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First with the news

Wednesday 22nd January 2014



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## QF DXB schedule finalised

**QANTAS** has confirmed minor temporary timing changes for its services from both Melbourne & Sydney to Dubai due to runway works, after locking in new slots at Dubai International Airport.

Last year, QF said it expected to maintain its double daily flights to Dubai, refuting reports it may trim capacity for up to three months (**TD** 15 Aug).

Scheduled runway maintenance at Dubai will see Qantas flight QF1 (SYD-DXB-LHR) depart Sydney 90 mins later than the current schedule, from 30 Apr to 19 Jul.

QF's outbound Melbourne service, flight QF9 (MEL-DXB-LHR)

will now depart about 4hrs later than normal on most days over the same period.

Timings for QF2 (inbound from LHR to SYD) remain unchanged, while QF10 (LHR-DXB-MEL) is largely unchanged, just 10mins later on some days.

"We've worked hard to limit any impact on our customers and where services are retimed, there are still plenty of onward connection options," QF said.

Customers affected are being advised of the schedule changes this week, Qantas advised.

## AW structure change

**ADVENTURE** World md Fiona Hunt is set to implement a "realignment" of the structure of the business following the resignation of exec general manager Andrew Mulholland.

Several new positions with the wholesaler are being promoted, including heads for product, sales and operations (**TD** 16 Jan).

No current roles will be affected by the shake-up, **TD** was advised.

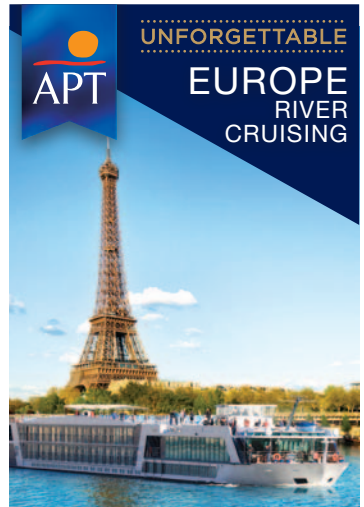
## Edwardian hotel rates

**RADISSON** Blu Edwardian Hotels has released special rates through to Sep 2014 at its collection of 14 properties in London, Manchester and Guilford - see the **last page**.

## Eight pages of news

**Travel Daily** today has eight pages of news and photos, a front full page for **Trafalgar** plus full pages from: (**click**):

- AA Appointments jobs
- The Hotel Connection



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## 'Q-Factor' kicks off

**TOURISM** Australia has today announced the roll out of its new 'Q-Factor' campaign to promote T-QUAL Tick approved tourism experiences nationally, as flagged by *Travel Daily* (TD 16 Jan).

'Q-Factor' recognises the people who make our tourism industry world-class, Tourism Australia's Katherine Droga said.

The new phase of T-QUAL Tick promotion follows the T-QUAL Tick Tour with Matt Moran in 2012 & last year's blogger race.

## Chatfield correction

**VIRGIN** Australia chairman Neil Chatfield is not departing the carrier's board (TD yesterday) in the future to make way for Etihad Airways ceo James Hogan.

Chatfield is Virgin Australia's independent non-executive chairman, appointed in 2007.

## Global int'l tourists up 5%

**THE** Asia-Pacific region saw the strongest surge in international tourist arrivals in 2013, rising 6% compared to the year prior to 248 million, the World Tourism Organisation reported this week.

Growth is expected to continue into 2014, with Asia Pacific int'l arrivals tipped to grow between 4%-5%, the UNWTO forecast.

Within the region, Oceania saw a 4% uptick in tourist visits in 2013.

Int'l tourist arrivals globally soared to 1,087 million - a 5% increase (equivalent to 52m extra travellers) from 2012 and despite a global economy in "low gear".

UNWTO secretary-general Taleb Rifai said the tourism sector had shown a "remarkable capacity to adjust to the changing market conditions, fuelling growth and job creation around the world."

Europe welcomed an extra 29

million overseas arrivals (+5%), totalling 563 million, compared to the Americas (+4%) which rose to 169 million and Africa (+6%) to 56 million.

China and Russia were the "stand out" global source markets over the 12 months, UNWTO said.

China retained its title as the world's largest outbound market with expenditure jumping 28% in the first three quarters of 2013, while Russia was the 5th largest outbound market - up 26% y-o-y.

