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Travel Daily

First with the news

Wednesday 3rd Jul 2013

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Canton Route promo

CONSOLIDATED Travel is giving away \$5,000 worth of prizes and Business Class seats to China in a new China Southern Airlines incentive when selling seats on the 'Canton Route' during Jul. Turn to **page nine** for details.

Flight Centre tips record

FLIGHT Centre Limited has this morning revealed its underlying profit before tax for 2012/13 may top the previously flagged upgraded market guidance of between \$325m-\$340m.

In a market update, FLT said its unaudited trading results for the 12 months to 30 Jun 2013 are now pointing to a underlying PBT of as much as \$342 million.

The increase is up from the initially targeted 5-8.5% year-on-year growth of \$305m-\$315m.

MD Graham Turner today said a \$340m result would represent a 17% growth on the last year's record of \$290.4m.

"When we upgraded our initial guidance in early May, we reported that our 10 countries were profitable and that several were on track for record results.

"This positive momentum continued through the key May-Jun period, which ensured that all businesses finished the year in profit (EVIT) for the third consecutive year," Turner said.

He said Australia and the UK had "easily" surpassed previous records, along with the emerging Greater China and Singapore businesses.

The USA also delivered its third consecutive profit and should finish higher than 2011/12.

"New Zealand, South Africa and India generated solid year-on-year growth, while Canada and Dubai delivered healthy sales growth and were profitable, but bottom-line results were down compared to last year," he added.

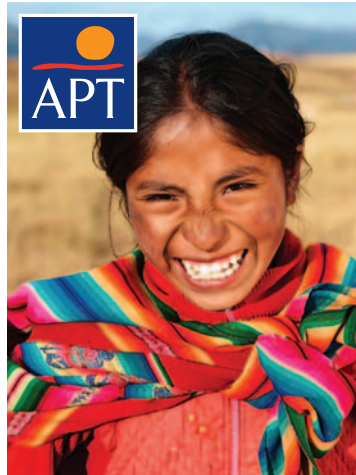
Australian leisure travel business performed strongly during the second half, offsetting a slightly softer domestic corporate travel market, the company said.

FLT also confirmed it will open three new hyperstores featuring Liberty leisure outlets in Boston, Chicago and Philadelphia during 2013/14, building on the success of its first store in Manhattan's Madison Avenue last Oct.

GA's first 777-300ER

GARUDA Indonesia has taken delivery of the first of 10 B777-300ER aircraft, a key component of the airline's Quantum Leap fleet revitalisation program.

The aircraft features 8 First, 38 Business and 268 Economy seats.



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Seven pages of news

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

- AA Appointments jobs
- China Southern incentive

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Stuart leaves Carnival

CARNIVAL Australia has announced the departure of Alan Stuart, Commercial Director for Princess Cruises "to explore new opportunities", effective 11 Jul.

"Alan came to this decision after considerable personal reflection," Carnival Australia ceo Ann Sherry commented yesterday.

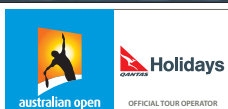
Sherry complimented Stuart for developing a "strong and talented team" for Princess Cruises during "a significant period of change."

Brett Wendorf will take on Stuart's role on an interim basis after his departure while the firm searches for a replacement.

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Tyler calls for support

IATA director-general Tony Tyler has met with the New Zealand Govt during a visit to the country, urging further investment in infrastructure development.

In an address to business leaders in Auckland, Tyler warned it was important not to price the travelling public out of using its airports by imposing excessive fees on airlines.

Tyler described New Zealand's approach to economic regulation as "light-handed", saying he believed the travelling public were suffering as a result.

He referred to the high returns of at least 12.3% forecasted by Wellington Airport through deliberate overcharging of fees on airlines (**TD** 08 Feb), calling on the NZ Commerce Commission to do something about it.

