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# Travel Daily

First with the news

Wednesday 4th December 2013

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## IATA requirements

**THE** International Air Transport Association has expedited three resolutions and recommended practices which are intended to come into effect 01 Jan 2014.

The resolution/RP amendments affect Electronic Ticket - Airline, Passenger Name List & Additions & Deletions List, and Code of Reservation Ethics.

In the latter instance, IATA is recommending that the collection of pax contact address details by travel agents and airlines is removed from the list of required information, to be substituted with mobile phone number and email address details.

Within IATA's "responsibility of travel agents - both automated and non-automated" code of reservation ethics, the CRS (central reservation system) has been removed as an option to provide passenger contact info, leaving only airlines so carriers can send operational notifications to passengers directly.

## Int'l visitor spend, stay up

**TOURISM** Australia says efforts to encourage overseas visitors to stay longer, spend more and broaden regions travelled when in the country are paying off.

According to Tourism Research Australia's Sep quarter IVS data out today, int'l visitor arrivals grew 5% year-on-year to 5.9 million for the year ending Sep.

Total expenditure over the same period was \$19.3 billion - up 3%, average holiday visitor spending was \$2,455 spread over 28 nights, accounting for 74 million nights, of which 16% were spent in hotel, resort, motel or motor inn accom.

Total spend for the Sep quarter was up 5% compared to last year, with the Leisure segment (holiday

& VFR markets) surging 10%.

"More than just increasing the number of international arrivals, we're focused on growing the economic contribution that these visitors deliver to the Australian economy," TA managing director Andrew McEvoy said.

"In these figures, I think we're seeing strong evidence that this yield strategy is paying dividends."

The holiday segment from China increased 30% year-on-year, with China overtaking the UK as the most valuable source market.

McEvoy said the International Visitor Survey figures showed a strong result from Western markets including the USA, UK and Europe, where there were "solid" spikes in spending, driven by leisure.

He said TA's focus on a 'balanced' portfolio approach was vital to achieving the industry's potential, and the IVS results show growth in the visitor economy is spread over a range of key markets.

## \$45m reno for BNE

**BRISBANE** Airport Corporation has today announced plans to plough \$450 million into the redevelopment of Brisbane's International Terminal.

The transformation project aims to set a new "world-best standard for terminal design" showcasing a distinctive Brisbane design, with more space dedicated to local retailers.

Arrivals and Departures zones will be reinvigorated to reflect the character of Brisbane and the spirit of Queensland, BAC ceo & md Julieanne Alroe said.

Work commences in Feb, with the revamped terminal slated for completion by mid-2015.

"When we've finished, our International Terminal will be the most impressive and unique in Australia and completely different from anywhere else in the world," Alroe commented.

BNE recently commenced work on the next "important" phase of its \$1.3b New Parallel Runway.

### Six pages of news

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

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## Crown Sydney move?

LEND Lease, developers of the Barangaroo site in Sydney, have withdrawn plans to increase the height of the "six-star" Crown Sydney Hotel Resort by 100m & shift its location to Barangaroo South, *Fairfax* has reported today.

## Tigerair adding BNE base

**TIGERAIR** Australia will launch a new base in Brisbane and open new routes to Cairns, Darwin and Adelaide from Mar, the carrier has confirmed this afternoon.

The establishment of a third Tigerair base in Australia (joining Melbourne and Sydney) will create over 120 new jobs once operational and is projected to boost capacity into the Sunshine State by 80,000 seats annually.

Showing its commitment to the market, Tigerair will base two new Airbus A320 aircraft at BNE.

Additionally, TT will introduce a new Sydney-Adelaide route, which when coupled with the Brisbane flight represent a 70% spike on existing services to the South Australia capital.

"This is a significant milestone for our airline, which is embarking on its future Australian expansion as planned," Tigerair Australia ceo Rob Sharp said.

Sharp commented that budget air services from Brisbane lagged behind other domestic major

gateways, making up less than 20% of BNE's overall capacity and about 50% behind Melbourne.

"Our fares have been proven to stimulate markets & we strongly believe in the potential this new base presents," he said.

