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# Travel Daily

First with the news

Wednesday 2nd October 2013



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## Q-Eat for more seats

**QANTAS** has further expanded its *Select on Q-Eat* program onto other Premium Economy routes after its debut last month.

Effective immediately, pax in Premium Economy on flights from Australia to Los Angeles (QF11, QF5, QF93 & QF107), Sydney to DFW (QF7), Australia to London via Dubai (QF1, QF9) and return (QF2, QF10), for flights departing from 04 Oct, can now pre-order meals online before they board their flight at [qantas.com.au](http://qantas.com.au).

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## Changing of guard at DMS

**DMS** Destination Management Services has changed hands, with founder Leila Bishara (formerly Fiedler) selling the business to the company's general manager, Marissa Fernandez, *Travel Daily* can exclusively reveal today.

Bishara established the firm 21

years ago, with the innovative operation delivering professional services to Australian and NZ business events planners via a global network of destination management companies which operate in over sixty countries.

Fernandez joined the company in 2005 from previous roles with Tourism Australia and The AHL Group, and became gm in 2008.

Bishara said it was vital that the new owner keep the DMS team in place and retain the confidence and loyalty of its overseas business partners.

"I also wanted to ensure that our strong brand position in Australia was maintained".

She said that Fernandez had the "hunger and flair to take the company to the next stage".

Fernandez said the move was a fantastic opportunity, giving her ownership of "a business I am truly passionate about".

Bishara will remain linked to the business as a Strategic Consultant.

More information in today's issue of **Business Events News** - subscribe free at [businesseventsnews.com.au](http://businesseventsnews.com.au).

## US govt sites closed

**MILLIONS** of travellers could be disrupted by the ongoing shutdown of large parts of the US Federal Government.

A political stalemate yesterday forced the government to indefinitely close federally owned and operated facilities including national parks, museums and attractions such as the White House and Statue of Liberty.

Ground operators in the US - including the widely used firm ATI (Americantours International) - are investigating alternatives for FIT and coach pax booked on trips featuring the Grand Canyon, Yellowstone and Yosemite.

The Hawaii Tourism Authority informs that all of the state's national parks, including the Arizona Memorial, are also shut.

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## EK A380s start BNE

**THE** Queensland Govt says the launch of Emirates A380 services from Dubai to Brisbane - introduced today - will ensure greater access to the state for international travellers, via 100,000 extra seats annually.

## Nine pages of news

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

- AA Appointments jobs

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## 100% TC protection move

TRAVEL Counsellors has today announced its own consumer protection arrangements under which "everything booked through the company will be fully protected from financial loss from third party default".

The move offers better coverage than existing TCF protection by also encompassing the failure of any supplier, airline or wholesaler booked via the group.

Chairman David Speakman told **TD** that he was concerned that with the wind-up of the TCF effective from 01 Jul 2014 consumers could be left with inadequate financial protection.

"We have had an initial discussion with AFTA regarding its planned accreditation scheme...while we may consider joining in the future, we feel

that challenges remain for AFTA in delivering a credible all-encompassing level of financial protection to all consumers".

Speakman said that over the past few years there have been several high profile collapses in Australia, so consumers are wary.

"Our new scheme will ensure our Travel Counsellors don't need to worry about anything they are selling, as everything booked through them will be financially protected," he said

### MK to slash comm

AIR Mauritius has announced that from 01 Nov 2013 travel agents selling its tickets in Australia will be paid commission on YQ fuel surcharges - but it's slashing the current commission of 9% on published fares to 5%.

The new lower rate applies to both Business and Economy class fares sold in Australia.

Air Mauritius said that travel agents will claim the commission via BSP, and there is no change to the fare structure, with fuel surcharges continuing to be applied as a YQ tax.

### Royal APT christening

HER Royal Highness Princess Heide von Hohenzollern of Germany has been confirmed as godmother of APT's 164-pax *MS AmaReina*, to be blessed at a ceremony in Vilshofen, Germany, on 04 Apr 2014.