Tiger Airways re-brands

BUDGET carrier Tiger Airways Australia insists re-branding to Tigerair complete with new logo (**TD** breaking news) are just a few of



"many exciting changes" installed as the airline heads towards a sustainable and profitable future.

CEO Rob Sharp said the strategic repositioning of the brand group-wide, just days ahead of the joint venture with Virgin Australia is finalised and "will assist us through a significant period of growth over the coming years."

Speaking of the metamorphosis, Sharp said the announcement is a strong statement reinforcing that we mean business and we are ready for change.

"We are driving customer choice by bringing real competition to the budget segment of the market," he commented today.

A number of "fundamental changes" to improve the customer experience are planned.

Introduced today is the ability for guests to make changes to flight bookings online.

The future will also see new fare product bundles offered to cater for varying passenger needs, an online pre-purchase of meals and snacks on flights, a greater number of destinations in the region, along with mobile and web check-in processes.

Tigerair says it will also begin to gather feedback from passengers after their booking, flight and call-centre interactions under a 'voice of the customer' system, to better improve the customer experience.

"However we have a long way to go. Our two key priorities now are to create a stronger operating platform that can deliver growth and to build sustainable business that brings a greater competition to the Australian budget market," the Tigerair Australia boss said.

MEANWHILE, Tigerair Group ceo Koay Peng Yen said the new brand identity "should be seen as a reinforcement of commitment towards a better & bolder" airline.

Changes have also been phased in to Tigerair's counterparts in Singapore, Indonesia & Philippines.

QR Perth anniversary

QATAR Airways' close working relationships with regional tourism organisations have been cited by the airline for assisting to develop the Doha-Perth service, which is one year-old today.

Country manager Australasia Adam Radwanski said QR's pacts with Tourism WA "has made the past year a highly successful one for Qatar Airways in Australia."

Since launching its Perth Boeing 777 services last Jul, QR have transported over 45,000 pax.

QR will celebrate the event with WA-based agents through a daily quiz and prize draw this month to win tickets on the airline.

DFAT Egypt upgrade


CONTINUED political unrest in Cairo has forced the Dept of Foreign Affairs & Trade to increase its official warning level for the country to "Reconsider your need to travel".

DFAT's Smartraveller advice service warns Australians to avoid demonstrations as they could turn violent, and to monitor local media reports for updates.

Agent has Six Senses

CONGRATS to Lisa McCracken from Travelscene on Crown, who was the winner of *Travel Daily's* Luxperience mini-comp last week.

McCracken answered all four questions correctly and has won 3 nights at the Six Senses Yao Noi Thailand with breakfast, valued at \$2000, thanks to Luxperience.



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New Roaming standards set

TELECOMMUNICATION

companies offering global roaming services will be required to provide more information to consumers on exactly how much such services will cost under new standards implemented by the Federal Government.

The measure by the Australian Communications and Media Authority is aimed at increasing the information available to users and decreasing instances of "bill shock" - where people return home to find they've unwittingly run up a significant bill.

Rates for data services can be up to 150 times more than what they are charged at home, and is an increasing problem among data heavy smartphone users.

Among the changes to be

progressively phased in from 27 Sep will be SMS alerts, opt-out arrangements & tools for limiting and managing service once pre-set spend limits are reached.

The new guidelines will cover all countries covered by Australian international mobile roaming.

Aer Lingus to SFO

IRISH carrier Aer Lingus is beefing up its presence in North America, announcing new five weekly services from Dublin to San Francisco and daily flights to Toronto, both commencing in Apr.

Cinemas in Airports

A SURVEY conducted by flight comparison website Skyscanner has identified the Top 10 features travellers would most like to see in an airport, with nearly half of respondents voting for a cinema.

Following close behind were sleep pods - which incidentally were introduced at Abu Dhabi Airport last month - and a library for holiday reading to be borrowed ahead of the flight.

Other features that made the list included an outdoor area, a kids play area, pool, gym, bikes and even a man-made beach.

