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Travel Daily
First with the news

Friday 14th February 2014

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Walshe promotions

AUSTRALIAN country manager of Hawaii Tourism Oceania for the last decade, Helen Williams has moved to the newly created position of Director Tourism Strategy and Stakeholder Relations for the Walshe Group. This will see her responsible for the tourist board representation component of the Walshe Group business, while continuing to contribute to the strategy for Hawaii and maintaining key relationships in the destination. Ashlee Galea, Hawaii Tourism's marketing manager for the last four years, will take on the Country Manager role. As well as Hawaii, the Walshe destination portfolio also includes Oman and Brunei.

AIME Welcome event

MELBOURNE'S Birrarung Marr, on the banks of the Yarra River has been revealed as the venue for the official AIME welcome party next Mon 17 Feb. The event will precede the two-day expo, which kicks off on Tue and is expected to be attended by over 3,000 meeting and event organisers from 50 countries.

Virgin urges hands off QF

VIRGIN Australia has warned that if the Federal Government gives assistance to Qantas, such as a taxpayer guarantee, it would "be to the detriment of the entire industry, including the smaller regional carriers". In a statement issued in response to comments supportive of Qantas from Treasurer Joe Hockey yesterday (who likened Virgin Australia to a "2,000 pound gorilla") Virgin said that any government assistance should be distributed to all players. "Qantas has significant advantages, including being the dominant player in the market and receiving the majority of Federal Government travel spend. "They are an airline that has multiple times our assets and cash reserves, a superior credit rating and a substantially larger

fleet of aircraft," VA added. Virgin also slammed QF's "loss-making strategy of maintaining 65% of the domestic aviation market, which is "at the detriment of the entire industry. "Any form of government assistance to Qantas is a means to enabling them to reinstate their monopoly". Virgin Australia said it had brought better value fares and superior service to all market segments since it stepped up a few years ago, adding "we hope to see this continue for the benefit of all Australians".

Nominate for NTIA

DON'T forget to get your nominations in for this year's National Travel Industry Awards. Agents can nominate their top suppliers; suppliers can nominate their favourite agents; and consultants can even nominate themselves for the new Emirates Travel Consultant Scholarship. **CLICK HERE** for details. Today's **TD** includes a **full page** about the NTIA AFTA Party sponsored by Singapore Airlines.

Today's issue of TD
Travel Daily today has six pages of news & photos, plus full pages from:

- AA Appointments jobs
- NTIA AFTA Party

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SIVB, IE sign MOU

SOLOMON Island Visitors Bureau ceo Josefa Tuamoto says a freshly inked Memorandum of Understandings with Solomon Airlines will help transform perceptions of the destination.

Tuamoto said a key element of the MOU was beefing up the tourism sector to become the Solomon Islands' primary source of foreign exchange within 10yrs.

"This agreement places us all on the same page and will play a major role in helping us to achieve our common objectives," the former Tourism Fiji boss said.

Emirates kks Jetstar pact

THE marriage between the Qantas Group and Emirates has taken a further step forward with the addition of a new codeshare and frequent flyer agreement with Jetstar (**TD** breaking news).

Under the deal, Emirates will seek regulatory approval to place its code on 27 new Jetstar Airways and Jetstar Asia routes.

Jetstar Group chief commercial officer Lisa Brock said the pact will see the low-cost carrier bring its extensive Asia Pacific network "to the doorstep of Emirates

passengers around the world."

The agreement will notch up six new destinations for Emirates effective 06 Apr, including Bali (Denpasar), Dunedin, Siem Reap and Byron Bay.

Members of Emirates' Skywards loyalty scheme will earn miles for flights operated by Jetstar carrying an EK flight number, and can burn miles to purchase reward flights on Jetstar Group flights, excluding Jetstar Pacific.

Emirates pax flying on JQ metal will be provided a range of full service features including food & drinks, and will also be extended the same luggage allowance permitted on EK sectors.

