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# Travel Daily

First with the news

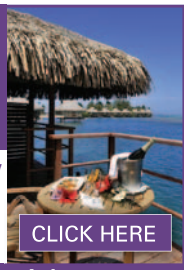
Friday 3rd January 2014

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## Wyndham sales role appointment

**WYNDHAM** Vacation Resorts Asia Pacific has named Nick Meredith as its new Regional Sales Director - North.

To be based at the Wyndham Corporate Centre on the Gold Coast, Meredith will oversee the group's six Queensland sales sites including the Owner Enhancement team at Bundall.

Wyndham says he has a "wealth of experience in the timeshare industry" including sales training, recruitment and leadership development.

Meredith's most recent role was National Inside Sales Manager for M2 Telecommunications Group, where he managed call centres operating from Sydney, Adelaide, the Gold Coast and Manila.

## Pinpoint Travelpport deal

**GDS** firm Travelpport today announced a major new agreement with Pinpoint Travel Group, under which it will become its preferred global distribution systems provider in the Asia region.

Pinpoint Travel Group specialises in travel rewards and redemption programs for the customers of banks and other corporations, as well as operating a range of holiday programs in Australia including Rosie Holidays and Freestyle Holidays, as well as SIA Holidays and United Vacations.

Travelpport said it's a new initiative involving Pinpoint's rewards and redemption programs business, with the pact also seeing Travelpport provide ongoing travel technology consultancy services as Pinpoint continues its regional growth.

"Travel rewards are now a

critical component for all types of loyalty programs," said Travelpport ceo Gordon Wilson.

"It is important for Pinpoint Travel Group to have access to the broadest travel content possible via innovative technology, ensuring their clients' members enjoy a seamless booking process," he added.

Interestingly, former Travelpport Australia/NZ country manager Sean Cummins is now Pinpoint Travel Group's head of retail and wholesale sales operations.

Pinpoint Marketing's portfolio includes a wide range of incentive and loyalty programs for both staff and consumers, which currently cover over 35 million customers across the region.

## Tas caravan park push

**TASMANIAN** tourism minister Scott Bacon says a new partnership between Family Parks and Tasmanian Tourist Parks will "further enhance Tasmania's tourism potential".

Tasmanian Tourist Parks has more than 120 member properties and an association with 15 cabin, caravan and camping parks while Family Parks has over 45,000 loyalty program members across Australia, New Zealand and the UK.

"This new partnership will make the Tasmanian Tourist/Family Parks network the largest referral-based association in Tasmania," Bacon said.

He said that visitors who stayed in caravan parks contributed over \$290 million to the state economy in 2012-13, with those using a caravan staying an average of 35 days.

"In addition to its own destination marketing programs, Tourism Tasmania continues to work closely with Caravanning Tasmania and the Caravan, RV and Accommodation Industry of Australia to develop and market the state's caravan and camping sector to identified target audiences," Bacon added.



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## FC car rental switch

**FLIGHT** Centre's Infinity Holidays has revealed the appointment of Hertz and Avis as its exclusive domestic car rental suppliers.

Previously Infinity had used Europcar for all car hire product in its domestic brochures.

## Air NZ rejigs Bali

**AIR** New Zealand has revised the planned operational schedule for its seasonal direct flights between Auckland and Denpasar.

Slot issues at the airport will see NZ revise its flight timing to a late-night arrival and departure in Bali, with NZ245 departing Auckland at 4.30pm and arriving at Denpasar at 10pm.

The return service will depart DPS at 11.10pm and arrive back in New Zealand at 11.10am the following day.

The Northern Summer flights will operate from 01 Jun-19 Oct 2014, initially twice weekly with a third weekly service commencing on 01 Jul.

## LH strike at CDG?

**UNIONS** in France have called on Lufthansa workers at Paris Charles de Gaulle Airport to stop work this weekend, due to an ongoing dispute over outsourcing of ground operations.

LH has warned of disruption of Paris flights as a result.

## US storm disruptions

**TRAVELLERS** in the eastern United States are expected to experience significant delays this week due to a massive snowstorm which is making its way across the continent.

Forecasters say snow is likely to fall at up to 5cm per hour in some places with strong winds forcing the cancellation of more than 2,300 flights overnight, plus a further 5,710 delayed, according to *USA Today*.

The worst affected airports include Chicago O'Hare, New York's Newark Liberty, La Guardia and JFK International, as well as Boston Logan.