"The positive result for 2013, and the expected global economic improvement in 2014, set the scene for another positive year for international tourism," Rifai predicted.

## Bridges at AIME

**THE** *Biggest Loser* trainer Michelle Bridges & Gruen Planet regular Todd Sampson have been announced in the line-up for the AIME Knowledge 2014 program.

Other speakers hosting sessions on 18 & 19 Feb include Dr Adam Fraser, Margie Warrell, Debbie Mayo-Smith and Graeme Joy.

More info at [www.aime.com.au](http://www.aime.com.au).

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## Mantra set for strong growth

A BRAND new four-star serviced apartment complex managed by the Mantra Group will feature as part of a restaurant and leisure precinct development planned for the Townsville CBD.

Formal signing of management agreements for the new Mantra Townsville property, which will feature 185-rooms in a variety of configurations, has taken place.

Opening events for the new hotel are currently set for 2016.

Mantra Townsville would deliver a corporate hotel, catering to the mining and resources demand, Mantra Group ceo Bob East said.

"The Townsville market is definitely ready for a new project like this and with Mantra being one of Australia's most dynamic hotel brands we are pleased to have a presence in this fast

developing region," East added.

Elsewhere, the group has signed to manage the refurbished Skyline Court apartments in Brisbane's Fortitude Valley, which will be rebranded as a BreakFree in Mar.

Further group additions in the Qld capital and in Melbourne are expected to be confirmed by Apr, with Peppers to also open new hotels in Brisbane and Melbourne in coming years (TD 12 Nov).

## Dubai clears hurdles

IDENTIFYING barriers & finding solutions to problems restricting entry to the Dubai hotel market by new property investors formed the focus of a consultation workshop attended by a number of key tourism groups this month.

As a result, five directives have been issued by Dubai ruler His Highness Sheikh Mohammed bin Rashid Al Maktoum to help steer the Emirate towards its target of 20m guests annually by 2020.

These include a reduction in the pre-approval process for new developments from six months to two and a single streamlined system to reduce red tape and overseen by Dubai Municipality.

Additionally, government land will be allocated for development of three- and four-star properties, with financial incentives also put in place to attract new investors.

## AI into Star this year

STAR Alliance chief Mark Schwab has revealed member-elect Air India could be ready to join the global airline alliance as early as the northern summer.

Schwab said AI had already met a significant portion of the criteria required to be inducted.

"Over the past few years, Star Alliance has brought down some of its membership requirements and Air India has done a lot of work to fulfil those requirements," he said on Sun.

"I think by this summer the work should be complete."

Requirements that remain to be fulfilled include training Air India's staff to Star Alliance standards, which "will take some time," he was quoted saying in *The Economic Times*.

AI chairman Rohit Nandan said the state-owned carrier would also look to sign codeshare agreements with some of Star Alliance's 28 members.

## Vienna visit uptick

AUSTRALIAN overnight stays in Vienna increased 2% year-on-year in 2013, accounting for 152,000 bednights, the Vienna Tourist Board has announced.

Overall, Vienna achieved its best ever year on record for overnight stays, up 3.7% to 12.7 million, fuelled by the German (2.5m) and domestic (2.3m) markets.



## Window Seat

ONGOING protests in Bangkok - which with the exception of two explosions last weekend, have been calm and peaceful for most of the time - now appear to be taking a toll on the city's entertainment offerings.

Local DMC Destination Asia yesterday reported that Frankie Valli and the Four Seasons, due to perform in the city tonight, have cancelled their scheduled concert due to the unrest.

Valli's management said the veteran crooner was "truly disappointed" he couldn't make it, with Destination Asia's ceo also said to be crestfallen.



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## Thai state emergency

**THAILAND** has declared a State of Emergency in Bangkok for 60 days as a result of demonstrations which turned violent this week.

The condition comes into affect from today and gives the Thai government the ability to impose curfews and restrictions on group gatherings/protests.

Bangkok's Suvarnabhumi Int'l Airport is in the Samut Prakarn province where the SOE applies.

## Integrated resorts EOI

**THE** Queensland Government has issued the first Expression of Interests documents to interested parties for three new integrated resort developments - one in Brisbane's Queen's Wharf and two regional opportunities.

Acting State Development, Infrastructure & Planning Minister Ian Walker said the launch of the process late last year had so far attracted eight private operators registering desire to be involved.

