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Wolgan appointment

EMIRATES Wolgan Valley Resort & Spa has named former GTI Tourism PR Account Manager Anna Szulerecka as Marketing Executive, based in Sydney.



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VA/NZ conditions blasted

ROTORUA Int'l Airport has leapt to the defence of Virgin Australia and Air New Zealand, telling the Australian competition watchdog that capacity conditions across the Tasman as part of its alliance are "presenting a real issue".

On 10 Jul, the ACCC issued a draft determination in favour of the VA/NZ pact for three years, subject to capacity conditions.

ROT chief exec Alastair Rhodes said capacity conditions on non-Rotorua routes are preventing Air NZ from increasing capacity to the North Island hub "as it's being committed under the Alliance to other sectors which do not have the same level of demand."

"As such, we support the removal of these conditions which gives the ability for Air NZ and Virgin to better optimise their schedule and fly where the demand warrants it, rather than biasing one region's capacity over

another," Rhodes said in a newly filed submission to the ACCC.

He said that due to the competitive nature of the Tasman and the continued strength in air travel across Asia, that overall Tasman capacity conditions are not necessary as incentives and market dynamics already exist, "ensuring that fares are kept reasonable and capacity is added where required."

"Overall, capacity conditions also reduce the likelihood of new airlines entering the Tasman, or existing competitors increasing their capacity (ie Jetstar)," Rhodes explained to the regulator.

Potential newcomers or current competitors will know VA/NZ are committed to set capacity on the Tasman irrespective of demand, making it "very difficult for new and existing competitors to carve out a market for themselves."

Rhodes added that the sector specific capacity conditions have a "distorting effect" on the Tasman market, making it harder for VA/NZ to respond to demand, to the detriment of the region.

Platinum networking

THERE are still places available at the Platinum Networking Night being organised by TMS Asia Pacific for senior industry executives and managers.

The free event with food, drinks, prizes and great networking will take place on 15 Aug at the Sydney Sofitel Wentworth, and RSVPs are essential.

See the **last page** of **TD** today.

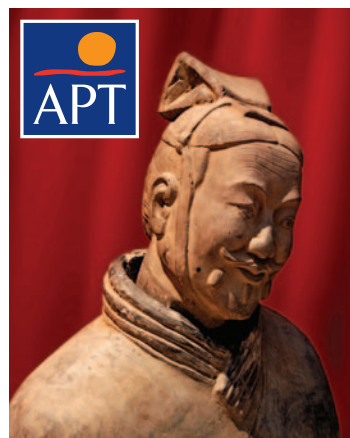
Another great TD

Travel Daily today has seven pages of news, a front full page from **Dubai Tourism**, more NTIA photos & full pages from:

- AA Appointments jobs
- Amadeus NTIA congrats
- Amadeus careers
- Platinum networking night

Dubai celebrates win

DUBAI Tourism is thanking the Australian travel industry for its support today after being named Best Tourist Office - international at last weekend's National Travel Industry Awards - see the special cover of today's **TD** for details.



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LFC fills MEL rooms

ACCOR says tonight's match between English Premier League side Liverpool FC and Melbourne Victory at the MCG has resulted in 100% occupancy at its hotels in the Victorian capital to greater Melbourne, or about 4,700 rooms.

2nd InterCon for Sydney

INTERCONTINENTAL Hotels Group this morning confirmed a new property in Sydney, after signing a management agreement covering the 140-room former Ritz Carlton and Stamford Hotel in Double Bay.

The iconic property, which has been closed since 2009, will reopen as the InterContinental Sydney Double Bay in Jan 2014, after a major \$20m upgrade.

All guest rooms will be rejuvenated, with facilities set to include a 300-guest ballroom, meeting spaces, rooftop pool and bar plus underground parking.

It's owned by Singapore-based Royal Hotels, with spokesman Bobby Hirandani saying "we are tremendously excited about re-launching this property and becoming a member of the internationally-renowned InterContinental family".

It will be Australia's fifth InterContinental property, joining

hotels and resorts in Melbourne, Adelaide, Sanctuary Cove and the existing InterContinental Sydney.