The storm has also led to a reduced schedule on Amtrak's Acela trains between Boston and Washington DC.

## Infinity Gold Coast out

**INFINITY** Holidays this morning released its first domestic brochure for the new year, with the Gold Coast program featuring Sanctuary Cove to Byron Bay.

New products include Tiger Moth Joy Rides plus eight new properties, such as the Ramada Couran Cove Island Resort on South Stradbroke Island, while the Sunshine Coast Highlights Tour has been removed because it's not operating for 2014.

## Four pages of news

*Travel Daily* today has four pages of news & photos plus a full page promoting the **ACBC's World Youth Day Tour Operator Opportunity**.

## New tail for AA

**AMERICAN** Airlines staff have narrowly voted in favour of keeping the carrier's new-look flag-themed tail design (right).



According to ceo Doug Parker, more than 60,000 employees voted in the poll, with the new design preferred by 52%.

"It was very close but the majority has spoken and the new flag tail will proudly represent American Airlines - and all of us - for years to come," Parker said.

The classic former AA design had been in place since 1968.

## Antarctic evacuation

**ALL** 52 passengers on board the ice-bound *Akademik Shokalskiy* in Antarctica have now been safely airlifted off the stranded ship (**TD** yesterday), with the mission completed around 10.45pm AEST last night.

Original plans to transfer the passengers by barge from the Chinese ship *Xue Long* to the *Aurora Australis* were abandoned due to sea ice, with the helicopter eventually shuttling everyone directly to an ice floe adjacent to the Australian vessel.

The helicopter was unable to land directly on the *Aurora Australis* due to load rating restrictions but weather conditions improved sufficiently for the nearby ice landing.

The *Aurora Australis* will now start heading towards open water and will then travel to the Casey base to complete a resupply before heading to Australia.

It's not expected to reach Hobart until mid-January.

The Australian Maritime Safety Authority has confirmed that all 22 crew members of the *Akademik Shokalskiy* have remained with the vessel.

## Pandaw Burma ship sinks

**PANDAW** River Cruises says it still expects to be able to meet growing demand for river cruises in Myanmar, despite the unexpected loss at sea of the *RV Saigon Pandaw*.

The purpose-built river cruise ship, which was only three years old, has apparently sunk off the Malaysian coast while it was being towed by a tugboat from Saigon to Singapore, and then onto Yangon.

Pandaw says there was nobody on board the vessel so there were no casualties, and while it's still awaiting the formal results of an official investigation "we are told that the hull became swamped with water and capsized in heavy seas".

The *Saigon* was constructed in Vietnam where it has sailed since 2011, and was on her way to commence operations in Burma where "demand is now so high".

The ship was to be renamed the *Saigang*, with all affected

passengers having been contacted by Pandaw.

The cruise operator says it has the space in other ships to reaccommodate them, but if alternative cruises are not suitable full refunds will be paid.

"Passengers have been incredibly kind and understanding over this and we are deeply grateful to them for their sympathy at such a time," said Pandaw River Cruises founder Paul Strachan.

Pandaw has two new ships under construction to help meet the demand for Myanmar voyages, he added.

## RCI domestic air deal

**ROYAL** Caribbean is offering special airfares from Brisbane, Melbourne, Adelaide or the Gold Coast to Sydney to join selected 2014 sailings on its *Rhapsody of the Seas* and *Voyager of the Seas*.

It's part of a "January Clearance Sale" which launched yesterday, with flights available from \$49 per person return or \$99pp depending on the departure.

The specials are available for booking via the RCI reservations team before 15 Jan 2014.

## Agent fined in USA

**THE** US Department of Transportation has fined a firm called WK Travel Inc, also trading as OneTravel, US\$95,000 for violating its rules on disclosure of code-share flights.

The agency has been ordered to cease and desist from further violations of the regulations which require consumers to be advised what airline will be operating their flight while they are shopping for a ticket.

In this case the DOT's Aviation Enforcement Office made several phone calls to call centres operated by WK travel and inquired about booking certain flights.

During the calls the reservations agents failed to disclose that the flights were being operated under code-share arrangements, only identifying the marketing carrier rather than the operator "even when prompted by the caller".

## SilkAir additions

**SINGAPORE** Airlines' regional offshoot SilkAir has announced two new destinations as well as capacity boosts to a number of existing ports including Darwin.

The additions include Mandalay in Myanmar as well as Kalibo in the Philippines, with the Mandalay flights to debut 10 Jun 2014, operating thrice weekly as a tag service via Yangon in the outbound direction.

