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Travel Daily

First with the news

Wednesday 4th September 2013

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QR incentive

CONSOLIDATED Travel and Qatar Airways are offering the top selling agent of QR tickets this month a major prize of flights for two anywhere on the airline's extensive global network.

There are also weekly prizes of Westfield vouchers - see **page 10**.

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One&Only into Australia

KERZNER International's One&Only Resorts will for the first time establish a presence in Australia, with the group to take over management of Hayman Island (**TD** breaking news).

Mulpha Australia executive chairman Seng Huang Lee today announced the move, which does not involve any ownership change for the island or the resort.

"Hayman has long been acclaimed as an iconic Australian resort and Kerzner is the perfect partner to herald in a new era for the resort under their One&Only brand," he said.

There are currently seven One&Only properties worldwide, located in South Africa, Mexico, Dubai, Mauritius, the Bahamas and the Maldives, with new resorts planned for Sanya, China and Montenegro.

The Kerzner portfolio also includes the iconic Atlantis Resort in Dubai and the Mazagan Beach

Resort in Morocco.

One&Only caters to "the most discerning travellers around the globe," with Mulpha saying the new brand will bring a "renewed sense of vitality to the island" which will open under the new brand in Apr next year.

Kerzner International ceo Alan Leibman said "my personal commitment is to make One&Only Hayman Island a 'must stay' for the well-travelled to explore the wonders of this magnificent destination".

Hayman's Pool Wing will relaunch after the makeover with new all-suite accommodation.

Eight pages of news

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

- AA Appointments jobs
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Tiger dining options

TIGERAIR has launched a new system which allows passengers to pre-purchase "combo meal deals" when they book flights.

The move coincides with the new "Tiger Bites" inflight menu which now includes hot breakfast items as well as merchandise.

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Bill Peach farewell

A **CELEBRATION** service for the late Bill Peach OA will be held on Thu 12 Sep at the Tattersalls Club, Level 2, Sydney between 5-7pm. Trade partners wishing to attend should RSVP on 1800 252 053 or info@billpeachjourneys.com.au.



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VA booking enhancement

VIRGIN Australia is introducing a suite of 'Travel Extras' in a bid to simplify the way trade partners make transactions for clients.

The move aims to "significantly enhance our trade partners booking experience," VA says.

Effective tomorrow, agents will be able to add or update Travel Extras online via the Virgin Australia portal, even if booked via GDS, WEB or API, "allowing self-fulfilment & reduced transaction times for customers."

"For the first time, you will be able to access Travel Extras for any Virgin Australia booking made via any distribution channel on our website," VA said in a memo.

Among the additional products which can be pre-selected or pre-purchased prior to travel is

seat selection and prepaying for extra legroom seating, additional baggage and carbon offset.

"This change is part of the ongoing enhancements designed to make it easier to sell and manage bookings with Virgin Australia," the carrier said.

The functionality means agents will not need to call the VA Guest Contact Centre to add the items for the majority of bookings.

Agents can access the Travel Extras under the 'Manage Your Booking' tab on the home page.

A range of criteria is required to add Travel Extras to a booking online, including the PNR: has not been purged on VA's side; has at least one unflown segment; does not have any ARUNK segments; is not a Velocity Redemption booking and does not have over nine pax.

Once Travel Extras are bought online, agents will need to contact the VA Guest Contact Centre for additional sales.

However, a downside of the move is that passengers who have purchased private/wholesale fares with IT ticketing will be able to see the amount paid to VA by their travel consultant & not the price they paid to the agent.

"This is unfortunately unavoidable due to system limitations," Virgin said, adding it is no different to the previous Reservations System.

More details on VA's booking enhancement at bit.ly/VAtravext.

Peru comp winner

PEREGRINE has announced the winner of last month's trade comp which featured exclusively in **TD** as MTA Travel's Alice Wilson.

