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Wednesday 18th December 2013

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Perth A380 capable

PERTH Airport has confirmed the opening this month of its first Airbus A380-friendly gate with aerobridges fixed to the terminal. "The commencement of regular A380 services to & from Perth is yet to be decided by the airlines with these aircraft," a Perth Airport e-newsletter stated.

TCF to rebate agent fees

THE Travel Compensation Fund board has approved a "revised and substantially lower fee structure" for travel agents who became TCF participants after 01 Jan 2013.

The changes reflect the fact that under the Travel Industry Transition Plan, the TCF is being phased out, with agents not required to hold a licence or be a TCF participant after 30 Jun 2014.

The newly joined members will receive a rebate of the \$7,430 "contribution fee" on a sliding scale for the principal location.

The rebate rises in quarterly \$930 increments, up to a maximum \$3,715 rebate for those who joined in the last 3 months.

For branches, where the contribution fee was \$5,000, the rebate is \$625 per quarter up to a maximum of \$2,500.

The rebates will be paid next month, and for those who join after 01 Jan 2014, the contribution fee for both head office and branch applications will

be reduced by 50%.

The rebates will also continue to apply to the lower fees, with a reduction of \$2,320 for Jan-Mar joiners or \$2,784 for new agents signing up in Apr-Jun.

After 30 Jun 2014, the TCF will no longer provide compensation for clients of travel agents who fail to account for money paid for travel arrangements, but will continue to cover failures occurring prior to 01 Jul 2014.

The TCF board estimates that the cost of these fee changes will be about \$880,000 covering 280 principal locations and 130 branch locations.

Contiki md appointed

THE Travel Corporation today announced the appointment of the new md for Contiki Australia after an ongoing search to replace Fiona Hunt, who has taken up the md role at Adventure World.

Katrina Barry will head up the local operation of Contiki.

She possesses 15 years sales, marketing & brand experience, holding senior positions with McKinsey & Company, The Virgin Group and most recently with BT Financial Group.

TTC ceo Australia John Weeks said Barry was chosen after an "extensive search" and comes to Contiki with excellent credentials, leadership skills and broad global sales & marketing expertise.

Barry commences in the role at Contiki Australia on 13 Jan.

Wotif flags profit dip

INCREASED marketing spend & wage increases has seen online travel company Wotif.com today warn its H1 profit for 2013/14 is likely to fall by \$5 million year-on-year (*TD* breaking news).

Wotif.com said TTV is expected to be flat, with accom sales in Australia/New Zealand falling 5%.

The firm predicts its H1 profit will be between \$21.9m-\$22.6m.

Five pages of news

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

- AA Appointments jobs

Harveys with Choice

HARVEY World Travel Bundaberg owners Heather and Ron Galley have broken ranks & aligned with independent travel retail group Travellers Choice.

The agency, which was one of Queensland's first licenced travel agencies and currently has five full-time staff, yesterday confirmed it is now trading as Harveys Travel & Cruise.

More ocean ships

VIKING Cruises has revealed it will double its ocean-going fleet of vessels, with two new sister-ships of *Viking Star* planned to be introduced by 2017.

The first Viking Ocean Cruises' ship is scheduled to be delivered in May 2015 (*TD* 16 Jul 12) and will accommodate 928 pax, operating a range of Mediterranean itineraries.

QF mobile enhanced

QANTAS has upgraded its smartphone application, which now allows users to check-in multiple passengers on the same booking as well as select seats.

The app features a new 'edit' icon which gives access to an interactive seat map.

Canada
 Corroboree 2014



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CZ drops SYD A380s

CHINA Southern Airlines has pulled its recently launched A380 service between Guangzhou and Sydney, effective 23 Feb.

According to CZ's website, the superjumbo will be suspended on one of the SkyTeam carrier's two daily flights to Sydney, which is being replaced with A330-200s.

The change results in a capacity reduction of over 1,500 seats.

Regional gm Australia/NZ Henry He confirmed the aircraft switch to **TD**, indicating CZ's A380 would return to Sydney from 23 Oct.

CZ's state-of-the-art A330 aircraft will "most efficiently serve the shoulder season," He said.