EK's codeshare with Jetstar adds seven domestic routes, four in New Zealand, six trans-Tasman and 10 int'l routes from Singapore to Indonesia, Cambodia, Vietnam, Malaysia, Thailand & Hong Kong.

Last year, Qantas watered down speculation of an imminent tie-up with Jetstar (**TD** 13 Dec), which was mooted in the original QF/EK Master Coordination Agreement proposal in Dec 2012 for a later stage, "where appropriate."

UL oneworld progress

SRILANKAN Airlines and sister carrier Mihin Lanka have carried out a successful migration to the Amadeus Alteia Suite ahead of its impending induction to oneworld.

The migration sees the carrier's reservations, inventory & ticketing systems integrated to the group's standard, with Alteia's departure control rollout to be implemented by mid-2014.

Formal induction proceedings for SriLankan Airlines are due to take place in the first half of 2014.

TA pitch Qld to Kiwis

WINTER holiday escapes in Australia will be marketed to the New Zealand market under an expanded 'There's Nothing like Australia' campaign.

A particular focus will include north-eastern coastal regions in partnership with Tourism & Events Queensland, with ads to appear in NZ online and print media.

Trafalgar appoints

TRAFALGAR has appointed Donna Reed to the maternity leave position of sales manager for Southern & Far North Qld.



Wanted: Best of the Best - Do you aspire?

The Concierge Travel Group operates a number of businesses including Concierge Business Travel, Concierge Traveller, Elegant Resorts and Villas, Swiss & Europe Travel and Freighter Travel.

The business is about to enter into an exciting transformation and is in the process of expanding its operations, coinciding with Concierge Business Travels appointment as the official Travel Manager of the Australian Olympic Team.

We are now seeking to recruit for a number of senior roles across;

Operations, Marketing, Business Development, Account Management and Training.

Travel Advisors-Corporate, Groups, Wholesale, Leisure including home based.

Centrally located in newly expanded and refurbished offices in Sydney's CBD the group operates 24/7 nationally and is in the process of positioning for its next stage of growth by ensuring that it attracts appropriately talented individuals.

We are looking for people who represent the very best that the Australian travel industry has to offer. Applicants for all positions should be at the top skill level of their particular area of specialisation, and have the enthusiasm, drive and commitment to play a major role in a dynamic growing team.

Successful applicants will have proven track records in the Australian travel industry, be customer focussed, passionate, be self starters with a can do approach, and that can think and work outside the box. In return, The Concierge Travel Group will offer an exciting time in a growth organisation and an opportunity to shape the direction of a business that aspires to be the best.

If you would like to be part of our team indicate your interest to Astute HR Consulting, - via email to Louise Weatherman - lw@astutehrconsulting.com.au, or forward your application to Concierge Recruitment at Astute HR Consulting GPO Box Q186 QVB NSW 1230. Applications close 21 February 2014.



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US to ban inflight calls

LEGISLATION was passed by the US House of Transportation and Infrastructure Committee on Tue banning the use of calls on in-flight mobile devices.

The 'Prohibiting in-flight voice communications on mobile wireless act' comes despite the US Communications Commission moving forward with plans to permit passengers to make phone calls on mobile phones while in the air late last year (**TD** 01 Nov).

Pennsylvania Republican Bill Shuster said pax would still be able to use mobile devices to surf the internet and send text messages, but not make voice calls as they were "distracting and annoying."

"Most passengers like their flights to go by as quickly and as quietly as possible. Subjecting passengers to potentially multiple loud phone conversations ... would obviously diminish the comfort of any flight," he said.

The Bill now progresses to House of Representatives for a full vote.

Pinpoint 14/15 brox

PINPOINT Travel Group has released a refreshed brochure range for its Freestyle Holidays & Rosie Holidays brands in 2014/15.

The Bali and Fiji brochures have been re-categorised based on destination, moving away from experience, with more detailed maps and a new 'What Type of Traveller Are You?' section which lists options under categories such as Family, Romance or Nature.

Special offers for 60+ travellers & bonus extras including free nights, tours, massages & more also feature in the new guides.