Alicia has won a Peregrine Adventures tour for two to Peru, with flights provided courtesy of Aerolineas Argentinas.

Her winning entry to describe her favourite Peruvian destination and why was: *"Drift away from reality in the tranquil cloud forests of Manu Reserve. Perfect for nature lovers, birdwatchers, photographers. Lucky visitors see jaguar, tapir and sloth!"*

Nand joins Excite

EXCITE Holidays has appointed Walter Nand as one of its new business development managers for NSW/ACT.

Nand has over 20 years trade experience, including a stint as APT's NSW state manager.

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Arrivals, departures still growing

SHORT term resident departures increased 0.7% month-on-month in Jul, with ABS figures released today showing outbound passenger numbers up 7.8% over the last 12 months.

NZ was the top destination with 93,400 Aussies crossing the Tasman - up a healthy 10.5%, just ahead of Indonesia in second place with 85,900 departures.

About 71,000 Aussies went to the USA during the month, up 12.3% year-on-year, while outbound travel to the UK also surged 22% during the month.

Other fast growing outbound destinations included Singapore, up 11.3% with 31,900 Australian travellers, and Italy with 19,200, up 17% on Jul 2012.

Short term arrivals increased 0.2% during Jul, and are up 3.8% compared to Jul 2012.

The top market was NZ with 116,600 Kiwis visiting Australia, the same number as in the

corresponding month in 2012, while China surged 17.9% to 72,500 arrivals.

The USA was Australia's third biggest inbound market in Jul, up 1% to 41,000 arrivals, while the UK also jumped 5.5% to 37,300.

There was also an increase of 9.9% in arrivals from Hong Kong during the month, which was in eighth place at 17,600 travellers.

Deals.com.au in TCF

ONLINE group buying firm Deals.com.au has joined the Travel Compensation Fund, with a TCF update showing the firm is one of five new head offices and five branches added over the last couple of weeks.

Additions include Cruiseabout Armadale Vic, Escape Travel Melton Vic, Runaway Bay Cruise & Travel in Runaway Bay Qld and a new Harvey World Travel branch in Corio, Vic.

BA 787 to Austin

BRITISH Airways will introduce the first nonstop transatlantic flights between London Heathrow and Austin, Texas from Mar 2014.

Utilising 787 *Dreamliner* aircraft, BA will initially operate the route on a five times weekly basis prior to ramping up frequencies to a daily service later in the year.

BA executive Sean Doyle said the new route presents business growth across the Atlantic for the thriving technology sector.

AUS will be the British flag-carrier's third hub in Texas, after Houston and Dallas/Fort Worth.

MEANWHILE, BA has this week inaugurated its first 787 services across the Atlantic, flying from London to Toronto on 01 Sep.

Andaz Maui opening

UPMARKET Hyatt brand Andaz has officially opened its 10th property globally, the 297-room Andaz Maui at Wailea Resort & Spa on the Hawaiian island.



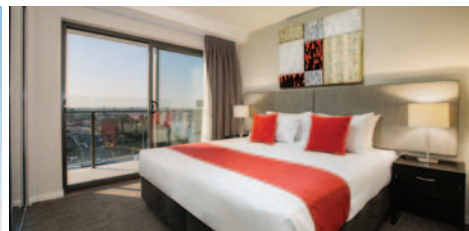
Window Seat

UNWITTINGLY emphasising a conversation point using hand gestures can get you in serious trouble, a new poll has found.

According to a TripAdvisor survey of 3,733 respondents, more than 80% of Brits polled did not know that the "sign of the horns", which is often used at a rock concert, is actually highly offensive in countries such as France, Spain and Italy.

What's interesting is that more than 1 in 10 survey respondents in those same three countries admitted to being unaware that the "two-fingered salute" can be construed as an insult itself.

It could result in more Brits getting in trouble while overseas, with two-thirds saying they often used hand gestures to help them communicate.