UK aviation shortlist

EXPANSION of existing runways at London Heathrow and building new strips at both LHR & Gatwick have been shortlisted by the UK Airports Commission in its interim report into UK aviation capacity.

The shortlist also hinted at rail & road improvements to Stansted but said too many uncertainties existed over a brand new airport.

SilverKris SYD lounge

SINGAPORE Airlines yesterday announced the opening of its new-look SilverKris Lounge at Sydney Airport, as exclusively revealed by **TD** last week.

The first facility in a multi-million dollar upgrade project which will see the 'home away from home' concept added to SQ lounges in 15 cities.

Travel Daily was given a special peek at the lounge late last week (**TD** Thu) - view our gallery of photos from Sydney Airport on www.facebook.com/traveldaily.

More JQ 787 int'l routes

JETSTAR has today announced it will launch services between Brisbane and Bali utilising its new Boeing 787-8 *Dreamliner* from 16 Apr next year.

In doing so, the carrier will become the only airline operating wide-body aircraft on the route.

The announcement came on the day the carrier's first int'l flight on the *Dreamliner* from Melbourne to Bali departed (**TD** 09 Oct).

"Once this service is launched Jetstar will offer up to 2,680 seats a week between the capital city of Queensland and Denpasar," Jetstar Australia and New Zealand ceo David Hall said.

In addition, JQ will also deploy

its *Dreamliner* on flights between Sydney and Bali as well as the Sydney to Phuket route from Jan and Feb next year respectively.

To celebrate the launch of the new 787 service to Bali from the Qld capital, a celebration seat sale with fares starting from \$229 one way has been launched, valid for travel from 30 Apr to 17 Jun and 22 Jul to 11 Sep 2014.

Delivery of JQ's third *Dreamliner* is expected next month.

Hall added customers have been "raving" about the 787 product on its domestic operations so far.

Brindi cc charge-back

PASSENGERS caught out by the suspension of Brindabella Airlines services are being directed by the carrier on its website to info for claiming a credit card company.

The site lists the charge back process required for customers of Westpac, Commonwealth Bank, NAB and ANZ.

EK scale back Perth

SCHEDULED runways works at Dubai International Airport will see Emirates reduce flight frequencies to Perth from its current three times daily to two.

Emirates confirmed to **TD** that flights EK423 from PER to Dubai and the return EK422 service will be temporarily suspended from 30 Apr through until 19 Jul.

Passengers impacted are being rebooked on other EK PER flights.

Vic regional funds

VICTORIAN Tourism Minister Louise Asher has announced 28 regional events which will receive a share of \$75,000 from under the latest round of the Country Victoria Events Program.

Events receive up to \$10,000 to assist with marketing and event delivery and deployment.

Among the events chosen are Weekend Fit for a King Wine and Food & Walhalla Vinter Ljustfes.

Canada visits rise 4.5%

AUSSIE arrivals into Canada remained high in Oct, rising 4.5% year-on-year to over 15,500, new Canadian Tourism Commission data has revealed.

So far this calendar year, more than 229,00 Australians have entered Canada, up 2% on the corresponding period last year.

Nok & Scoot combine

THAI carrier Nok Airlines and Singapore-based low-cost carrier Scoot have confirmed plans to launch a no-frills airline which will operate from Bangkok Don Mueang International Airport.

Nok will hold a 51% stake in the new airlines, NokScoot, which will fly medium & long-haul routes.

TA Japan campaign

TOURISM Australia & STA Travel are running a joint promotion in Japan aimed at enticing the youth working holiday market to Australian shores.

The campaign is being marketed on TA's Japanese Facebook page which runs until mid-Feb and features testimonial videos from ex-working holiday makers.

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Whopping fine for Scoopon

GROUP buying firm Scoopon has been ordered to pay penalties of \$1 million for making "false or misleading representations to both businesses and consumers".

Yesterday the Federal Court ruled in the ACCC's case against Scoopon (TD 05 Jul), finding that the company had contravened the Australian Consumer Law (ACL) by telling businesses that there was "no cost or risk involved in running a deal with Scoopon, which was not the case," according to the ACCC.

