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# Travel Daily

First with the news

Monday 9th December 2013

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## Mega-famil final week

**CREATIVE** Holidays are giving away the final spots on The Travel Corporation's USA mega-famil this week, with every booking made earning an entry for the draw. For more information, see **page two** of today's *Travel Daily*.

## Skywards local promo

**DOUBLE** Miles are on offer to members of Emirates' Skywards frequent flyer program on select flights from Australia to Dubai, the Middle East, Europe & Africa in a new promotion out today. Services eligible for the double miles include EK operated flights from Adelaide, Brisbane, Perth & Melbourne to Dubai, including EK5009 operated by Qantas. Flights must be ticketed by 20 Dec and are valid for travel from 19 Jan to 31 Mar 2014. Miles will be earned for the full journey as long as the itinerary includes one of the above sectors and can be redeemed on both EK and QF operated sectors. Points earned during the promo are uncapped, but customers must register in advance through [www.emirates.com/skywards](http://www.emirates.com/skywards) to begin accruing miles.

## Judge slams Flight Centre

**FEDERAL** Court judge John Logan says that Flight Centre undertook a "concerted pattern of reactive corporate conduct," in response to the threat of the "direct retail offering by airlines of air travel at fares it could not offer to retail customers". Flight Centre has confirmed that it plans to appeal the ruling in the case brought by the ACCC (*TD* breaking news Fri), citing "errors of law," adding that it "represents an inappropriate extension of the law that may have implications for retailers and agents in other business segments." The judgement makes for fascinating reading, containing details of preferred agreements between Flight Centre and SQ, EK and MH including front and back-end commissions, overrides and payments to compensate FC for collecting fuel surcharges. Evidence given during the case

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

- AA Appointments

shows that Flight Centre incurred significant losses in having to do "price beats" against customers who presented it with quotes from the carriers' websites. Other contentious issues included bonus loyalty points offered by EK for direct bookings. Email exchanges between Flight Centre executives including ceo Graham Turner and contracting manager Darren Burgess to SQ's Subhas Menon, former EK vp Stephen Pearse and Malaysia Airlines' Julia Loong are recorded. The case examined six instances of Flight Centre urging the carriers to not undercut it on the web, with the judge ruling in favour of the ACCC each time. **CLICK HERE** to access the full judgement.

## Sleep-out in QF 747

A **SNOW** storm has seen Qantas passengers bound for Brisbane spend the night on a stationary Boeing 747 at a Dallas-Fort Worth Airport departure gate. According to *ABC News* in the US, QF8 was taxiing for departure on Fri night, but bad weather forced the aircraft to return to the terminal and park at a gate. Accommodation booked for the pax was unable to be accessed due to 'black ice' on the roads, so passengers were given the option to stay on the plane or move between the parked jumbo and the DFW terminal at will, with the doors remaining open. Once the black ice cleared and roads reopened, many pax were able to access the hotel booked. The postponed QF flight left DFW 25hrs later than scheduled.

## Melb Star relaunch

**ADULT** & child ticket prices for the Melbourne Star Observation Wheel will sell for \$32 and \$19 respectively, the attraction's owners have announced. The Melbourne Star, which was previously recognised as the Southern Star, is expected to reopen in the city's Docklands precinct later this month. Guests of the giant ferris wheel will experience a 30-minute oscillation in a capsule with 360-degree views of the CBD, Port Phillip Bay and as far away as the Dandenong Ranges. Melbourne Star Management Group say "watch this space" for the official launch date of the 120m high tourist attraction. See [www.melbournestar.com](http://www.melbournestar.com).

## Qantas' S&P response

**QANTAS** says it is "business as usual" across the group despite last week's credit rating downgrade (*TD* Fri), adding it retains strong cash reserves and a "significant asset base". The carrier defended planned cost reductions, adding it remains in talks with government and will provide a structural review in Feb.

