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# Travel Daily

First with the news

Thursday 10th April 2014

## COOK ISLANDS



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## Quiktravel launch

**CONSOLIDATED** Travel will next Mon officially launch a new web-based system called Quiktravel.

Designed for travel consultants, Quiktravel encompasses the Quikfares and Quicket fare search and booking engines, and will enable agents to see fares for all airlines on a single page.

A new dashboard also offers tools and features to help agents manage their bookings - see **p4** & [www.consolidatedtravel.com.au](http://www.consolidatedtravel.com.au).

## Scenic innovations hailed

**AUSTRALIAN-OWNED** cruise tour operator Evergreen Tours - a division of Scenic Tours Group - has earned kudos from Dutch shipbuilder Shipyard De Hoop for breaking new ground in river cruise ship design.

The company knows the field well, having built around 60 river cruising vessels since the 1980s.

Yesterday, Evergreen Tours was officially handed the keys to its first Emerald Waterways 'Star Ship' by De Hoop at a ceremony in Amsterdam - the 92 suite and room *Emerald Sky*.

Shipyard De Hoop ceo Patrick Janssens heralded Scenic Tours

Group owners - the husband & wife team of Glen & Karen Moroney (who also designed the Scenic 'Space Ships') - for heading the industry in forward-thinking design and innovation.

Janssens said tailoring *Emerald Sky's* design to the Moroney's needs had "not been an easy ride", but the end product had pushed the boundaries through improved steel build tolerances, new hull design, and other "features & gadgets", while creating lower noise levels.

"It had to be done in the best way possible and there was no excuses for second best."

"This ship really sets a new standard in many ways," he said.

Janssens admitted to **TD** the creation of *Emerald Sky* had its share of "challenges" but said the end product maintained the evolution of river cruising.

See **page 5** for more from *Emerald Sky's* launch.

### Another big issue

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

- AA Appointments jobs
- Renault Eurodrive
- Merlin Entertainments job
- AFTA NTIA tickets

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## Flight Centre ATAS pledge

**FLIGHT** Centre ceo Graham Turner this morning confirmed the company would join the AFTA Travel Accreditation Scheme (**TD** breaking news), which he said is a "superior option to the old Travel Compensation Fund".

As well as causing significant administrative red tape for Flight Centre, Turner said the TCF regime had also prevented the company from controlling its own balance sheet.

He congratulated AFTA and the government for the progress that had been made towards developing and implementing the new system, saying it would help address the "unlevel playing field" of the TCF which placed an unfair financial burden on Australian travel agents while exempting overseas operators and airlines from regulation.

Turner also said Flight Centre supported AFTA's view that supplier insolvency insurance should not be mandatory, saying participants are free to take whatever steps they wish to protect their customers.

"If they truly see value and a

point of difference in insolvency insurance, they can also elect to take out policies at an individual or group level," he said.

AFTA welcomed Flight Centre's endorsement of ATAS, with gm accreditation Gary O'Riordan saying this meant Flight Centre would now be evaluated on key areas such as business disciplines, solvency, training and compliance.

**MEANWHILE** TravelManagers ceo Barry Mayo is continuing to call for further debate about the detail of the scheme, with concerns over the impact of an agency collapse on the wider industry community - **see p4**.

Tell us what you think - email [atas@traveldaily.com.au](mailto:atas@traveldaily.com.au).

### Aqua signs with UTC

**SMALL** ship adventure cruise operator Aqua Expeditions has engaged the Unique Tourism Collection as its representative in the Australian and NZ markets.

The line operates Amazon River cruises and will shortly launch a new Mekong vessel.

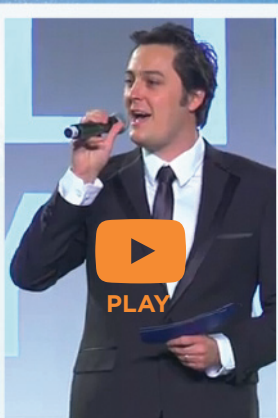
More appointments on **page 8**.

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## Barcelona suites

**MANDARIN** Oriental Barcelona has announced the addition of 17 new suites and five rooms to its inventory, bringing the property's total room count to 120.

The expanded inventory is now available for booking.

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## Qantas Platinum Dinner



**QANTAS** last week hosted its 11th annual Platinum Club dinner in Sydney, recognising its top selling travel agents from across the country.

The Platinum Club members were entertained by 2012 *X Factor* winner Samantha Jade, with senior Qantas executives thanking them for their ongoing commitment and contribution to the carrier.