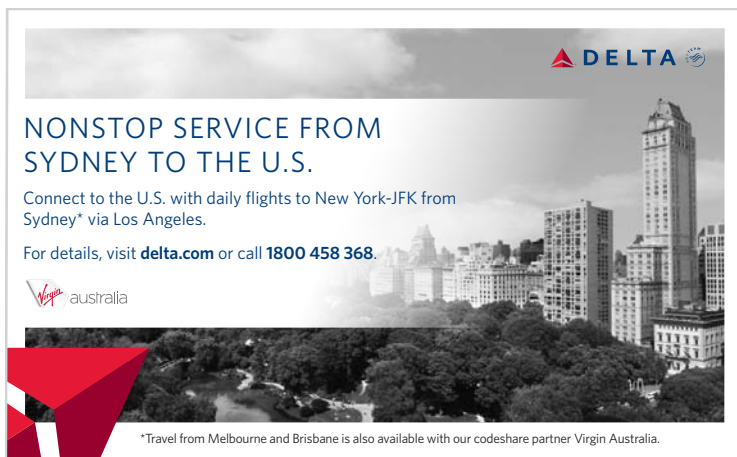


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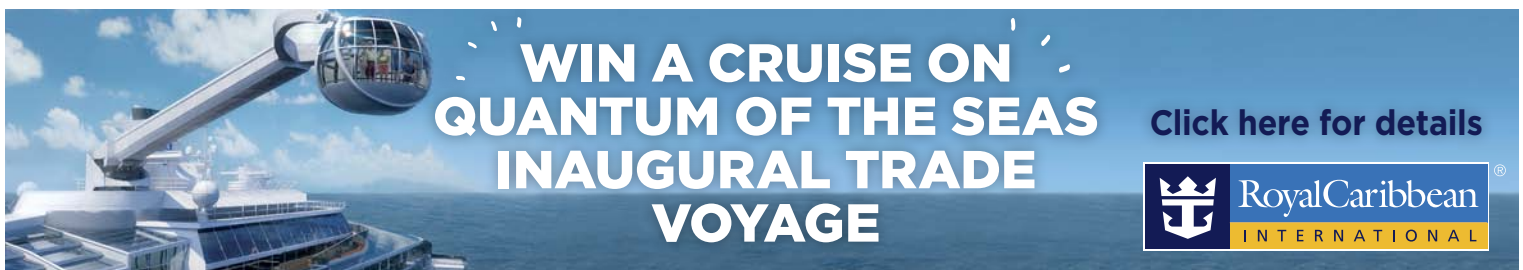
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## New Skai president

**FRANCE'S** former vice president Karine Coulanges has been named as the new world president of SKAL International. Announced during the 74th World Congress of SKAL in the US, Salih Cene from SKAL Antalya Club was named vice president.

## Accor free wi-fi for loyal clients

**ACCOR** Asia Pacific today announced that Silver, Gold and Platinum members of its LeClub Accorhotels loyalty program will receive free internet access during their stays.

The move follows an "in depth trial" to work out the best internet access solution for both guests and hotel owners.

Accor has been grappling with the issue for some years, and about 12 months ago announced that it intended to scrap all charges for internet access.

However the company was unable to get hotel owners on board, and the new plan announced today is the "best model for the immediate future," according to Accor chief operating officer Pacific, Simon McGrath.

All guests will be able to access free internet in hotel lobbies

under the new arrangement.

McGrath said that during the trial, at which time some hotels offered free internet across the board and others trialled a system where payment applied to faster connections, guests were found to be more interested in quality than price.

"Guest feedback showed that most would prefer to pay for faster, better internet access than use a free system that was slow".

He said the company was continuing to look at ways to reduce internet costs, but with current overheads and "the lack of a cohesive national broadband system" decided on the new model.

McGrath pointed out that to reach the Silver level of the loyalty scheme only required ten nights per year at an Accor hotel.

All Accor brands will participate in the new arrangement including Sofitel, Pullman, MGallery, Sebel, Novotel, Mercure, Ibis and Ibis Styles, with the exception of Ibis Budget.

