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Travel Daily

First with the news

Thursday 16th January 2014

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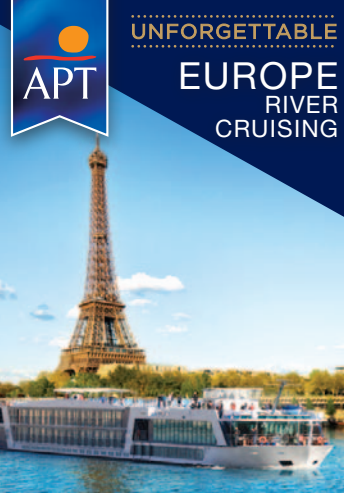


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QF cop US\$90K DOT fine

QANTAS has been charged US\$90,000 by the US Department of Transportation for failing to allow passengers to leave an aircraft stranded at the gate at Dallas/Fort Worth Airport.

Flight QF8 on 21 Mar was slated to depart the Texan hub at 10pm, bound for Brisbane and Sydney.

After initially pushing back late at 10:41pm, the Boeing 747-400 returned to the gate three times after receiving 'mechanical alerts.'

On its first return to the gate, the plane sat idle for one hour & seven minutes, and the second time for two hours & two minutes.

The DOT said that despite the 747's door being open during both delays "Qantas personnel failed to inform passengers that they could deplane."

When pilots were made aware of a third mechanical alert the flight was cancelled at 3:05am and passengers disembarked.

The DOT said Qantas violated its airline consumer protection rule which requires pax to be provided the opportunity to leave a delayed flight after 30 minutes.

Updates must also be provided every 30 minutes after a delay.

"Airlines may not leave passengers stranded indefinitely

aboard an aircraft, whether on the tarmac or at the gate, and passengers have a right to know if they are able to leave the plane," US Transportation Secretary Anthony Foxx said.

A Qantas spokesperson said: "During this delay Qantas made every effort to meet passengers' needs on board the aircraft, keeping them fully informed about the situation and providing food and water.

"Had any passengers asked to disembark, the crew would have allowed them to do so."

The Australian carrier added it was committed to meeting all DOT's requirements in the future.

QF is required to pay US\$45,000 within 30 days and a further \$US45,000 if the airline breaches the requirement again within 12 months of the order.

EK beefs up fuel levy

EMIRATES has announced it is raising fuel surcharges across its network (excluding trans-Tasman services) effective 23 Jan.

The Gulf carrier said the increase was due to "the variance in exchange rates in recent weeks and the associated impact on our fuel costs."

One-way Economy Class fuel surcharges will jump to \$155 to the Middle East, \$165 to Asia, \$250 to SASC & IO (Saudi Arabia/South Asian subcontinent and Indian Ocean) and \$270 to Africa, the Americas, India & UK/Europe.

EK's Business/First Class one-way fuel levy will rise to \$240 to Asia, \$270 to the Middle East, \$435 to SASC & IO, \$455 to India and \$495 to Africa, Americas and the UK/Europe.

Existing bookings must be ticketed by Wed 22 Jan to honour current fuel surcharges, EK said.

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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Applications close Friday 24 January 2014.

To apply, or for more information, please visit careers.virginaustralia.com





Gallipoli 2015 tour

INSIGHT Vacations is now taking bookings for its Gallipoli centenary tour which starts in Istanbul and visits Gallipoli, Troy, Ephesus & Athens and includes a five-night Greek Island cruise.

Departing on 21 Apr 2015, the 22-day Gallipoli Splendours of Turkey & Greece itinerary will include transfers to Anzac Cove for the Dawn Service ceremony.

Entry is however not included to the 100th anniversary service, with guests required to complete the government's online ballot to attend - gallipoli2015.dva.gov.au.

Guests without tickets will be offered other alternatives.

The trip is priced at \$6,895ppts, with a shorter 12-day tour also offered for \$3,350ppts.

SIA/Air NZ form venture

VIRGIN Australia equity partners Singapore Airlines and Air New Zealand have announced a new partnership on flights between Singapore & Auckland, boosting capacity by 30%.