**Pictured** above at the event are, from left: Barry Mayo, TravelManagers chairman; Qantas executive manager, customer & commercial relationships Steve Limbrick; Phil Hoffmann, md Phil Hoffmann Travel; Digby Warren from Journey Masters; John Simeone, QF head of business Account Management; and Kylie Reynolds from the Qantas promotional team.

## Health niche operator

**UK-BASED** online travel firm 'Health and Fitness Travel' has officially launched an Australian operation, offering "tailor-made healthy holidays worldwide".

The company was established in 2010 and provides a wide range of active and well-being getaways via a website which offers the ability to browse by destination, time of year or specific health and fitness experiences.

The new Australian operation has been co-founded by local director Samantha Lippiatt.

## Window Seat

**DISNEY** Destinations has announced what it's describing as the first ever "online global sing-along" to celebrate the 50th birthday of its famous *It's a Small World* ride, which debuted at the 1964 New York World's Fair.

For the uninitiated, *It's a Small World* is an iconic ride in which guests gently float through different parts of the globe to the accompaniment of amazing animatronic figures singing the unforgettable song of the same name.

Today marks the official diamond anniversary of the ride, which moved to Disneyland Resort in California in 1966, and now features in all five of Disney's theme parks.

According to *USA Today*, the famous tune plays more than 1200 times each day.

The celebration is being commemorated via a special website at [smallworld50.com](http://smallworld50.com), where fans have already uploaded hundreds of videos of themselves singing the song.

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Sean Simmons Travel Pty Ltd are very excited to announce that for the 2nd year in a row we have been nominated in TWO categories for the:

**2014 AFTA National Travel Industry Awards**

Our nominations are:

**Best Travel Agency – Corporate (Single Location)**

**Best Travel Agency Manager – Corporate (Sean Simmons)**

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Best Agency Support Service  
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## 2014 AFTA National Travel Industry Awards

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Spirit of Australia



## Sonaisali bargain

**WORLD** Resorts of Distinction is offering a massive 60% discount on contracted wholesale rates for stays at Sonaisali Island Resort in Fiji, valid for stays through until 31 May - including Easter.

The deal can be combined with the resort's all-inclusive dining tariffs and has no minimum stays and no blackout dates.

It's available via all major wholesalers until 19 Apr.



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Category 13: Best Niche Wholesaler  
Voting closes 5pm, 17 April.

## G adds departures

**G ADVENTURES** this morning announced the addition of extra capacity on 16 of its best-selling tours in 2014 and 2015, with the move spurred by a whopping 40% growth in the Australian market for the first quarter of the year.

The expansion equates to 22,000 additional pax, which the company said was a 37% increase in capacity across the itineraries which include South America and South-East Asia.

Local chief Belinda Ward said the new departures would help agents sell more, "as there will always be space to meet the demand from their customers.

"We're proud to be offering more opportunities for Aussies and Kiwis to go out and see the world," she said.

The move follows last year's G Adventures introduction of 100% guaranteed departures which Ward said was also a key way the tour operator is supporting the travel agency community.



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## ATAS "utmost concern" - Mayo

**TRAVELMANAGERS** chairman Barry Mayo has again expressed misgivings about the details of the AFTA Travel Accreditation Scheme, continuing to urge "robust discussion and debate" about the new system which comes into effect on 01 Jul.

"We understand and support ATAS is the future, however we do not want to see a flawed ATAS weaken the consumer's perception of travel agents and their confidence in organising their travel through a travel agent," he said.

Mayo said TravelManagers had been engaging directly with AFTA and other organisations since 2009 about the future of industry regulation, but an ongoing failure to address some issues means "we have little option but to continue to raise these concerns in a public forum".

Last week, AFTA ceo Jayson Westbury accused

TravelManagers of "old thinking for times past" (TD 01 Apr), and Mayo this morning issued a rebuttal of the arguments raised.

He's particularly worried about the effect on smaller agents of any collapse under the new regime, which will see consumers out of pocket and potentially seeking redress through the media - unlike the current situation where the TCF makes immediate payouts.

This, Mayo argues, could be addressed by making insurance a compulsory component of ATAS - a move which was soundly rejected by Flight Centre ceo Graham Turner today (see p2).

He said other aspects of the scheme including the low cost of entry and weakened financial requirements "only emphasise further the need for consumer protection".

Tell us what you think - email [atas@traveldaily.com.au](mailto:atas@traveldaily.com.au).