MH daily to Auckland

MALAYSIA Airlines will ramp up capacity on the Auckland route from six weekly to daily during the peak summer period.

A total of ten flights will be added between 24 Nov-27 Jan, creating an extra 5,600 seats.

MAS regional vp Australia/NZ/South West Pacific Lee Poh Kait said the new frequencies "are part of Malaysia Airlines' ongoing strategy to expand our capacity & improve our market presence."

Tourism NZ acting chief Justin Watson said the commitment supports the organisation's new three-year strategy and its focus on growing arrivals from South and South East Asian markets.

Back to YVR for Today

TOMORROW, the Today team heads west back to the Canadian city of Vancouver to continue its 'Live in Canada' week of special broadcasts thanks to Scenic Tours.

During the show, which screens from 5:30am AEST, Karl and Lisa will celebrate "Bacon Day" and engage in a game of street hockey, while Georgie Gardner will mix with the local wildlife in Knight Inlet, off Vancouver Island.

Weather presenter Steven will remain in the East, delivering his reports from the capital, Ottawa.

Liberty re-opening

NEW York's iconic Statue of Liberty will re-open to the public on Independence Day (04 Jul), over nine months since closing after it copped a pounding from Hurricane Sandy in late Oct.

Liberty's crown will also reopen to guests after it received a \$30m upgrade prior to Sandy's impact.

PAL network growth

PHILIPPINE Airlines has added to its list of new destinations for 2014, with services now planned from Manila to Dubai (from 01 Nov), Riyadh & Jeddah (01 Dec) and Dammam (02 Dec).



Window Seat

BRISBANE Airport has installed two LED screens allowing pax to post publicly-viewable text messages to their loved ones.

The two 3x5m screens are positioned in the international departures area, but are visible from several other areas.

As a result, hundreds of "farewell", "come back soon", or "welcome" messages have been broadcast on the screens.

Airport management monitor messages prior to displaying them on the screen, meaning anything offensive or rude won't make it onto the board.

A TOURIST in Russia driving a rental car has some interesting explaining to do about the damage to his car after colliding with two cows "getting busy" with each other in the middle of a busy road.

According to a YouTube video, the driver apparently forgot to brake, with the bovines leaving a smashed windscreen and damaged bonnet, although escaping the scene uninjured & with what dignity they had left.

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Participation at travel shows and consumer nights are some of the aspects of the role.

To apply to join the pride, email your CV to jobs@benchinternational.com.au with the position title in the subject header by 12 July 2013.



Travel Daily

First with the news

Wednesday 3rd Jul 2013

Silversea 13/14 brox

A **40-DAY** Shores of the Orient & Australasia voyage from Hong Kong to Auckland aboard *Silver Shadow* is among the highlights of Silversea Cruises' just released Asia-Pacific 2013/14 brochure.

GM & director of sales Karen Christensen says the new program features a collection of "fascinating itineraries" of the region as well as China, Japan, Vietnam, Thailand, Malaysia and more - order a copy through TIFS.

Japan arrivals uptick

AUSTRALIAN visitor numbers to Japan have spiked 30% & 22% in Apr and May compared to the corresponding period last year.

Preliminary Japan National Tourism Organisation data shows there were 22,700 and 16,000 Aussie arrivals during the months.

Calendar year-to-date visits are 114,200 - up 27.5%.

Across all key source markets in May, visits were up 31%.

Wong's prices slashed

HELEN Wong's Tours has savings up to \$200pp on China & \$150pp on Vietnam tours when booked in conjunction with Cathay Pacific airfares from Australia.

An additional \$100pp bonus discount is being extended to trips travelling between 01 Feb and 30 Apr 2014, when booked & paid in full before 30 Aug 2013.

SYD welcomes AI

SYDNEY Airport has joined in on the accolades for Air India who on Sun confirmed plans to commence services to the NSW capital and Melbourne using Boeing 787 *Dreamliners* in Aug.