"The Newman Government promised to revitalise the tourism and construction pillars of the Queensland economy, and these major resort developments will do just that by creating world-class tourism destinations," Walker said on Fri.

"This level of inquiry is very encouraging and shows strong confidence in Queensland's tourism sector," he commented.

Expressions of Interest detailing a developers experience for the projects will close on 31 Mar.

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## Consolidated agent G'day Gala



**CONSOLIDATED** Travel hosted incentive winners on a famil to be part of the G'Day USA black tie gala dinner held in Los Angeles earlier this month.

The eight agents were the top sellers of Qantas A380 services to LAX between 30 Sep and 08 Nov, and also enjoyed four nights accommodation in Tinsel Town. They are **pictured** on the

G'day LA red carpet with famil escorts Adam Shepherd from Consolidated Travel and Dean Howard from Qantas.

## Canberra iPad app

**VISITCANBERRA** has released a free iPad app of the Canberra Capital Region Visitor Guide to showcase the nation's capital.

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# Travel Partners opens out west



**TRAVEL** Partners has instigated the next stage in the company's 'go national' strategy, opening a new office in the West Australian capital last week.

General manager Jeff Hakim said the firm has partnered with "talented & experienced" agents from within the industry to form a strong offer for the WA market. "Opening in Perth is a key part of our national expansion strategy and acquisition of disenfranchised travel agents and agencies in WA," Hakim stated.

"We really want to support agents and agencies in WA with our unique strength, our

administration and support in their quest to build their business and their lifestyle."

Hakim said Travel Partners recent 'hi-tech' innovative video booklet direct mailout (**TD** 11 Nov) had paid dividends, with a number of new independent entrants already nabbed.

The latest initiatives are firmly reinforcing TP's positioning as a dynamic alternative for travel agents, Hakim commented.

He is **pictured** (left) in Perth with Travel Partner WA's Andrea Beck, Daniela Tatonetti, Rhett Martini and Jill Wilkinson, with Mary Olivieri, Partner ops (head office).

# Travel Daily

First with the news

Wednesday 22nd Jan 2014

## Family holidays dip

A **DECREASING** number of Australian holidaymakers are taking trips with kids, new data from Roy Morgan indicates.

Of the more than 10,800,000 Aussies who holidayed once or more in the 12 months to Nov (and specified who they travelled with), just over one-quarter (26%) took a family vacation with children, down three percentage points compared to 10 years ago.

Solo travellers rose two points to 14%, while those who took a holiday as a couple remained flat at 36%, the study found.

Just 1% holidayed as part of a tour group/singles group.

## Thailand, Burma brox

**TRAVEL** Indochina has released its 2014/15 Thailand & Burma Handmade Holidays brochure, featuring a collection of new boutique properties and a four page cruise section.

The program also provides a range of holiday options for independent travellers.

## 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*.

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:

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

[greatbeauty@traveldaily.com.au](mailto:greatbeauty@traveldaily.com.au).

What is the original Italian title of THE GREAT BEAUTY?



Yesterday's lucky winner was **Heather Bone** from **Harvey World Travel Gordon**.



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



**HURRY, ENDS FRIDAY!**

IMPORTANT INFORMATION: \*Conditions apply, visit [qantas.com/agents](http://qantas.com/agents). #Flight simulator experience and year round Qantas Club membership do not include accommodation and flights in the prize. Qantas Airways Limited ABN 009 661 901.

## Sabre to raise \$100m

SABRE Corporation in the US is hoping to raise up to \$100 million through an initial public offering of common stock.

The travel technology provider wants to use funds raised through the IPO to pay down debt and for general corporate purposes.

According to papers filed with the US Securities & Exchange Commission, Sabre has suffered financial losses annually since 2008, with a net loss of US\$154.5 million recorded for the first nine months of 2013.

Revenue over the same period was US\$2.34 billion, up fractionally on the year prior.

## Seabourn ship reveal

SEABOURN'S newest vessel will accommodate 604-passengers, over 30% more than the cruise line's existing Odyssey Class ships - *Seabourn Odyssey*, *Seabourn Sojourn* and *Seabourn Quest*.

Slated to debut in mid-2016, the ship will be constructed by Italian shipbuilder Fincantieri and help offset lost capacity from the sale of *Seabourn Pride*, *Seabourn Spirit* and *Seabourn Legend* to Windstar.

