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Travel Daily

First with the news

Friday 8th August 2014



Club Med comp win

CONGRATS to Elle Bradley from TravelManagers who has been chosen as the winner of last month's Club Med comp which featured exclusively in **TD**.

Elle has won six nights accom at Club Med Albion or La Pointe and flights with Air Mauritius for two.

More QF seats to Hawaii

QANTAS has confirmed it will upgrade aircraft operating between Sydney and Honolulu from Dec as passenger volumes to Hawaii continue to soar.

In the past year, over 300,000 Aussies visited Hawaii, up 24.3% year-on-year, and up more than 33% in 2012 and 2011.

Effective 20 Dec, Qantas will boost frequencies to HNL from the current three per week to four, while switching aircraft from its ageing Boeing 767s to ex-Jetstar Airbus A330s.

The shuffle will result in an extra 253 seats per week on the route.

In addition, Qantas says it will make seasonal adjustments and add a fifth weekly service when demand is high, such as during

school holidays and at Easter.

"Increasing capacity to Honolulu delivers on our strategy to be more flexible and respond to market conditions," QF executive manager global sales & offshore ops Stephen Thompson said.

MEANWHILE, QF is rolling out the sale of Additional Baggage Allowance via the GDS using the EMD-A in coming weeks, using weight & piece (Americas only) systems - **CLICK HERE** for details.

TMS ceo steps down

HELENE Taylor, who has been running travel recruitment firm TMS Asia Pacific for almost two years (**TD** 04 Oct 2012) has announced her resignation.

She is stepping down as ceo and removing herself as a director of the company, it is understood.

Taylor thanked all her clients for their support and looks forward to ongoing relationships with them and the industry.

Today's issue of TD

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

- AA Appointments jobs

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Aussie agent arrested in Asia

FORMER head of Asian specialist wholesaler Discover Asia, Trevor Lake is currently in prison in Cambodia after being arrested on allegations of having sex with underage girls.

Prior to setting up Discover Asia, the now 65-year-old headed up The Travel Corporation's former Asian specialist business Classic Oriental Tours.

Last year, Lake sold Discover Asia to Gil McLachlan (*TD* 28 Feb 13) prior to relocating to Cambodia where Lake said he was "fulfilling a lifetime wish to take up life as an ex-pat."

In Cambodia, he has been working as country manager for tour operator Trails of Indochina.

According to the *Cambodian Daily*, Lake was arrested after an investigation by anti-human trafficking police.

Child protection group Action Pour Les Enfants issued a statement saying that one of the victims, aged 16, had told officers Lake paid her for sex and filmed the acts against her will.

"While searching his apartment, police found pornographic images

and video footages of Trevor Lake having sex with the girls in a laptop," the statement said.

The age of consent for paid sex in Cambodia is 18 years.

Reports say that Lake is also set to be charged with production of child pornography, with a number of hard drives taken from his apartment for further investigation and analysis.

Qantas scam alert

QANTAS is among a number of airlines which have been targeted by automated phone calls to consumers offering them a credit on their most recent flight.

Several travel agents - mostly from regional areas - have told *TD* about the scam which asks recipients for credit card details in order to process the refund.

QF said the calls can "easily be identified as unauthentic," with the carrier never using an automated phone system.

The ACCC's "scamwatch" website highlighted the scam some months ago ([CLICK HERE](#)) but it appears to have ramped up again in recent weeks.

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Air Astana will restart services from Almaty to Dubai from 01 September 2014 Starting at KZT 76,000 including taxes



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SQ/NZ alliance green light

SINGAPORE Airlines will launch Airbus A380 services to Auckland as early as Dec after gaining approval for an alliance with Air New Zealand (**TD** breaking news). The green light covers a range of 'alliance sectors' and 'alliance

routes', and will also see Air New Zealand reintroduce non-stop services from Auckland to the city state, taking over SQ's five-weekly services between the city pair & increasing frequencies to daily.