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CHC psyched for groups again

CHRISTCHURCH & Canterbury Tourism says the official re-launch of the Novotel Christchurch today paves the way for the city to host larger groups and conferences, as it continues its recovery from the Feb 2011 earthquake.

Last month the Novotel, Heritage Cathedral Square, Quest Apartments and Hotel 115 all opened, adding 300 new guest rooms in the Christchurch CBD.

The 136-room Latimer Hotel will add further room inventory in Sep.

Next May, the room number will jump even higher when the 171-room Rendezvous Hotel Christchurch debuts.

Further afield, the Copthorne Hotel Commodore has added 25 new guest rooms & suites and the Airport Gateway Lodge has opened 32 new boutique suites.

CCT chief executive Tim Hunter yesterday said the openings signalled "big progress" for the region's tourism sector.

"This month marks an exciting milestone in our goal to bring business, leisure and conference visitors back to Christchurch," Hunter said.

"We now have the capacity to host many more international and domestic visitors and we're rolling out the welcome mat."

Confirmation of the new Convention Centre, slated to open in Q1 2017, should provide the stimulus for other hotel investors to proceed with their proposed developments, he said.

In addition to the new hotels, hospitality venues such as restaurants and bars continue to open, with the number of outlets now at more than 80% of pre-quake levels.

Hunter added that 'wow factor venues' such as the recently opened Cardboard Cathedral "are really exciting visitors, who want to see more of our progress [to rebuild] first hand."

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Jetstar Hong Kong planning 129 routes

JETSTAR Hong Kong has applied to operate services for up to 129 routes across Asia, the *Airline Route* website is reporting.

According to papers published by the Licensing Authority of Hong Kong, the carrier - which is yet to receive an Air Operator Certificate from local authorities - is plotting services to 13 countries.

Among the nations Jetstar Hong Kong says it will fly to from its hub are Cambodia, China, Indonesia, Japan, Korea, Laos, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand and Vietnam, as well as the Micronesian cities of Guam, Saipan and Koror.

In China, the LCC has earmarked 48 destinations (including Beijing, Shanghai & the Inner Mongolian city of Baotou), in Japan it wants to fly to 27 airports (including Tokyo Narita and Tokyo Haneda), while in Indonesia & Philippines it is hoping for eight hubs in each.

EY/KE US codeshare

ETIHAD Airways and Korean Air are seeking a blanket statement of authorisation to codeshare on flights between the Republic of Korea and US, effective 16 Sep.

TRAVELtech winners

CONGRATS to Stephen Morrow of BCD Travel and Kate Shilling of Qantas Holidays who are the winners of a double two-day pass to TRAVELtech, valued at \$1,500.

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VA LAX, NAN changes

VIRGIN Australia is altering the departure times of some of its international services on 27 Oct, to improve connectivity between international & domestic services.

Flight times to Los Angeles and Nadi are primarily affected.

Changes will see VA's flights either depart 20mins earlier or up to 2hrs later than scheduled.

VA is forewarning agents the adjustment may impact pax with onward connections on the global Virgin Australia network.

Bookings with misconnections onto Virgin Australia or VA partner services are able to switch to the next best connecting flight to match the revised schedule free of charge.

Air traffic demand up

GLOBAL air passenger demand continued to grow in Jul according to official statistics from IATA, with a 5% year-on-year spike reported against 5.5% increase in capacity.

As a result, average load factors declined by a slight 0.4% to 82.4%.

Emerging markets continued to lead the way, with Asia-Pacific carriers posting a 6.3% pax jump.

FQ student allowance

REGIONAL carrier Brindabella Airlines has introduced a baggage allowance of 30kgs for full-time students with appropriate ID.

The allowance applies on all FQ flights within one week either side of a recognised school term.



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The role will involve generating new clients while managing existing clients in Victoria, South Australia, Western Australia & Tasmania. Your territory will include key retail, wholesale and inbound agents with the challenge of continuing these long term client relationships while seeking new opportunities to drive sales.