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## Emerald Waterways is born!



**EMERALD** Waterways set sail on its first ever European cruise yesterday with a shipload of travel agents on an educational departing Amsterdam.

*Emerald Sky* was welcomed into the Scenic Tours Group stable of ships after a launch ceremony, and is exclusively sold through Evergreen Tours.

**Pictured** on *Sky's Terrace* with Scenic Tours/Evergreen Tours

groups manager Amanda Todd (right) are Scott McGlynn, Harvey World Travel Winston Hills; Jane Cooper, Harvey World Travel Burnie; Colin Rourke, Harvey World Travel North Perth and Katherine Blanch, helloworld Peachtree Walk, Port Macquarie.

More info in today's **TD Cruise Update** (subscribe free [HERE](#)), with pics from the launch at [www.facebook.com/traveldaily](http://www.facebook.com/traveldaily).

## River boom forecast

**SHIPYARD** De Hoop ceo Patrick Janssens has predicted continued growth in the river cruise market, with the company now fully contracted for new ship builds for the next three years.

He told **TD** that given the boom in supply for river cruise product, prices may begin to fall.

"What I now see coming, and as a result of the current boom and jump in supply, is a very high quality product at a very low price," he commented.

Questioned if he believed there was overcapacity in the river cruise market, Janssens said there is still plenty of room for growth but said the additional vessels were placing greater stress on infrastructure "which is starting to bend under the weight."

"Harbours are getting fuller, there is not enough shore power and ports are nearing capacity, so that is something that will need to change in coming years."

**Travel Daily**  
on location in  
**Amsterdam**

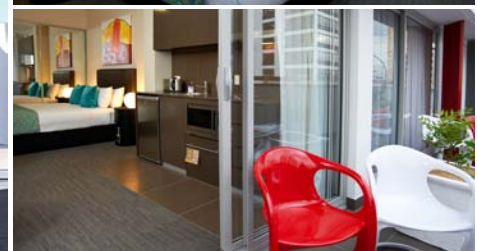
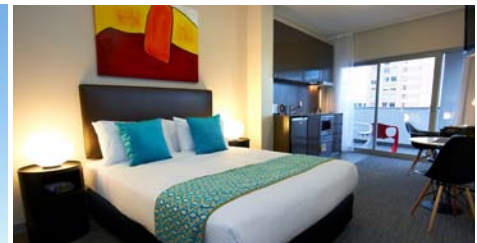
Today's issue of **TD** is coming to you courtesy of Evergreen Tours aboard the inaugural cruise of *Emerald Sky*

**AMSTERDAM** is a mecca for bicycles - there are so many bikes used by locals to commute to and from work & school that they outstrip the city's 750,000 population by 250,000.

This morning, agents on the Emerald Waterways inaugural voyage (**TD** yesterday) took a cruise of a different kind around the canals of Amsterdam.

Shortly afterwards, British model/actress Twiggy christened *Emerald Sky* in front of a crowd of hundreds, including Shipyard De Hoop ceo Patrick Janssens.

We're now cruising the canals out of Amsterdam to Cologne.



## Quest Abbotsford – Opens 28 April

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**UA 787-9 rolls out**

UNITED Airlines has welcomed the roll out of final assembly of its first Boeing 787-9 Dreamliner, which will fly between Los Angeles and Melbourne from Oct.

**QF to repeat PER-AKL season**

QANTAS this morning announced that it would again operate seasonal flights between Perth and Auckland next summer, after the success of the inaugural season this year.

In 2014/15, the twice weekly services will operate from 05 Dec through to 26 Apr 2015, with QF ceo international Simon Hickey saying demand for the three month seasonal operation had exceeded expectations.

The upcoming season will

comprise 84 flights and almost 20,000 seats over the five month period, and will utilise an A330 aircraft which would otherwise be sitting idle over the weekend.

"This is part of our strategy to become more dynamic and flexible in response to market opportunities," Hickey said.

Qantas will also operate seasonal services between Perth and Singapore during the Jul school holidays, "and we'll look at other opportunities down the track," Hickey added.

MEANWHILE QF has also opened bookings for its new codeshare partnership with China Southern Airlines (TD Tue).

From today, Qantas customers can book and travel on CZ flights to four destinations within China as well as on direct services to Guangzhou from Sydney, Melbourne, Brisbane and Perth.

China Southern customers can also book on nine Qantas domestic routes as well as QF flights between Sydney and Auckland.