Air New Zealand last flew the route in 2006.

NZ Transport Minister Gerry Browlee said authorisation of the alliance for four years is "good news for air travellers who will benefit from more flights and lower fares".

SQ & Air NZ welcomed the New Zealand Ministry of Transport's decision yesterday, highlighting benefits including improved connections through reciprocal codeshare ties on the Auckland-Singapore and Christchurch-Singapore routes, connecting to South East Asia, India & Europe.

Capacity between New Zealand and Singapore is expected to rise by 30 percent.

"Savings made possible by the alliance also creates scope for fare reductions on services to other destinations," the Ministry of Transport commented.

The two airlines, both of which are members of the Star Alliance, "will also be able to cooperate on earning and redemption of frequent flyer points, access to airport lounges and premium services," the MOT added.

Both carriers said they would soon announce operational dates for alliance service activation, however the MOT indicated a starting date of 01 Dec.

Smaller Albatross

PASSENGERS numbers on Albatross Tours' 2015 European summer trips have been trimmed to a maximum of 28, two fewer than the company's previous maximum participant number.

"This change further increases Albatross Tours' more personal style of touring for clients," the company said yesterday.

MD Euan Landsborough said the passenger feedback from earlier this year was "pretty obvious" the preferred maximum number of travellers was just 28.

Agents can pre-order Albatross Tours' 2015 Europe Summer brochure now - 1300 135 015.

Earlier this week, Adelaide-based Bunnik Tours said it was shaking up the industry by reducing its maximum group sizes to just 20 guests (**TD** Wed).

EuroVienna-sion

ORGANISERS of the 60th Eurovision Song Contest have confirmed next year's event will be held in Vienna, Austria.

The music spectacular will be held at the Vienna Stadthalle, with two semi-finals planned for Tue 19 and Wed 21 May and the grand final on Sat 23 May.

Morocco upgauge

EMIRATES has announced it will bolster its frequencies on the Dubai-Morocco route from 01 Sep, adding a new daily service.

EK753/754 will initially launch with A340-500s before switching to B777-300ERs from 26 Oct.



Window Seat

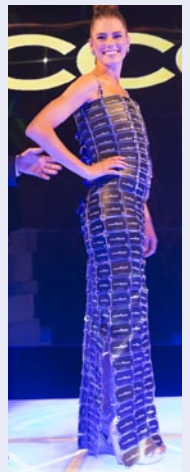
AIR New Zealand is building quite a reputation for its rather epic inflight safety videos, with a peek at its latest - themed on *The Hobbit* - released today.

In the safety video, an Orc can be seen snugly fitting into an NZ Premium Economy seat (below) and will be rolled out across the fleet from late Oct, just ahead of the release of *The Hobbit: The Battle of the Five Armies*.



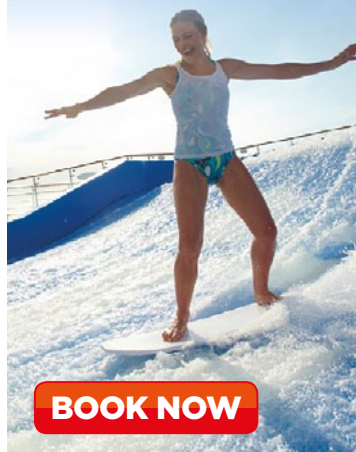
ACCOR has always been a very fashionable company, but last night's World of Accor took this thinking to a new level.

One of the models on stage (**pictured right**), helping to give out the prizes was decked out in this unique floor-length dress made out of Accor loyalty cards.

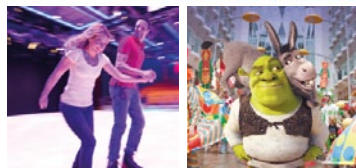


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Snow conditions

Travel Daily's regular snow conditions update report provides info on the latest snow falls, depths and lifts in operation at major ski fields in Australia & New Zealand.

