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Travel Daily

First with the news

Monday 20th January 2014

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VA appoints new COO

VIRGIN Australia has recruited aviation executive Gary Hammes to the position of chief operating officer, commencing in the role early next month.

Hammes possesses 25+ years industry experience including having held senior operational and technical roles with ASTAR Air Cargo, Northwest Airlines, United Airlines and most recently US based carrier World Airways where he was also coo.

World Airways is a subsidiary of Global Aviation Holdings which filed for Chapter 11 bankruptcy protection in Nov last year.

As coo at VA, Hammes will be responsible for Group Operations, accountable for ground handling, flight operations, engineering, line maintenance, safety, catering and network operations teams.

Virgin Australia boss John Borghetti said he was very pleased to welcome Hammes to the Brisbane-based position.

"Gary brings a wealth of international experience and will have responsibility for the day to day operations, enhancing our fleet and network operations strategy," Borghetti commented.

AU cruise growth up 130%

AUSTRALIA'S booming cruise sector continues to see "phenomenal growth" according to Carnival Australia ceo Ann Sherry, citing the latest 'State of the Cruise' update from CLIA.

The report by the Cruise Lines International Association shows over the past five years, cruising in Australia has witnessed a 130% jump in passenger numbers, with only the Scandinavia/Finland market higher at 184.6%.

In 2013, 760,000 passengers cruised in Australia, accounting for a mere 3.6% of global passenger figures but placing fifth in terms of global pax share.

At close to 52%, the US held the

lion's share of cruise pax numbers last year, with over 11 million passengers carried - up 15% over the past five years.

The UK/Ireland was the second largest cruise passenger market with 1.7m pax (8.1%), followed by Germany with 1.6m (7.7%) and Italy with 860,000 (4%).

Carnival Australia - which represents P&O Cruises Australia, Princess Cruises, Carnival Cruise Lines, Cunard, P&O Cruises World Cruising, Holland America Line & Seabourn - holds about 80% of the local cruise market.

"Cruising here has something to offer every market segment with locally or seasonally based ships, plus international ships visiting during the height of the summer cruise season," Sherry said.

CLIA's data also confirms cruising continues to grow worldwide, with numbers forecast to rise by about 400,000 to 21.7m in 2014.

Trafalgar satisfaction

TRAFALGAR has rolled out a new campaign to hammer home the message to agents that it's 'The Real Deal' - see **cover page**.

The firm is emphasising its place as the industry "pioneer" in local experiences, having achieved a near perfect customer satisfaction score & delivering more definite departures than its rivals.

Today's issue of TD

Travel Daily today has six pages of news & photos, a **Trafalgar** front full page, plus a page of **AA Appointments** jobs.

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TIE visitor regos open

VISITOR registrations to the inaugural Travel Industry Exhibition (TIE) have opened. Being held at Sydney's Royal Hall of Industries on 18-19 Jul, the show piggy-backs off AFTA's annual National Travel Industry Awards being held in the adjacent Horden Pavillion. Part of the expo's educational seminar program will include a presentation by the Australian Federation of Travel Agents on the new AFTA Travel Accreditation Scheme (ATAS).

For more info on the event go to www.travelindustryexpo.com.au, or **CLICK HERE** to register.

Home-agent ATAS concern

TRAVELMANAGERS chairman Barry Mayo has called for the travel industry to speak up on all points of discussion it feels are required to satisfy contentious issues surrounding the upcoming ATAS accreditation scheme.

Mayo says further discussions with AFTA following the recent Transitional Workshops have still not sufficiently satisfied existing concerns, however the group has modified its official position to avoid stalling progress entirely.

In Nov last year, TravelManagers' chairman told *Travel Daily* the fact the new accreditation system was not mandatory for all agents did not entirely sit right (*TD* 08 Nov).

"AFTA has said that acceptance of ATAS membership has to be voluntary; TravelManagers now reluctantly accepts this but is of the opinion that all ATAS members should be required to have Travel Intermediary Insolvency Insurance", the group said via a statement yesterday.

Mayo said this would at least provide consumers with a level of basic protection similar to what is currently afforded by the outgoing Travel Compensation Fund.

He added the industry as a whole could be damaged if clients affected by the collapse of a travel agent seek recourse via the media.

"We urge the travel agency community to be actively discussing the pros and cons of ATAS," Mayo continued.