**No more Turkey VOA**

THE Department of Foreign Affairs and Trade has updated its Smartraveller advice for Turkey, confirming that Visa on Arrival facilities are no longer available for Australians visiting the country (TD 28 Jan).

Effective from today, Australians visiting Turkey for tourism or business purposes - including for Anzac Day commemorations - must apply online for an electronic visa at [evisa.gov.tr/en](http://evisa.gov.tr/en).



A GROUP of travel consultants from Queensland's Pulse Travel were rewarded with a unique ballooning experience last weekend hosted by SureSave Travel Insurance.

The hot air balloon flight was part of the "Take Off with SureSave" sales incentive.

"SureSave encouraged agents to soar to new heights by giving away Red Balloon Experiences and Gift Vouchers," said SureSave executive gm Michael Callaghan.

He said the company was very pleased with the engagement

of agents during the incentive "particularly the team at Pulse Travel who demonstrated their enthusiasm for success in 2014".

The Pulse team of Lisa Betts, Tegan Henry, Jillian Humphris and Rebecca Fitzsimmons are pictured as part of the high flying group above.

**LH to boost Nanjing**

LUFTHANSA will expand its flights from Frankfurt to Nanjing in China in Aug this year, with frequencies climbing to 5 weekly.

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**ABOVE:** This group of "high end travel agents" recently experienced some of Bali's luxury offerings courtesy of Regent Bali, COMO Hotels & Resorts, the Unique Tourism Collection and Garuda Indonesia.

They stayed at the new five star Regent Bali in Sanur, before heading to Ubud to stay at COMO's Shambhala Estate.

**Pictured** at the Regent Bali are, back row from left: Elliott Miller, COMO Hotels & Resorts; Bridget Scott, Travel Beyond; Angela Doyle, Wentworth Travel; and Margaret Sibraa, The Unique

Tourism Collection.

Front row: Elizabeth Stott, Egencia; Sri Wiladewi, Regent Bali; Debbie Collins, Spencer Travel Eastside; Jenny Wiggins, Mary Rossi Travel; and Shirley Khayat, Garuda Indonesia.

### Pacific Dawn on time

**P&O** Cruises says its *Pacific Dawn* voyage to Brisbane from Papua New Guinea has managed to avoid Cyclone Ita, with the vessel making good progress for her scheduled arrival in the Qld capital on Sat.

## Aus best destinations

**SYDNEY** has claimed top spot in the South Pacific in the sixth annual TripAdvisor Traveller's Choice Destination awards.

The NSW capital city also polled the highest among Australian cities and even ranked 22nd in the overall global rankings.

Istanbul, Rome, London, Beijing and Prague made up the top five destinations in the world.

## EK one-off VIE A380

**EMIRATES** will operate a once-off A380 superjumbo flight from Dubai to Vienna on 26 May to celebrate 10 years of operating to the Austrian capital city.

**MEANWHILE** EK has opened its 35th dedicated lounge at Rome's Leonardo da Vinci Airport.

## All Leisure expansion

**DISCOVER** the World has launched its sales and marketing representation relationship with All Leisure Holidays Group into the South African market as part of the company's int'l expansion.

## Hahn Speed Alliance

**AMADEUS** has been selected by e-ticketing provider Hahn Air as the GDS provider to offer its "speed alliance" rail offers under IATA designator 5W (**TD** 12 Mar).

The first phase of the tie-up has now been launched, with agents able to book WestBahn and NTV rail sectors in Austria and Italy respectively in the Amadeus GDS in the same itinerary as flights.

## Sunnybank Motel sale

**SUNNYBANK** Star Motel & Apartments - currently managed by Best Western Australasia - has been placed on the market, with CBRE Hotels appointed as realtors.

The property offering 39 rooms and 21 apartments & expressions of interest are open until 07 May.

## Brand USA road trip

**A NEW** digital marketing campaign promoting the best road trips in the United States will be rolled out by Brand USA and National Geographic Travel Group.

Road trips to feature in the pitch include Route 66, Rhythms of the South, Mountains and Prairies, Northeast Corridor and more.

The campaign will star Nat Geo Travel's digital nomad Andrew Evans as he embarks on the five trips, showcasing the beauty and unique experiences available via a traditional American road trip.

## STA TNZ ski alliance

**STA** Travel has partnered with Tourism New Zealand to offer Aussies the "ultimate NZ ski trip".

The promotion will see the first 100 passengers to book an NZ ski package with STA each receive a bonus Kathmandu down jacket worth \$300.