"Delhi is Sydney's largest unserved market," Sydney Airport CEO Kerry Mather said yesterday.

"Now that market will be served directly we expect growth to accelerate, providing a major boost to NSW tourism and support to the growing trade links between Australia and India,"

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Guy smiley about Choice p'ship

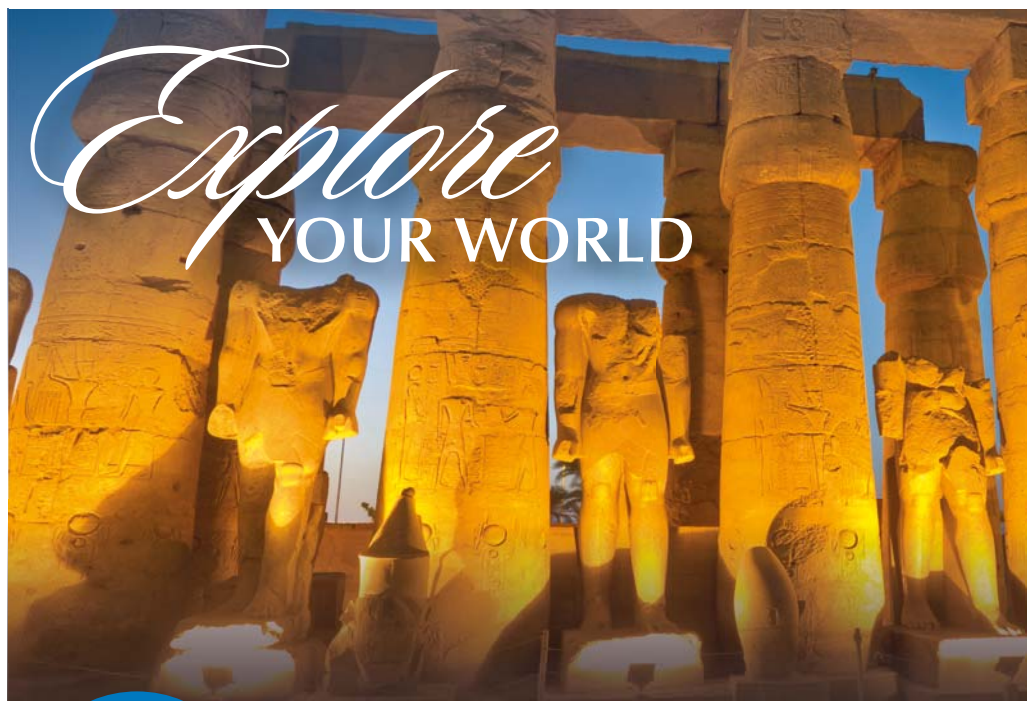


AUSTRALIAN Idol's inaugural winner Guy Sebastian has just concluded his 'Get Along' tour of Australia, which saw the singing superstar hosted by Choice Hotels Australasia at over 35 regional and city locations.

"From Perth to Port Macquarie, every Choice Hotel really took

care of our entourage at each of our stops along the route and ensured we had relaxing & hassle free stays," the performer said.

Sebastian is **pictured** with Choice Hotels franchise owners Steve and Jaime Perryman of the Quality Inn Presidential, Mount Gambier, taken while on tour.




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HKTB Contract Hong Kong



HONG Kong Tourism Board and Cathay Pacific Airways recently hosted a group of 25 Australian and New Zealand wholesalers and special interest agents during the annual Contract Hong Kong.

Over five days, participants experienced a range of products, including the Hong Kong Foodie tour, Hong Kong Disneyland's new Mystic Point attraction and Hong Kong Walks.

The group also visited the brand new Kai Tak Cruise Terminal and the Auberger Discovery Bay Hong Kong hotel which opened in Mar.

Attendees & hosts are **pictured** above during the Contracting day at the Eaton Hotel.

AY joins transatlantic pact with AA/BA/IB

FINNAIR has become the fourth partner of the transatlantic joint business with fellow **oneworld** carriers American Airlines, British Airways and Iberia.