"The time remaining for any refinement to the scheme is now less than six months.

"Consumer confidence in retail travel distribution is critical and without it your business and the perception of the travel agent could change forever," he added.

BritRail bonanza

INTERNATIONAL Rail has a 20% discount on select Britrail Passes & Britrail England Only Passes issued before 14 Feb.

The deal applies to passes from three to 15 days of travel within two months to any destination in England, Scotland and Wales.

Scenic ERC pre-release

SCENIC Tours has launched its Pre-Release 2015 European River Cruising Program, offering clients the opportunity to lock in 2014 pricing for sailings next year.

Guests booking from the pre-release guide have the ability to guarantee the best price available and first choice of cabin and travel dates on Scenic's 'Space-Ships'.

General manager of product Aleisha Fittler said Scenic Tours has included a variety of new experiences and destinations for 2015, with earlybookers able to secure the best possible price.

Offers apply until the full release of Scenic's 2015 ERC brochure.

Qatar Air 3-day sale

ECONOMY & Premium Class fares are on sale across Qatar Airways' global network during a 3-day sale that kicked off today.

Discounts of up to 30% are on offer during the 'New Year, New Journeys' campaign.

Marketing Services Executive

The Hong Kong Tourism Board is a dynamic, global marketing organisation whose mission is to promote Hong Kong as a unique, world-class destination. The Board requires a Marketing Services Executive for its Australia, New Zealand and South Pacific operations based in Sydney.



The Marketing Services Executive is responsible for assisting the Marketing team, coordinating and implementing projects across all areas: travel trade, consumer marketing, P.R. and MICE. An understanding of integrated and digital marketing is essential.

The position is also responsible for consumer and trade enquiries/database, brochure stock control, and some basic administrative duties. Ideally, candidates will have tertiary qualifications, marketing experience in a tourism-related field, extensive computer skills, good presentation and communication skills, together with a working knowledge of Hong Kong. Remuneration package will be negotiable but will include medical benefits and superannuation.

Applications should be sent by 25 Jan 2014 to
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Oceania sales go gangbusters

THE Australasian arm of Oceania Cruises has achieved significant sales growth from the Australia & New Zealand market during 2013, becoming the company's largest source outside of North America. Director of Key Accounts &

Communication Craig Owens revealed exclusively to **Travel Daily** forward bookings for 2014 are encouraging, with goals already being exceeded and healthy yields maintained.

Owens said the UK/Europe market is a strong contender for top int'l sales, "however given our necessary long haul travel, this is an outstanding result."

"To see our sales & marketing strategy that we implemented succeed beyond our expectations is just fantastic," he commented.

Owens added agency partners value and appreciate Oceania Cruises' no-direct booking policy.

VA/VX Vegas c's tick

THE US Dept of Transportation has given Virgin America a green light to allow Virgin Australia to codeshare on its flights between Los Angeles & Las Vegas (**TD** Fri), with effect from 01 Feb.

Bangkok clashes

PEACEFUL demonstrations on the streets of Bangkok turned ugly on Sat, escalating to violence without warning, according to Thailand-based Destination Asia.

Incidents occurred near the Government Center & National Stadium (in downtown Bangkok), where a small explosive device was thrown, resulting in numerous casualties.

The company is urging visitors to avoid the demonstration sites and pay close attention to local news and media reports on the situation.

"You should exercise caution if in the vicinity of any large gathering, be alert and be aware of your surroundings," Destination Asia said in an update yesterday.

Bangkok Suvarnabhumi Airport and Don Mueang Airport have been unaffected by the protests.

Popular tourist sites including The Grand Palace, Wat Pho, Wat Arun and Chinatown are also unaffected & remain safe to visit.



Window Seat

DISNEY'S latest animated hit film *Frozen* continues to take the world by storm, so much so that scenes from the movie are being brought to life in a hotel.

Quebec City's Hotel de Glace, (better known as the Ice Hotel) in partnership with Walt Disney Studios has debuted a "Frozen-inspired" suite at the Canadian property, created entirely from sculpted ice and snow.

Dubbed the 'Frozen Suite', the room is modelled after Anna & Elsa's bedrooms (**pictured**), and features an ice-carved bed, armchair and bench.

It can be booked until 23 Mar.