Here's the latest snow reports:

- Falls Creek - 127cm / 15 lifts
- Perisher - 145.9cm / 47 lifts
- Thredbo - 145.9cm / 14 lifts
- Charlotte Pass - 145.9cm / 6 lifts
- Mt Hotham - 117cm / 12 lifts
- Mt Buller - 96cm / 21 lifts
- Coronet Peak - 45cm / 8 lifts
- The Remarkables - 65cm / 7 lifts
- Mt Hutt - 55cm / 4 lifts

Ernst Young for SYD2

THE Federal Government has announced the appointment of Ernst & Young as provider of Business Adviser services for the Western Sydney Airport Project.

Deputy PM and Minister for Infrastructure and Regional Development Warren Truss said Ernst & Young will work with LEK, GHD and Landrum & Brown to harness specialist aviation, design and commercial expertise to support the government on the airport development.

"They will help build the business case and develop the airport design concepts for the Western Sydney's airport infrastructure," Truss said.

Work to be undertaken includes justification of Western Sydney Airport, patronage forecasting, airport operation and design concepts, examination of funding & financing models, airport costing & valuations and more.

Crown appointment

CROWN Resorts Limited has announced former Australian Football League (AFL) boss Andrew Demetriou will join the company as a director, subject to approval by the gaming regulator.

IATA lauds DOT nod

IATA boss Tony Tyler has praised the US Dept of Transportation's decision to give Resolution 787 the go ahead (**TD** Thu), saying it paves the way for greater transparency when comparing airline products and offerings.

"This is a very exciting development for air travellers, airlines, intermediaries and for competition," Tyler commented.

"With the path now clear to begin to implement New Distribution Capability (NDC) on a voluntary basis, the next step is the release of the first comprehensive set of NDC end-to-end schemas, so the travel industry can start defining how to best take advantage of the new capability," he said overnight.



Many doors opening for Gate 7

DESTINATION marketing firm Gate 7 yesterday toasted to the path already travelled and the journey yet to come at a special industry gathering at its office.

Farewelling long-time team member and Brand USA director Joe Ponte and welcoming several new faces for its future, managing director Jo Palmer praised her entire team for its tireless efforts.

The company has recently made some internal changes, shuffling some responsibilities & accounts around existing staff while hiring new names for new accounts.

Gate 7's team, minus the absent Sophie Wakefield and Annabelle Hender, is **pictured** above.

Rocky into the US

A CLOSER working relationship with Amtrak in the US is on the 'to-do' list for Rocky Mountaineer as it looks for a cross-promotion tie-up with its stateside operator.

Rocky Mountaineer recently started offering departures from Seattle, a route which was performing well ahead of its full launch in 2015 market collateral.

The company's global vp sales Bob Nicholas said he was hopeful further expansion into the US would be among future plans.

"We need to demonstrate to all parties concerned that we have relevance going into the United States, but early indications are that it won't be an issue," he said.

Promoting Rocky Mountaineer to Australians via gateways along the west coast from San Diego to Portland would be important to the success of such a plan.

Likewise, recommending guests heading west on the train to continue on to an Amtrak service south along the coast could be beneficial to both sides.

"If Australians are coming in and maybe going through Edmonton or Calgary, doing the Rocky Mountaineer and coming down to Seattle, we should be helping them understand that there are other options that can be included in a holiday," Nicholas told **TD**.

Art Series addition

THE Art Series Hotels Group has announced it will open its newest property in Melbourne's inner north suburb of Parkville in Sep.

Named The Larwill Studio, the property features a collection of "bright, playful" artworks in homage to the late philanthropic artist David Larwill.

The Larwill Studio offers 96 "workspace" (rooms), free wifi, a gym, restaurant, art classes, books and utensils so "guests can immerse themselves in the creative process."