It will feature one additional deck, new expanded public areas and maintain Seabourn's near 1:1 staff/guest ratio.

## Grant TIME speaker

QANTAS ceo Loyalty Lesley Grant has been confirmed as the Guest Speaker for the next Travel Industry Mentor Experience (TIME) graduation ceremony.

The event is being held at VIBE Hotel in Sydney from 6-8pm on 12 Feb - RSVP by Mon 03 Feb to [time@travelindustrymentor.com.au](mailto:time@travelindustrymentor.com.au).

## Westin entering Qatar

STARWOOD Hotels & Resorts has announced plans to introduce its five-star Westin brand into Qatar later this year.

The Westin Doha Hotel & Spa will be located in the Qatari capital, offering 365 rooms, five private bungalows and two presidential suites.

## VA improves OTP gap

VIRGIN Australia significantly closed its gap to Qantas for on-time departures in the month of Dec, closing only 1% behind its arch-rival from a near 10% deficit two months prior, government figures released today show.

Qantas continued to lead the way, with 85.3% of scheduled flights pushing back on time, while Tigerair leapt ahead of Jetstar to claim third place at 80.4%.

REX continued its dominance as lead regional carrier, with more than 90% of flights departing on time, ahead of Virgin Australia Regional Airlines and QantasLink.

Across the board among participating carriers, cancellations marked only 1.7% of services, led by Jetstar with 2.6% of its flights.

Western Australia airports took out the top five places for on-time departures, with Newman, Port Hedland, Geraldton, Karratha and Kalgoorlie all sending more than 90% of flights on time.

Perth to Broome was the top performing route overall, with 96.2% departing as scheduled.

## Voyager can handle the heat!



VOYAGER Travel's supplier relations department at its office in Melbourne came to the rescue of its operations team during last Thu's heat-wave when temperatures soared to 43 degrees.

In what staff now say is the best contract deal of the year so far, the supplier relations department arranged a special visit from Mr Whippy right outside Voyager's office.



Some of Voyager Travel's happy staff lining up for a cooling treat included Risa McPherson with her choc nut flake (**above**) and Cynthia Neal with her tasty cup of gelati (**right**).

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## Ibis 1,000th opening

**SIMULTANEOUS** parties on three continents were thrown by Accor last night to celebrate the opening of its 1,000th Ibis branded property worldwide.

The milestone was set in the form of the Ibis Surabaya Basuki Rahmat - a 224-room property located in the city of Surabaya & 10 minutes from Juanda Airport.

Celebrations also took place at the Ibis Berlin Kurfurstendamm in Germany and the Ibis Rio De Janeiro Botafogo in Brazil.

The opening party also featured a delivery of 1000 food packages distributed among city streets.

## QR Saudi launch date

**QATAR** Airways will commence operating domestic services in Saudi Arabia in the third quarter of this year after reaching a deal with authorities in the country.

QR's local operation in Saudi Arabia will be known as Al Maha Airways (**TD** 31 Dec 2012) and will initially fly from Riyadh & Jeddah before expanding to smaller ports.

## Euro resorts in Dubai

**CONSTRUCTION** is set to begin on a series of European style resorts, villas and townships on six of Dubai's revolutionary The World collection of islands.

According to Kleindienst Group, a development firm based in Dubai, materials and equipment have been sent for dispatch to the islands, with an estimated completion at the end of 2016.

Known as the "Heart of Europe", architecture inspired by various regions of Europe will feature including marketplaces, plazas & streets lined with rain and snow.

Reclamation of land from the sea for The World's islands was completed in 2008, but further construction stalled as a result of the Global Financial Crisis.

## A&K launch Escapes

**UPMARKET** tour operator Abercrombie & Kent has launched its 2014 Escapes tour collection, featuring 24 short journeys in seven countries and no more than eight days in duration.

## Tjungu at AYQ resort

**FASHION** parades, bush cooking demonstrations and an AFL match will form part of the festivities at the inaugural Tjungu Festival, at Ayers Rock Resort from 24 Apr.

## Travelport calls for FC inspiration



**INDUSTRY** technology giant Travelport has put the call out to Australian Flight Centre agents to show how they are inspired.

Consultants across the network are being challenged to show the GDS what it is that inspires them, taking a photo of themselves with the Travelport logo and uploading it to a specially designed website.