LOVE is in the air, literally.

The head of US company 'Love Architects' Kailen Rosenburg assisted nine single travellers on a Delta Air Lines flight find their possible soul mate last week.

Rosenburg collected a brief profile of willing single pax on the flight from Minneapolis to Los Angeles, interviewed them, and then hooked up matches (including an Aussie woman), with her existing clientele.



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Simplified TI incentive

TRAVEL Indochina has launched a modified travel agent incentive scheme in which rewards will be easier to achieve.

The program, entitled "8 for 1" now permits Small Group Journey bookings to be counted as well as extending the redemption period.

Agents can now earn a free Asia journey for themselves by booking eight passengers before the end of the year with a total gross value of \$20,000, while partners or travel companions can join for 50% of the brochure price on a twin share basis.

Upon achieving the mark, agents have a full year from the point of qualification to redeem their reward, which includes low season land and internal air only from a select group of itineraries.

Countries available to select from include Vietnam, Cambodia, Laos, Thailand and China journeys of 12 days or less and a selection of multi-country programs.

NT operators in Asia

AAT Kings and Great Southern Rail have joined six Northern Territory based tourism operators on a mission to Kuala Lumpur and Singapore to showcase their wares to travel agents.

The four-day mission will reach over 100 key trade representatives and is supported by Tourism NT and Tourism Australia.

Choice new members

TRAVELLERS Choice has today announced the addition of four new members to its retail travel network around the country.

The new member shareholders include BTC Travel in Aveley, WA; Naracoorte Travel n Cruise in Naracoorte, SA; and NSW based agencies Mosman Cruise Centre in Mosman and Northwest Cruise & Travel in Windsor.

CEO Christian Hunter said the businesses will "contribute positively to our organisation."



Voyager acquired by UK's ATPI

VOYAGER Travel Corporation will continue to operate as normal after it was handpicked by UK-based International Travel Management Group ATPI as its vehicle for growth in Asia-Pacific (**TD** breaking news Fri).

Dubbed "Australia's largest independent Travel Management Company," Voyager has offices in Melbourne, Sydney and Perth, employing 120 staff.

The TMC celebrated 40 years of operation in 2013, and according to outgoing chairman Lionel Krongold, was approached unexpectedly by ATPI.

With a presence in more than 60 countries globally, ATPI is a specialist in corporate travel and corporate events management.

"After an extensive search, ATPI identified Voyager as the business within the travel industry that would best complement its strategy to grow operations in the

Asia/Pacific region," he said.

The deal will see md Richard Savva hold on to his position with Voyager, while becoming a shareholder in ATPI.

Chairman & chief executive of ATPI Graham Ramsay said he was delighted to have completed the acquisition of the "prestigious Australian company."

Voyager said its clients would benefit from ATPI's extensive int'l presence and its unique technical and reporting capabilities.

"The shared philosophies of the two companies are aligned and have differentiated them from their competition and will continue to do so in the future," the TMC added.

Krongold Group of Companies will retain ownership of its six-year-old globally recognised IT platform, iVoyager, which will be made available exclusively to ATPI in the Australian market.



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To enter just book and ticket two or more international Qantas tickets, which contain a "QF" flight number and enter a specific OSI into each booking. Then just tell us the three words that define the Spirit of Australia for you. Entries close 24 January 2014.

For more information including entry details and conditions, visit the Qantas Industry Sales Site at qantas.com/agents or speak with your Qantas Account Manager.



Air NZ/VA ring in exciting 2014



AIR New Zealand ushered in the start of 2014 with partner Virgin Australia at a special celebration event on Thu in recognition of the carriers ongoing trans-Tasman alliance.

Leanne Geraghty, gm Australia welcomed VA's attendees from across its sales, marketing, Velocity and alliances teams, congratulating both airlines on their joint achievements over the past 12 months.

Virgin Australia's gm global

Extra Brazil flights

BRAZILIAN skies will welcome close to 2,000 new flights to cope with demand for crowds expected for the FIFA World Cup, being played over Jun and Jul.

The country's aviation regulator approved 1,973 new services, most of which are domestic, that will be primarily operated by TAM, Gol, Avianca and Azul.

Last week, TAM called on the National Civil Aviation Agency to authorise 1,000 additional flights for its own passenger demand.