IHG ceo for Asia, Middle East and Africa, Jan Smits, said it was a "significant development for the InterContinental brand in Australia".

He said the Double Bay site had "long awaited the arrival of a new luxury hotel for Sydneysiders and visitors," with the property to become a destination for dining, weddings and conferences as well as luxury hotel accommodation.

AAX jacks up Aus links

AIRASIA X is boosting flight frequencies to its four Australian gateways from Kuala Lumpur, adding 13 new weekly services.

From 04 Oct, AirAsia X flights to Melbourne grow by two to 14 per week, Perth flights move from weekly to double daily on 24 Oct, & Sydney gains two extra weekly flights, also going to double daily.

Gold Coast flights are upgauged from 5 weekly to daily on 26 Nov.

Delta adds SEA/LHR

DELTA Air Lines will launch new daily non-stop services between Seattle-Tacoma and London Heathrow Airport from 29 Mar as part of its pending joint venture with Virgin Atlantic Airways.

DL intends to operate the route using 201-seat triple-class Boeing 767-300ER aircraft.

Tok Tok on Facebook

VANUATU Tourism Office has introduced a Facebook page for its annual tourism exchange, Tok Tok Vanuatu, to provide delegates with updates on the tradeshow prior to its kick off on 27 Aug.

Go to www.bit.ly/TokTok13.

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Jetstar shelves OOL/HBA

QANTAS low-cost offshoot Jetstar has announced the launch of new links between Brisbane & Hobart, coming at the expense of its 2.5 year-old Gold Coast link to the Tasmanian capital.

Effective 27 Oct, the five times weekly Gold Coast-Hobart service will make way for a daily Brisbane-Hobart operation.

The capacity swap will also see the introduction of five extra weekly Melbourne-Gold Coast services, "so there is no net loss of services out of the Gold Coast," a JQ spokesperson told **TD**.

"The route wasn't performing in line with our expectations and we believe operating to Brisbane instead of the Gold Coast will tap into a bigger market, and provide a larger catchment area for inbound tourism to Tasmania," the spokesperson added.

'Apple Isle' residents will still be able to access the Gold Coast, via Sydney or Melbourne.

Jetstar Australia/NZ chief David Hall said introducing the Tasmanian route out of Brisbane presented a potential boon for the Tasmanian tourism industry.

"Jetstar's size and scale allows us to match capacity with demand and we believe this new daily non-stop service will be popular and provide the only low fares flights between Hobart and Brisbane," Hall commented.

Tasmania's Minister for Tourism Scott Bacon lauded the new links, referring to the Brisbane flights as a "vote of confidence" for the state's tourism sector.

"We've got great routes and great capacity. We need to make sure we market the state properly and make sure these new services are long term," Back said.

Flights will be operated using JQ's 180-pax Airbus A320s.

To accommodate the change for passengers impacted, Qantas has introduced a commercial policy for tickets on QF 081 stock.

Passengers with tickets issued on/before 23 Jul for travel on/after 26 Oct have the option to reroute or rebook travel with no fee on alternative QF services, to change destinations, hold the value of the ticket as credit or apply for a refund - full details at www.qantas.com.au/agents.

Crystal adds Albany

THE West Australian coastal city of Albany will become a new port of call for ultra-luxe global cruise specialists Crystal Cruises in 2015.

Albany is just one of 22 new Crystal destinations, joining the likes of Kochi in Japan, Sanya in China, Helgoland in Germany and the Solovetsky Islands in the Russian Federation.

The Albany stops falls on 11 Mar 2015 during the 21-day Wonders Down Under on *Crystal Serenity* sailing ex Auckland to Perth.

Crystal has also revealed a 102-day World Cruise for the first quarter of 2016, operating round-trip San Francisco.

The World Cruise will feature segments starting in Sydney, Bali, Singapore, Shanghai and Tokyo.

Vic Tourism strategy

VICTORIA is targeting an annual overnight growth rate in tourism expenditure of 6.6% to \$24.7b by 2020 under its newly launched 2020 Tourism Strategy.