Maldives and the UK Europe & Arabian Peninsula Freestyle Holidays brochures will be rolled out later this month and in Mar.

'The Collection by Freestyle Holidays' brochure showcasing a selection of boutique and luxurious properties around the globe will also be out next month.

Brochure stock can be ordered now via the TIFS website or email brochureorders@au.pinpoint.biz.

STA, Busabout EXIT

STA Travel and Busabout have teamed to offer exclusive travel and tour options to the EXIT Music Festival in Serbia, held at the Petrovaradin Fortress.

The partnership will provide Aussie and Kiwi travellers with a guaranteed ticket to the Novi Sad-based festival, along with transport, tours and accom.

A six-day package departing 09 Jul is priced at \$735 per person.

Quarantine confidence

IN A bid to instil confidence in cruise passengers when buying handicrafts & souvenirs from Pacific Island traders, P&O Cruises is now displaying a cabinet of goods which can and cannot be imported into Australia or NZ.

The move alleviates quarantine concerns for passengers.

Pacific Dawn was the first ship to feature the cabinet, while others are planned for P&O's *Pacific Jewel* and *Pacific Pearl*.



Window Seat

HUMAN headline Richard Branson was at it again overnight, suggesting that his Virgin Galactic space flight operation might one day operate scheduled services.

Speaking in Dubai, he said that the "ultimate end game" for the fledgling operator is to make its sub-orbital craft bigger, which could see the return of Virgin long-haul operations down under after the shock withdrawal of Virgin Atlantic's Sydney flights (**TD** 04 Feb).

"Obviously if we could fly to Australia in a couple of hours that would give us a massive advantage over everyone else and be a nice way of coming back again," he enthused.

"I think one day we may even give Emirates a run for their money," Branson added.

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Say yes to Yukon!



THE recent appointment of DC & Associates to represent Yukon in the Australian market (**TD** 10 Jan) is a recognition of the strong propensity of Aussies to travel further and spend more than tourists from many other countries.

It's the first time that Yukon has had direct representation in Australia, with the selection

of DC and Associates reflecting director Donna Campbell's long experience with Canada, having formerly headed up the Canadian Tourism Commission's office here and now acting as the CTC's representative in Australia.

Yukon is one of the three Canadian territories, sitting in the northwest corner of the country to the east of Alaska.

This week Yukon's Tourism Minister Mike Nixon is visiting Australia, touting the intriguing mix of wildlife, scenery, Northern Lights and other experiences offered by the region.

He told **Travel Daily** that Australia is a key market for visitors to Yukon, with Aussies now comprising 19% of its overseas arrivals, overtaking the UK to become its second biggest international source market about two years ago.

"We're serious about the Australian market and we want to grow it," he said.

The expansion of representation also reflects a stronger focus by the Yukon Government on the importance of tourism, which is seen as less cyclical than its other major industry, mining.

Yukon's capacity for visitors is also growing with a number of recent developments, but the focus is on high quality boutique experiences such as wildlife and Northern Lights viewing lodges, which are seen as producing better yields for the industry too.

Pictured above with Donna Campbell are Denny Kobayashi, Yukon Tourism and Culture's Senior Manager Global Marketing, and Mike Nixon, Yukon's Minister for Tourism and Culture.

WIN TICKETS TO BAZ LUHRMANN'S STRICTLY BALLROOM THE MUSICAL

Everyday this week **Travel Daily** is giving away double passes to Baz Luhrmann's *Strictly Ballroom The Musical* playing at the Sydney Lyric in March.

Strictly Ballroom The Musical is the uplifting story of



a championship ballroom dancer who defies all the rules to follow his heart.

To win tickets to this inspiring musical, be the first person to send in the correct answer to the question below to:

musical@traveldaily.com.au

What year did Strictly Ballroom the movie come out?

Congratulations to yesterday's winner **Georgina Thomas** from **Travel Beyond**.

ICC executive search

RECRUITMENT for pre-opening management of the International Convention Centre in Sydney has commenced, AEG Ogden has said.