The proposed alliance - which requires regulatory approval in both countries - will see Air New Zealand reintroduce flights on a daily basis between Auckland & Singapore using newly refitted Boeing 777-200ERs.

Air New Zealand last operated its own flights to SIN in 2006.

Singapore Airlines will launch daily Airbus A380 services between Singapore & Auckland, while maintaining its existing Singapore-Christchurch service.

The agreement includes a new codeshare deal, whereby the 'NZ' code would appear on SQ metal.

SIA ceo Goh Choon Phong said the proposed pact "is another example of our commitment to the important Southwest Pacific market," billing the partnership as a "win-win".

Air NZ ceo Christopher Luxon said the alliance "clearly fits our business objectives of working with the right partners in the right markets to deliver seamless customer journeys."

QF quash FF change

QANTAS has hosed down reports in mainstream media yesterday that suggest the airline would be modifying its highly successful Frequent Flyer program.

"This speculation comes from our announcement of a structural review we announced in Dec that is looking at ways to further strengthen our business.

"We know how important the Frequent Flyer program is to members and there are no plans to change any of its fundamental elements - we would never mess with a winning formula," Qantas spokesman Andrew McGinness told *Travel Daily* this morning.

He confirmed QF would provide an update on the structural review next month.

"The review is looking at a range of options and we're not going to add or subtract weight to any of those options by commenting on speculation.

"The simple fact is that no decisions have been made," McGinness commented.

DNSW appointment

DESTINATION NSW has announced the promotion of Sue Doyle to the key role of Director, Partnership Programs.

CEO Sandra Chipchase said Doyle's "expertise & experience is an important asset for DNSW."

GM Industry Partnerships & Govt Policy Simonne Shepherd said the decision to select Doyle by the panel was unanimous.

"Sue has achieved excellent results for Destination NSW/ Tourism NSW in a broad range of areas and roles and I look forward to working with her as she develops the Partnerships Programs team," Shepherd said. More Appointments on **page 6**.

TAT recruits Dynamic

DYNAMIC Tourism Group has been appointed to manage the Tourism Authority of Thailand's Australian marketing activity.

DTG is based in Sydney and headed by Jeff Skinner.

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EY 14 weekly to JFK

ETIHAD Airways is introducing a new second daily service on the Abu Dhabi-New York JFK route from 01 Mar.

EY will operate the new service until 01 May, from which time it transfers to partner Jet Airways.

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TA 'Q Factor' promo

TOURISM Australia says it will place a greater emphasis on T-QUAL Tick tourism products as part of a new marketing push to be rolled out later this year.

The campaign "aims to put the spotlight on quality tourism by highlighting the unique personalities of the people behind some of the businesses," TA said in a newsletter today.

T-QUAL endorsed operators from across the country will take part in the promotion acting as spokespeople, which TA plans to implement through a comprehensive media relations campaign, dubbed 'The Q Factor'.

HIA opens 'mid-year'

THE Steering Committee of the New Doha International Airport - known as Hamad Int'l Airport - has announced overnight that the facility is on track for a phased opening "by mid-year 2014."

Although unable to pinpoint any specific launch date, chairman of the committee Abdul Aziz Mohammad Al-Noaimi said "I am proud to confirm that this project is nearly complete."

"Despite delays, which were a result of changes requested during construction to expand the project, as well as challenges we faced regarding some contracts, we are on track for a mid-year opening," Al-Noaimi declared.

Once open, HIA will be the new home of Qatar Airways.

Tasmanian record

FOR the first time in Tasmania's history, more than one million visitors arrived into the state by regular air and sea services over a 12 month period to Sep 2013.

At 1,007,000 visitors, the result was up 15% year-on-year with the result excluding cruise ship passenger numbers.

Visitor spend spiked 11%, increasing to \$1.51 billion.

Minister for Tourism Scott Bacon said the latest data indicated a turnaround in visitors heading to regional areas to the South, North, East Coast & Cradle Coast.

Targeted marketing initiatives in Victoria, New South Wales and Queensland provided the catalyst for an 18% growth from interstate markets to Tasmania.