Among priority action areas announced yesterday by Tourism Minister Louise Asher are lifting international marketing & luring more direct air services from China, India and South East Asia; improving the state's capabilities across all digital platforms; a push for more major/business events and an ongoing domestic focus.

Travelpart SQ extend

TRAVELPORT has announced an extension of its global content agreement with Singapore Airlines for an unspecified period.

The deal enables Travelpart-connected travel agents around the globe access to SQ's full range of market fares.



Window Seat

THE Australian travel industry can now claim a semi-official link with royalty, after Beatrice Neylan from Global Village Travel in the Sydney suburb of Balmain appearing in full colour on the front page of today's *Sydney Morning Herald*.

The occasion was the birth of her new baby - Warwick - who came into the world at 12.56am on Tuesday - just 28 minutes before the newborn Prince of Cambridge and future King of England.

Neylan said there wasn't quite the same paparazzi or news reporters outside her ward as those at St Mary's Hospital, but it's nevertheless a major event for the travel agency sector, with her mother and Warwick's grandmother being Heidi Kervinen, long-time owner of the Travellers Choice member.

The Australian industry's very own bonny prince is **pictured** below with his proud mum.



Photo courtesy SMH.

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Hertz smoke-free

HERTZ has converted its entire fleet of vehicles to non-smoking as part of the car rental firm's commitment to provide the cleanest fleet in the car industry.

"By moving to a non-smoking fleet, car rental customers, car sales buyers and employees will be even more assured that Hertz vehicles are clean and safe," said chairman & ceo Mark P. Frissora.

Customers who break the new policy will be charged a \$100 cleaning fee.

Rocky, NCL p'ship

ROCKY Mountaineer has inked a new global partnership with Norwegian Cruise Lines to offer new Rail & Cruise holiday options on its Coastal Passage rail journey from Seattle in 2014.

Five different itinerary options are available (including the Canadian Rockies Highlights and Coastal Passage), linking up with seven-night sailings aboard either *Norwegian Jewel*, *Norwegian Pearl* and *Norwegian Sun* to Alaska's Inside Passage.

Bob Nicholas, Rocky Mountaineer vp Global Sales said around half of guests combine a rail journey with a cruise, adding the alliance "combines two dream vacations into one by both land and sea."

Eagle cops \$200K fine

AMERICAN Eagle Airlines has been slapped with a US\$200,000 penalty due to lengthy tarmac delays at Dallas/Ft Worth Airport on Christmas Day last year.

The US Dept of Transportation said 10 American Eagle domestic and int'l flights had exceeded the three-hour limit at DFW during a snow and ice storm on 25 Dec.

Thirty-seven passengers on one particular flight from Baton Rouge were left stranded on an aircraft for 4hrs and 32mins as they awaited a location to deplane.

Another flight from Sioux Falls with 42-pax aboard was stuck on the tarmac for 3hrs and 48mins.

Rip Curl wiped out

THE Travel Compensation Fund this morning announced the voluntary withdrawal of Rip Curl Pty Ltd of Torquay VIC (ABN: 40 004 838 064) after it ceased trading as a travel agent.



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Luke scoots off on mum's wheels



PRIVATE Groups Manager from Harvest Pilgrimages in Sydney, Colleen Duffy has a present waiting for her at home upon her return from World Youth Day festivities in Brazil.

Duffy was selected as the first winner of the Star Alliance 'Round The World' incentive, which was run through Air Tickets (**TD** 04 Jun), and will be zooming off on her new Piaggio Fly 150 scooter.

The incentive isn't over yet, with another of the stylish scooters up for grabs to agents who ticket one of seven branded airfare products

through Air Tickets before 31 Jul.

More information on the fare products eligible for entry into the draw can be found online at www.airtickets.com.au.

Pictured above is Mary Reale of Air Tickets, Colleen's son Luke Jarvis accepting in his mother's absence and Star Alliance Country Steering Committee Australia chairman Anil Rodricks.

TC host live webinars

TRAVEL Counsellors has conducted a live sales training webinar hosted by international sales guru Anthony Iannarino.

More than 500 TC's in seven countries signed in to participate, and were able to ask questions by virtually raising their hands.