The move comes as the Finnish carrier announced plans to join a similar agreement between Japan Airlines & BA on traffic between Japan and the EU (**TD** yesterday).

Under the transatlantic venture, passengers flying on AA, BA or IB will have better access to 13 cities in Finland and the rest of Europe, expanding its coverage to 102 daily round trips, serving 42 hubs.

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Cirque's Ka cancelled

CIRQUE du Soleil has cancelled performances of its *Ka* show at the MGM Grand Las Vegas indefinitely following the death of a performer last weekend.

Acrobatic performer Sarah Guyard-Guillot died after slipping from a safety harness and falling 15 metres to the pit below.

Ka has been in production at the hotel since late 2004.

Kong filling rooms

ACCOR says its tie-up with the King Kong stage show has resulted in all time high occupancy levels over weekends in Melbourne.

Sofitel Melbourne on Collins - the official partner of the event - has witnessed increases in the number of 'Stay & See' packages which include 'A' Reserve tickets to Kong, as leisure bookings over weekends spiked 11.7%.

Accor's nine other hotels in the capital city including Hotel Lindrum and Mercure Melbourne Treasury Gardens are also offering similar packages.

"We're finding more and more of our guests are travelling to the city for major events and with our support of the arts through sponsorships and special accommodation packages, we're pleased to be seeing the public responding well to our Hotel and Ticker offers," said Clive Scott, gm for Sofitel Melbourne.

VA Hols seeks content

VIRGIN Australia is welcoming new tourism partners interested in distributing products under the Virgin Australia Holidays (formerly Blue Holidays) program.

It comes as VA seeks to further develop domestic & int'l content for its holiday arm (**TD** yesterday).

Suppliers can contact National Product Manager Dennis Basham at dennis.basham@virginaustralia.com.

New Turk Club Med

CLUB Med yesterday unveiled its newest 4-Trident property located on the Turkish Riviera.

Club Med Belek boasts 433 rooms and 16 two-bedroom villas that feature indoor and outdoor pools, sauna and butler service.

The property is home to a Links golf course dubbed Lykia Links and a 4,300sqm full-service Club Med Spa by CARITA.

DC trade bargains

THE marketing division for Washington DC, Destination DC, is offering travel professionals special hotel deals and discounts during the month of Aug.

Over 40 attractions and 17 hotels are taking part in the trade initiative - for further details go to www.bit.ly/DCtradeoffer.

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- Minimum 2 years experience in the travel industry.
- Excellent written and oral communication skills.
- Team player with strong customer service, planning and time management skills with a keen eye for detail.
- Ability to handle pressure with minimal supervision.

Please forward written application with CV to Irmina Inglot, Secretary to Manager SA, GPO Box 1738, Adelaide 5001 SA or email to irmina_inglot@singaporeair.com.sg by Friday 12 July 2013.

Only suitable applicants will be contacted for an interview.



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15% off Russian cruise

COX & Kings has discounted its eight-day Classic Russia small group journey on 13 Sep by 15%. The guaranteed departure is now priced from \$2,739ppts.



Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



All of the one, two and three-bedroom units at **Seashells Broome** have been given a full refurbishment, giving the categories a warm, tropical and renewed lease on life. Bathrooms and kitchens all received new tiling along with new cabinets, appliances and whitegoods. The new layout also improves the property's energy efficiency, with early feedback highly positive, the resort has said.



Accor has boosted the ranks of its MGallery brand in Bali with the recent opening of the **Amarterra Villas Bali Nusa Dua**, on Bali's eastern coast. Newly built, each of the villas offers private swimming pools and gazebos set among lush tropical gardens. Inside, the villas boast an Indonesian inspired interior, state-of-the-art entertainment system, dining area & open lounge room.



