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First with the news

Tuesday 9th Jul 2013

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SIA next generation cabin

SINGAPORE Airlines says it is demonstrating its "confidence in the future for premium full-service air travel," with a major launch today of new First, Business and Economy Class cabins (**TD** breaking news).

The new product will initially debut on Boeing 777-300ER flights between Singapore and London in Sep this year, and will expand to other routes as further new aircraft enter service.

Upcoming Airbus A350s on order by SIA will also feature the innovations, which include a major upgrade to the KrisWorld inflight entertainment system based on the Panasonic eX3 platform, with touch screen handsets and personal screens.

SIA Vice President Commercial, Mak Swee Wah, said the new products were the result of a two year design process.

"We gave our designers a brief to make the 'Great Way to Fly' even better, and we are confident we have delivered," he said.

The 777s will feature eight First Class seats, which at 89cm wide and 2.08m long are among the

"most spacious in the sky".

Business class will be in a 1-2-1 configuration, continuing the style in SQ's A380 aircraft where passengers can recline in comfort to new 'Lazy Z' and 'Sundeck' positions, and then have the seat-back folded forward to form a fully flat horizontal bed.

SIA's new Economy class offers increased personal space and legroom, with new backrest seat cushions with side bolsters and better neck support.

The carrier said the new cabins and IFE were an example of its product leadership, complementing its other key pillars of network connectivity and service excellence.

Travel Daily is on location in Singapore for the launch, with photos of the new products now online on our website and at www.facebook.com/traveldaily.

Today's issue of TD

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

- AA Appointments
- inPlace Recruitment jobs

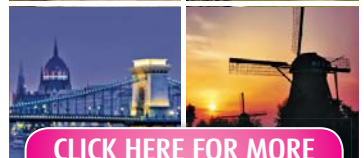


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TN boosts Auckland

AIR Tahiti Nui is set to add a third weekly flight between Papeete and Auckland, with the additional service operating ex PPT each Mon (and ex AKL every Tue) effective from 09 Dec, according to agent GDS.

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New JTG marketing role

JETSET Travelworld Group this morning announced the appointment of Kim Portrate to the newly created role of Chief Marketing Officer.

Portrate moves from a senior role with Tourism Australia, where for the last five years she has led TA's consumer marketing team in global strategy, program development and implementation of all consumer marketing activities across 17 markets worldwide.

This has included a range of campaigns including *There's Nothing Like Australia* and the recent successful *Best Jobs in the*

VA NZ appointment

VIRGIN Australia this morning announced the appointment of Mark Freeman to the role of Sales Manager New Zealand.

Freeman has more than 35 years of commercial experience in the NZ market, and moves to Virgin from his most recent role as Air NZ's Manager Distribution for the region - a role in which he was responsible for maintaining relationships with trade partners and delivering passenger revenues in excess of \$800m.

His career with NZ has also included other roles including Manager of the Rugby World Cup, Service Delivery Manager and Manager of Commercial and Cargo Operations.

World promotion.

She'll report to ceo Rob Gurney, who said Portrate's "extensive strategic planning background, stakeholder management and travel industry experience will be leveraged to direct and manage JTG's marketing presence which will make a real impact in the industry.

"A key component of our business transformation is to build consumer insights and add capabilities in terms of the development and execution of our marketing strategy," he said.

Portrate's career also includes a stint as Director of Insight and Innovation with media buyer Carat Media Services Australia and with other agencies in Australia and the US including BBDO and D'Arcy Worldwide Inc.

JTG is expected to announce outcomes from its long-running Boston Consulting review within the next few weeks.

Macau gets appy

MACAU has relaunched its 'Experience Macau' smartphone app, in conjunction with the release of a revamped Macau Government Tourist Office website at macautourism.gov.mo.

Compatible with iPhone and Android, the app includes a Plan Your Trip feature for users to self-design their own itineraries, as well as Suggested Routes for sightseeing.

New Medan airport

THE new Kuala Namu International Airport in Medan, northern Sumatra, is set to start operating on Thu 25 Jul 2013.

Replacing the present Polonia Airport, it's expected to become Indonesia's second busiest airport.

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\$200k fine for Europcar franchisee

THE former Europcar franchisee for Tasmania, a company called BAJV Pty Ltd, was yesterday hit with a \$200,000 civil penalty for deliberately overcharging customers for hire vehicle repair costs, and also failing to refund overcharged customers.

The ACCC brought the case against the company in the Federal Court, which found that BAJV and its director Brendon Ayers had “engaged in unconscionable conduct and made false or misleading representations”.

Ayers was also personally fined \$40,000 for being knowingly concerned in the conduct.

According to court documents, when vehicles were damaged by clients, the Europcar operator

obtained two invoices from a bodyworks repairer for the same vehicle repair - one which represented the actual repair costs which was paid by BAJV to the repairer, and a separate, higher invoice which was represented to customers as being the real cost of the damage.