Brisbane Airport Corporation boss Julieanne Alroe said the move was a "huge win for travellers, the city and the state," and would stimulate the low-cost travel market from Brisbane.

According to TT's website, flights from Brisbane to Adelaide with debut on 11 Mar, with Cairns and Darwin launching on 15 Apr.

TT's Sydney-Adelaide service will commence ops on 11 Mar.

## Brindi drops Orange

**BRINDABELLA** Airlines has cancelled services between Sydney & Orange from 06 Dec, according to the Qantas industry sales site.

The move follows the recent temporary suspension of QF's codeshare with FQ (*TD* 21 Nov).

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## KPT appointment

**KEITH** Prowse Travel has today announced the appointment of Chris Hegarty as its new national sales manager, effective last Mon.

Hegarty most recently held the same title for Thredbo under Amalgamated Holdings, and has held managerial positions at Snowed Under Holidays, Alpine World Travel & Alpine Tours Int'l.

## Avalon group interest

**EXPRESSIONS** of interest and pre-registrations for group bookings on Avalon Waterways 2015 river cruises are now open.

The cruise operator said group bookings of eight or more pax had increased an average of 48% each year since 2011.


Benefits including additional commission, rebates, marketing support & early payment discounts.

## Jordan comp winner

**CONGRATS** to Anna Powell of Sun Coast Travel who was the winner of last month's Jordan competition, courtesy of Greece & Mediterranean Travel Centre and Royal Jordanian Airlines.

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## Visit California appoints locals

**SEVEN** senior members of the Australian and New Zealand travel industry have been named to the first ever locally-based California Advisory Board on behalf of Visit California.

The board's formation will see a dedicated effort delivered to grow the exposure of the California brand and market share in both countries.

Inaugural members named this morning include Harvey's Choice Holidays gm Alastair Fernie, representing Jetset Travelworld Group; Alison Espley, United Airlines; Clair Flack, Hertz Corporation; John Simeone, Qantas Airways; Kirsty Rankin, Pinpoint Travel Group; Randall Deer, Ignite Travel Group and Steve Labroksi from iTravel.

Board members will meet twice annually in both Australia and California to share knowledge and experience, discuss advertising campaigns and trade strategies.

Visitor numbers to California from Australia and New Zealand have doubled over the past seven years and outpaces the country's rate of tourist growth overall.

**MEANWHILE**, Visit California has launched its latest television commercial promoting the state.

The new campaign, entitled "Dreamers", features a variety of iconic locations across California and encourages visitors to Dream Big when planning their next visit.

Click the **Travel Daily** TV logo to view the ad.



## JET switching to HLO

**HELLOWORLD** Limited has confirmed today it will change its ASX listed code from the current JET (Jetset Travelworld Limited) to HLO, effective 05 Dec.

The retail agency has updated its Constitution to reflect the switch over to Helloworld Ltd.

## Dubai heading south

**EMIRATES** and Dubai Tourism will host three networking and information sessions in Tasmania and South Australia next week to further bolster its presence to travel agents in the two states.

The tour will begin in Hobart at the Henry Jones Art Hotel from 6pm on 09 Dec, followed by the Peppers Seaport Hotel in Launceston the following night, also beginning at 6pm.

Register for the two Tasmanian events by sending an email to [agency.sales-mel@emirates.com](mailto:agency.sales-mel@emirates.com).

Adelaide will be next on 11 Dec at the InterContinental Adelaide, commencing at 6pm - register at [agency.sales-adl@emirates.com](mailto:agency.sales-adl@emirates.com).

Attendees will have the chance to win flights to Dubai along with a range of accom and experiential prizes through a variety of games and events.

## "Biggest" Hilton IPO

**AN INITIAL** public offering to be released this month by Hilton Worldwide is expected to be the biggest ever for the group, with US\$2.37b expected to be raised.

Just less than 25% of the hotel operator is expected to be made available, with current private majority stockholder Blackstone not selling any of its 76.2% share.

Approx 112.8 million shares will be placed up for sale, ranging from US\$18 to US\$21 per share.

The float of Hilton Worldwide's 10 brands will have a stock market value of US\$19.2 billion, higher than rivals Starwood, Marriott and Hyatt Hotels.