The new Kalibo services, which will provide convenient access to Boracay island, will operate via Cebu also three times a week effective 27 May 2014.

SilkAir's Northern Summer schedule effective 30 Mar-25 Oct 2014 shows Darwin flights increasing from four to five per week, while the carrier's Singapore-Phuket services will lift from 30 to 35 per week.

Frequencies will also increase to Palembang (from 4 to 5 weekly) and Balikpapan (from 6 to 7 weekly services).

The new schedule also shows reductions in some destinations including Medan (from 21 to 19 per week), Pekanbaru (from 4 down to 3), Hyderabad (10 to 9), Kochi (10 to 9) and Visakhapatnam (4 to 3 weekly).



## Sales Executive – Full Time / Sydney Base

Tucan Travel and This Is Africa are currently looking for a dynamic and passionate sales executive. We are leading tour operators with product in over 60 countries worldwide. Our companies are based in Sydney and are still privately owned and managed by the original owners. We have a team of four Sales Executives in Australia who are supported by our Sales Manager and marketing department.

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## Heron Island to reopen 28 Jan

**DELAWARE** North Companies has advised that its Heron Island Resort in Queensland will re-open for business at the end of the month, after an assessment of the damage caused by last week's generator fire (TD 27 Dec).

Christmas guests were evacuated from the resort after the fire led to no electricity being available, affecting water, communication and sanitation services on the island.

According to a statement issued late yesterday, a team of contractors is now on the island and have begun work on the re-build of the generator to re-establish normal operations.

Staff are in the process of being

rostered on in stages prior to the re-opening, with the reservations team contacting guests and travel providers to assist them with re-scheduling of holidays.

"We are extremely grateful for the patience shown by our guests during this difficult period," said general manager Ross Greenaway.

"We apologise again for the inconvenience this has caused to our holidaymakers and look forward to welcoming them back to the island and the beautiful Southern Great Barrier Reef".

He said he was also grateful for the strong support provided by the Gladstone Area Promotion and Development Ltd team.

For info call 1300 233 432.

## Beaver Creek update

**COLORADO'S** Beaver Creek Resort, owned by US ski giant Vail resorts, has today announced the installation of a new high-speed chairlift for the 2014-15 season.

The existing Centennial Express Lift (chair 6) will be replaced with the new lift which will "increase uphill capacity by 35% through the use of alternating gondola cabins and six-person chairs".

The new lift is expected to be in place within 12 months, in time for the 2015 World Alpine Ski championships.

First announced about a month ago as a six-person chairlift, the change to include gondola cabins will boost capacity and also allow guests to access the Spruce Saddle area for current and future night-time and summer dining and recreational activities.

## Hainan to Bali

**HAINAN** Airlines has become the latest Chinese carrier to announce Bali flights, with plans for direct services from Beijing to Denpasar effective 15 Jan.

The thrice weekly services will operate using a Boeing 767-300ER aircraft, with the new route to be flown in conjunction with local Chinese operator Caissa Tour Group, promoting Bali as a leisure destination.

It's estimated that the new route will bring in about 30,000 Chinese tourists annually.

## Special UA amenities

**UNITED** Airlines has announced the introduction of a special edition amenity kit, featuring its 'Flyer Friendly' brand campaign.

The collectible tins will be available to passengers in United BusinessFirst seats on long-haul international flights departing from the USA, with eight designs available each featuring one of UA's eight north American hubs.

Featuring Philosophy brand skin care products, the special edition kits will be available until 01 Mar 2014 or while stocks last.



## Window Seat

**A HAWAIIAN** woman can finally fit her full name on her driver's licence, after authorities agreed to expand the number of characters that can appear on official documents.

54-year-old Janice "Lokelani" Keihanaikukauakahihuliheeka-haunaele said the former 35 character limit meant she couldn't even fit all her surname on the licence.

The change won't help if she wants to travel internationally, with standards for machine-readable passports only having provision for full names of up to 39 characters in total.

**THE** legalisation of marijuana sales in the US state of Colorado yesterday may have come just in time for Aussie skiers heading to resorts such as Vail or Aspen for their northern winter holidays.

The move has seen 24 legal drug shops open across the state already, as well as signs erected at Denver International Airport warning travellers not to take cannabis home with them.

As you'd expect the the sensation has led to many puns and plays on words, with one of the most popular being that in Colorado it's now much easier to get a Rocky Mountain high.