In the judgement, Justice Marshall noted that the conduct was designed to increase the profitability of BAJV at the expense of customers, who were unlikely to be aware that they were being overcharged.

ACCC acting chair Della Rickard said the commission has serious concerns about car rental companies’ lack of open and accountable procedures when charging customers for vehicle damage.

“Hire car companies must behave honestly in relation to these charges and ensure that they have adequate systems in place to refund any overcharged amounts,” she said.

The ACCC said it is carefully considering the judgement.

CZ inflight upgrades

CHINA Southern Airlines passengers are set to be able to purchase seat upgrades via an “inflight auction” after boarding, with the implementation of a new system developed by payment technology provider GuestLogix.

The onboard retail platform includes the provision of hand-held point of sale devices for processing the payments, and the innovation will also see the offline acceptance of China UnionPay cards on international long-haul routes for the first time.

“Implementation of the GuestLogix platform will enable improved in-cabin service and an enhanced customer experience, while allowing China Southern to generate ancillary revenues via a new and innovative form of onboard merchandising,” the company said.

TA board reappointed

FEDERAL Tourism Minister Gary Gray has formally reappointed three members of the Tourism Australia board.

Virgin Blue founder Brett Godfrey, along with software and new technology expert Didier Elzinger, and Mark Stone, ceo of the Victorian Employers Chambers of Commerce and Industry (VECCI), have all been granted a second term on the board, with their tenure now continuing until 30 Jun 2016.

Gray said the move “will maintain the momentum Tourism Australia has gathered in successfully growing international visitor numbers to record highs and overseeing the recovery in national visitor numbers”.

The reappointments will “continue to complement the existing Managing Director and Chair of the Board,” Gray added.

Carnival-AusAID pact

CARNIVAL Australia ceo Ann Sherry will tomorrow sign a Memorandum of Understanding with Peter Baxter, the director-general of AusAID, the federal government’s international aid organisation, and the Prime Minister of Vanuatu, the Honourable Moana Kalosil Carcasses.

The MoU will encourage sustainable economic development in the Pacific region, with a three year program of support for priority activities in Vanuatu and Papua New Guinea.

The move is being seen as particularly significant as it will be the first time that AusAID has entered into an MoU with a private business.

QR to Addis Ababa

QATAR Airways will launch new flights from Doha to Addis Ababa effective from 18 Sep this year.

The thrice weekly rotation will utilise an Airbus A320, departing Doha at 10.15pm with the return service ex ADD at 2:50am.

Window Seat

ROYAL baby fever has gripped the UK, and the name of the forthcoming heir to the throne is a source of much speculation.

London’s Royal Garden Hotel is offering punters the chance to win a weekend at the property, next door to Will & Kate’s Kensington Palace residence to whomever guesses the bub’s name and correct date of birth.

The prize consists of a two-night stay with breakfast in a Garden Room overlooking the palace grounds, two tickets to tour Kensington Palace and an afternoon tea in the restaurant.

WIN A SET OF WASHINGTON DC CANDLES



This week **Travel Daily** is giving five lucky winners the chance to win a set of six scented candles

depicting each of the unique neighbourhoods within **Washington DC**.

From historic museums, monuments and memorials, to world class dining, Washington DC offers visitors something distinctive at every turn. Over 100 free attractions, exciting neighbourhoods and national treasures to discover.

To win, be the first person to send in the correct answer to the question below to: candlecomp@traveldaily.com.au.

When is the National Cherry Blossom Festival held?

Congratulations to yesterday’s lucky winner, **Jo Karagiorgas** of **Avis Australia**.

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HWT Mandurah in the pink with QF



ABOVE: Qantas recently held an incentive in conjunction with Harvey World Travel in Western Australia, with a prize of a \$1000 Harvey's Choice travel voucher. HWT Mandurah was the agency

with the highest increase in QF sales during the incentive, and the lucky winning team, pictured from left, consisted of Sheryl Wilkinson, Jacquie Dean, Jodie Melvin, Jodie Foster, Hollie Stevenson, Linda Hosking and Keeley Morehead.

Jetstar refreshers

JETSTAR says it has just completed refresher training for its 1900 cabin crew operating from bases in Australia and NZ.

The new customer service excellence training includes updates on changes to cabin standards as well as other improvements such as refreshed menus, in-flight entertainment "and other initiatives to support the airline's value-for-money service," the company said.

Recent innovations include pre-loaded iPads for inflight entertainment, while the new onboard menus now feature Grinder's coffee plus soft drinks including Coke and Sprite, according to Jetstar head of customer service Audrey Pajmon.

New tour of Hearst

CALIFORNIA'S popular Hearst Castle attraction has launched a new public tour option offering guests access to previously closed off parts of the castle incl the Neptune and Roman pools, Casa Grande and more, until 02 Sep.