A search to fill the positions of director of sales, int'l sales manager and communications manager has now begun, with a pre-opening office expected to be in place soon.

Demolition of the former Sydney Convention & Exhibition Centre started this month.

New NYC hotel brand

SIX New York City properties have joined forces to form a new hotel brand - Triumph Hotels.

The new brand is a collective made up of the Hotel Belleclaire, The Iroquois New York, Hotel Chandler, The Cosmopolitan, The Gershwin and The Washington Jefferson and together offers an inventory of nearly 1,000 rooms.

A brand-wide loyalty program is on the table for a future rollout.

CX, KA traffic increase

CATHAY Pacific Airways saw a 9.3% surge in passenger traffic on Cathay Pacific and Dragonair operations in Jan compared to the corresponding month in 2013, carrying a combined 2.54m pax.

Load factors rose 4.9% to 83.4%, outstripping available seat kilometres increases of 3.3%.

The figures were however distorted by the Lunar New Year holiday beginning earlier this year than in 2013, CX gm of revenue management James Tong said.

"Long-haul demand held up well," Tong said, with traffic to North America jumping 16.3%.

Southwest Pacific & South Africa combined traffic was up 3.1% to 1.39 million passengers.



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.

Malaysia's loved-up **Datai Langkawi** is in the Valentine's Day spirit and has released a special offer for couples to partake in a romantic escape. The Romance at the Datai package includes accom for two, romantic beachside dinner, champagne breakfast, late check-out and more, priced from AU\$970 per night, valid for stays to 19 Dec. See www.thedatai.com.

On The Go Tours has launched a special 2-for-1 offer on its 10-day Very Vietnam group tour, for bookings made by 28 Feb. Valid for departures between 01 Jun & 31 Jul 2014 and priced from \$1,899 per couple. Starting in Hanoi, the tour travels down the east coast, cruising on Halong Bay and the Mekong and visiting Hue, Hoi An and more. Phone 1300 855 684.

Experience outback & coastal Australia with the latest deal from **Broome & The Kimberley Holidays**. Priced from \$10,999pp twin share, the offer includes Gold service on The Ghan from Adelaide to Darwin and 10-nights on *Oceanic Discoverer* cruising to Broome. Three nights accom in Darwin and Broome also included, plus plenty of tours. Phone 1300 357 057.

Vanuatu's **Hideaway Island Resort & Spa** is offering a Stay 7 / Pay 4 deal at its idyllic island paradise. The package is valid for sale until 16 Mar, for travel from 01 Apr to 31 Oct 2014. Inclusive of breakfast, a glass bottom boat ride and water activities. Book through your preferred wholesaler.

Wine & chocolate egg

CYCLING tour operator Tour de Vines has released a new five-day food and wine tour to take place in Hawkes Bay, New Zealand, over the coming Easter long weekend, priced from \$1,899pp.

The tour is suitable for riders of all skill levels and is fully guided, with accom, bike rental, meals, wine tastings and more included. Phone 1300 665 330 for details.

Sydney hotel rates up

STR Global has today reported that Sydney hoteliers witnessed a nearly 5% year-on-year increase in occupancy last month, as average room rates neared the \$200 per night mark, leaping 7.7% to \$198.31.

MD Elizabeth Wilkie said the "significant" pickup in occupancy & rates resulted in record hotel postings for the NSW capital.

Business fares climb

DOMESTIC airfare index data released by the Federal Govt has shown most fare types surveyed remained flat during Feb.

Business Class fare averages were however 20+ points higher than the same month last year.

Bracelets bring guests

NEWLY implemented bracelets at Walt Disney World's Magic Kingdom theme park in Orlando (**TD** 09 Jan 2013) have resulted in a significant increase in guests, Disney ceo Bob Iger has said.

The technology, which provides a cashless purchase and FastPass ride access system for park guests saw an approximate increase of a further 3,000 visitors per day over the peak holiday season.

Iger described the MyMagic+ Program as "a real success".

Magellan chill'n in the Arctic



ABOVE: Magellan Travel Group agents on the retail network's Finland family by all accounts have acclimatised to their surroundings in the ski resort of Saariselka.