ET 787s to Shanghai

ETHIOPIAN Airlines is set to add new nonstop 787 *Dreamliner* services between Addis Ababa & Shanghai Pu Dong commencing 24 Mar, the carrier has confirmed.

sales Shirley Field echoed the sentiment, noting exciting opportunities ahead after the pact was re-authorised for a further five years.

Pictured here at the event, building closer ties, from left are Matt Scott & Nicole McMahon, VA; Michael Zorbas and Rachael Menzies, Air NZ; with Cyrus Sakari, Dwight Harrison and Jeremy Francis from VA.

Medical tourism \$\$\$

TOURISM Research Australia figures show over 10,700 visitors entered the country from abroad for the 12 months to Sep 2013, pumping more than \$26 million into the nation's economy.

The result is more than double the figure achieved in 2006.

AirAsia back to Japan

JAPAN is back on the radar for budget carrier AirAsia, founder Tony Fernandes has confirmed.

The revived operation would begin in 2015 from Tokyo Haneda.

Budget fares drop

NEWLY released airfare index data shows the Best Discount domestic Economy class fares in Jan are at their lowest level in 20 months, falling to a mark of 55.4.

Cheap seats were the only index to drop this month, the govt report shows, sliding 27 points on last month but only two points different to Jan last year.

BITRE's fare index also shows Business Class fares were at their highest mark this month (at 84.3), since Dec 2011.

Full Economy and Restricted Economy class fares remained relatively flat compared to recently passed months.

Turkey uncovered

EXPLORE Worldwide has rolled out an eight-day tour of Turkey which includes visits to Istanbul, Gallipoli, Ephesus and Troy.

The Best of Turkey Highlights is priced at \$750ppts.

Tasty Thai history trip

BATTLE Tours & Historical Travel has teamed up with former My Kitchen Rules contestant Captain David Hopgood to host a nine-day Thailand Culinary & Anzac Day Tour, departing on 19 Apr.

Cooking demonstrations, visits to the Ampawa Floating Market and Anzac Day at Hellfire Pass are included, along with temples, museums & cemetery tours.

Cath Hopgood is co-hosting the trip- **CLICK HERE** for more info.

Cape York options up

THREE new dates have been made available on APT's 11-day Cooktown & Cape York itinerary in reply to exceptional demand, the tour operator announced.

New dates are scheduled for 15 & 29 Jul and 12 Aug, priced from \$6,995ppts.

APT also has an \$800 per couple discount on select Kimberley 4WD Adventures booked by 28 Feb.



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HRG incentive winner

MELBOURNE based HRG Australia consultant Pia Hays has been selected as the winner of a nationwide incentive run late last year by Cathay Pacific & the Japan National Tourism Organisation.

The promotion required entrants to design their ideal Japanese itinerary, with Hays winning two return airfares to Japan with CX.

Hays' winning entry included visiting temples in Koyasan, a cat cafe in Okayama and riding an electric bike on Naoshima Island.

WIN THE GREAT BEAUTY TICKETS

This week, **Travel Daily** are giving five lucky winners the chance to win a double pass to the new movie, *The Great Beauty*.

Arguably one of the most striking evocations of a city every filmed, Paolo Sorrentino's powerful tale of hedonism and lost love is an extraordinary depiction of contemporary Rome.



See the Great Beauty for a chance to experience Rome – details at:

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To win, be first person to email the correct answer to the daily question below to:

greatbeauty@traveldaily.com.au.

Who is the director of The Great Beauty?



Qld recognise tourism

A **STATE-WIDE** survey conducted by Tourism & Events Queensland has found 87% of communities recognise the importance of the growth of tourism in the state as a key pillar of the Newman Govt.

The majority of respondents agreed festivals and events were significant drawcards, seeing also the industry's economic benefits to the state and importance of a strong regional profile.

"More than half of Queensland residents surveyed also like the way tourism was developing and want to see it continue," Qld Tourism Minister Jann Stuckey said.

MEANWHILE, TEQ research has also found 93% of Bundaberg residents believe tourism played a "crucial role" in rebuilding the town's economy and visitor profile after the 2013 flood crisis.

AA east-coast cull

A **NUMBER** of daily nonstop services to 17 cities across the US will be shelved by American Airlines as part of concessions made to federal regulators in order to secure approvals for its recent merger with US Airways.

