, and ensure that the needs of Australia's travellers can be adequately accommodated," said

ACCC chairman Rod Sims.

If additional investment is not undertaken, congestion is likely to lead to capacity constraints in the future, the ACCC said, citing evidence of a falling trend in on-time performance.

"Overall, Sydney Airport is perhaps of greatest concern given the pattern of price and earnings increases, lower service standards and low investment levels compared with other airports," Sims said.

Brisbane retained its first place ranking for overall quality of service for the ninth year in a row.

NRL Rd 7 Winner

CONGRATULATIONS

Graham Muldoon

from *Travelscene American Express*

Graham is the top point scorer for Round 7 of *Travel Daily's* NRL industry footy tipping competition, and has won a \$50 Coles/Myer voucher, courtesy of Compass Car Rental.



Major Prize Sponsors

1st Prize: 4-night holiday to Dubai, courtesy of Emirates and Holiday Inn



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu



LAST CHANCE TO WIN A TRIP TO GREATER PALM SPRINGS WITH UNITED!!!

This month we're giving *Travel Daily* readers the chance to win a trip to Greater Palm Springs which includes:

- 2 United Airlines round-trip economy flights to LAX
- 3 nights at Westin Mission Hills Golf Resort & Spa, one round of golf and one spa treatment
- 2 nights at Hyatt Regency Indian Wells Resort & Spa
- 2 tickets on the Palm Springs Aerial Tramway

Greater Palm Springs, California is the perfect getaway for travellers seeking outdoor adventure, luxurious resorts, boutique hotels, pampering spas, championship golf courses, and a modern artist



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community with local designers and brand name shopping.

Lauren Baldwin of IYC Travel has sent us a picture of a vintage jacket she bought at the markets (left).

For your chance to win a trip to Greater Palm Springs with United. **SEND US YOUR BEST PALM SPRINGS DESTINATION-INSPIRED PHOTO.**

Send your entry by COB TODAY to: palmssprings@traveldaily.com.au.

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