**DON'T** trust the internet.

That's the strong advice of a London couple who ended up having to be rescued from the UK's Snowdonia mountain after reading a website which described it as an "easy walk".

The pair became stranded on the 1000m-high North Ridge of Tryfan, equipped with just a bottle of water and a cellphone.

They got stuck after turning back when they realised that the route was in fact highly challenging, with rescuers eventually lowering them to safety using rope harnesses.



## 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](mailto:specials@traveldaily.com.au).

**World Drive Holidays** is offering a range of earlybird offers on its Citroen DriveEurope product. Bonuses include 7 or 9 free days on all models, three additional free days for loyal customers and 50% discount on Europe delivery and return fees. The specials apply to minimum contracts of 21 days and bookings prior to 31 Mar 14 - call 1300 653 270.

The new **Four Points by Sheraton Brisbane** has launched a "super hot opening offer" in the lead up to its official debut on Mon 03 Mar 2014. Rates start at \$149 per room per night including complimentary in-room wifi, while Starwood Preferred Guest members can earn double Starpoints for stays from 03 Mar-03 Sep 2014. To book call 1800 074 545.

Rates on Executive Suites at the luxury **Semara Seminyak** have been slashed by 70% to just US\$120++ per room per night. The special pricing is valid to 31 Jan 2014, with the 60 square metre suites perfect for families or three adults sharing - see [www.semaraseminyak.com](http://www.semaraseminyak.com).

**Rendezvous Hotels** is offering a "stay 2 nights save 20%" deal at the Rendezvous Grand Hotel Perth Scarborough and Rendezvous Studio Hotel Perth Central. The offer is valid for stays through to 13 Feb 2014 with some blackout dates applicable.

**Qatar Airways** says customers can save up to 15% on economy and business class fares for travel to Barcelona or Madrid, with the carrier the official global partner of FC Barcelona. The discount is accessible for pax who purchase tickets at [qatarairways.com/fcb-promo](http://qatarairways.com/fcb-promo) for travel between now and 31 May 2014, with double Qmiles available to members of the QR Privilege Club who book through this promotion.

**Radisson Blu Hotels** has launched a "save 20% off Best Available Rates" special for travellers who stay at least two consecutive nights at participating properties across the Asia Pacific region. Special valid for bookings to 21 Feb and stays to 30 Dec 2014, with free wi-fi also provided.

## Etihad Hertz offer

**ETIHAD** is offering double Etihad Guest Miles when travellers book a Hertz rental car for a minimum of three days in any participating country.

Hertz is EY's preferred car rental partner, with the special offer valid for rental bookings made before 31 Jan and for travel 02 Jan-30 Jun 2014.

## US Airways persists with Sabre lawsuit

**US Airways** has formally requested a trial date in its long-running case against GDS firm Sabre - despite its new merger partner American Airlines having already settled a similar lawsuit more than a year ago.

US Airways filed the antitrust case in Apr 2011, claiming that Sabre's control over the distribution of airline tickets to travel agents had increased costs to consumers.

American's similar case was finalised last Sep, with Sabre paying AA an undisclosed amount to finalise the matter.

There's speculation that the US Airways case could be a factor in negotiations between the merged AA/US and Sabre, which are understood to be finalising a deal to implement the SabreSonic Customer Sales & Service system.

## TK to boost KUL

**TURKISH Airlines** will lift frequencies of its Istanbul-Kuala Lumpur service from 4 to 6 weekly effective 30 Mar 2014, with a further increase to a daily operation from 28 Apr according to travel agent GDS screens.

The Star Alliance member utilises an A330 aircraft for the route to Malaysia.

## Indian govt permits LCC 'transaction fee'

**INDIAN** low-cost carrier IndiGo has told travel agents that they can now collect a 2% transaction fee on each ticket they issue, after the Indian government approved dual pricing for airfares.

The 2% fee is applicable on the basic fare plus fuel surcharges and will be remitted by IndiGo to its Indian travel agent resellers on a monthly basis.

India's Civil Aviation Secretary K.N. Srivastava has issued an order stating that payment of remuneration to an intermediary is permissible as long as it's shown as part of the fare.

The order also allows price differentials between tickets purchased directly from an airline versus via an intermediary.

The new transaction fee will mean that it's cheaper to buy tickets on airline websites.

## Hyatt Regency Phuket

**HYATT** Hotels Corporation has announced the official opening of the new Hyatt Regency Phuket Resort, which is the first Hyatt-branded property on the Thai island destination.