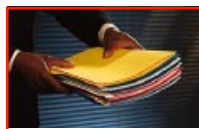
Direct flights from Washington Reagan Airport will cease to Augusta, Detroit, Jacksonville, Minneapolis, Little Rock, San Diego and more, as well as Nassau, Bahamas and Montreal.

Additionally, services from New York LaGuardia to Atlanta, Cleveland and Minneapolis will also be axed.

Grand eco-locomotive

THE Grand Canyon Railway's diesel engines will be replaced with a 1923 steam engine on the first Sat of every month starting Apr and running through to Sep.

Operating between Williams, Arizona to the South Rim of the Grand Canyon, the service will see eco-friendly Locomotive No. 4960 make the journey based on a fuel alternative of waste vegetable oil from French fries and chicken wings.



Brochures of the Week

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Travel Indochina - China 2014

Macau, Tibet and Hong Kong feature alongside China in the new Handmade Holidays guide from Travel Indochina, with a variety of new itineraries, day tours and hotels to choose from. New content includes a range of multi-day tours in the south to showcase a different side of the country, along with the addition of a variety of boutique hotels. Culinary tours have been developed for those keen to experience Chinese cooking and sample a range of popular tastes and uncover new ones.



Intrepid Travel - Europe & Middle East 2014

No corners of Europe are left uncovered in the new Intrepid Travel guide, highlighted by the inclusion of the tiny nation of Andorra, between Spain and France. Expanded ranges of activities aimed at active travellers have also been included in France and Switzerland, including ziplining, hiking, rafting and cycling. A new walking trip in the French and Swiss Alps is designed to offer amazing views. Fans of quality food will enjoy new culinary experiences in Italy that visit Rome, Assisi, Bologna & Venice.



Schoolies.com - Ultimate 2014 Schoolies Package

Exclusive to the school leavers travel company is the first all-inclusive resort to host a new travel package designed for Schoolies - the Club Med Bali. The week-long travel deal from 29 Nov to 06 Dec 2014 offers return flights, seven nights accom, return airport transfers, all food and snacks and much more. The brochure details the various accommodation offerings and general facilities at the resort, info for parents and details on a number of fully coordinated parties exclusively for schoolies.



Skimax - Southern Hemisphere 2014

Fresh off the printers and into agencies from today, the new ski brochure from Skimax includes details of resorts in Australia, New Zealand and South America who will be putting the final touches on another big winter season in the year's middle months. A number of Earlybird deals have been released, with free nights accom and free car hire days on offer to early bookers. Details on the highlights of each ski region, including what to see when off the slopes and ski holiday tips are also featured.



Infinity Holidays - Canada 2014/15

The Flight Centre wholesaler has given its Canada brochure a major overhaul for 2014, with an extra 12 pages of tours, experiences and accommodation options now included. Three new sections have been added, with Yukon & Northern Territories added, while Niagara Falls has its own section along with Regional East Coast. The brochure also features a range of escorted and independent tours, as well as Eaglerider motorcycle hire.

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This award winning corporate travel Management Company is looking for an experienced Call Centre Manager with travel experience to oversee their key operations. Key responsibilities will include human resources planning, increasing efficiencies and staff productivity, as well as profitable growth and financial accountability. Essentially you will come from a strong travel management background with leadership and people management skills.

YOUR CAREER WILL REACH NEW HEIGHTS

**CLIENT RELATIONSHIP MANAGER'S
SYD & MEL - SALARY PACKAGE UP TO \$90K**

As Client Relationship Manager you will be responsible for managing a portfolio of high profile clients. Key objectives include growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with managers at all levels up to executives.

APAC NEVER LOOKED SO GOOD!

**CORPORATE TRAVEL PROJECT MANAGER – APAC
SYDNEY- SALARY PACKAGE \$100K+**

The Operation / Project Manager is responsible for running and delivering operational projects on a global scale with the objective of growing revenues, increasing margins and retaining the business. To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with people at all levels up to Executives.

UNIQUE OPPORTUNITIES!!

**INDUSTRY BDM – PREMIUM PRODUCT X 3
SYDNEY – MELB - OOL - SALARY PACKAGE \$75K+**

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.

BORN NEGOTIATE?

**SUPPLY RELATIONS MANAGER
SYDNEY – SALARY PACKAGE \$80K**

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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