"We have also invested significantly in events, particularly in the traditionally quieter months, which is beginning to see returns as these figures demonstrate," Bacon said.

International visitor arrivals were up 8% to 155,100, driven by the UK, USA, Hong Kong, New Zealand and China markets.



Window Seat

CITIES all over the world lit up a few short weeks ago to ring in the new year, and some more details have been released on how elaborate the city of Dubai chose to make their celebration.

So big was the show that it has been classified an official Guinness World Record.

In total, the Emirate exploded an astronomical 479,651 shells in an utterly dazzling six-minute welcome to year 2014 (**below**).

This worked out to an average of 80,000 shells per minute, or 1,332 each and every second.

Dubai broke the old record held by Kuwait in the first minute.

Adjudating and awarding the record was a laborious process, with Guinness judges physically counting every last cracker.



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Please forward your application to: the HR/Administration Manager sydnhr@malaysiaairlines.com
Applications close 23 January 2013.

Four Points Brisbane recruits



AHEAD of its 03 Mar opening, Four Points by Sheraton Brisbane held a mass recruitment drive on Mon to fill 70 positions.

The event saw more than 380 hopeful applicants apply for positions covering guest service agents, concierge and food & beverage attendants at the hotel.

Keeping with one of Four Point by Sheraton's core values of 'fun',

the recruitment process included taking part in games against hotel associates, such as Wii bowling with the gm, Scrabble with the director of sales & marketing or Jenga with the assistant director of sales & 5-min speed interviews.

The Four Points by Sheraton Brisbane team including managing director Brad Mercer centre (front row) are **pictured** on the day.



Obi Obi EOI zipline

EXPRESSIONS of Interest submissions are being sought for zipline concepts at the Sunshine Coast's Obi Obi Gorge, part of the Kondalilla National Park.

The Queensland government is seeking EOI's from experienced groups with the necessary skills, creativity and financial resources to deliver a zipline experience.

Proponents of the project may plan for the zipline to run alongside and over the Obi Obi Gorge and across the Sunshine Coast Hinterland Great Walk "giving guests a priceless birds-eye point of view of the gorge and national park."

It forms part of Queensland's ecotourism investment opportunity detailed recently.

Tender guidelines suggest the zipline will provide "an attractive investment opportunity in adventure ecotourism."

Submissions must be received before 4pm on 28 Feb 2014.

CLICK HERE for further details.

Enlighten 2014 tkts

TICKETS to Canberra's annual night-time Enlighten festival have gone on sale through Ticketek.

Running from 28 Feb to 08 Mar, Enlighten sees a range of cultural institutions in the nation's capital open their doors to host an array of events and experiences once the sun sets.

Twelve venues are participating in 2014 including the Museum of Australian Democracy, the National Archives of Australia and Questacon & Parliament House.

Space-Ships on show

SCENIC Tours European River Cruise product will be showcased during a dedicated 1-hr episode of Channel Nine's travel program *Getaway* tonight at 7:30pm, also airing on WIN and NBN.

The special traces TV personality Jamie Durie's first-ever cruise experience, sailing on a Scenic 'Space-Ship' from Budapest to Amsterdam and traversing the Rhine, Main and Danube Rivers.

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Days	Flight No.	Depart Kiev	Arrive Dubai
Daily	EK 172	22:05	04:45 (next day)

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AW 'head' positions

THE Travel Corporation is recruiting staff to drive growth for its newest acquisition, with Head of Sales and Head of Product roles at Adventure World being promoted on its website.

CLICK HERE for further details.

Machu Picchu landslide

TOURIST shuttle bus access on the Hiram Bingham switchback that leads to the iconic Machu Picchu Incan archaeological site has been cut off by a landslide, PromPeru has confirmed.

The landslide was a result of heavy rainfalls earlier this week and is expected to take a few more days to clear.

Currently, the site is accessed by foot from Puente Ruinas - a hike of about 1.5 to 2 hours.

Anantara's newest

THE newest villa resort on Sir Bani Yas Island in Abu Dhabi has been opened by Anantara Hotels, Resorts and Spas.