STA and TNZ are also working with travel blogger "Mister Weekender" who will this month cross the Tasman to explore the South Island, with the adventures to be documented on photo-sharing site Instagram.



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## Orlando sets record

**MORE** than 59 million tourists visited the US city of Orlando last year, setting an "all-time record for US destinations".

The home of attractions such as Walt Disney World, Universal Studios, Sea World and more, the figure was a 3% increase on the previous year, which was also a record result.

Next year, Orlando will be very much in focus for the travel industry, hosting the International Pow Wow (IPW) 2015 show.

IPW 2014 wraps up today in Chicago.

## Grand plans for Africa

**MAJOR** expansion in Africa is on the drawing board for Marriott International, with plans to open 30 new hotels across the continent by 2020 following its acquisition of Protea Hospitality earlier this year (*TD* 23 Jan).

The group is aiming to triple revenue & boost room inventory to 75,000 in Africa, primarily in Egypt, the UAE and Saudi Arabia.

Currently, the group has 5,000 rooms in its African pipeline, with the Protea buy taking its presence to 125 hotels in 10 countries.

## AA & US simplify FF

**AMERICAN** Airlines Group has introduced a simplified range of redemption options for members of the AAdvantage and Dividend Miles frequent flyer programs.

Now in effect, "AAnytime" seat redemptions will start at 20,000 miles for more than half the year, down from 25,000 previously.

These seats will cost a minimum of 30,000 during peak and holiday travel periods and as much as 50,000 on the busiest days.

Valid for travel from 01 Jun, US Dividend Miles members will be able to book last-seat availability seats with no blackout dates.

## Universal revamp

**UNIVERSAL** Studios Hollywood is continuing its "unprecedented five-year investment in revolutionary new thrill rides and expansive themed environments".

Described as a monumental transformation, the changes have so far included the introduction of *Transformers: The Ride 3D* and this weekend Universal will open the much-anticipated *Despicable Me Minion Mayhem* and *Super Silly Fun Land*.

Next year *The Simpsons Ride* will open along with *Fast & Furious - Supercharged*, which will become the new grand finale of the iconic Studio Tour.

The massive project will culminate in 2016 with the Los Angeles debut of *The Wizarding World of Harry Potter*.

## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry, send us an email at [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

*Travel Daily* has welcomed **Katrina Ford** to the role of sales & marketing coordinator, looking after clients for the group's *Cruise Weekly*, *TD Cruise Update*, *Business Events News* and *Pharmacy Daily* publications.

**Voyages Indigenous Tourism Australia** has confirmed the appointment of **Andrew Williams** as CEO. Williams was acting in the role since Jan.

**Robert Coates** has been named as the new general manager of **Crowne Plaza Hunter Valley**. Coates will also continue in his role as the group's Area General Manager, overseeing four hotels in NSW and the ACT.

**Outrigger** has appointed **Andrew Gee** as Regional Director of Sales and Marketing for Australia and NZ, moving from his former role as DOSM for Outrigger on the Lagoon, Fiji. Karen Marvell's role has also been extended to DOSM for Castaway Island and Outrigger on the Lagoon.

**Christie-Lee Lachance** has been appointed by **Coconuts Travel Marketing** as its Sales Representative for the Australian travel industry. She was formerly *Travel Daily's* client relationship manager. In her new role she represents Plantation Island Resort, Lomani Island Resort and Raffles Gateway Hotel, Fiji; New Caledonia's Ramada Plaza Hotel; Club Raro in the Cook Islands and the new Saletoga Sands Resort in Samoa.

**Colin Matthews**, chief executive officer of **London Heathrow Airport**, has announced his resignation after six years in the role. He will step down following the opening of LHR's new Terminal 2 in Jun this year.

**Beverley Parker** has been appointed as director of business development for the new International Convention Centre Sydney, which is currently under construction in the Darling Harbour precinct. Her most recent role was with Dockside Group as executive director of sales & marketing.

**Four Seasons Hotels & Resorts** has promoted **Christopher Norton** to the newly created role of President Global Product and Operations, taking on operational responsibility for the group's worldwide network of hotels. Norton has been with the luxury hotel firm for 25 years.

Luxury hotelier **One&Only Resorts** has hired **Black Communications** to oversee its public relations duties in the Australia/New Zealand market.

Hotel industry veteran **Michael Metcalfe** has relocated back to Australia in his new role as **Best Western Australasia** Manager of Strategic Development after working for several years with the group's UK division.