Scoopon also misled consumers about their refund rights and the price of goods advertised in relation to some of its deals.

The company also falsely told businesses that 30% of vouchers which were sold would not be redeemed, when there was "no reasonable basis for this representation."

Scoopon joined the Travel Compensation Fund late last year (TD 02 Nov) and since then has promoted several travel deals.

ACCC chairman Rod Sims said that the huge penalty "serves as a warning to other businesses in the industry to improve their practices or face action."

He acknowledged Scoopon's cooperation in resolving the matter by consent, which had enabled a more timely outcome, and said he understands that the company has worked to improve its systems and processes.

"Online competition and consumer issues are a priority for the ACCC," he said.

The court ordered Scoopon to further develop its compliance program, as well as hold an educational seminar on ACL issues for other online group buying traders.

Aussie arrivals slower

OCTOBER was another month of overall growth for visitor arrivals to Bali, led once again by Australians but in smaller numbers than Oct 2012.

Over 2.67m visitors have been recorded for the calendar year to end of Oct, with just over 668,900 of these being Australians, down 2.11% year-on-year.

Total projected visitors for the year are expected to exceed 7.25 million for the full calendar year.

Hamilton occupancies

STRONG repeat business, a new direct service from Melbourne and domestic demand has seen Hamilton Island report record high occupancy across all properties for the months of Oct and Nov.

Visitor numbers for Q3 were up 7% year-on-year, spurred by Vic arrivals, which has seen the state become the island's second largest source market after NSW.

CWT GDS travel tech

CARLSON Wagonlit Travel has become the launch TMC to use a new booking solution developed by Travelport to aid travellers in multiple countries with service from a dedicated single centre.

New Smartpoint desktop technology puts a traveller's info on past and current trips, travel preferences & more automatically on a consultant's screen, enabling faster response time and actions.

AA tail-fin livery vote

STAFF at the new American Airlines have been given the task of deciding the design of the carrier's tail fins.

The choices will consist of the current colour scheme adopted earlier this year (TD 18 Jan) or the classic AA which has been in use since 1968.

Chief executive Doug Parker said it would be too expensive to drop the new logo & branding entirely and he would be happy with the outcome of the staff tail-fin vote.



Window Seat

DON'T get concerned if you're at an upcoming Robbie Williams concert in Austria and he appears to be out of breath.

The UK star is set to perform the traditional end-of-season show at the Austrian ski resort of Ischgl, high in the Alps.

A specially constructed stage will be built at over 7,000 feet above sea level - the highest (ahem) Williams has likely ever performed (ahem).

AS FAR as swift justice goes, this is up there with the fastest.

Bali's Provincial Enforcement Agency is set to roll out mobile courts to instantly administer a trial and sentencing at the scene of alleged violations of public 'No Smoking' zones.

The instant judgements are aimed at providing a deterrent to smokers and also unclogging the court system.

Public spaces including health facilities, educational institutions, houses of worship and public transport were all classified as No Smoking, with punishments ranging from an official warning to a Rp 50,000 (A\$4.65) fine.

A MAN from the Czech Republic looks to be stealing New Zealand's thunder, with the construction of his very own Hobbit-sized village.

Svatoslav Hofman is a massive *Lord of the Rings* fan who said "I wanted to create my own Middle Earth".

However without any plans or drawings "I had to do the whole lot from memory...but I think it's pretty close to how Tolkien imagined it".

Clearly unaware of the NZ Hobbiton attraction, he said "As far as I am aware there's nothing like this anywhere else in the world," with hopes that it will become a tourist attraction.

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Air Canada's Flight Centre colleagues all out at sea

CHOWDER Bay in Sydney was the scene for The Great Air Canada Paddle 2013, in which the carrier invited 20 local Flight Centre retail consultants to a kayaking challenge to celebrate the beginning of summer for 2013.

Showcasing one of the most popular summertime outdoor recreational activities enjoyed in Canada was also one of the themes for the activity.

Air Canada Sales Executives Neil Ford and Suzie Goumas represented the carrier in the challenge, in which pairs of paddlers took to a craft for a serene morning exploring some of the highlights of Sydney Harbour.