Set within the Maasai Mara's Great Plains Conservation Camp is the newly-opened **Mara Plains Camp, Kenya**. Limited to seven tents and set in the trees near a small river, the camp is designed as a luxury 'home away from home', each offers wide entrances with views of the plains. The camp is fully solar powered, with flooring recycled from 100-year old railways sleepers.

Free live TV onboard

SOUTHWEST Airlines in the US has partnered with American satellite TV provider Dish Network Corp to offer passengers with free access to streaming entertainment options during flights.

Passengers will have access to 14 live TV channels and up to 75 on-demand TV shows to watch on their own wi-fi enabled devices.

Currently, 60% of the carrier's fleet is fitted with technology capable of delivering the service.

New IHG club launch

BENEFITS including free Wi-Fi internet for Elite members of the new Intercontinental Hotels Group Rewards Club (**TD 28 Mar**), which launched this week, are now available in the program.

Other changes enable members to reach Elite status faster by staying at three or more IHG brands, with reward nights also eligible and unused free nights rolling over to subsequent years.

Green Dubai Airport

NEARLY 200 solar panels will adorn the roof of Dubai Airport's new Concourse D - to be home to more than 100 carriers operating flights to the facility from 2015 - in an effort to make the facility "as energy efficient as possible".

The new terminal will also adopt 50% wood-based materials and products during construction and a more efficient lighting systems which detect daylight.

Tee off on the Coast

GOLD Coast Tourism has joined forces with Go Golfing Travel to release a range of golf travel packages in line with the region's inaugural hosting of the Australian PGA Championship in Nov.

The year-long campaign will be promoted via golf websites and will highlight local courses, accom offerings and activities, leveraging on the recent US Masters success of Aussie Adam Scott, who will also play in the PGA tournament.

Emirati wonders show to Sydney



AFFORDABLE luxury is how Abu Dhabi Tourism Authority country manager Michael Woods describes the UAE capital city.

A selection of the emirate's tourism offerings were on show last night in Sydney as the Abu Dhabi Tourism Authority kicked off its 2013 Australian roadshows, with 120 industry attendees.

In addition to airline partners Virgin Australia & Etihad Airways highlighting their direct links to the UAE, suppliers showcasing their wares included Jumeirah Etihad Towers, Crowne Plaza Abu Dhabi, Arabian Adventures, Big Bus Tours and Anantara Hotels.

The roadshow continues on to Melbourne tonight, before concluding the series in Brisbane tomorrow night.

With luck on his side, Rod Webster from NRMA Travel took out the major prize for the night and will soon jet off to Abu Dhabi, flying one way each with Etihad and Virgin Australia, also enjoying stays with Jumeirah & Anantara, as well as tours and transfers provided by Arabian Adventures.

Pictured above from left at the roadshow is Clint Jones, Virgin Australia; Wayne Borland, Etihad Airways and Michael Woods from the Abu Dhabi Tourism Authority.

WIN A 'TASTE OF IRELAND' DVD



This week *Travel Daily* is giving five lucky readers the chance to win a copy of 'Lyndey Milan's Taste of Ireland DVD', courtesy of **Tourism Ireland**.

All you need to do to win, is be the first person to send in the correct answer to the question below to: tasteofireland@traveldaily.com.au.

Which Irish city, famed for its crystal of the same name, did Lyndey visit in her series Lyndey Milan's 'Taste of Ireland'?

Congratulations to yesterday's lucky winner, **Kath Fowler** from **Jetset Travel Camden**.

Jump into
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QHols serving up aces

TICKET and accom packages for the 2014 Australian Open tennis tournament have been released for sale by Qantas Holidays.

Packages on sale include the opening rounds, plus all of the finals from the quarters right up to the men's and women's singles finals to crown the overall winner.

Deals are priced starting from \$616 per person twin share.

DPS delegate delays

DENPASAR Airport is reminding passengers due to arrive & depart Bali's Ngurah Rai Int'l Airport that the facility will be intermittently closed for brief periods between 05-09 Oct.