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Macau Buzz Night for Flighties



THE Macau Government Tourist Office hosted a Flight Centre NSW product management team Buzz Night in Sydney last Fri.

MGTO marketing manager Ben Zaubzer provided attendees with an informative presentation on

KQ JKIA ops normal

KENYA Airways is advising that all its departing & arriving flights to/from Nairobi Jomo Kenyatta International Airport are now operating as scheduled following last month's fire at the facility.

MEANWHILE, KQ is launching thrice weekly nonstop Boeing 777-300ER flights from Nairobi to Guangzhou, effective 19 Nov.

The new jet will be delivered to Kenya Airways in mid-Oct.

Sunrise on Hamilton Is

THE entire team from the Seven Network's breakfast show *Sunrise* will broadcast live from Hamilton Island on Fri, where the first ever live wedding will be televised.

Sunrise weather reports from the Great Barrier Reef island will also be aired tomorrow morning.

Macau - the same destination for Flight Centre's 2014 global ball.

Pictured with Zaubzer (far left): are Lisa Zahra, Brent Saunders, Brett Massingham, Chris De La Torre, Chris Fenton, Chris Neill, David Key, Heather Pryde, Jasmine Davies, Joanne Davies, Luke Webster, Mark Starr, Mat Kelleher, Michael Kubler, Nathan Salhani, Peter McDougall, Sharon Dalitz, Timothy Jackson and Wayne Sorridimi.

CCC Accreditation

CAPTAIN Cook Cruises has unveiled a revamped version of its Accreditation Program for travel agents, cruise specialists, wholesale and inbound front-line selling staff and others.

Participants completing the course gain access to exclusive marketing deals & industry rates.

The program consists of two modules on Sydney Harbour and Murray River cruising, with each taking about 10mins to complete.

Agents need a pass mark of 90% to earn accreditation in the scheme - see www.bit.ly/cccap.



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We put the Leisure in Pleasure

Swissotel Sydney looking swish



THE Swissotel Sydney is set to expand, with a refurbishment currently in the planning stages which will add a further 11 rooms

to take its total offering to 370.

The move was confirmed yesterday by director of sales and marketing Ross Buchanan, who said construction of the upgrade is expected to commence in Apr next year, with the extra rooms to be added on level 24 in place of the former executive lounge, which has now relocated to just above the reception level.

The Swissotel's Just Pure Bistro (JPB) has unveiled its new Spring menu created by executive chef Stephan Tseng, which continues its ongoing theme of "farm to fork" with local produce and the freshest ingredients.

The group's Asia-Pacific director of public relations, Susie Lim-Kannan, was also in attendance and revealed that her role has just been expanded beyond Swissotel to also encompass the Fairmont and Raffles brands.

The Sydney Swissotel is the company's only Australian property at this stage, with Sydney, Brisbane and Melbourne considered as key feeder markets for the worldwide portfolio.

Swissotel is also growing rapidly, with 13 new additions globally over the next two years including a new hotel in Sochi, Russia just in time for the Winter Olympics.

Pictured above from left are Susie Lim-Kannan, Ross Buchanan and Swissotel Sydney marketing manager, Lauren Kekwick.

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This week *Travel Daily* has teamed up with inPlace Recruitment to give five readers the chance to win a \$100 prepaid Visa Card to spend online or in a store of your choice!

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Congratulations to yesterday's lucky winner, Angela Darr of Flight Centre Plaza Parade.



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QF/9W HKG codeshare cleared

QANTAS has received approval to allow Indian carrier Jet Airways to codeshare on its allocation of 25 frequencies from Australia to Hong Kong (*TD* 20 Aug).

The International Air Services Commission yesterday ruled in favour to authorise QF to provide joint services "with a wholly-owned subsidiary of Qantas and with Air France."