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Monday 9th December 2013

**EK US/Africa sale**

**EMIRATES** is offering Economy class fares to Africa priced from \$1,588 or to the US from \$1,949 as part of a short-life promotion. Business class starts at \$5,108 & \$8,480 respectively. Fares are valid for travel from 01 Feb-31 May 2014, with higher levels applicable after 01 Apr. Tickets must be issued by Tue.

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TRAVEL COMPANIES  
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**Creative Holidays**

**Virgin Australia**

**Helloworld set for launch**

**AUSTRALIAN** consumers have officially been introduced to the new helloworld retail group, with the brand formally launched into the public travel landscape via a targeted consumer campaign. The announcement was made over the weekend by helloworld Ltd ceo Rob Gurney at the 2013 Frontliners conference on the Gold Coast (**TD** breaking news), attended by hundreds of agency staff and management. A 30-sec television commercial introducing the new retail player has been launched and can be viewed at **Travel Daily TV** - click the logo. Further, print advertisements highlighting introductory deals to a number of domestic and int'l

destinations have been rolled out to newspapers, magazines and online channels nationwide. Gurney said helloworld planned to capitalise on the strengths of a combined online and in-store presence to create a true multi-channel booking experience. "Helloworld offers travellers the best of both worlds, so that every step of the journey to their perfect holiday is a pleasurable and hassle-free experience". Further functions will be rolled out on the helloworld website in coming months, Gurney added. The new brand's national agency count consists currently of 200 locations committed to joining, with deals for a further 350 outlets in the pipeline.

**DFAT Mandela advice**

**AUSTRALIANS** in South Africa are being forewarned to expect possible disruptions to their travel arrangements in the period around the funeral of former president Nelson Mandela which is to be held on 15 Dec. Smartraveller says Mandela's funeral may cause disruptions to "essential services, transport and accommodation due to the mourning period and the large number of people attending events." **MEANWHILE**, South African Airways has added "special air transport services" to cope with extra demand for his memorial service tomorrow. SAA country manager for Australasia Tim Clyde-Smith said the airline would extend its call centre hours to assist with the expected rise in passenger traffic.

**Sunlover STARS in Qld**

**QUEENSLAND** has been named as the host destination for the Sunlover Holidays' 2014 STARS top-seller incentive event. Each year, the loyalty program rewards takes its 100 top sellers for four days of activities & fun to say thanks for their achievements. It is not yet clear exactly where in the state the event will be held, but has in the past taken place on the Gold Coast, Sunshine Coast, Brisbane, Whitsundays & Tropical North Queensland two years ago.

**Aviation safety review**

**PUBLIC** submissions are now being accepted for the Federal Government's national air safety review (**TD** 15 Nov), aimed at examining air safety regulations. Details at [www.bit.ly/airreview](http://www.bit.ly/airreview).



**AIR** New Zealand's new Smaug adorned Boeing 777-300 (**TD** 02 Dec) touched down for the first time in Australia on Fri afternoon. The specially designed livery features the mythical Dragon Smaug from the Peter Jackson Hobbit Trilogy, made famous in the soon to be released film *The Hobbit: The Desolation of Smaug*. It is the second of three Air New Zealand aircraft to feature imagery from the Hobbit films, which are being used to attract int'l interest in the trilogy and New Zealand as a destination. **MEANWHILE**, Air NZ announced today it is extending its seasonal service to the Sunshine Coast out of Auckland by one week in 2014, subject to regulatory approval. Two weekly flights will operate to Maroochydore between 27 Jun -26 Oct, increasing to three during the peak periods of 08-22 Jul and 23 Sep-07 Oct.

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## Flight Centre buck OTA trend

**FLIGHT** Centre has come out ahead of Australia's biggest online travel agencies in terms of market share for booking of leisure holidays, according to Roy Morgan Research.

The latest Roy Morgan Travel Agent Monitor found that 34% of Australians used a travel agent to book leisure travel in the 12 months to 30 Sep, with Flight Centre coming in a "very convincing first" with 8.3% of bookings, or one in every twelve.