Anantara Sir Bani Yas Al Sahel Villa Resort is comprised of 30 "luxury rustic" villas, with options including 1- or 2-bedroom pool villas, surrounded by salt dome hilltops & grass savannah where gazelle and Arabian Oryx graze.

It's the group's 5th property in the emirate and 3rd on the island.

Flyer record for NYC

NEW York City has set a record for combined pax numbers in the area during 2013, with 111.6 million passengers being handled by the city's four airports.

Approx 50 million flyers utilised John F Kennedy Airport, with Newark seeing 34m, LaGuardia handling 27m and around 320,000 at the lesser known Newburgh/Stewart Airport.

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CA increases PEK/IAH

AIR China will crank up capacity on services between Beijing and Houston to a daily service starting 30 Mar, up from four weekly.

Introduced eight months ago, the Star Alliance member carrier said the new frequencies follow strong demand from business and leisure travellers to China and within Asia.

Services are operated using Boeing 777-300ER aircraft.

AC is also ramping up flight options to New York JFK from 11 weekly to double daily on 31 Mar and introducing nonstop services to Washington DC in Jun.

Finland Guggenheim

CITY Board officials in Helsinki have voted for an architectural competition to be held for the design of a Guggenheim museum to be built in the Finnish capital.

Plans for the development in Helsinki's waterfront district will see it join sister-museums in Abu Dhabi and Bilbao - international arms of the New York icon.

Guggenheim has told Helsinki officials it would focus on Nordic and international artworks if the museum in Finland materialises.

Supporters of the project hope the museum will boost its appeal with tourists as an art destination.



Canada Corroboree 2014

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Hamilton Island Enterprises is looking for a superstar to join their Sydney based Sales Team. As a National Sales Coordinator you'll be involved in various administrative activities and projects supporting the Leisure Sales Account Managers and reporting to the Director of Leisure Sales.

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MARKETING COMMUNICATIONS MANAGER AUSTRALIA

Cathay Pacific Airways Australia is looking for a Marketing Communications Manager based in Sydney. Reporting directly to the Sales and Marketing Manager Australia and managing a small team, you will be responsible for all marketing and promotional activities and budgets under the direction of our head office in Hong Kong.

The role encompasses marketing campaigns, social media, PR, loyalty, sponsorships and emergency scenarios.

The role would suit a 2IC already working in marketing for a global company or someone in an existing marketing role within a travel or tourism related industry.

Key Accountabilities

- Management of marketing team
- All campaigns and related activities
- Social Media environment
- Management of key stakeholders; including Head office HKG, PR & Advertising Agency
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Key Competencies/Skills

The successful candidate must possess and display the following experience and skills:

- Exceptional communication skills, with a positive "Can Do" attitude
- Exude creativity
- Excellent understanding of all social media platforms
- Ability to network both internally and externally
- Be able to build strong external partnerships
- Embrace, manage and successfully deliver change
- Prior management or supervisory experience would be an advantage
- Tertiary qualifications in Marketing or related discipline would be an advantage
- Must have the right to live and work in Australia

Cathay Pacific will offer the successful candidate a competitive salary, travel benefits and comprehensive medical insurance.

Interested candidates who satisfy the above requirements should send their CV to: Julie Reid, Sales & Marketing Manager Australia, Cathay Pacific Airways via email julie_reid@cathaypacific.com

Closing date is Friday 31 January 2014.

WIN TICKETS TO DOLLY PARTON

This week *Travel Daily* and *Swagman Tours* are giving one lucky travel agent the chance to win one ticket to see Dolly Parton in Melbourne and one night post concert accommodation.

The concert will be held on 11 February at Rod Laver Arena, Melbourne. The lucky agent will be the guest of Swagman Director Wayne Hamilton and enjoy preconcert drinks before the show.

For your chance to win, come up with a caption for the photo below. The best caption (as judged by Swagman Tours) will win this great prize.

Submit your entries by COB on Friday 17th January to:

dolly@traveldaily.com.au.



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SWAGMAN TOURS
EXPERIENCE DISCOVER EXPLORE

Travel Daily

First with the news

Thursday 16th Jan 2014

Dublin doubled by EK

EMIRATES has confirmed it will utilise Boeing 777-300ER aircraft on its new second daily service to Dublin, as flagged by **TD** on Mon, commencing 01 Sep.