The prize for the innovative competition will be two air tickets around the world and dinner at the winner's choice of a world leading restaurant.

## Jean Michel upgrades

**FIJI'S** ecological Jean-Michel Cousteau Resort will embark on a further series of upgrades to add to those installed last year, which included a new bar, lounge and furniture in the dining areas.

The resort will close briefly next month for works to be carried out.

The winner will be announced at the annual Flight Centre Global event, which this year takes place in Macau in Jul.

For more info on the comp, see [www.travelportinspiresmeto.com](http://www.travelportinspiresmeto.com).

**Pictured** above from left is the Travelport Flight Centre team, consisting of Scott Slattery, Rachel Jones, Scott Barber & Nick Pyrih.

## Evergreen WA brox

**PREMIUM** touring options showcasing the Western Australia coast through to the Northern Territory are available via the new Evergreen Tours brochure for the region, released this week.

A highlighted tour in the new guide is the 19-day West Coast Discovery Tour, which includes a luxury stay in Perth, Broome, the Emma Gorge Resort in El Questro and a visit to the Kakadu National Park, priced from \$7,495ppts.

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*Candidates from recruitment agencies will not be accepted before this date.*



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## Accommodation Updates

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Two new onsite restaurants have been opened at the **Oaks Grand Gladstone** on Queensland's central coast. Both venues - The Coffee Club and Ribs & Rumps - are situated streetfront and complement the hotel's dining offerings. The hotel itself will open new self-contained apartments next week, all equipped with modern facilities and offering views of the city, mountains or harbour.



Following an extensive renovation, the **Taj Samudra Colombo** in the Sri Lankan capital city has re-opened its doors. The interior is the product of designer David Edwards, with each room now offering a spacious feel with elegant furnishings, wooden flooring and a dulcet colour scheme. A new room category in Taj Club Rooms has also been launched including a Presidential Suite.



A soft opening has taken place at The **Outrigger Mauritius Resort & Spa** after eight months of work through last year following Outrigger's purchase of the facility in May. Each of the 181 rooms have been refreshed and brought up to the group's standards, with new furnishings and decorations. All rooms offer a sea view, while many also allow direct access to the beach.

### LGA set for upgrade

**NEW** York State Governor Andrew Cuomo has announced a US\$3.6 billion renovation project for LaGuardia Airport as part of the "State of the State" address. Early details of the project show a spacious new terminal with retail plazas, restaurants, parking facilities, wi-fi access and more. Construction work has been earmarked to begin by the end of the year, although no completion date has been set.

### Another Bali airport?

A **FINAL** decision on the location of a second airport in Bali (**TD** 07 Feb) is expected to be made by the end of this month. Bali's government is committed to developing a second gateway to the island for air traffic, a provincial spokesperson for the region said.

### New Complete clients

**COMPLETE** Travel Marketing has announced it has been signed to oversee local sales & marketing activities for the La Flora Resort Patong and The Naka Phuket, in the Thai holiday hotspot. La Flora Resort offers 67 rooms & villas on the beachfront, while The Naka Phuket is preparing for its grand opening in Jun this year.

### Disney plans for CNY

**BLESSINGS** of luck and wishings of good fortune will feature across all seven lands at Hong Kong Disneyland Resort as part of the upcoming Chinese New Year. Beginning this Thu through until 16 Feb, the park will be decorated to reflect the Year of the Horse, with Disney characters in new cultural outfits, Mickey-shaped balloons flying in each corner of the park & themed dining menus.

### Rancho Carlton hotel

**RITZ-CARLTON** will open its first new US-based hotel in 4yrs with the 260-room Rancho Mirage resort in Palm Springs, California to debut in the northern spring.

## VA's first Adelaide class graduate



**VIRGIN** Australia's first group of cabin crew members recruited & trained at its new Adelaide base have graduated and will soon take to the skies across the fleet. After seven weeks of training, the class of 24 will be deployed on the carrier's B737 & Embraer 190 aircraft, flying to state capitals on the mainland as well as the Gold Coast and Denpasar. "We are especially excited about these graduates, as they

are the first cabin crew to be recruited and trained in Adelaide, which benefits our business and the greater Adelaide community," Virgin Australia chief customer officer Mark Hassell said. The opening of the new base has enabled 80 new jobs to be created in South Australia. Now firmly in control of their drinks carts, the group, **pictured** above, are suitably elated with their outstanding achievement.