The study, which measured the performance of 34 travel agents, was otherwise dominated by online agents, with Harvey World Travel the only other 'bricks-and-mortar' brand to appear in the top ten, with a 1.8% share.

After Flight Centre, Wotif.com came in second place with 6.1% of bookings, followed by Webjet at 4.1% and then Booking.com in fourth place with 3.4%, rising strongly after its recent locally focused advertising campaign. Booking.com was next, ahead

## Cooks Cash extended

**COOK** Islands Tourism's 'Cooks Cash' promo of NZ\$100 spending money per adult has been extended for sales until 03 Mar.

To be eligible, one flight must be booked on the nonstop Sydney-Rarotonga service operated by Air New Zealand, departing 14 Dec to 06 Jun, along with a minimum stay of three nights accom - see [cookislands.travel/aus-special](http://cookislands.travel/aus-special).

of Expedia at 2.7%, with Wotif-owned lastminute.com.au in sixth at 2.1%, above hotels.com on 1.9%, then Harvey World Travel, followed by Agoda and Jetstar Holidays closing in tenth position.

Roy Morgan said brands such as HWT, Jetset and Travelworld have lost market share to the OTA's.

The research firm also found that wealthy Australians were 42% more likely to book at a bricks-and-mortar agency.

According to Roy Morgan's new 'Helix Personas' profiling tool, "this successful, fashionable segment of the population loves to travel and is loyal to their favourite brands".

## AAA applauds ACCC

**THE** Accommodation Assoc. of Australia has praised the release of the competition regulator's best-practice guidance for online product reviews (**TD Tue**).

CEO Richard Munro said on Fri the AAA had led the charge for changes "to the oversight of online reviews for some time."

"There are no winners with fake online reviews - they are bad for consumers and even worse for the accommodation businesses who are subject for them."

Munro suggested to ensure accuracy moving forward, a mix of consumer feedback, physical inspections of properties and measures to ensure accuracy of reviews was needed.



**THIS** group of Australian Travel Counsellors ventured to the UK recently to attend the home-based travel network's global conference being held in Telford.

**Pictured** above all glammed up at the gala dinner is the Aussie

contingent of personal travel counsellors and Head Office staff: Carol Mills, Jonathan Garrett, Rebecca Wilson, Adele Hamilton, Kerry Murphy, Tracy Parkinson, general manager - Australia and Trish O'Brien.



## Window Seat

**AIR** New Zealand country manager Leanne Geraghty paid tribute to the massive experience of the carrier's retiring deputy ceo Norm Thompson at a function in Sydney last Fri (see **page four**).

Thompson's aviation career has spanned almost 46 years with the carrier, starting out as a trainee and rising through the ranks to hold an array of senior executive positions.

The length of his service was particularly highlighted by Geraghty's realisation that Norm began his career at Air NZ when she was only one month old.

**CUTENESS** factor is again off the radar through a new initiative from AAT Kings and The Travel Corporation's sustainable tourism venture, The Treadright Foundation.

The tour operator has joined forces with Spotlight Australia to launch the "Knit To Win" competition, inviting knitting enthusiasts to make a jumper for rehabilitating penguins.

Free knitting patterns can be downloaded from micro-site [www.knittowin.com.au](http://www.knittowin.com.au), with travel prizes of \$7,500 in value up for grabs to the best design.



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## WIN TICKETS TO THE OPERA

This week **Travel Daily** and **Opera Australia** is giving away two A Reserve double passes to *The Magic Flute* at Sydney Opera House, valued at \$450-490.

*The Magic Flute* is a bright, colourful production featuring larger-than-life puppetry and suitable for all the family and all cultures. This opera features designs by Julie Taymor (Disney's *The Lion King*).

For your chance to win, email your answer to the question below by COB on Friday 13th December to: [opera@traveldaily.com.au](mailto:opera@traveldaily.com.au).