Flight times have been set to facilitate "more effective" connections from Dubai to Australia and NZ, with shorter onward journey times to Auckland, Melbourne & Brisbane.

CEO Tim Clark said the move will provide a boost for Emirates to increase tourism to Ireland.

New Circus thrill ride

LAS Vegas' Adventuredome theme park, located inside the Circus Circus property, will open a brand new roller coaster at the end of this month.

Named El Loco, the 72-second ride includes outwardly banked curves and a 180° turn that turns into a barrel roll finish.



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.

Home-based agent network **MTA** has welcomed **Clare Kearns** as its new Business Development Manager - Victoria & Tasmania. Kearns brings more than 16 years experience in a number of senior industry positions.

Tourism Fiji has recruited **Karen Everingham**, **Matt Symonds** and **David McMahon** as its new State Managers to lead destination promotion in Queensland, NSW and Vic/Tas respectively. Each brings extensive sales experience to their new roles, which commenced this week.

Well-known industry advocate of the Cook Islands **Carmel Beattie** has been named as the nation's full-time representative for the **AOT Group**.

Former Managing Director at the **Australian Tourism Export Council** **Peter Shelley** has returned to the role after pursuing other opportunities for the past eight years. Shelley replaces Felicia Mariani in the top role.

Rail Plus has promoted **Nicki Schleibs** to the role of Sales Manager NSW/ACT, based in Sydney. Schleibs brings extensive rail knowledge to her role after three years in a number of specialist reservations positions.

Upmarket tour operator **Bill Peach Journeys** has hired **Lisa Taylor** as its new Australia & New Zealand Product Manager, based in Sydney. Taylor will be responsible for sourcing and developing new itinerary inclusions.

John Elderfield has joined the team at **CMV Australia** in the role of Sales Manager WA/SA. Elderfield will continue to develop sales for the company's vessel *Astor*, which is currently based in Fremantle, along with its soon-to-launch European river cruise options aboard *Vienna 1*.

Egypt 2-for-1 to Nov

ON THE Go Tours has released a 2-for-1 promotion on all its group tours to Egypt departing through until Nov 2014, representing a saving of up to \$1,199 per couple.

The deal applies to itineraries including OTG's nine-day King Tutankhamen, 11-day Egypt Unplugged and 14-day King Ramses tours.

Bookings need to be made and paid in full between 13-24 Jan. See www.onthegotours.com.

Mini-fee for quick hop

DELTA Air Lines has launched a discounted fee of US\$1.95 for inflight wi-fi on smartphones on services shorter than two hours.

The new product allows for the use of instant messaging and general internet browsing, while a full day pass for laptops and tablets can be purchased for \$14.

Topdeck earlybird II

TOPDECK has today launched a second round of early booking discounts on summer tours to Europe in 2014, trimming 5% off bookings paid in full by 30 Apr.

The tour operator has over 100 youth adventure holidays on offer this year - www.topdeck.travel.

HGA signs up JTB

HOSTS Global Alliance - a consortium of select Destination Management Companies around the world - has announced the addition of JTB Global Marketing & Travel in Japan as a member.

Rail service in Bali?

AN INDONESIAN transportation official has called for development of a mass transit rail network to circle the island of Bali in order to ease stifling traffic congestion.

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This fantastic new sales role has a vacancy open with your name on it. Looking after the Australian market, you will be self-motivated and utilise your strong negotiation skills to qualify opportunities and increase sales, growing sales revenue and build strong ongoing relationships with key industry personnel. Your friendly personality, presentation skills & creative ability is required here.

LOVE TO NEGOTIATE?

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Are you a negotiating guru? Enjoy sourcing premium product? This industry leader requires the skills of an adaptable Contracting/Product Manager to negotiate hotel contracts regionally. You will be well organised, have the ability to source and negotiate rates for key premium products on a global scale. Excellent industry network and negotiation skills are a must for this rare opportunity. that will value and reward your skills. Full training provided.

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