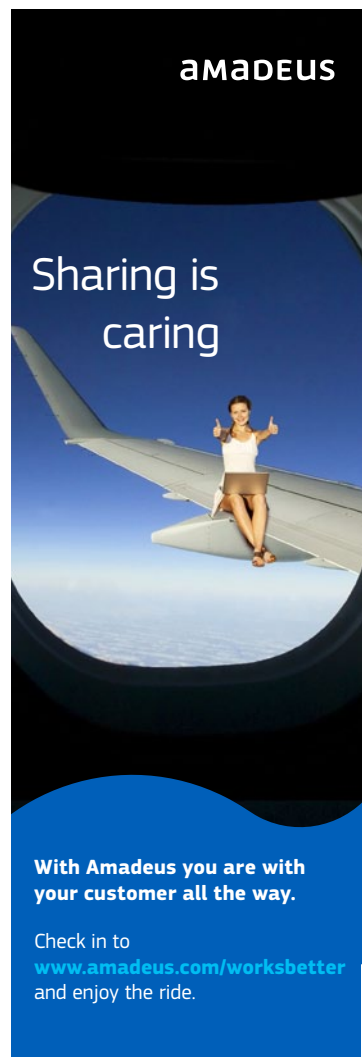
It is the Art Series Group's sixth hotel and will open on 08 Sep.

New Cal trip incentive

AGENT-ONLY wholesaler Excite Holidays has teamed with Aircalin and New Caledonia Tourism to launch a new incentive offering a trip to the South Pacific islands.

Agents can be in the running to win the four-night trip by booking accom through Excite and airfares through Aircalin before 25 Aug.

Info at www.exciteholidays.com.



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Third Centara for Bali

CENTARA Hotels & Resorts has confirmed the 210-room Centara Crystal on the Bay Nusa Dua will open in early 2015, the group's third resort in Bali.



OPERATORS from Las Vegas rolled into Sydney last night as part of the destination's 2014 Australian sales mission.

It was the first Las Vegas roadshow since Sin City's representation was taken over by GTI Tourism from long-time incumbent Gate 7 (**TD** 23 Jun), with this year's event run under the theme of "Las Vegas Unlocked."

As usual there was lots of glitz and glamour, with showgirls and flashing 'Welcome to Las Vegas'

signs, as attendees completed a passport by answering questions about the exhibitors who included Caesars Entertainment, MGM Resorts, The Venetian, The Palazzo, Nevada Tourism, Maverick Aviation Group, Papillon Helicopters, Miracle Mile Shops, Cirque du Soleil, Graceland Wedding Chapel and The Cosmopolitan of Las Vegas.

Pictured above from left with the showgirls are Stuart Thompson, Las Vegas Convention and Visitors Authority (LVCVA) Account Manager Australia/NZ; and Kelly Sawyer & Jenelle Jacks from the LVCVA.

Rottnest Island event

WESTERN Australia Tourism Minister Liza Harvey and Environment Minister Albert Jacob have jointly announced a major int'l ecotourism conference will be held on Rottnest Island.

The 2015 Global Eco Asia-Pacific Tourism Conference is expected to lure 200-250 delegates from Australia and abroad when it is hosted by Ecotourism Australia in either Oct or Nov.

MTA training mgr

MTA Mobile Travel Agents has appointed Kirsty Tate as training manager, replacing Margaret Lange who is now responsible for promoting MTA's luxury product incl Belmond and Virtuoso.

Tate's previous experience incl three years with Escape Travel.

Accor seeks inbound drive

HOTEL juggernaut Accor will seek to participate in further inbound tourism campaigns for Australia after seeing great success with a recent joint effort in Indonesia (**TD** 07 Nov).

Accor chief operating officer Asia-Pacific Simon McGrath last night told **TD** he rated the venture as a "fabulous success".

"It was a great combination between Garuda, Tourism Australia, Accor Indonesia and Accor Australia and oiling the

wheels of those four parties, I was surprised how quick it was executed and surprised how easy it was to deal with those four parties in a like-minded way."

McGrath said as a result of the joint pitch, Accor in Australia benefited with around 800 room nights from Indonesian travellers.