Pictured enjoying a picnic in -7 degree temperatures from left are Judy Tanner, Aurora Travel; Jane Busch, Au Revoir Travel; Kate Williams, BLT Townsville; Tina Killeen, Penny Spencer Travel; Emma Whiting, Emma Whiting Travel; Tarja Manninen (with daughter Inari), Saariselka Tourist Office; Anna Robert, Travel Practice; and Diane Rawlings Where2travel.

Ski season on the out?

GLOBAL warming could play a major role in slowly eradicating a viable ski industry in Australia and New Zealand in the future, according to a study into climate change and its effect on tourism.

Four major ski regions - two in NSW and two in Otago, on NZ's South Island - were assessed over the 2012 ski season by a team of Griffith University researchers.

The study found declining quantities and levels of natural snow in line with a projected slow increase in average temperatures.

Snow depths at the two NSW resorts surveyed were expected to be no more than 78% of 2012 levels by the 2040's and around 29% of current depth by 2090.

Professor Susanne Becken of Griffith University said the results showed there were "likely to be serious economic implications for businesses and tourism-dependent communities".

Securtix for groups

E-TICKETING platform Hahn Air says tickets issued by its Group Department are now protected by the company's insolvency insurance coverage.

Hahn's Securtix guarantees the refund of the unused portion of a ticket in the event of a flight cancellation due to a collapse.

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This month **Travel Daily** is giving one reader and their friend the chance to win a 10 day Thailand tour, courtesy of **On The Go Tours**.

The prize consists of:

- Return economy flights from BNE, PER, SYD or MEL
- Airport arrival transfer on day 1 and departure transfer on day 10
- Breakfast daily and one dinner
- 8 nights accommodation in a 4 star hotel and 1 night accommodation on a floating jungle lodge
- Escorted by English speaking local guides.

Throughout February **Travel Daily** will ask 20 questions. The subscriber with the most correct entries and the most creative response to the final question will win this amazing Thailand holiday.

Email all your answers by COB Fri 28 Feb to:
Onthegotours@traveldaily.com.au



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This amazing tour/wholesale operator is looking for an energetic, positive personality to join their team. Your role will be responsible for organising all travel arrangements for both independent travelers, groups and building excellent relationships with your peers. If you enjoy an excellent salary with no sales targets and enjoy going overseas for international conferences every year this job is for you. A minimum 12 months travel industry experience with strong time management skills is essential.

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Everyone knows that part time roles within the travel industry are a rare find! Here at AA Appointments we are very pleased to advise that we are currently seeking an experienced leisure consultant to join this well established boutique agency on a part time basis. You must be available to work 2 days per week plus every 2nd Saturday morning. You will possess a minimum of 6 years consulting experience, have exceptional destination knowledge & have a can do approach to your work! Contact AA to find out more!

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Are you a motivated travel consultant in need of a new challenge? This well established agency that has built up a high number of repeat clientele is in need of a motivated travel consultant to join their expanding team. Responsible for booking a variety of worldwide holiday packages, you will be welcomed into a friendly team who has a passion for all things travel! Get a better work/life balance - Monday to Friday hours with the occasional Saturday, you would be crazy not to apply for this sensational new role!

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Have you ever wanted to work in corporate travel? This is a unique opportunity for an experienced retail travel consultant to take the next step in their career. Moving away from face to face travel, you will be dealing directly with PAs of large corporations and assisting them to book travel arrangements for their staff. Working for this global TMC, the sky is the limit! So if you think it is time to make a change in your career then we suggest you contact AA Appointments today as this role won't be available for long....

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Do you have a strong passion for all things Africa? We have a hot new wholesale reservations role in Melbourne that will see you become a specialist consultant in selling the destination of Africa. Working Mon – Fri hours, you will be assisting clients to create a once in a lifetime luxury holiday package to Africa. You must possess more than 3 years industry experience in either wholesale or high end leisure travel and have personal travel experience in Africa! So listen to the call from the wild & apply today!

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