The reason for the closure will be to accommodate the arrival & departure of international Heads of State attending the Asia-Pacific Economic Cooperation Summit (APEC) over these dates.

Stony faced on Indochina famil

IT WAS easier to get a reaction out of these agents during a recent famil to Thailand and Cambodia than the rocky looks behind them.

The group were being hosted by Air Tickets and Thai Airways on the trip, with touring and hotel arrangements provided by Travel Indochina.

Siem Reap's Angkor Wat temples were voted as a favourite part of the famil.

Pictured here at the Bayon Temple in the back row from left is Narelle Welsh, Travel Indochina; Kay Reid, TSAX Wangaratta, Neil Cowthray from Thai Airways International & Paula Ranalli, HWT Surrey Hills.

Front row: Marina Hamann, Travel Indochina; Sharlene Vagg,



TSAX on Eastern Hill; Kerrie Henkel, HWT Mildura, Kim Taylor, HWT Rosebud; Sasha Bahrakis, The Travel Studio and Vlado Ristevski from Air Tickets.

UA mobile boarding

UNITED Airlines says it plans to roll out its mobile boarding pass technology at all of the carrier's 220 US ports by the end of 2013.

Disneyland in Bali?

DEVELOPERS have submitted a plan for a major new tourism complex consisting of hotels, theme parks and more for approval to authorities in Bali.

The primary investor is the same group who manages the Discovery Shopping Mall and the Discovery Hotel in Kuta.

According to the plan, multiple hotels, apartments and villas will form part, alongside numerous entertainment centres and a "Disneyland-like" theme park.

No decision has been made at present, but Bali Governor Made Mangku Pastika suggested land reclaimed from the sea could be a viable option for the construction if the plan is given the go-ahead.

WWF 2 Degrees Link

LADY Elliot Island eco-resort has thrown its weight behind a new climate-change social platform in collaboration with the WWF and known as the 2 Degrees Project.

The platform aims to prove that Australians are directly or closely affected by climate change.

A trip for two to the island is up for grabs to Aussies who connect to the site, shares their stories & encourages friends to join in - see www.2degreesproject.com.au.

New Indian airports

THE Airports Authority of India has approved the construction of 50 new airports to be developed in the country.

Two new international gateways at Bhubaneswar in Odisha and Imphal in Manipur are included in the infrastructure plan, with the majority of the developments to be aimed at attracting low-cost Asian and subcontinental carriers.

New Vegas Thrill Ride

A **US** firm has submitted plans for the construction of a 650ft tall observation tower and roller coaster at the southern end of the Las Vegas strip, to be known as the 'Polercoaster', to the US Federal Aviation Administration.

TG A380 not to LHR

THAI Airways has backed out of original plans to operate its A380 superjumbo to London Heathrow, according to GDS displays.

From the aircraft's planned 01 Dec debut to LHR, TG will instead operate B747s on the services.

Trump to Vancouver

BILLIONAIRE tycoon Donald Trump is to open his second hotel in Canada, announcing a \$360m development in Vancouver to be open by the third quarter of 2016.

The property will adopt a 63-storey twisting tower design & include hotel rooms, residences, restaurants, conference centre & the city's first pool bar nightclub.

WIN A RIVER CRUISE FOR TWO IN EUROPE WITH APT



This month **Travel Daily** is giving one lucky reader and their friend the chance to win a 15-day European river cruise, including return flights, courtesy of **APT**.

The prize consists of:

- 15-day 'Magnificent Europe' cruise with APT in a Category E Twin Window Suite, including all accommodation, meals, activities and transfers on tour, as specified in the chosen trip brochure itinerary;
- Return economy flights for two on an airline of APT's choice from the winner's nearest capital city to and from the trip start and end destination.

Every day **Travel Daily** will ask a different question – just read the issue and email us your answer. There will be 23 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this amazing river cruise holiday.

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



Q.3: Name the 2 types of APT Europe River Ships

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