**Leigh Maloney** has taken on the PR responsibility in Australia for US ski resort **The Little Nell and Residences**, located in Aspen, Colorado.

**Gary Fog** has been named as the new Regional Manager for Australia & New Zealand for global vacation exchange provider **DAE**. To be based on the Gold Coast, Fog will oversee the group's offices in Aus & New Zealand.

The Board of Directors at **Corporate Travel Management** has selected **Romeo Cuter** as the new Chief Executive Officer of the group's North American operations. Cuter will drive further expansion in the US market and brings extensive experience in roles with CWT & FCm North America.

**Ashley Hale** has been posted to the London office of **Tourism & Events Queensland** in her new role of Trade and Marketing Manager UK, Ireland and Nordic. Hale will drive promotion of the state in her new markets.

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Wednesday 7th May  
Thursday 8th May

**HAWAII TOURISM**

OCEANIA





**WILDLIFE** and fine wines paired together extremely well during a recent Africa educational hosted by Swagman Tours.

The group kicked off their visit with a three night Cape Town stay, touring the wine lands of Stellenbosch & Franschhoek and visiting the Cape of Good Hope.

Moving in to Kruger National Park, the group stayed at the Moditlo River Lodge and enjoyed

game-viewing highlights such as two lionesses stalking wildebeest and seeing a cheetah kill a baby impala right in front of the vehicle.

The group visited the Hoedspruit Endangered Species Centre.

**Pictured** above from left is the group, which consisted of Karen Unsworth, Rachelle Davey, Swagman Tours; Madeleine Coyle, Hans Went, Jean Oraniuk and Chris Paul.

## Centara enters Oman

**MUSCAT** will become the latest home for Centara Hotels & Resorts after the group announced it will open a five-star property in the Omani capital on 01 Jun.

The 154-room Centara Muscat Hotel will cater to both leisure & business travellers, becoming the tenth country to offer a Centara branded property.

## Motorhome webinar

**TRAVEL** agents wishing to learn more about USA Motorhome touring are invited to register for an educational webinar hosted by El Monte RV Rentals tomorrow.

The webinar will take place at 11am AEST tomorrow - register to view by clicking [HERE](#).

## Hidden Island air sale

**AIR** Tahiti Nui has launched a new sale of holiday packages to the more remote & lesser-known islands in French Polynesia.

The "Hidden Island" sale offer flight and accom deals on islands including Rangiroa, Tikehau and Fakarava and Huahine, the latter located in the Society Islands.

Five-night packages inclusive of TN airfare, a day tour & one night in Papeete either side start from \$2,780 per person twin share.

Phone 1300 858 305 for details.

## New Qld Best Western

**CABOOLTURE** Gateway Motel has joined the Best Western ranks and become the group's second four-star hotel in the Qld town.

The hotel is located a short walk to the town centre & offers 26 rooms ranging from double suites to two-bedroom apartments.

Property facilities include a shaded saltwater swimming pool, room service & laundry machines.

## Mega reserved seats

**NORTH** American city-to-city bus operator Megabus.com has introduced a new Reserved Seating program on select routes, with pax able to pre-book one of ten popular seats early for a fee.

The service is available now for travel from 28 May and currently only available on New York City to Baltimore, Washington DC, Boston and Philadelphia as well as Philadelphia to Washington DC.

Reserved seating is expected to be rolled out to the rest of the network in coming months.

## Rosie's Corner

Today's update is brought to you by Rosie Holidays

Welcome back to Rosie's Corner! In this edition, we take you through a selection of resorts perfect for that couple seeking the ultimate romantic escape. Whether it's for a honeymoon, anniversary or couples simply wanting to getaway, Fiji has something to suit every occasion.

With unparalleled luxury services paired with a picturesque setting, the five star InterContinental Fiji Golf Resort & Spa makes for the perfect couples retreat. Located along Natadola Beach, the resort is accessible by coach or private car just 45 minutes from Nadi. Guest rooms are nestled amongst 35 acres of lush tropical gardens and feature a private balcony and terrace with Cleopatra baths and day beds. Facilities include 4 restaurants, 2 bars, 4 pools an 18 hole championship golf course just to name a few. Honeymooners will also receive a free 60 minute massage at SPA InterContinental.