## More solo cruises

**GRAND** Circle Cruise Line is bolstering its solo cabin offering across its range of river and ocean cruises next year, adding 1,160 solo spaces.

The company is expecting some 12,000 single travellers to embark on its voyages in 2014.

Over the past two years, over 19,000 solo passengers cruised with Grand Circle Cruise Line, a staggering 80% were female.

GCCL operates 14 cruise options throughout Europe, Russia, Burma, Panama, Antarctica, the Greek Islands and beyond.

## Air Seychelles to Paris

**ETIHAD** Airways equity partner Air Seychelles has announced it will launch twice weekly A330 services to Paris Orly from Feb.

The Paris Orly services will operate via Abu Dhabi and complement EY's double daily flights to Paris Charles de Gaulle.

Additionally, HM will offer thrice weekly services to Hong Kong and Johannesburg and launch regional services to Antananarivo, Reunion & Mumbai.

CEO Cramer Ball said: "The New schedule will see Air Seychelles spread its regional footprint and build a solid position that will establish us as the carrier of choice in the Indian Ocean."

## Space opens for ATB

**AUSSIE** travel buyers, tour operators or wholesalers keen to appeal to the Austrian market can take advantage of a last-minute cancellation to attend the 2014 Austrian Travel Business show.

The event will take place in Vienna from 25-29 Jan & features hundreds of business partners from all across the country.

Registration fees include accom, admission, transfers, meals, social events and more - for details, email Manuela by **CLICKING HERE**.



## Window Seat

**LADIES** and Gentlemen, we have a winner for undoubtedly the coolest aircraft livery ever.

Canadian low-cost carrier WestJet has spared no expense designing and applying the most amazing Walt Disney World paint job to one of its B737-800 aircraft (**pictured** below).

The livery has been designed to tell a story, with Sorcerer Mickey Mouse in prominent position on the tail-fin, casting magic from his fingers to start fireworks at Cinderella's castle.

Featuring a total of 36 colours, the livery took a team of 26 painters 24 days to complete the project, consuming more than 150 donuts in the process.

The carrier will deploy the #MagicPlane across its entire network, not just on flights to and from Orlando.

Seats inside the aircraft also feature a touch of magic, with star decals on every headrest.

To see an amazing time-lapse video chronicling the painting of the craft, **CLICK HERE**.



## Canada Corroboree 2014



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## Agents riding the rails in Asia

**LUXURY** greeted and remained with this group of agents throughout a recent famil to Singapore, Thailand and Malaysia recently.

The eight Qantas Holidays Global Achievers were hosted on the trip by Orient-Express, Fairmont Hotels & Resorts and Sofitel Luxury Hotels.

Air seats to take part in the trip were provided by THAI Airways International.

On arrival, the group enjoyed a sumptuous meal at the Singapore Raffles Hotel, preceding the day when the agents boarded the Eastern & Oriental Express for a journey in style across Malaysia and Thailand.

The group kicked back in serene surroundings to enjoy the journey through the region, partaking in fine dining, waited on by delightful staff and drifting off each night in glamorous cabins.

### SIA destination detail

**INFORMATION** including live weather, traffic and flight status details are now available to view with flight bookings on Singapore Airlines' website following the integration of Google Now data.

The information will be available to passengers who enter Google account details when booking & who have installed the Google Now app on their smartphone.

### Japan ski/snow report

**DEDICATED** snow and weather reports in the Niseko ski region of Japan are now available to view on the SkiJapan.com website.

The Japanese ski season is kicking into gear on Hokkaido, with increasing snowfalls and new ski areas opening.



**Pictured** above aboard the train from left is Brian Skilling, HWT Epping; Leonie Spencer, Jetset Mandurah; Scott McGlynn, HWT Winston Hills; Jill Johansen, HWT Mackay; Kirby Carter, Travelscene Kadina; Kathy Thomaidis, Jetset Moonee Ponds; Karen Conlon, Orient-Express and Virginia Paton of National Warrnambool Travel.

### Asia-Pacific performs

**AIRLINES** based in the Asia-Pacific region posted an 8.3% rise in passenger numbers for Oct, with a total of 18.5 million carried.