## East sees record arrival stats

**MELBOURNE** Airport recorded the largest overall passenger growth of Australia's three biggest east-coast airports, according to official statistics out this week. The Victorian gateway saw a 7% year-on-year jump in arrivals, with more than seven million pax utilising the facility through 2013. Countries showing the strongest performances were all Asian, each growing by more than 10%. CEO Chris Woodruff said the approval of Melbourne Airport's Master Plan was one of the most significant events of the year and sets the course of the facility for the next two decades. The total rate of growth wasn't

far from double that of Sydney Airport, although SYD remained comfortably in the lead as Australia's biggest airport. Sydney set its own records for Dec and the 2013 as a whole, serving 3.4 million (+5.2% y-on-y) and 37.9 million pax (+4.1%) respectively for the year, with the UK as a leading source market. Brisbane saw a total of 21.8 million passengers through its terminals last year, posting a growth rate of 1.4% year-on-year. Brisbane Airport Corporation will complete its Master Plan this year ahead of an expected surge in arrivals for the G20 Leaders Summit taking place in Aug.

**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).

**Postal address:** PO Box 1010, Epping, NSW 1710 Australia  
**Street address:** 4/41 Rawson St, Epping NSW 2121 Australia  
**P:** 1300 799 220 (+61 2 8007 6760) **F:** 1300 799 221 (+61 2 8007 6769)

**Advertising and Marketing:** Christie-Lee Lachance, Lisa Martin and Magda Herdzik  
Email: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper  
Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Part of the Travel Daily group of publications.

**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Guy Dundas  
**Assistant Editor:** Matt Lennon  
**Contributors:** Jenny Piper and Barry Matheson  
Email: [info@traveldaily.com.au](mailto:info@traveldaily.com.au)



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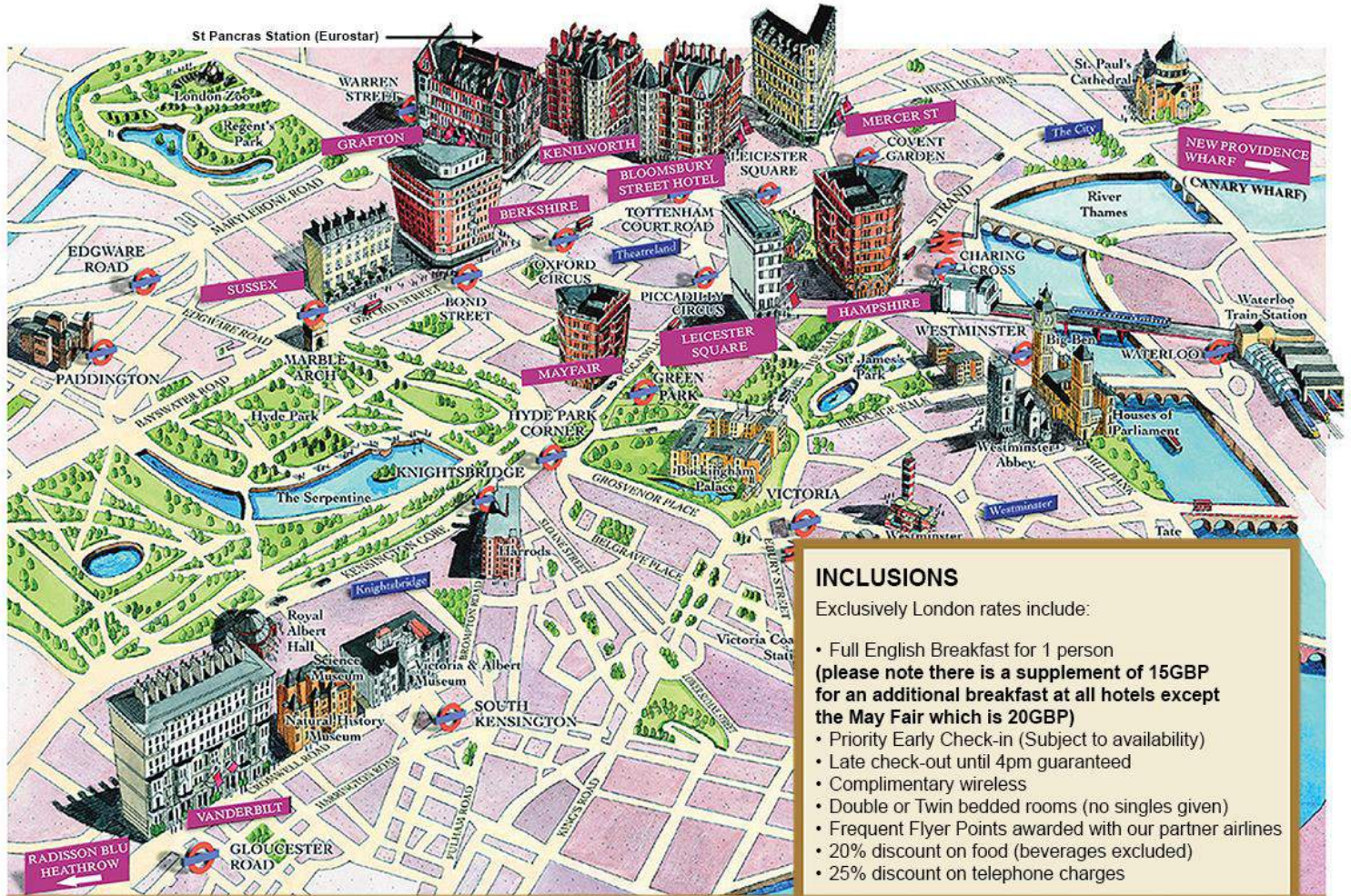
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## Hotel