The IASC also noted that the proposed codeshare will have "minimal competition impact"

on the Australia-Hong Kong route as Jet Airways will not be selling seats on the route.

9W currently codeshares on QF metal between Australia and Singapore, while QF codeshares on Jet Airways' Delhi and Mumbai to Singapore services.

According to the IASC's verdict, Qantas is also planning to begin codesharing on the Mumbai-Hong Kong route in the future.

QF's competes on the Australia-India route with Singapore Airlines, which held 38% of traffic for the 12 months ending Jun, Malaysia Airlines (19%) and THAI Airways International (16%).

"In the Commission's view, allowing Jet Airways to codeshare on Qantas-operated services between Australia and Hong Kong will enable Qantas to compete more effectively with services offered by other airlines on the Indian route," IASC executive director Marlene Tucker said.

SkyCity acquisition

SKYCITY Entertainment Group has purchased sites adjacent to the planned New Zealand Int'l Convention Centre at 85 & 91 Hobson St, Auckland for NZ\$10.6m.

The binding agreement comes as SkyCity prepares to begin development of the new state-of-the-art facility, which is slated to operational in 2017.

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Luxury buyers come together in a luxury setting

MORE than 300 buyers and 148 exhibitors are attending the Luxperience 2013, which closes at Sydney's Overseas Passenger Terminal in Circular Quay today.

The event began with a Thought Leaders session at Sydney Town Hall on Sunday evening.

NSW Minister for Tourism George Souris officially opened the event and gave an overview of tourism events in the state.

On Mon night, Tourism Australia supported a swanky reception for all Luxperience attendees, held at the Sydney Opera House.

Helen Logas, ceo of Luxperience told the audience that Luxperience is a global show with Australian foundations.

Logas added the changes made to the show - running for the second time in 2013 - included new matching software to help ideal buyers and sellers locate each other.

Further changes included a boost to institutional support including expanded investments from The Star, Virgin Australia, TeamEvent, Restaurant Associates, Tourism Australia, City of Sydney, Aria Catering, Tourism New Zealand, Air New Zealand, Tourism Thailand, Tourism Malaysia, Sabre Pacific, South African Tourism, Decorative Events and Exhibitions and Cruise Bar.

Going forward, Logas outlined the many innovations to be rolled out for the Luxperience event in the coming year, including a new series of pop-up events to be held in cities around the world including New York, London, Sao Paolo and Beijing.



LEFT: Michelle Papas; Lindy Andrews; Helen Logas & Ruben de la Fuente of Luxperience enjoying their colourful surroundings.

RIGHT: Luxperience Director of Operations Portia Brown second from left with luxury travel buyers from South America at Luxperience Thought Leaders Forum.

BELOW: Alexandra O'Connor of Virgin Australia and CEO Of Luxperience Helen Logas at the opening of the 3 day business sessions. Virgin is major partner of Luxperience.



RIGHT: Madeline Nieuwenhuizen of Aria Catering addresses the delegates at the Luxperience Official Opening Event at the Sydney Opera House.



ABOVE: CEO of Luxperience Helen Logas and MD of Tourism Australia Andrew McEvoy at the Luxperience Official Opening Event at the Sydney Opera House.

BELOW: Restaurant Associates delighted delegates at the Luxperience Thought Leaders Forum with truffles, caviar, lobster and champagne.



LEFT: International buyer delegates at the Luxperience Official Opening Event.



RIGHT: Guest Speaker at Luxperience Thought Leaders Forum Lin Xu CEO of China Luxury Travel Network.



LEFT: Associate Editor of the Australian Financial Review Andrew Cornell; NSW Minister for Tourism George Souris and Luxperience ceo Helen Logas.



LEFT: Enjoying some of the fine canapes and beverages is Sam Lee of Luxperience with global delegates from Asia at Luxperience Thought Leaders.



ADL, AKL laud Jetstar

BOSSSES from both Adelaide & Auckland Airports have welcomed Jetstar's decision to launch flights between the two cities (**TD** yest).