Moderate increases in capacity measured against demand saw average loads up 0.7% to 77.2%.

### New Hertz partner

**MEMBERS** of the Hertz Gold Plus Rewards program can now receive 10% off best available rates at participating SilverNeedle Hospitality properties in Australia & NZ following a new partnership between the two organisations.

The saving applies at nearly 60 Chifley, Grand Chifley, Sundowner, Country Comfort and Australis branded locations.

Brisbane's NEXT Hotel will also join the agreement upon its opening mid next year.

SilverNeedle's Escape Club members can in return save 10% on the price of Hertz vehicle rental in Australia & New Zealand.

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## Qantas Chile flights brimming

**GOVERNMENT** data for int'l flight passenger capacity to and from Australia reveal outbound seat utilisation on Qantas' services to Santiago were industry leading at 94.9% during Sep.

Put into perspective, of the 13 QF non-stop services to Chile in the month, there was on average only 18 vacant seats on its Boeing 747-400 jumbo jet services.

Inbound seat occupancy on the route was 78.9%, the Int'l Airline Activity report indicates.

Air Canada achieved the highest inbound load factor of the 54 carriers operating into Australia, with just over 93% of seats filled.

Loads to North America were very heavy for Qantas at 92.4% (which also includes Hawaii), pipped by Delta (93.2%), but above Virgin Australia (91.1%).

United trailed Delta by 10 percentage points, a result the Star Alliance carrier will hope to swing around from Apr when it commences Boeing 777 flights,

replacing its ageing 747-400s.

Elsewhere, Etihad Airways' services to Abu Dhabi operated with a seat utilisation of 93.2% and 91.2% inbound, while direct services to Japan with Qantas and JAL were 93.1% and 92.9%.

Airlines PNG's nine outbound flights to Port Moresby had load factors of 54.3% and Virgin Australia's eight Solomon Islands inbound frequencies from Honiara were 45.6% full.

In its first full month of services to Melbourne & Sydney ex Delhi, newcomer Air India achieved seat utilisation of 67.1% outbound and 78.6% inbound, the data shows.

### Booking late summer

**ONLINE** travel booking platform Lastminute.com.au has uncovered a trend among an increasing number of Aussies to leave their Jan holiday booking until the week immediately after Christmas.

Research carried out by the site saw a 43% increase in bookings for travel during summer along with a 31% jump the year before.

Sydney, Melbourne, the Gold Coast, Perth and Brisbane were the most popular destinations in Australia booked post-Christmas.

### BI taking off on trains

**ROYAL** Brunei Airlines has kicked off a new promotional campaign in Melbourne focused on their daily services to London, Dubai and numerous Asian destinations.

Entitled "Betterfly", the push sees advertising targeted at city commuters with prints placed on the side of Metro trains - a first for the local airline industry.

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## 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 with a photo to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



The first block of 38 newly refurbished Deluxe rooms at the **Club Cros Hotel Airlie Beach** in North Queensland has just been unveiled, with Family and Standard rooms to follow soon. A total of \$1 million has been invested in the property, with the new Deluxe rooms offering new furnishings and fittings, along with new bathrooms in some. Public areas of the hotel also see a new sandy beach communal area opened.



After six-months closed for refurbishment, **Anantara Bophut Koh Samui Resort & Spa** is again welcoming guests and boasting a major new look of luxury. All rooms have been remodelled, including the addition of some brand new categories, while a virtual redesign of restaurants & public areas has left everything looking superb.



The Caribbean island of Aruba is now home to **The Ritz-Carlton Aruba**, the brand's sixth property in the region. The new resort offers 320 rooms and 55 suites, each with private balconies overlooking the Caribbean Sea. Panoramic oceanfront views can also be had in two Ritz-Carlton suites. A Club Lounge is available on the 7th floor.

### AYQ Camel to SoS

**VOYAGES** Ayers Rock Resort has introduced a new Camels to Sounds of Silence tour which includes a one-hour camel ride through sand-dunes prior to the iconic Sounds of Silence dinner.

The tour is run in partnership with Uluru Camel Tours and is priced at \$275 per adult and \$137.50 for children (10-12years).