## Exclusively London 2014 Rates

	13 January - 31 March 2014			1 April - 20 July 2014			21 July - 1 September 2014		
	Queen Superior	King Superior	King Deluxe	Queen Superior	King Superior	King Deluxe	Queen Superior	King Superior	King Deluxe
The May Fair, Mayfair / Green Park ****	£259	£289	£329	£279	£299	£349	£259	£289	£319
	Double Superior	King Deluxe	Studio Suite	Double Superior	King Deluxe	Studio Suite	Double Superior	King Deluxe	Studio Suite
Hampshire, Leicester Square ****	£219	£249	£279	£239	£259	£299	£199	£239	£269
The Leicester Square Hotel, Leicester Square **** deluxe	£209	£250	£309	n/a	n/a	n/a	n/a	n/a	n/a
Berkshire, Oxford Street **** deluxe	£179	£209	£275	£189	£219	£289	£179	£209	£275
Mercer Street, Covent Garden **** deluxe	£225	£255	£305	£245	£285	£305	£229	£249	£299
Bloomsbury Street Hotel, Bloomsbury **** deluxe	£189	£219	£275	£199	£219	£275	£189	£219	£259
Kenilworth, Bloomsbury ****	£179	£209	n/a	£179	£199	n/a	£179	£199	n/a
Grafton, Tottenham Court Road ****	£179	£209	£239	£179	£199	£249	£179	£199	£249
Sussex, Marble Arch ****	£179	£199	n/a	£189	£209	n/a	£179	£190	n/a
Vanderbilt, Kensington ****	£159	£189	n/a	£179	£199	n/a	£169	£199	n/a
Radisson Blu Edwardian Heathrow, Heathrow Airport ****	£99	£129	£209	£119	£139	£209	£109	£139	£209
New Providence Wharf, Canary Wharf **** deluxe	£189	£239	£360	£199	£239	£299	£189	£229	£289
Radisson Blu Edwardian Manchester, Manchester City ****	n/a	£169	£269	n/a	£175	£279	n/a	£159	£259
Radisson Blu Edwardian Guildford, Surrey **** deluxe	£140	£170	£250	£150	£180	£260	£140	£170	£250

All rates are in GBP per room per night with breakfast for one person included. For an additional breakfast please add 15GBP (20GBP for The May Fair). Rates are exclusive of VAT at 20% at all hotels except Guildford where VAT is inclusive.

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Abacus: HOTLON/12AUG-14AUG1/RC-N¥EXC/RD

For further details:

Please contact Sarah Whitty, Katherine Laing

or Cecilia Fabian in Melbourne on +61 3 9520 2353

whittys@radisson.com

laingk@radisson.com

fabianc@radisson.com

Or Cindy Kam in Sydney on

+61 2 8264 7828 or kamc@radisson.com

THE MAY FAIR

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