ADL managing director Mark Young said the new service would offer passengers a choice to the existing six weekly flights already operated by Air New Zealand.

Auckland Airport's Glenn Wedlock added he hoped to see strong growth in arrivals from SA.

Abu Dhabi stays rise

OVERNIGHT hotel and hotel apartment stays in Abu Dhabi have soared 10% between Jan-Jul compared to the corresponding seven months last year.

Abu Dhabi Tourism & Culture Authority reported guest nights were up 23% to 4.8m nights, with the top source markets being India, UK and Germany.

MEANWHILE, the Abu Dhabi Louvre project has taken another step forward after its developers signed a \$113m deal with Drake & Scull International for mechanical, electrical and plumbing works.

Currently under construction on Saadiyat Island, Abu Dhabi Louvre is slated to open in 2015.

WIN A COSMOS INDIA TOUR FOR TWO

During September, **Travel Daily** is giving one lucky travel consultant reader and their travelling companion the chance to win a 7-day Golden Triangle **Cosmos** India tour, valued at up to \$5000 per couple.

The winning agent will enjoy:

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Week 1

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Plus, a weekly prize of a bottle of Moët & Chandon champagne will be up for grabs for the cleverest caption received each week...so keep an eye out in **Travel Daily** each Tuesday to see if it's you!



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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.



Pullman Melbourne Albert Park has unveiled the fruits of its recent transformation labours, highlighted by new LED colour control lighting and pin-spot technology added to its conference centre. In addition, new operable walls, carpets and bathrooms have also been upgraded. The property's 169 rooms are also undergoing a makeover, which will see a new Executive Lounge launched.



Iconic Los Angeles property **The Beverly Hills Hotel** has launched a newly restored pool area complete with a redesign of its historic cabanas. A new pool terrace has been added, along with modifications to the Cabana Cafe. The poolside dining venue now boasts a new show kitchen compete with pizza oven, new bar area and improved lighting & heating as part of a new dinner service.



Eighty brand new studio, one, two and three bedroom serviced apartments make up the recently opened **Quest Wodonga**. Opened in response to growing demand for business and conference accommodation in the area, the property includes the Quest standards in a pool and gym with all apartments furnished with full kitchen & laundry. A full business lounge and conference centre form additional highlights.

TA Instagram record

TOURISM Australia's Instagram profile has been recognised as the most followed holiday destination in the world, with over 200,000 fans globally.

The @Australia profile has over 8 million likes, 100,000 comments, while the hashtag #seeaustralia features over 350,000 photos.

MD Andrew McEvoy said people travelling through the country are "powerful advocates" for selling the destination to the world, especially via social media channels such as Instagram.

"Instagram is an ideal social media platform to accentuate Australia's credentials as a holiday destination as it is purely image-based, allowing fans to post photos in real-time and showcase what makes Australia a unique and special place to visit," McEvoy said yesterday.

CZ move to new digs

CHINA Southern Airways has expanded its Perth presence, moving into new offices in East Perth in the Fraser Suites building in East Perth, located at Suite 4, Level 2, 3 De Vlamingh Avenue.

Digital detox holidays

AN AUSTRALIAN Africa holiday specialist is reporting a significant increase in the number of clients seeking technology-free getaways.

It comes following the release of a poll by holiday rental site Stayz which showed 50% of Australians logged on to social networks at least once a day whilst away.

In response, African Ubuntu Safaris has launched an 11-day safari in Zambia that travels through technology "dead zones" with no mobile phone reception, wi-fi or televisions.



HOT ROLES OF THE WEEK

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The logo for Infinity Holidays features the word 'infinity' in a bold, blue, lowercase sans-serif font with a trademark symbol. Below it, the tagline 'MAKING HOLIDAYS EASY' is written in a smaller, blue, uppercase sans-serif font.

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