## Cosmos India winner

**CONGRATULATIONS** to Jody Robinson from Tewanin Travel & BYOKids who was the lucky winner of a trip for two to India in last month's **TD** competition.

Jody's winning caption was *Only Cosmos Tours can make you feel like one of the locals...*

She has won a seven day Golden Triangle tour of India courtesy of Cosmos Tours, including return flights from Australia.

See **page 8** for this month's amazing Ireland competition.

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## Travelmarvel prizes

**TRAVELMARVEL** has two new incentives, including a weekly prize awarded throughout Oct.

This month, any agent who books a Travelmarvel tour or cruise will be automatically entered into the chance to win one of four river cruises (Russia, Rhône or Mekong) for themselves and a companion.

Any consultant who books five Travelmarvel tours and cruises between 1 Oct and 15 Dec will also be awarded a Russia, Rhône or Mekong cruise for two.

## cruise3sixty for Syd

**THE** world's biggest cruise conference is coming to Australia, with Cruise3sixty 2014 to take place on Fri 07 Feb 2014 at the Sydney Four Seasons Hotel.

Full details will be released later this month, with the conference backed by CLIA and organised in conjunction with **TD's** sister publication **Cruise Weekly**.

## Window Seat

**FOUR** Seasons Hotels and Resorts has launched a new culinary offering in the USA, that's a bit of a departure from its normal in-house eateries.

The "FS Taste Truck," is a new mobile kitchen which is taking to the streets in a promotional blitz visiting eight of the group's luxury properties, aiming to target a younger demographic.

The FS Taste Truck started its journey in Palo Alto near San Francisco, and will continue on to visit Four Seasons Hotels in Santa Barbara, Beverly Hills, Los Angeles, Westlake Village, Scottsdale and Santa Fe.

Meals are served on paper plates, but that's where the "no frills" style ends - options include sea bass and avocado paninis, and Italian caramel donuts called 'bombolini'.

## Independent travelling can be full of surprises...

Holidaying independently can be hard. You have to master tipping and timetables and carry your bags. Meanwhile, Cosmos clients enjoy complimentary breakfasts, top hotels and great savings.

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### Toqa appointment

**TOGA** Hotels has appointed Emma Fraser to the role of group director of marketing, after prior roles with Carlson Rezidor, Raffles, Jumeirah and Starwood.

### Excite bookings up

**EXCITE** Holidays has recorded a 61% growth in bookings to Europe and 22% for North America in Q2 of 2013, compared to the same time last year.

Maui saw the biggest jump of 96% more bookings by Australians, followed by London (up 80%), Las Vegas (50%), Paris (42%) and San Francisco (13%).

The B2B wholesaler also found clients were booking further in advance this year - an increase of 30% for bookings made up to two months ahead & 39% more bookings made four months out.

### Lon, Syd best cities

**LONDON**, Sydney, Paris, New York and Rome have been voted the top five "best" cities overall in the biannual Anholt-GfK City Brands Index, while Melbourne came in tenth.

Sydney was also named safest city in the world, with the friendliest people too, while it was ranked 2nd behind London for 'Fit in with Culture'.

In 2011, the index was topped by Paris, followed by London, Sydney, New York and LA.

The CBI measures the power and appeal of each city's brand image, as well as social and cultural environment, its physical look and feel, public services, educational and economic opportunities and its contribution to the world.



**ABOVE:** The AFL's airline sponsor Virgin Australia held a 1950s LA themed Grand Final Party last week involving its Victorian/Tasmanian sales team.

**Pictured** from left are Jodie Collins, Nicholas Aquilina, Melissa Train, Danielle Trimarchi, Andrew Chadwick, Mary Damic, Angelo La Mantia and John Andrews, with Felicity La Terra & Cassandra Gunn both in front.

### QVH South Aus push

**QANTAS** Holidays is offering a host of bonus inclusions for agents booking clients on South Australia holidays between 30 Sep-08 Nov 2013.

The specials include late check-out, wine on arrival, room upgrades and more.

Agents will also benefit, by earning double Trip points.

### TAM oneworld date

**ONEWORLD** has announced that TAM Airlines will join its airline alliance on 31 Mar 2014, the date after it ends ties with rival Star Alliance.