**In 25 words or less tell us why you think *The Magic Flute* is a great family opera**

OPERA AUSTRALIA



Monday 9th Dec 2013

## Thompson reflection

**NORM** Thompson's stellar career at Air New Zealand had more than its share of highs, but in his farewell speech on Fri (see **right**) he reflected on 2001, which he called "the worst year of my life" with the airline.

"I was heading up Sales in Australia then, and not only did we have 9/11, but we had the collapse of Ansett which we owned 100% after we'd merged with them," he said.

"It's hard to believe, but the viability of both carriers was so dire, at one point, we were only 20 minutes away from being bankrupt.

"Basically the organisation was gone, and it took an injection of \$870m from the New Zealand Government to kick start us again," noted Thompson.

"When you think about it, coming from being nearly bankrupt, the 74-year old airline is today one of the strongest financial airlines in the world; it's been an amazing journey which I attribute to the dedicated and enthusiastic staff at the airline."

## Dubai holiday homes

**A NEW** decree giving Dubai's Dept of Tourism and Commerce Marketing the power to grant licences for holiday homes in the emirate has been announced by the UAE Prime Minister.

The initiative aims to better govern and develop the furnished residential property market, and sees 'Holiday Homes' added into Dubai's Hotel Classification framework, either as a 'Standard' or 'Deluxe' rated dwelling.

## Sydney farewells Air NZ's Norm



**AIR** New Zealand celebrated in true Kiwi style on Fri night as industry leaders gathered on the airline's Rooftop deck in the Sydney CBD to farewell Norm Thompson after nearly 46 years of service with the carrier.

Thompson, NZs deputy ceo and acting chief sales officer, is a well-known and much-liked industry figure on both sides of the ditch & flew in from Auckland especially for the party, painting a bright future for Air NZ.

"Even though we're a small carrier with only 104 aircraft, we punch above our weight and we've now got this joint venture with Virgin Australia who has become a true-blue partner and I couldn't think of working with anybody better than with the team at Virgin Australia."

"We took an interest in VA, an important strategic move and I truly believe that together, we'll go from strength to strength in this marketplace," he added.

Looking back, he said a highlight was introducing B737 flights from Sydney to Queenstown, which at first got the thumbs down.

"But look at it today - you can't get enough ramp space at the airport".

"We were also one of the first airlines to put our hand up to work with Flight Centre, so they became a long-term partner."

Thompson said the pinnacle of his career was without doubt Air New Zealand being awarded the ATW Industry Achievement Award twice in three years.

"Any airline will tell you that to get that award you really have cracked it, you are right up there. It's the longest-running and most respected airline industry awards event".

Thompson said he was proud to be leaving at a time when the company is in such good shape and he was also excited about two key appointments at the airline - that of Cam Wallace who steps into the role of chief of sales and Leanne Geraghty as general manager Australia.

"I'm very passionate about New Zealand, tourism is very much in my blood, so you'll no doubt see me popping up every now and then doing something related to tourism," he concluded.

Thompson is **pictured** second from right at the event with Christy Reese, sales director Asia-Pac, Boeing; Keith Weber, Group Events and Leanne Geraghty.

## Thinking of Rewarding Moments for your business?



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**QUEST** Serviced Apartments recognised its cream of the crop franchisees during a gala awards ceremony held at Melbourne Museum late last month.

The evening marked the 25th anniversary of Quest's operation which was started by executive chairman Paul Constantinou in

1988 and now consists of over 150 members in three countries.

Awards presented included 2013 Australian Franchise of the Year - bestowed to Quest Docklands - and the Chairman's Award for Outstanding Service.

All the winners & their families along with Quest ceo Zed Sanjana (fourth from left, back row) and Paul Constantinou (fourth from right, back row) are pictured.

### WN gains LGA slots

**SOUTHWEST** Airlines is to take over 12 takeoff and landing slots at New York's LaGuardia Airport which were divested by American Airlines to move forward with its merger with US Airways.