For clients looking to an island stay, Lomani Island Resort has the makings of a perfect romantic holiday. Overlooking a flawless white sand beach in the heart of the Mamanucas the resort is accessible by catamaran operated daily by Malolo Cat from Denarau Marina. This small and intimate adult's only resort captures the true essence of romance with a selection of suites and beachfront bures all within 30 metres of the beach. Couples staying at the resort will receive a free couple's massage, free sunset dinner, daily laundry service and a selection of free activities including outer reef snorkelling, dolphin safari and a guided village tour.

For more information or to make a booking, call Rosie Holidays on 1300 133 524.



## Destination NSW

### Manager Visitor Services

- **Passion for NSW Tourism and Visitor Services**
- **Opportunity to work for Destination NSW**
- **Sydney based role**
- **Total Remuneration Package: \$120,939- \$139,865**

#### About the Organisation:

Destination NSW is a Public Service Executive agency with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

#### About the Role:

Manager Visitor Services will develop, implement and monitor a new Visitor Services Strategy and new Visitor Information Services Model for Sydney and Regional NSW, in partnership with key stakeholders. The role has been created from a recommendation under the NSW Government's Visitor Economy Industry Action Plan to develop a new co-operative and coordinated approach with stakeholders, towards dedicated visitor services to improve the visitor experience.

The role will work with a wide range of stakeholders to review and address the following focus areas:

- Accredited Visitor Information Centres.
- Visitor Services network.
- Technology in the delivery of Visitor Services.
- Transport and Ticketing.
- Volunteer programs.
- Visitor Satisfaction Surveys.

#### How to Apply:

Please [click here](#) to apply for this role or submit your application via Jobs NSW (reference number 00002MJQ).

**Applications submitted via email will not be accepted.**

**Enquiries:** Simonne Shepherd ([simonne.shepherd@dsw.com.au](mailto:simonne.shepherd@dsw.com.au))

**Position Closes:** 28 April 2014

# WIN A TRIP TO PNG TO DO KOKODA

To coincide with the launch of PNG Tourism's new Kokoda campaign and website 'Do Kokoda', this month **PNG Tourism, Air Niugini & Back Track Adventures** are giving you and a friend the chance to trek Kokoda during the 100th year anniversary of the ANZAC.

Thousands of people walk in the footsteps of heroes on Kokoda each year through the jungles of the Owen Stanley Ranges in Papua New Guinea, our closest neighbours and allies.

## The prize includes:

- Back Track Kokoda trek package for two including flights.
- 2 x return economy flights between Australia and Port Moresby with Air Niugini.
- 10 night/11 day package - 2 nights accommodation at Holiday Inn Port Moresby and 8 nights at Kokoda Track camping
- Total Prize Value: \$11,000

Each day **Travel Daily** will ask a PNG-related question – just read the issue and email us your answer. There will be 19 questions in total. 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 incredible experience.

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

[Click here for terms & conditions of the competition.](#)

**Q.8: How many kilometres is a traditional Kokoda trek?**



## All day check-in offer

**KUALA** Lumpur's Majestic Hotel has launched a special all-day check-in service for guests to use at no extra cost until 30 Sep, valid on all room types and packages.

Guests can now nominate their preferred arrival time at the time of booking and occupy rooms for the full 24 hour period up to the date of departure.

## RezLive.com into Aus

**ELITE** Representation Asia-Pacific has been appointed to handle travel agent sales activities in Australia, NZ and Oceania for Travel Designer Group product RezLive.com - a B2B reservation system offering hotels, day tours and transfers all in one window.

## BA to fly to the slopes

**BRITISH** Airways will operate direct services ex London Gatwick to Friedrichshafen, Garmisch and Grenoble in France as part of its existing European ski services.

The new services will begin from 20 Dec and will complement the existing ski routes to Geneva, Turin and Innsbruck.

## Oman project opens

**OPENING** ceremonies yesterday took place for Oman's new \$600m integrated tourism complex, known as Saraya Bandar Jissah.

Promoted as "Oman's newest luxury address", the complex features residential units and multiple five-star hotels to be managed by the Jumeirah Group.

## Campus mobile app

**FLIGHT** Centre's Campus Travel academic division has launched a new mobile app offering useful travel tools including flight status notifications and itinerary access.

**Travel Daily**  
First with the news

Thursday 10th Apr 2014

## TravelCube famil hip to be square



## Review Express users

**TRIPADVISOR** has launched the latest improvements to its Review Express service for guests to leave reviews for small and medium hotels and hospitality businesses.

More than 47,000 hospitality businesses have used TripAdvisor's free Review Express service in less than a year from its launch, the travel site announced.