TAM serves 60 destinations in 16 countries in Latin America, the USA & Europe, plus it has a close relationship with LATAM Airlines Group, which includes LAN.

### Athens is in Greece!

**THANKS** to the multitudes of readers who picked up **TD's** error in yesterday's issue, and in order to restore world peace, we can confirm that indeed Athens is the capital of Greece, not Italy!

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**Blue Air on Hahn**

**HAHN** Air is enabling agents on Amadeus, Travelport (Galileo, Worldspan & Apollo) and Sabre to book flights with Romanian low-cost carrier Blue Air (OB), through the H-1 booking code.

OB is based at Otopeni Airport in Bucharest and operates to parts of Central and Western Europe.

**Contiki portal revs up**

**CONTIKI'S** recently launched enhanced website is proving to be a big drawcard for agents, with booking processing time reduced.

Global brand director Alastair Campbell told **TD** in Sydney last week the new portal provides greater clarity and a simplified booking process which is "massively faster."

**MTA key speakers**

**AFTA** CEO Jayson Westbury and *The Gruen Transfer* regular, creative engagement expert Dan Gregory have been confirmed as speakers at the Mobile Travel Agents conference on 11-13 Oct.

MTA brand ambassador Jessica Watson, networking strategist Robyn Henderson, and the founder of Guerrilla digital and communications agency, Eden Shirley, will also present.

The national conference will be held across Canberra (the first time outside of Queensland), and marks the formal introduction of new MTA ceo Don Beattie.

**Geckos Asia sale**

**GECKOS** has launched an Epic Asia sale, offering 14% off all Asia trips including tours running in South East Asia, Central Asia, India, Sri Lanka, Nepal and Tibet.

The offer applies to bookings made during the month of Oct, for travel 01 Jan to 30 Sep, using the promo code of '1485'.

**Hilton Marble Bar 120yrs young**



**HILTON** Sydney's iconic Marble Bar is 120 years old and last night the industry turned out to kick off a month-long celebration, with staff dressed in period costume.

The hotel has introduced a signature '120 cocktail' and is offering live music every day this month, and it has also unveiled a history wall displaying newly recovered doors and souvenirs from the original bar.

"Most bars have a life span of a few years, but the Marble Bar has managed to defy the odds, which is astonishing when you think that it dates back to 1893," said hotel manager Felix Busch.

Marble Bar has shaken many concoctions over the years and its bartenders will bring back forgotten classics like the 'Million Dollar Cocktail' and a "One Fifty Lashes" Pale Ale during the month, culminating in a Gatsby themed party on the last Sat.

**Pictured** at the event from

left are Felix Busch, Hilton Hotel manager; Stephanie Marousis, Hilton Business Event; Eric Melvold, Marble Bar bartender and Florencio Aimo, Hilton marketing manager.

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# APT showcases the Rockies



**MORNING** number one for APT's Western Canada famil (see right) began for participants, with the first APT Freedom of Choice Sightseeing experience enjoyed - the Banff Experience Tour.

Banff's Bow River and Johnstone Canyon are two of many highlights APT guests enjoy as part of the informative excursion.

The tour incorporates narration from local tour operator Sundog who informed the group about the history of the region, and included a visit to the Buffalo Nation's Luxton Museum where the agents heard from a local native.

The day also saw the group take on the famous Banff Gondola up Sulphur Mountain, riding to lunch at a height of 2,200+ metres, before taking the afternoon and

evening at leisure.

Many informative and entertaining stories of Banff's history were told throughout, ranging from silver-mining scams to how two men, both named Jack, won a game of poker and with it, the right to name one of the lakes, coining the body of water, Two Jack lake.

The group are **pictured** above in front of their APT coach.

## PHG 30% saving at 98

**PREFERRED** Hotels Group is discounting prices at select hotels by up to 30% on stays booked between 45 and three days prior to check-in, until 31 Dec.

Among the 98 hotels involved in the promo is the Prince Park Tower Tokyo - see [bit.ly/PHGdeal](http://bit.ly/PHGdeal).