UK agency gloom

LONDON accounting firm Wilkins Kennedy has highlighted the impact of the economic situation on British travel agents, with a report in the UK *Daily Telegraph* showing that 53 travel agents and tour operators there went into administration last year.

The figure was a significant increase on the 2011 result of 39, with the company saying that the "popularity of a new generation of travel websites such as the room-sharing service AirBnB has led to a sharp rise in high street travel agents going bust".

Other impacts cited include the recession and unrest in popular destinations such as Egypt and Turkey, and along with the closures there was also major restructuring within large groups such as Thomas Cook.

The accounting firm said there had also been a huge rise in UK people booking European holidays independently.

"As the tourist infrastructure in many exotic destinations becomes more sophisticated, it will be harder and harder for tour operators to convince consumers that their package holidays offer a good deal," said a spokesman.

VA Tiger purchase

VIRGIN Australia has completed its 60% stake purchase in Tigerair Australia (*TD* yesterday), the newly-renamed local offshoot carrier of Tiger Airways Holdings Limited, based in Singapore.

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Money

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

\$1AUD = US\$0.91

THE Australian dollar has dived to new lows over the last week, and continues to hover just above US\$0.90, with the major factor being sentiments about the US economy's recovery as figures show improvements with the manufacturing and employment situations there.

The dollar has started to climb slightly this week as concerns over further debt problems in Europe eased - in particular the apparent resolution of a political crisis in Portugal and a potential deal to keep bailout funds continuing to flow to Greece.

While the Aussie dollar's weakness is of some relevance to the travel industry, the other major factor which may affect the sector is the rising price of oil, which has surged to a 14 month high over concerns about the situation in Egypt.

Wholesale rates this morning:

US	\$0.910
UK	£0.609
NZ	\$1.162
Euro	€0.707
Japan	¥91.79
Singapore	\$1.158
China	¥5.362
South Africa	R9.163
Canada	\$0.957
Crude oil	US\$103.63



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TC input on strategy

TRAVELLERS Choice chairman Trish Ridsdale and ceo Christian Hunter will conduct a series of member meetings this month to update the group and discuss the forward direction of the group.

Meetings will be run in Adelaide, Melbourne, Sydney, Canberra, Brisbane & Perth from 10-16 Jul.

Record quarter for EY

PASSENGER revenues climbed 13% to US\$1.8b for the half year ending 30 Jun, according to new Etihad Airways financial figures.

The carrier posted a 25% jump in revenues earned through codeshare and equity alliances to US\$184m for the second quarter.

EY chief executive officer James Hogan said competition and capacity growth impacted results.

“Despite the tough global trading climate, we have still achieved record, double-digit growth in both Q2 and the first-half of 2013,” Hogan added.

MU brings the industry together



FRIVOLITY, fun and lots of laughs were the name of the game last night as China Eastern Airlines brought many of its top sellers from across the Sydney travel industry together for a special dinner to say thank you.

Held at Emperor’s Choice Chinese Restaurant in the CBD, attendees mingled with the China Eastern sales and communication teams over many tasty courses of fine Chinese cuisine while hearing an update on the carrier’s plans for the Australian market.

Many unique singing talents were also uncovered with karaoke keeping everyone entertained, while Carmen Nun from Flight Centre and Steve Brady of Travel Indochina claimed two of the major prizes from the night.

The carrier also announced that from Oct this year, services between Sydney and its Shanghai hub will be operated by brand new Airbus A330-200 aircraft.

Pictured above prior to the event from left is the China

Eastern sales team consisting of Susan Gong, Chris Lin, Amy Xu, Kathy Zhang, Stella Yao, Chris Wang and Winnie Wang.

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.7: Name the APT Exclusive Signature Experience that clients will enjoy whilst on a Grand City Stay in Paris.

Rugby fills Syd hotels

RECORD occupancies were reported by Accor’s NSW hotels in line with last weekend’s series deciding Australia VS British and Irish Lions rugby match in Sydney.

The group’s Sydney properties were at 94% capacity, with hotels in regional centres all 93% full - figures the group says it hasn’t seen since the Sydney Olympics.

NRL Rd 17 Winner

CONGRATULATIONS Brenda Houston
from Pan Australian Travel

Brenda is the top point scorer for Round 17 of *Travel Daily’s* NRL industry footy tipping competition, and has won a Lunch Cruise for two people, courtesy of Captain Cook Cruises.

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

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

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Postal address: PO Box 1010, Epping, NSW 1710 Australia
Street address: 4/41 Rawson St, Epping NSW 2121 Australia
P: 1300 799 220 (+61 2 8007 6760) **F:** 1300 799 221 (+61 2 8007 6769)

Advertising and Marketing: Christie-Lee Lachance, Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au

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Editor: Guy Dundas
Assistant Editor: Matt Lennon
Contributors: Chantel Housler, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au



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