A race back to the Chowder Bay base put pairs to the test, working up an appetite for canapés and refreshments awaiting back on dry land.

Prizes for the most creative head-wear and most entertaining paddling technique were also distributed, among several others.

"The Flighties showed they were as competitive outside the office as well as in the office, with a few team member swaps and one capsized kayak," Air Canada Sales Executive Suzie Goumas said.

"Our relationship with Flight Centre agents is very important to us and ensuring they are aware of Air Canada's award winning product, vast network with over 110 destinations in Canada and the USA is essential to building awareness of Air Canada in the Australian market," Air Canada General Manager Australia & New Zealand Paul McLean added.

RIGHT: Elle Benjamin from FC St Ives has this kayaking thing figured out pretty quick.

BELOW: The twenty Flight Centre consultants, lifejackets on and secured, are ready for their morning on the water.



ABOVE: The participants on the day included, in the back row, Neil Ford, Air Canada; Elle Benjamin, FC St Ives; Nerissa Ilaya, FC Castle Hill; Peter Monaghan, FC Bondi; Nathan Salhani, FC Product; Michelle Nagy, FC Bondi; Sam Bennett, FC Westfield 1; Jermaine Thompson, FC Circular Quay; Jacob Evans, FC Broadway; Mercedes Barton, FC Broadway; Kiri Morris, FC Balgowlah; Josh Makarenko, FC Edgecliff & Suzie Goumas, Air Canada.

Front row: Elizabeth Hobson, FC Manly; Jordy Tarlinton, FC Manly; Sam Iredale, FC St Ives; Kate O'Malley, FC Mosman; Emma Richardson, FC Mosman; Olivia Tran, FC Castle Hill and Tamara Leigh from FC Edgecliff.

RIGHT: Kate O'Malley and Emma Richardson from FC Mosman getting to grips with their craft in the race.



LEFT: Sam Bennett, FC Westfield 1 and Jermaine Thompson from FC Circular Quay stop for a mid-race pose while the field jostles for the positions behind.



LEFT: Nerissa Ilaya & Olivia Tran, FC Castle Hill enjoying the sights of Sydney Harbour as they navigate.

RIGHT: A first-person action shot which undoubtedly took numerous attempts and careful placement of people and kayaks in coordinating.



BELOW: Enthusiasm aside, Olivia Tran & Nerissa Ilaya, FC Castle Hill realise there's one fundamental element missing to get their kayak moving.



ABOVE: Elle Benjamin from FC St Ives and Peter Monaghan from FC Bondi power their craft for the finish line back at Chowder Bay.





KANGAROO Island was one of many classic Australian highlights visited by this group of Melbourne agents on a recent famil trip which also incorporated a stay in Adelaide.

The educational was one of two hosted by SeaLink Travel Group in late Nov in partnership with Adventure Tours Australia.

Travelling the famous Great Ocean Road, numerous photo opportunities were available such as at the Twelve Apostles, Apollo Bay, Port Elliott, the Murray River and the Grampians National Park.

Pictured above on Kangaroo Island, the group consisted of Ben Hulance, BWT Perth; Carolina Marques, BWT Noosa; Christopher Renick, Student Flights Flinders St; Darren Potter, Student Flights Doncaster; Helen Egert, BWT Flinders St; Jamie Page, Mad Travel; Heidi West,

Mad Travel; Fernanda Serra-Gomes, BWT Surfers Paradise; Elizabeth Wait, FC Melbourne Hyperstore; Yan Ma, YHA Sydney Central; Vanessa Huesges, Australia One, Jodi Manukau, STA Travel Swanston St; Stephen Flack, STA Travel Swanston St; Katherine Graham, Infinity Holidays and Beth Kilpatrick from YHA Sydney Railway Square.

VS seat booking fee

VIRGIN Atlantic is progressively introducing a seat selection charge on many long-haul routes over coming months in the UK.

The charge will be £25 (AU\$45) per person per flight sector, however services to Tokyo will not see the fee implemented.

Advance seat selection booking windows will be shortened while the fee is introduced, with seats able to be selected up to 366 days in advance from 01 Apr next year.