The latest enhancements offer the ability to recycle campaign templates, automation in sending post-stay guest review requests and new information guides on how to best utilise the service.

## VIA business refresh

**CANADIAN** rail operator VIA Rail has launched a refreshed Business Class product, with new ergonomic seating, new meals and more personalised service on Corridor routes.

Twenty-six Business carriages are progressively being upgraded to offer the new, personalised service, expected to be fully completed by Oct this year.

Seven major stations across Canada have also had Business lounges upgraded, with new facilities in operation at Toronto, Ottawa and Montreal and more.

**ONLINE** agent wholesaler TravelCube and British Airways teamed up recently to whisk this group of Helloworld agents off to Singapore for an experience in the Lion City impossible to forget.

Over several days, the group checked out many of the city's finest hotels and enjoyed visits to attractions aimed at families and groups of all sizes.

**Pictured** above from left is Patrick, Spencer, Senia, Mandy, Robyn, Yvette, Skye and Meighan.

## Base camp flight out

**WORLD** Expeditions is mulling over adding its new 14-day Everest Base Camp trekking itinerary as a permanent addition to its range after strong initial response.

The tour is aimed at time-poor travellers as it has been crafted to offer a fly-out option direct from Everest Base Camp after the trek.

Excluding int'l flights, the next trek is set to depart on 25 Oct and is priced from \$5,790pp.

**MEANWHILE**, the active travel firm has joined forces with Hamlin Fistula Ethiopia to offer running enthusiasts the chance to participate in the 10km Great Ethiopian Run as part of a tour of the country, departing on 09 Nov. Details at [www.hamlin.org.au](http://www.hamlin.org.au).

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# Trade Sales Executive Role



## Job Description

Merlin Entertainments Group is home to a fantastic range of attractions globally including Madame Tussauds , The EDF Energy London Eye, SEA LIFE, WILD LIFE and LEGOLAND. Here in Sydney we own and operate SEA LIFE Sydney Aquarium, The Sydney Tower Eye, WILD LIFE Sydney Zoo, Madame Tussauds Sydney and Manly SEA LIFE Sanctuary. We employ over 20,000 people worldwide who are dedicated to delivering magical experiences in over 100 attractions all around the world.

We are currently recruiting for a Trade Sales Executive, based in Sydney, to drive 3rd party ticket sales through our Domestic network of ticket resellers including hotels, backpacker and corporate market, as well as providing high quality administrative service to the Trade Sales Team. You will identify, set up and act as the day to day point of contact with local Domestic Trade partners to grow business through pro-active Sales & Marketing activity with our network of Domestic channels. You will also be required to attend exhibitions and local Trade shows to establish new partners and sales channels.

You will be assisting and supporting the Trade Sales Team by helping to deliver volume, revenue and SPH targets from the Domestic and Inbound Trade markets. Support in fulfillment of partnerships with the various trade channels including International tour operators, wholesalers, online and offline agents, hotel and backpacker segment.

This is a great opportunity to take your career to a new level and work for one of the world's best known attraction brands.

## Desired Skills and Expertise

With a minimum of 2 years Sales experience in the tourism/ leisure industry, you will already have a solid network of Trade contacts alongside strong relationship building skills, excellent communication, negotiation and presentation skills. You will be proactive, well organised and have a passion to deliver against your targets in a results-driven industry.

## Company Description

MERLIN ENTERTAINMENTS plc is the leading name in location-based, family entertainment. Europe's Number 1 and the world's second-largest visitor attraction operator, Merlin now operates 100 attractions, 10 hotels/3 holiday villages in 22 countries and across 4 continents. The company aims to deliver memorable and rewarding experiences to its almost 60 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and more than 20,000 + employees.

Merlin currently has thirteen attractions in Australia and New Zealand including the stunning Hotham and Falls Creek Alpine Resorts in Victoria; WILD LIFE Sydney Zoo and WILD LIFE Hamilton Island; Madame Tussauds, Sydney; Illawarra Fly Treetop Adventures and Otway Fly Treetop Adventures & Zip Line; the Sydney Tower Eye & SKYWALK; SEA LIFE Sydney Aquarium, Manly SEA LIFE Sanctuary, SEA LIFE Melbourne Aquarium, Underwater World in Mooloolaba, Queensland; Kelly Tarlton's SEA LIFE Aquarium in Auckland - underlining the company's position as the world's biggest global aquarium operator. Visit [www.merlinentertainments.biz](http://www.merlinentertainments.biz) for more information.

Please send your CV to :  
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