Strong demand for the one-hour masterclass, titled "Five rules to creating valued relationships", has seen the company schedule another session for 02 Aug.

LAN upgauges AU/NZ

LAN Airlines will add a seventh weekly service on the Santiago de Chile-Auckland-Sydney route during Jan, according to GDSS.

The new frequency to Sydney will operate on Wed from AKL to SYD and Mon from SCL to AKL.

Aus Baseball on sale

ACCOM & ticket packages to upcoming Major League Baseball exhibition matches in Sydney between the LA Dodgers and the Arizona Diamondbacks are on sale through Keith Prowse Travel.

Packages incl daily brekkie and a souvenir, priced from \$370ppts.

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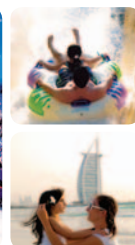
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Treasures head to Qld

AGENTS on the Sunshine Coast and in Toowoomba will have an opportunity to learn more about several South Pacific destinations through two seminars to be conducted next month.

Destinations represented by the Treasures of the South Pacific group include the Cook Islands, Fiji, Samoa, Tonga, Tahiti, PNG, Niue, New Caledonia & Vanuatu.

Representatives from Treasures of the South Pacific will host the fun and informative seminar at Mooloolaba on 13 Aug and Toowoomba on 14 Aug, with a 7-night holiday up for grabs to attending agents at each - to register, see www.tosp.com.au.

Big pax jump at ZQN

QUEENSTOWN Airport posted a 47.3% year-on-year jump in int'l passenger numbers for Jun, with the resumption of a full schedule of int'l flights by Air New Zealand contributing to the strong result.

Jetstar's recent addition of more flights from Melbourne & Sydney also helped push the figure up.

Qld signs deal for V8s

QUEENSLAND Premier Campbell Newman has signed a deal with V8 Supercars for three race events to remain in the state until the end of 2016.

Newman said the deal for the Gold Coast 600, Townsville 400 and Ipswich 360 will continue to drive more visitors to the state.

MEANWHILE, 17-time Grand Slam tennis champion Roger Federer has been agreed to play in the Brisbane International 2014.

Queensland Tourism Minister Jann Stuckey said the signing of Federer was "a major tourism and events coup for the state".

New website for VTO

MID/BACK office system VTO (Virtual Travel Office) has unveiled a new website to promote the cloud-based software and the incorporation of its self-training audio visual system.

For a password to access the training system in the new site, visit www.travelpartner.com.au.

Peninsula London

TERMS have been agreed by two Chinese hotel operators to redevelop a 1.5-acre site opposite London's Buckingham Palace to construct The Peninsula London Hotel, the group's first UK hotel.



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.



Following a successful trial last year of a new design, **Ryldges Esplanade Resort Cairns** has expanded its family room inventory to six rooms. Each offers a separate area for adults with a Ryldges Dream Bed, rainforest or ocean views and private balcony, while children get their own private haven. Bunk beds with individual 15" TV's linked to a central xBox system allow for split-screen gaming or DVD viewing with head phone links for silent entertainment.



North Coast Holiday Park at Jimmy's Beach near Port Stephens has opened three new safari-style luxury beach tents for those keen on camping without giving up some comforts. The new tents come as part of a \$3m redesign of the park layout. Each 50-square metre tent offers a verandah, plasma TV's & comfortably sleep up to four people. The park itself has new landscaping, camp kitchen with fire pit, new BBQ facilities and powered hookups for vans.



Situated in northwest Phuket, approx 15 mins from HKT Airport is the first resort dedicated to the Anantara Vacation Club shared ownership concept. The rebranded **Anantara Vacation Club Phuket Mai Khao** comprises 70 one, two and three bedroom apartments along with 30 one & two bedroom pool villas. Resort facilities include a swim-up pool bar, kids club, restaurants and bars.

Bruce Peters funeral

THE funeral for the late Bruce Peters (**TD** Mon) is to be held at 1:00pm on Fri 26 Jul at the Magnolia Chapel, Macquarie Park Crematorium in Sydney.