"It's why we want to have a strong presence in countries."

"It was a first test case and we were really pleased from a standing start," McGrath added.

Giles connection goals

NORTHERN Territory Chief Minister Adam Giles has called for commercial air operators to launch a two-year trial of flights to smaller communities in the NT.

Giles said feedback from small towns such as Tennant Creek and Katherine said both were "crying out for regular air transport".

"I would encourage commercial operators to think outside the square," Giles commented.

Profit despite setback

IATA director-general Tony Tyler said he remains confident the airline industry can still improve its full-year profitability over 2013 despite current world events.

Tyler said an "impending trade war with Russia" and the Ebola crisis in Africa could hit demand.

According to official passenger figures for Jun, traffic was up 4.7% year-on-year, although demand was down from the month prior.

Arrival stats unite industry

GOVERNMENT and industry have collectively praised record inbound tourism numbers revealed in yesterday's official Bureau of Statistics data release.

Minister for Trade & Investment Andrew Robb said the figures clearly showed Australia was open for business and underlined the strength of our tourism offerings.

The results (**TD** yest) revealed a 8% rise in short-term arrivals to a record of 6.65 million over the 2013-14 financial year, of which nearly 760,000 came from China.

"Tourism is one of our great strengths but we need to keep actively pursuing the opportunities while investing in infrastructure that meets growing demand," Robb commented.

Tourism Australia managing director John O'Sullivan echoed Robb's positive comments.

"The latest ABS figures provide further evidence that Australia's tourism industry is performing strongly, with solid growth being spread across traditional and new, east and west, emerged and emerging markets."

Industry lobby group Tourism & Transport Forum said the results were indicative of the importance of marketing local experiences.

AF US east coast A380

AIR France will launch daily A380 superjumbo services between Paris & Miami, Florida from 01 Dec, GDS displays show.



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ACCC combines cases

VIRGIN Australia and Jetstar will jointly face the ACCC in court over "drip pricing" allegations after the competition watchdog agreed to combine the two cases.

The two carriers are being taken to court to explain "false or misleading representations in relation to particular airfares" being charged to travellers such as booking fees (**TD** 19 Jun).

According to *The Australian*, the Federal Court said it believes running two similar cases would be "unnecessary".

The ACCC said it would be open to running the cases concurrently.

No food on short flights

AMERICAN Airlines will no longer offer meals to passengers in premium cabins on short flights of less than two hours 45 minutes from 01 Sep, the carrier advised, with snacks to instead be provided as AA aligns with US Air.

RM to target repeats

ROCKY Mountaineer says it will look to target its former guests to return to enjoy the journey again and to bring friends or family.

Global vice-president sales Bob Nicholas said multi-generational families were a market that was "really starting to pop for us".

"As we recognise the trend, we have to start working with our partners and targeting it more."

The company also said it was on a quest to end misperceptions its journey is a "bucket list" type experience that once completed, can be ticked off permanently.

Routine surveys conducted by past guests revealed a desire to come back for another adventure.

"Come back and do a different route because it is a different piece of experience to do Highlands or Wetlands or the mountains or the coast and if you loved it once before, you can love it again," Nicholas told *Travel Daily* this week.

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Friday 8th August 2014



Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Travellers can enjoy international airfare discounts through **Active Travel** by booking Arctic expeditions departing next year. The offer is valid for sales until 30 Sep, with \$500pp off for Scandinavia voyages and \$1,000pp off Greenland and Canada journeys. Phone 1300 783 188 for more details.

Club Raro Resort in the Cook Islands has extended its \$99 add-on promo, exclusive to resort guests staying min 5 nights. For sale until 31 Oct and travel to 31 Mar 2015, guests can enjoy a Lagoon Cruise with BBQ lunch, an island party with entertainment or hire of two scooters for three days, with each activity priced at \$99 per couple. See www.coconutsmarketing.com.