To book, phone 1300 134 044 or see [www.ayersrockresort.com.au](http://www.ayersrockresort.com.au).

### DXB/SIN are exciting

**EXCITE** Holidays says it has seen an increase in the number of stopovers in Dubai and Singapore being booked by travellers on their way to a primary destination.

Interest in Dubai has skyrocketed following the QF/EK alliance, with the wholesaler noting a 71% year-on-year jump in bookings.

Likewise, Excite says the number of theme park and attraction tickets sold for Singapore has also seen a significant increase.

### Wotif reviews go off

**ONLINE** travel firm Wotif.com is reporting a surge in customers posting authentic hotel reviews based on their stay, with more than 820,000 personal opinions on hotels in Australia.

Wotif.com said its website takes 50+ reviews every hour.

Market intelligence manager Chris Tempelman said its reviews were only open to "real" customers by invitation post-stay.

"By allowing customers to complete reviews on an invite-only basis, it ensures we provide authentic, precise and non-biased reviews," Tempelman said.

### Back-Roads earlybird

**ADVANCE** booking discounts of 5% have been applied to 30 different itineraries through Back-Roads Touring on 2014 departures, if booked by 15 Dec.

Featured tours include an 8-day Anzacs at Gallipoli, which is priced from \$2,731ppts - 1300 100 410.

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## Vic welcomes extra MH service

### MALAYSIA

Airlines definitely sees significant growth potential in Melbourne, recently adding a third daily service to the Vic capital.

The carrier, city dignitaries and airport officials recently joined to toast to the new service over a champagne brekky with 40 special guests.

Guests also had the opportunity and a perfect view to witness the first operation of the new service - MH146 - take off for the first time, bound for Kuala Lumpur.

**Pictured** above cutting the ceremonial cake from left is Terence Swampillai, Malaysia Airlines; Chris Woodruff, Melbourne Airport; Dato' Mohamed Rameez Yahaya,



Consular General of Malaysia in Melbourne; Lee Poh Kait, Malaysia Airlines and Ken Ong, City of Melbourne Councillor.

### More QR Istanbul fits

**QATAR** Airways will launch four weekly services to Istanbul Gocken Airport from 22 May, its third gateway into Turkey.

The new route from Doha will complement QR's existing 10 weekly services to Istanbul Ataturk Airport and four weekly frequencies into Ankara.

CEO Akbar Al Baker said the airline sees "huge potential" in adding more capacity to Turkey.

### W Hotel 1st ski retreat

**STARWOOD** Hotels & Resorts is proclaiming the opening of its 45th W Hotel property globally and maiden ski retreat as a "milestone" for the brand.

The all new 123-room W Verbier is located slopeside in the Medran resort region of the Swiss Alps and is being marketed as "the perfect" ski-in, ski-out experience due to its proximity to the area's main gondola.

W Hotels aspires to have over 60 properties by 2017.



This week, *Travel Daily* and **Palace Films** are giving five lucky winners the chance to win a double pass to the new movie, *The Gilded Cage* (M).

This warm-hearted delight is the story of a loving, hardworking couple whose dream of returning to their Portuguese hometown becomes possible thanks to the unexpected inheritance – only for their plans to be secretly undermined by their overly dependent friends and neighbours.

To win, be first person to email the correct answer to the daily question below to:

[palace@traveldaily.com.au](mailto:palace@traveldaily.com.au).

What are the first names of the central husband and wife characters in *The Gilded Cage*?

Yesterday's winner was **Kate Dickson** from **FCM Travel Solutions**.



# Qantas says thanks for the year



**TRAVEL** industry partners were brought together by Qantas this week for a special cocktail Christmas party to celebrate the year that was in 2013.

The event was hosted at the Sculpture Terrace Bar at Sydney's Museum of Contemporary Art, with Qantas thanking the industry for their support of the carrier throughout the year.

**Pictured** above at the event from left is Sandy Osborne,

Helloworld; David Rivers, Harvey World Travel; Kaylene Shuttlewood, Helloworld; Julie Primmer, Helloworld; Stephen Limbrick, Qantas Airways; David Padman, Helloworld; Elizabeth Gaines, Helloworld; Lyell Strambi, Qantas Airways; Ashley Howell, Qantas Airways; Belinda Murphy, Helloworld; Peter Egglestone, Qantas Holidays; Mike Thompson, Helloworld and Paul Hollingshead from Helloworld.