SQ boosts New Delhi

SINGAPORE Airlines will boost its schedule to the Indian capital of New Delhi during the Northern Winter 13/14 schedule, flying three times daily, the carrier said.

Ideas aplenty for UK airspace

DETAILS have this week come to light of multiple submissions made to the UK Government's Airport Commission to help solve looming capacity limitations at London's major airports.

The city's second largest airport at Gatwick has labelled plans for a second runway as the "affordable, sustainable and deliverable solution", with a cost estimation of between £5b-£9b, and able to be opened by the year 2025.

Fewer residents would be affected by a new strip at LGW, bosses at the facility say, with the plan already backed by business groups and local authorities.

MEANWHILE, European low-cost carrier Ryanair has proposed a solution of its own by calling for one new runway to be built at three of the city's gateways.

The carrier has recommended to the UK Airports Commission

that a new airstrip be added at each of Heathrow, Gatwick and Stansted to encourage competition between the three and solve air capacity constraints in the city for the next 50 years.

FURTHER, aside from the continued push from Heathrow management for a third runway, plans have been unveiled for further long-term investment in the facility to improve services.

A survey of 1,178 pax utilising Heathrow has found a willingness to pay as much as £23 more over a five-year period through higher fares if genuine service improvements were delivered - more than four times the £5 LHR management are proposing.

Investment plans include the completion of Terminal 2, a full refurbishment of Terminals 3 & 4, a new integrated luggage system and new taxiways.

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- Knowledge of fare rules application and interpretation.
- Knowledge of PALMS system.
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Starting salary is \$45,273p.a plus super.

To apply please forward your resume to, Dale Woodhouse Senior Manager Marketing and Alliances Australia, Singapore Airlines either by email to Thi_Nguyen@singaporeair.com.sg or by mail Locked Bag A3008 Sydney South NSW 1235

Applications close Wednesday 31st July 2013

NTIA celebrations continue

TODAY we're featuring yet more photos from last Saturday's night of nights, with the industry continuing to bask in the afterglow of a sensational National Travel Industry Awards. Believe it or not, planning is already underway for the 2014 event, with high expectations after AFTA really ramped things up this year.

Lots more pictures from NTIA 2013 are on our website and at facebook.com/traveldaily.

RIGHT: Finnair was thrilled to be a first time winner of the Best International Airline - Off-Line, with the victory coinciding with celebrations for its 90 years of service later this year.

Pictured enjoying the moment are, from left: Georgina Symonds, Lilliana Svircev, Harag Obeng, Danica Gallagher, country manager Australia, NZ and New Caledonia Geoff Stone, Sanna Ruuskanen, Lisa Manera, Michelle Nickelson and Vesna Pandza.

BELOW: Nathan Smeulders, Qantas manager QIC and Groups with Joyce Weir, QF regional account manager group & convention travel Australia.



BELOW: The Phil Hoffmann Travel team celebrating yet another win, for Best Travel Agency Retail - Multi-Location.



ABOVE: Tim Harrowell from Emirates with Craig Smith, Corporate Travel Management.

BELOW: Karen Tsolakis from Qantas shares a laugh with Gai Tyrrell, Sabre Pacific.



ABOVE: Quentin Vos from Air New Zealand with Rachelle Toms from Jetset Travelworld Group.



ABOVE: Gate 7's Tristan Freedman gave an inspiring performance as he led guests in the National Anthem.



WINING and dining took on a new meaning for this group of Travel Counsellors, who were recently treated to a fam to Western Australia's picturesque Margaret River region and Perth.

Hosted by Sunlover Holidays, the group enjoyed a Gourmet Winery & Brewery visit courtesy of Bushtucker River and Winery Tours and the numerous tastings that came with trying out four of the region's top wineries.

The group also indulged another of life's little guilty pleasures with a visit to the Margaret River Chocolate Co, with several samples enjoyed and quantities taken home for future enjoyment.

Pictured at the Knotting Hill Vineyard, where the group stopped for lunch, from left is Anabela Costa, Travel Counsellors Head Office; Hannah Tabak, Sunlover Holidays; Jeanette Peace, Travel Counsellors; Jacy Richards, Travel Counsellors; Matt Schmitz, Travel Counsellors and Trish Hollis, Travel Counsellors.