Avatar sequels for NZ

MOVIE maker James Cameron has announced that he will make three sequels to the 2009 science fiction blockbuster *Avatar*, with the new movies all to be made in New Zealand.

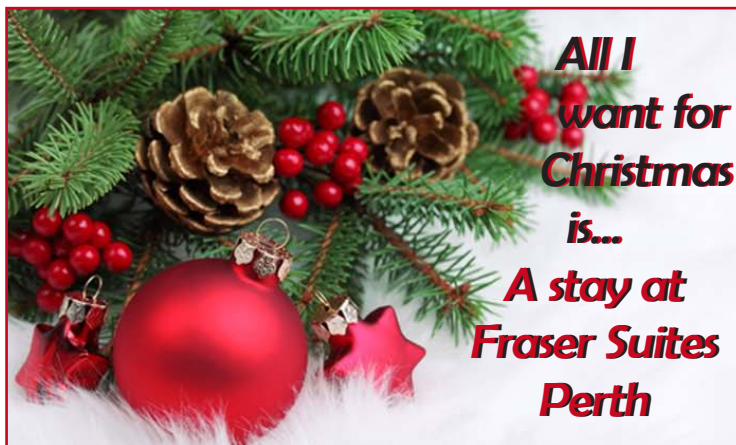
The original *Avatar* is the highest grossing film in history, with Cameron making the announcement in Wellington earlier this week alongside NZ PM and Tourism Minister John Key.

The first sequel is expected to be released in late 2016.

Weatherproof Qld

TOURISM and Events Queensland has launched a new 'Weatherproof your Business' online toolkit, which is a business continuity planning program to help tourism operators to prepare for, respond to and recover from a severe weather event or other crisis.

Tourism businesses in the state are also being offered a 'Ready, Set Go!' mobile app created by QTIC, EC3 Global and the National Centre for Studies in Travel and Tourism to help them prepare.



**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.



Pictured: Flight Centre Travel Group Cruise & Rail support teams celebrate Christmas at the end of year Infinity Cruise & Infinity Rail Christmas conference & function at Rydges Southbank.



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Back Row - Leigh Pugsley, Annie Venables, Kirsten Ball, Laura Stanley & Nadia Walker.

Middle Row - Rebecca Evans, AMber O'Grady, Joy Schrodter, Michelle Julius-Baty & Bronwyn Mundt.

Front Row - Nigel Letford, Evelyne Van der Venne, Frances Gericke.

Email your festive photos (including names of the people pictured) to: xmasphotos@traveldaily.com.au.

Nemo refurbishment

DISNEYLAND in California has announced that its Finding Nemo Submarine Voyage is closing effective from 06 Jan for an "extended refurbishment."

It will reopen in late 2014 after having its water drained to allow improvements to its brightly coloured rockwork and coral.

The original Submarine Voyage opened in 1959 but was closed in 1998, reopening with the Nemo theme in 2007.

Merlin to Singapore

MERLIN Entertainments has confirmed plans to bring its Madame Tussauds attraction to Singapore, with the waxworks to operate alongside the existing Images of Singapore (IOS) at Sentosa Island.

Merlin will also take over the management of IOS, which showcases Singapore's history via multimedia presentations.

Madame Tussauds will be Merlin's first Singapore attraction.

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We have a rare opportunity working for a specialist wholesaler in Melbourne’s inner suburbs. This company is seeking a consultant who is very well travelled with a true passion for the travel industry. As your day will be spent on the phone talking to agent & direct clients, your infectious & jovial personality must shine through the phone! If you have minimum 12 months travel industry experience and have travelled to Africa or South America then you won’t want to miss out on this fabulous wholesale position!!

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We have a unique opportunity in Melbourne’s Eastern suburbs for an experienced travel consultant! Working in the groups department of this boutique travel company, you will be responsible for booking special interest groups to Turkey and Europe. Working Monday to Friday with the odd Saturday morning this position will offer you the opportunity to escort the group tours you help create at least twice a year! You must have previous travel consulting experience & a keen interest in group travel to be able to apply.

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