## Xmas photos entries rolling in

**TRAVEL** agencies all across Australia are sending us their best (and funniest) Christmas party photos en masse in an attempt to win this month's **TD** Fraser Suites Perth competition.



The above are just two of the entries submitted so far, with the team from Harvey World Travel Sylvania **pictured** above right, enjoying a sunset view over the

harbour as they partied at the Q Station Manly last weekend.

Also **pictured** left is iconic Aussie crooner Kamahl, who was recruited by Redfern Travel to sing carols outside their agency recently and generously obliged with his best.

The most creative photo received will be rewarded with a stay at the Fraser Suites Perth, courtesy of Frasers Hospitality.

For more information on the comp, see **right**.

## Altéa now live on OZ

**AMADEUS** has announced it has successfully completed the rollout of its Amadeus Altéa solution to the reservations, inventory and website operations for Korean carrier Asiana Airlines.

Altéa also manages schedules, seating maps & reaccommodation to maximise business efficiency.

The implementation makes OZ the first full service carrier in the North Asia region to offer the passenger service software across its 200 offices worldwide.

Qantas was a launch customer of the Altéa Suite in 2004.

# Travel Daily

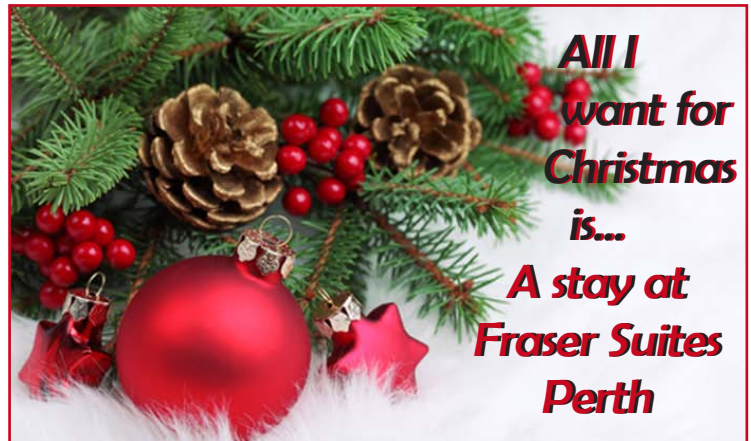
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## COMO Phuket debut

**COMO** Hotels and Resorts has opened its first property outside Bangkok, the 106-room Point Yamu by Como which is positioned on the east coast of Phuket.

Point Yamu overlooks Phang Nga Bay and the Andaman Sea and is located approx 20 minutes drive from Phuket Airport.



**Travel Daily's** popular Christmas photo competition is back! **Fraser Suites Perth** want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

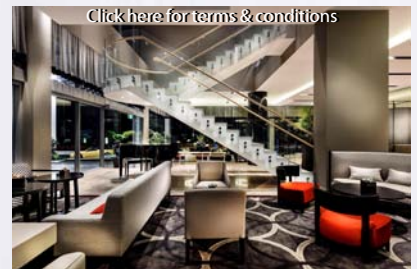
At the end of the month, the judges will select the most creative photo and the person who submitted this will win two nights accommodation for two guests at Fraser Suites Perth, including daily breakfast and complimentary Wi-Fi.

Stylish, with world class facilities, Fraser Suites Perth is the first gold-standard serviced residences to be built in the city in over a decade.

Overlooking Swan River with a design set to appeal to business and leisure travellers alike, Fraser Suites Perth holds an enviable spot within the Free-Transit Zone and is just a stroll away from the world famous WACA cricket ground, Adelaide Terrace, Burswood Entertainment Complex and Perth Convention Exhibition Centre.

So start snapping, then email your festive photos (including names of the people pictured) to: [ymasphotos@traveldaily.com.au](mailto:ymasphotos@traveldaily.com.au).

[Click here for terms & conditions](#)



**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](http://www.traveldaily.com.au).

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