Rooms priced from \$159 per night - discounted by 20% - are on sale at the beachside Sydney suburb of Manly for the upcoming Sep school holidays through **Accor**, with kids staying and playing for free. Stay at Q Station Manly, Novotel Sydney Manly Pacific from \$191pn or The Sebel Manly Beach from \$191 per night. Book rooms at www.accorhotels.com.

WIN A LUXURY SOUTH OF FRANCE RIVER CRUISE

Throughout August, *Travel Daily* is giving readers the chance to win a luxury all-inclusive river cruise, courtesy of **Scenic Tours**.

The all-inclusive prize includes return economy class airfares to Europe, a 13 day South of France Luxury River Cruise for two adults with private butler service, all meals, complimentary beverages all day, all tipping and gratuities and airport transfers.

Every day this month **TD** will ask a different question about Scenic Tours France River Cruises. The subscriber with the most correct entries and the most creative response to the final question will win this great prize.

Email your answers to: scenictourscomp@traveldaily.com.au.

Q6: What is the name of the largest suite on board a Scenic 'Space-Ship'?

[Click HERE](#) for hints

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 **SCENIC TOURS**

CI Christchurch flights

NEW seasonal thrice weekly services between Taipei and Christchurch are on the radar for China Airlines, starting 01 Dec.

According to *Airline Route*, China Airlines will operate A330-300 aircraft to CHC via Sydney on Mon, Thu & Sat until 28 Feb, thereby increasing its current frequencies to SYD from four weekly to daily.

Christchurch will be CI's second NZ gateway, joining Auckland which is accessed via BNE & SYD.

TNZ visitor record

TOURISM New Zealand has reported record visitor numbers & expenditure for the 12 months ending Jun, with figures rising 6% and 8% respectively.

Chief executive Kevin Bowler said Australia delivered "strong results" during the year.

The Royal Visit in Apr had witnessed a significant boost in New Zealand's profile, estimated at an advertising value of NZ\$69m.

EY jumps out of Erbil

ETIHAD Airways has followed its fellow UAE carrier Emirates in suspending services to Erbil, Iraq (**TD** yest) due to a deteriorating security situation in the city.

Aus Open incentive

QANTAS Holidays and Viva! Holidays have launched a trade incentive in which agents can win a place on a hosted fam to the 2015 Australian Open.

To be eligible, consultants need to be among the top 10 sellers of QH/VH Australian Open packages between 01 Aug and 08 Dec.

The prize includes tickets to the Men's Quarter Finals, one night accom, airfares to MEL and more.

Heirloom opening

FRASER Suites Perth & celebrity chef Pete Evans have opened a new eatery dubbed *Heirloom*.

The restaurant features a range of sustainable WA ingredients & is open for breakfast, lunch and dinner to visitors & hotel guests.

InterCon Paris sold

INTERCONTINENTAL Hotels Group has agreed to sell the InterContinental Paris - Le Grand for €330m to Constellation Hotels.

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INTERNATIONAL TRAVEL CONSULTANTS
MELBOURNE – HOURLY RATE UP TO \$30PH (DOE)**

Are you ready for your next challenge? We have brand new contract assignments starting now in Melbourne. If you are experienced in Sabre, Amadeus or Galileo and used Crosscheck, Tramada or Serko, then we want to hear from you! These roles will see you working in interesting and diverse companies and will keep you busy busy busy, so your days will fly by! Earn a fantastic hourly rate while doing the job you love! Some of these roles may even go permanent for the right candidate. Apply today!

**RETAIL SOUTH OF THE RIVER!
RETAIL TRAVEL CONSULTANTS x 2
PERTH - SALARY PACKAGE UP TO \$54K+ (DOE)**

Experienced travel consultants! There have never been so many options in Perth! These two clients have sensational reputations & due to their success & growth, are looking for experienced travel consultants to join their offices. You will be thrilled with the set salary packages on offer, not to mention the friendly and supportive Managers and staff. If you have experience using GDS and a minimum 12 months travel consulting experience then contact us today to find out more about these roles!