Situated on the west coast, the property is ten minutes from Surin and Patong and about 40 minutes from the airport.

It features 199 rooms each with a private balcony, with a range of room types including Ocean View Terrace Rooms which feature a private 700 square foot terrace.

There are also Regency Club rooms which have access to exclusive facilities and services including complimentary breakfast, drinks and evening cocktails and access to the Regency Club infinity pool.

## 92m CZ passengers

**CHINA** Southern Airlines carried a total of 91.8 million passengers during 2013, a year-on-year increase of 6.1% making it the biggest carrier in Asia.

## Trolley dolly Christmas cheer

### VIRGIN

Australia's Victorian sales team brought inflight hospitality to the ground while doing their pre-Christmas rounds.

**Pictured** are Danielle Trimarchi and Felicity Allan (La Terra), who donned crew uniforms and served morning and afternoon tea to key clients in their offices - complete with an inflight trolley.



## Topdeck discount

**TOPDECK** is offering savings of 10% on its 'European Pathway,' a 17-day trip through eight European countries.

The journey is now priced from \$2132 per person, but clients must book by 15 Jan to access the special discount.

Starting and ending in London, the tour features a bicycle tour of Amsterdam, a vaporetto ride on the Grand Canal in Venice, a Paris 'City Lights' tour as well as visits to Berlin, Munich, Prague, Florence, Rome and Switzerland. For details call 1300 886 332.

## ATDW client survey

**THE** Australian Tourism Data Warehouse is conducting a 'Customer Needs and Satisfaction Study' as part of a major strategic review of the organisation.

The "360 degree" examination of the role of the ATDW aims to "ensure that we remain relevant and deliver the very best service and support to the industry," with all Australian tourism operators invited to undertake a short online survey before 20 Jan 2014.

The survey can be accessed by **CLICKING HERE**.

## DL to add new ports

**DELTA** Air Lines will launch new Boeing 717 flights to five extra US domestic routes next year, with the addition of services from Atlanta to Augusta, Chicago Midway, Fayetteville and Houston Intercontinental from 01 Apr, plus Dallas Love Field effective from 13 Oct 14.

## More visa-free cities in China

**THE** cities of Shenyang and Dalian in China have become the sixth and seventh destinations to offer international tourists the ability to stay for up to 72 hours without requiring a visa.

Foreigners using the policy can stay within the two cities after arriving at Dalian Zhoushuizi International Airport or Shenyang Taoyuan International Airport, as long as they hold a valid passport, third country visas and plane tickets leaving for a third country or region within 72 hours.

Shenyang and Dalian join Beijing, Shanghai, Guangzhou, Chengdu and Chongqing with the visa-free option, now available to citizens of 51 countries.

**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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Calling for Expressions of Interest

## **World Youth Day 2016 Official Tour Operator**

Australian Catholic Bishops Conference

The Australian Catholic Bishops Conference (ACBC) is seeking to appoint an Official Tour Operator to coordinate travel and accommodation logistics for World Youth Day 2016.

The Official Tour Operator will enhance and support the Australian World Youth Day Committee's co-ordination of pilgrims to WYD, to be held in Krakow, Poland, from 25 to 31 July 2016.

The Australian World Youth Day pilgrimage will provide pilgrims with opportunities to experience WYD, visit the attractions and sights of Poland and greater Europe as well as share the spiritual experience with other pilgrims.

It is anticipated that Australia's Pilgrims, Leaders, Clergy and Bishops will total approximately 2000.

The ability to effectively manage the varying requirements of a range of key stakeholders is essential.

### **IMPORTANT**

Interested parties should attend a Briefing Session in early 2014.

**Date:** Monday 13 January 2014.

**Time:** 10am to noon.

**Address:** Catholic Diocese of Parramatta Diocesan Office,  
12 Victoria Road, North Parramatta.

To register for the Briefing Session and to request an Application Pack send an email to Mr Malcolm C Hart, Senior Youth Ministry Projects Officer: [youthministry@catholic.org.au](mailto:youthministry@catholic.org.au)

**Expressions of Interest close at 4pm on Friday 28 February 2014.**

Send Expressions of Interest on email to:  
Mr Malcolm C Hart, Senior Youth Ministry Projects Officer  
Australian Catholic Bishops Conference Secretariat for Pastoral Life  
Email: [youthministry@catholic.org.au](mailto:youthministry@catholic.org.au)