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Wednesday 2nd Oct 2013

## DOJ surprises info

**POTENTIAL** airline partners American Airlines and US Airways are maintaining their argument to have the US Dept of Justice include past documents on other airline mergers into evidence for their court case (**TD 23 Sep**).

AA/US said the DOJ is "shielding themselves from providing discovery about prior airline mergers," and the factual records would reveal why the govt has changed its position on mergers.

## AEH holiday incentive

**AGENTS** are being enticed to book Asia Escape Holidays travel arrangements, with up to \$500 holiday vouchers up for grabs.

Bookings made between 01 Oct and 31 Dec will accrue AEH holiday vouchers which can be redeemed for personal travel.

To be eligible, consultants need to make a minimum of \$20,000 worth of Asia Escape Holidays bookings to receive a \$200 voucher, or \$30,000 for \$300, or \$50,000 for \$500 - for more info phone 1800 462 254.

# Travel Daily

on location in  
**Jasper**

Today's issue of **TD** is coming to you from Jasper National Park in Canada, courtesy of **APT**.

**SETTING** off before daylight, our group of agents bid farewell to Banff and headed north to Jasper.

Prior to that, breakfast and a site inspection took place at the majestic Fairmont Chateau Lake Louise. Normally, APT groups spend at least one night here, and often two, at this fabled property, positioned on the banks of the lake with Victoria Glacier behind. Agents had time to wander around its front boundaries at their leisure. On this occasion, only a few hours were possible, however this was ample time to realise we were in a truly special place.

After a brief stop at nearby Moraine Lake, we settle in to drive the stunning Icefield Parkway, keeping an eye out for wildlife, including bears.

The afternoon was spent riding the Icefield Explorer, where the group ventured onto Athabasca Glacier prior to reaching Jasper and sitting down to the included dinner this evening.

For a range of photos from today's activities, see **Travel Daily** on Facebook - [CLICK HERE](#).

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Daily	EK434	10:25	06:40

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## Qantas yields dip

**QANTAS** says that its year-to-date group yields are lower due to weaker demand in the leisure and regional segments, while international yield also fell due to "continued competitor capacity growth" and more availability to Asia after the shift of its European hub to Dubai.

According to QF's Aug statistics released today domestic mainline pax numbers fell 3.5%, while international figures rose 6.8%.

Virgin Australia's Aug figures, published yesterday, showed a 6.5% lift in domestic pax and a year-on-year yield improvement.

## UK healthcare advice

**SMARTTRAVELLER** has updated information about the reciprocal health care agreement between Australia and the UK.

The advice explains the parameters of free NHS hospital and GP treatment, how to register with a GP, and which types of treatment are not covered under the agreement.

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## Australia top 5 for Oregon



**TRAVEL** Oregon and its partners at Travel Portland know how to celebrate the region's growing popularity down under - with plenty of its famous pinot noir, Bridgeport beer, pulled pork and fried chicken.

Last night's Sydney event at the American-themed Hartsyard restaurant in Newtown, kicked off a week-long trade mission hosting more than 100 industry partners and wholesalers around Australia and New Zealand.

Lisa IteL, global sales manager, the Americas & Oceania at Travel Oregon revealed that Australians have become the state's major international visitors.

"We are really new to this market but Australia is in our top five overseas markets," she said.

Representatives from Oregon and Rocky Mountain states will today co-host another event in Melbourne at Bluestone bar, before flying to Auckland later in the week to showcase the growing appeal of these destinations.

"Oregon appeals to adventure seekers who love to hike, cycle, kayak and explore, and we have great wine, craft beers and award-winning food trucks that

we know Australians will love too," IteL said.

**Pictured** here at last night's event are Simone Bezzina, Scenic Tours; Monique Roos, US Consulate; Andrew Hutchinson, United Vacations/Pinpoint; Heather Anderson, Travel Portland and Corey Marshall, Travel Oregon.

## Tourism 2025 in NZ

**TOURISM** New Zealand has endorsed the Tourism Industry Association's new framework 'Tourism 2025 - Growing Value Together'.