WN plans to begin using the new slots from May 2014.

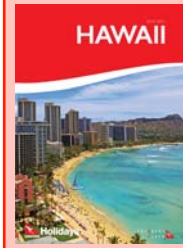
### 3rd JQ 787 takes off

**JETSTAR's** third 787-8 *Dreamliner* aircraft, VH-VKD has operated its first test flights from Paine Field Airport, near Seattle in Washington state.



## Brochures of the Week

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Qantas Holidays - Hawaii 2014-15

The popularity of Hawaii among Australian travellers continues to show no signs of abating, resulting in a further increase to the range of accom and day tours available in Hawaii through Qantas Holidays. Each island is thoroughly covered, with personal insights & tips provided from staff on their favourites. Each of the state's four main islands are detailed, along with the more isolated but no less beautiful island of Molokai.

Resorts in outer regions, such as Oahu's north shore are also detailed.



### Norwegian Cruise Lines - Freestyle Cruising 2014/15

Details on the fleet of Norwegian mega-ships are comprehensively covered in this new guide, with deck plans, cabin layouts (including special solo cabins) and onboard entertainment all available to view.

Remaining popular to Aussies are the seven-day sailings in Hawaii aboard the *Pride of America*, while voyages in the Caribbean, Alaska and Panama Canal are also covered. The line's newest ship *Norwegian Breakaway* and the coming-soon *Norwegian Getaway* are also featured.



### Infinity Holidays - Bali 2014-15

Packed into a 100-page guide is a thorough look at the expansive holiday options of Bali available via Infinity Holidays. Hundreds of hotels and tours are on offer, covering not just the island of Bali itself, but Lombok and Java also. A change for 2014 is there is no longer a separate section for villas at the front of the issue, with these offerings now covered in each individual region

of Bali appropriate to their location. An expanded range of day touring means customers will have no shortage of options to keep the days busy.

Photo: Hamilton Lund

# Love Every Second of the Qantas Sydney Sale



Visit [qantas.com/agents](http://qantas.com/agents) or speak to your Qantas Account Manager.



\*Sale ends 23:59 (AEDT) 11 December 2013, unless sold out prior. Selected departure dates apply. Visit [qantas.com](http://qantas.com) for full conditions. Qantas Airways Limited ABN 16 009 661 901.

## Avis expands SE Asia

AVIS Car Rental will further its reach into South East Asia after selecting a licensee to launch operations in Laos & Cambodia.

The firm will be the first int'l car rental company with depots in Luang Prabang, Pakse and Vientiane in Laos, and Phnom Penh & Siam Reap in Cambodia.

## AA wheelchair woe

AMERICAN Airlines has been ordered to pay a US\$20,000 civil penalty after it incorrectly loaded a passenger's wheelchair onto a flight, causing damage which later ejected the pax resulting in injury.

The US Dept of Transportation said AA must cease & desist from future similar violations.

The penalty "establishes a strong deterrence to future similar unlawful practices by American and other carriers," the DOT said in a statement on Fri.

AA has since trained more staff on how to correctly load chairs.

## Sydney gets its motor running



DESTINATION NSW hosted key tourism industry partners last weekend at the Sydney 500, with Olympic Park becoming the V8 Supercars "concrete canyon" for the final two races in the season.

Pictured above enjoying the action are DNSW ceo

Sandra Chipchase with ATEC and Southern Travel chairman John King, while inset is well-known rev-head Dale Woodhouse from Singapore Airlines with Sudhir Warrier of Australian Cruise Group, the operator of Sydney Harbour's Magistic Cruises.

## Shangri-La UAE deal

A THREE-day Dubai & Abu Dhabi package pitched at Australian travellers has been introduced by Shangri-La Hotels and Resorts.

The package includes two nights accom at Shangri-La Hotel, Dubai and one night at Shangri-La Hotel, Qaryat Al Beri in Abu Dhabi, with return limousine transfers between the properties included.