Bali rabies concerns

RISING instances of bites from stray dogs in Balinese villages across the island has led the Bali Health Agency to issue an alert to visitors to be wary of rabies cases.

According to government stats, there have been 33,000 dog bite cases reported between Jan-Jun this year suffered by locals and visitors across the island.

MES flights to KNO

JETSTAR Asia sister-carrier Valuair, will shift its Medan operation to the new Kuala Namu International Airport (KNO) from Polonia International Airport (MES), effective tomorrow, joining all other airlines operating to the Indonesian city.

KNO is 40kms from Medan city.

Walk into Syd history

SYDNEY Urban Adventures has released a new historical walking tour of The Rocks district, focused on the period when the black market rum trade was operating.

The four-hour guided tour offers tales from two centuries of history of the suburb, with wine tasting & an Aussie BBQ is priced from \$145pp - ph 1800 459 388.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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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.18: Is fine dining available to APT clients on both Aria and Concerto River Ships?

VA Fiji extension tick

THE IASC has authorised Virgin Australia to maintain unrestricted capacity on the Fiji route between points in Australia other than Sydney, Melbourne, Brisbane and Perth for 5 years, to 09 Jul 2019.

VA also received a green light to maintain its allocation of 180 seats of capacity per week on the Solomon Islands route for 5yrs.

Summit Japan extras

PREFERRED Hotel Group has added Kyoto Tokyu Hotel and Nagoya Tokyu Hotel in Japan to its Summit Hotels & Resorts brand.

Date Line upgrade

MAJOR renovations are to be carried out on the International Dateline Hotel in Tonga, with the island's government seeking a partner to help fund the works.

The hotel is so named because it sits directly on the 180th parallel and is exactly 12 hours ahead of Greenwich Mean Time.

The Tongan Govt says the hotel needs a comprehensive overhaul to bring it up to 3.5-4* standard.

"We want the International Dateline Hotel project to play a key role in the development of Tonga's tourism industry," the Tongan Ministry of Tourism said.

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Congratulations!



The Amadeus Team would like to congratulate the winners of the 2013 AFTA National Travel Industry Awards.

Special mention to all Amadeus partners including:

- Best Travel Consultant - Corporate: **Fiona Hyde, Voyager Travel**
- Best Travel Agent Technology Innovation: **Smart Tickets online revalidation and reissue**
- Best Registered Travel Industry Training Institution: **William Angliss Institute of TAFE**
- Rookie of the Year - Supplier: **Stephen Galloni, Contiki**
- Best Sales Executive - Industry Supplier: **Suzy McPhail, Trafalgar**
- Best Agency Support Service: **Air Tickets**
- Best International Airline - Off-Line: **Finnair**
- Best Domestic Airline: **Qantas Airways**
- Best Tour Operator - International: **Trafalgar**
- Best Wholesaler - Australian Product: **Qantas Holidays and Viva! Holidays**
- Best Cruise Operator - Australian Based Operation: **Royal Caribbean International**
- Best Car/Campervan Rental Operator: **Hertz**
- Best Hotel/Resort - Australian Property: **Palazzo Versace**
- Best Hotel/Resort Group: **Shangri-La Hotels and Resorts**

It is time to celebrate!



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Did you know that Amadeus, the world's leading travel technology company, provides the technology for over 120 of the world's leading airlines and is the preferred technology partner for key players in the travel and tourism industry across the globe? Customers include travel providers, travel agencies, online travel providers, corporations and individual travellers. With a presence in 195 countries and a global workforce of more than 10,000 highly skilled staff Amadeus truly demonstrates the competitive advantage of diversity.



Amadeus is currently seeking IT and Travel industry professionals to join our growing global workforce. We are offering an opportunity to:

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amadeus
Your technology partner

Platinum Networking Night



Date: 15th August 2013
6pm - 9pm

Venue: Sofitel Sydney Wentworth Hotel - 5th Floor
61-101 Phillip Street, Sydney

Limited to 100 guests
RSVP to beatrice@tmsap.com by 1st August 2013

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