Launched at TIA's annual summit in Wellington, the national strategy was developed with leaders of both the private and public sectors to help unite the tourism industry with the common objective of long-term, value-based growth.

"The results provide the 'big picture' thinking that the whole industry can come in behind," TNZ ceo Kevin Bowler said.

He added TNZ would continue to work closely with TIA to identify "new or strengthened initiatives that can maximise tourism's contribution to New Zealand's economic well-being."



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## EK breaks-in transatl

**EMIRATES** has inaugurated new services between Europe and the USA overnight, with its first flight launching across the transatlantic between Milan and New York JFK. The Arab carrier already served both ports from Dubai but said a route linking the two cities would cater for the underserved link.

It's addition means Emirates now operates thrice daily to JFK.

**MEANWHILE**, the Air Line Pilots Association International (ALPA) claims EK's transatlantic route could be detrimental for the US.

"Clearly, this is the beginning of a dangerous trend by state-owned foreign carriers, one that threatens US jobs, US passengers and ultimately the future of the US aviation system," ALPA said in a statement overnight.

## JTG conference update

**JETSET** Travelworld Group has released further details of its upcoming Owners and Managers Conference (15-17 Nov) and Corporate Conference (14-15 Nov) which are taking place at the Melbourne Convention and Exhibition Centre.

As well as a presentation from Qantas ceo Alan Joyce as exclusively flagged last week (**TD** 27 Sep) speakers will include Accor Asia Pacific chief operating officer Simon McGrath.

JTG ceo Rob Gurney will provide a full update on the company's progress towards the new helloworld brand, and delegates will also be able to walk through a full-size "in-store experience" featuring the new brand.

He said that more than 600 agents had already confirmed their attendance at the event - info at [omconference.com.au](http://omconference.com.au).

JTG will also hold a company-wide Frontliners Conference on the Gold Coast from 06-08 Dec - see [frontlinersconference.com.au](http://frontlinersconference.com.au).

## TA promotes Droga

**KATHERINE** Droga has moved up the ranks to Tourism Australia's executive leadership team as its new general manager destination development.

In her new Sydney-based role, Droga will lead a team responsible for industry development, investment attraction and aviation capacity as well as running TA's Indigenous tourism, Best of Australia, national landscapes and trade events programs.

Droga, who joined TA in 2005 and was appointed last year as general manager partnership development, replaces Craig Davidson who left TA in Aug.

## Ethad daily to SGN

**ETIHAD'S** inaugural daily flight to Ho Chi Minh City took off yesterday - the first ever commercial passenger service between Abu Dhabi and Vietnam's commercial capital.

The service will add around 3,700 new seats a week.

## Jewel christened

**SCENIC** Tours has announced an official christening ceremony for its 7th 'Space-Ship' was held on 26 Sep in Rudesheim, Germany, 5 months after her maiden voyage.

*Scenic Jewel* was christened by Scenic Club Emerald member Jennifer Perry in Apr.

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## WIN A TRIP FOR TWO TO IRELAND

Throughout October, **Travel Daily** is giving readers the chance to win a fabulous holiday to Ireland, courtesy of **Tourism Ireland, Etihad Airways, Avis, Ashling Hotel- Dublin, Manor House Hotels & Irish Country Hotels** and the **Beech Hill Hotel - Derry-Londonderry**.

The prize includes:

- Return economy airfares for 2 people to Dublin flying Etihad Airways;
- 9 nights' accommodation (twin share) including breakfast daily;
- 7 days Avis standard car hire in Ireland (pickup & return to Dublin).

Every day **Travel Daily** will ask a different Ireland-related question - just read the issue and email us your answer. There will be 22 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 fantastic holiday to Ireland.

Email your answers to: [irelandcomp@traveldaily.com.au](mailto:irelandcomp@traveldaily.com.au)

Plus, two runner ups will receive an 'Ireland goodie pack', including Lonely Planet Ireland guide, Lonely Planet Dublin guide, Lonely Planet Irish Language & Culture guide, Lyndey Milan DVD, neck pillow and post-it notes.



Q.2: What is Ireland's new website url?

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