Admission to Burj Khalifa is also provided in Dubai, along with entry to Sheikh Zayed Grand Mosque and Ferrari World theme park in Abu Dhabi.

Agents can book the 'DXB-AUH Arabian Stopover Experience' through either hotel directly, with the dual package priced at DHS5175++ (AU\$1,550).

## BI MEL 787s sooner

ROYAL Brunei is now planning to debut its new 787 aircraft on the Melbourne-Bandar Seri Begawan route from 10 Mar 2014, bringing forward the introduction of the Dreamliner on the route from the previously planned date of 01 Apr.

## Recruiters searching

C&M Travel Recruitment has reported a growing trend in 2013 where job seekers used only a recruitment firm to find a position within the travel industry rather than applying first-hand.

"Job seekers want to be more informed about a role, rather than rely on the small amount of content in a job ad," the company said last week.

## Ascend enters Hawaii

CHOICE Hotels has added The Equus in Waikiki, Honolulu to its Ascend Hotel Collection brand - the first Ascend for Hawaii.

The 67-room Equus is located on the "Upper West Side" of Waikiki, near the Ala Moana shopping centre.



**All I want for Christmas is...  
A stay at Fraser Suites Perth**

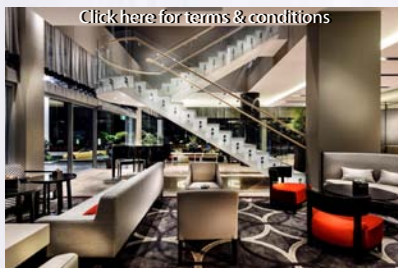
Travel Daily's popular Christmas photo competition is back! Fraser Suites Perth want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

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



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On behalf of Adriana D'Angelis and the AA Team, we would like to thank all of our clients and candidates for your great support in 2013. We wish you all a wonderful Christmas and a prosperous New Year. We look forward to assisting you in 2014.

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### DON'T LET THIS ONE SLIP BY SUPPLIER RELATIONS MANAGER SYDNEY - SALARY PACKAGE \$\$

Looking for a new challenge within the hotel sector? One of Australia's leading travel companies has a rare vacancy for a Supplier Relations Manager. You will be the main point of contact with key suppliers and instrumental in influencing and implementing supplier agreements. You will work to ensure contract benefits are maximised with suppliers and ensure contractual agreements are met. If you have experience and a travel industry experience apply today!

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#### CORPORATE EVENTS DIRECTOR SYDNEY – SALARY PACKAGE OTE \$90K+

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### OPERATE THESE!!

#### NATIONAL OPERATIONS MGR'S – LEADING TMC SYD, MEL, BNE & AKL – EXECUTIVE \$\$

This award winning travel specialist is looking for a National Operations Manager to oversee their key operations. Key responsibilities will include human resources planning, increasing efficiencies and staff productivity, as well as profitable growth and financial accountability. Essentially you will come from a strong travel management background with leadership and people management skills along with team management experience on a National scale.

### IMPLEMENT THIS!

#### NATIONAL IMPLEMENTATION MANAGER SYD & MEL – EXECUTIVE SALARY PACKAGE \$\$

Key responsibilities will include understanding client needs within the online space and determine what solutions will provide value along with retaining and growing an existing client base. You will build and deliver detailed and high level product demonstrations, train and execute implementation plans and be the primary escalation point to support technical enquiries. You will come from a strong corporate travel management background

### A REWARDING OPPORTUNITY

#### TRAVEL INDUSTRY TRAINING MANAGER SYD, MEL & BNE - SALARY PACKAGE \$\$

How would you like to work for an organization where you will be overseeing a training department? This industry leader is looking for an experienced training manager with proven managerial and people skills. Ideally you will have the ability to build strong relationships with clients, both internally and externally. You will be overseeing training along with other customer service areas ensuring the client remains a leader within the marketplace.