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# Clark still confident in QF

**EMIRATES** president and coo Tim Clark has admitted Oantas' financial woes over the past year has made its strategic partnership with the Gulf carrier challenging.

London's The Telegraph reports Clark saying QF boss Alan Joyce has needed to focus his attention on rescuing the Qantas Group in the past 12 months, as the pair prepare to celebrate the one year anniversary of their alliance.

"It hasn't helped that they [Qantas] have had problems," Clark told the UK newspaper.

"When that happens to a relatively small group, there are other things that fall slightly by the wayside.

"I'm not saying for a moment

#### **AFTA** website revamp

THE Australian Federation of Travel Agents has confirmed plans to roll out its new look website (TD 28 Feb) next week.

**GM** of Accreditation Gary O'Riordan said the portal features a secure "participant zone" where approved ATAS members can access "useful business support tools and templates" and more.

that Alan has let our relationship between the two companies and the endgame . . . slip, it's just that he has got quite a tough situation on his hands."

Clark did however defend EK's decision to enter into an alliance with the Australian flag carrier.

Questioned if Emirates may have backed the "wrong horse" through its only global airline hook-up (outside of codeshare arrangements) with QF, Clark said, "No...the partnership is doing what we thought it would do."

#### **Driveaway reminder**

**AGENTS** are being reminded they have just one week to take advantage of Driveaway Holidays' earlybird offers of discounted prices, bonus offers and free days for car hire, motorhome rental & Peugeot leasing - more on page 9.

#### Today's issue of TD

Travel Daily today has seven pages of news & photos, plus full pages from:

- AA Appointments
- Driveaway Holidays
- Consolidated Travel



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Monday 24th March 2014





#### APT Canada pre-2015

A PRE-RELEASE brochure for APT's 2015 Canada & Alaska with Mississippi River Cruising program has been released, offering a price freeze on 2014 costs when booked by 31 May.

It features five Rockies land & Alaska cruise (Holland America or Princess Cruises) holidays along with two trips through America's Deep South that include a voyage on Queen of the Mississippi - for more details, CLICK HERE.

More new brochures on page 6.



## NZ Tourism 2025 strategy

**TOURISM** New Zealand and Air New Zealand have endorsed a new framework launched today to align to Tourism Industry Association of New Zealand's new Tourism 2025 strategy.

TIANZ's "shared vision" aims to lift tourism's share of revenue to the New Zealand economy to

#### **Azamara scoping Aus**

THE boss at Azamara Club Cruises has revealed the company is mulling additional ports of call in Australia.

Azamara is deploying one of its two vessels in Aussie waters for the first time in 2015, visiting Darwin, Cairns, Port Douglas, Thursday Island and Cooktown.

However president & ceo Larry Pimentel has indicated via social media that scouts are analysing other potential destinations.

In Australia and speaking at a Cruiseco Australia event on Fri, Pimentel disclosed via Twitter that the Azamara team "explores Australian ports for possible deployment expansion in the region," adding "Stay tuned!"

NZ\$41 billion by 2025 - nearly double the current NZ\$24 billion.

Tourism 2025 - Growing Value Together will primarily look to grow New Zealand's share of the global middle-class traveller and "more competitive" products to encourage domestic tourism.

CEO Martin Sneddon said the ambitious strategy was required to combat a drop in visitor spend.

"Ten years ago, tourism was the toast of the New Zealand economy, growing at 6% a year and the country's number one export earner," he said.

"Recently, it's been a different story, the global financial crisis and the Christchurch earthquake have knocked the industry back."

TNZ chief exec Kevin Bowler said the strategy would mean "focusing on the right markets" and placing greater emphasis on emerging Asian economies, as well as domestically, across the Tasman, the Pacific Rim & beyond.

Air NZ boss Christopher Luxon said collaborating was key for "our collective potential as an industry to be realised."

**CLICK HERE** to view the report.

#### **NTIA** voting begins

THE day has finally arrived voting opened this morning for the 2014 National Travel Industry Awards, with a bumper number of nominees as first revealed last Thu by *Travel Daily*.

Voting closes at 5pm AEST on Thu 17 Apr - to lodge your votes click on the buttons below.

Agents vote for suppliers

Suppliers vote for agents



Thank you for your continued support.

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Monday 24th March 2014



#### Domestic holiday intention up

**ROY** Morgan data suggests there has been an increase in the number of Australian's planning to holiday in their own backyard over the next 12 months.

According to the Roy Morgan Research Holiday Tracking Survey for Jan, 56% (or 10.9 million) Aussies are intending to take a vacation on home soil, up slightly from 55% 12 months ago but a fraction down on two years ago.

Seven out of ten Australians are planning a holiday of some type,

#### SFO gift pack winner

**CONGRATS** to Andrea Inturrisi from HRG Australia who was the Fri winner of last week's mini-comp that featured in TD, courtesy of San Francisco Travel.

Andrea has won a San Francisco prize pack which includes movies filmed in the city, Ghirardelli chocolates, CD soundtrack, San Francisco CityPass and more.

the survey found, two percentage points more than in 2013, with 10% considering a trip abroad up one percentage point.

"Holiday intention for 2014 is slightly higher than the same time last year, but still down from two years ago," Roy Morgan Research international director of tourism & travel Jane Ianniello said.

"The good news for the domestic market is that the weakening Australian dollar may already be encouraging more people to holiday domestically," Ianniello added.

#### **GCCL Sea Cloud buy**

**GRAND** Circle Cruise Line has acquired the River Cloud II river cruise ship from Sea Cloud Cruises for an undisclosed sum.

The deal will see GCCL take over operation of the vessel in Mar 2015, operating it from Bordeaux in France as MS Chanson.

#### **Dubai Opera House**

EMAAR has announced plans to build a new 2,000 seat multi-use venue in Downtown Dubai.

'Dubai Opera' will form the focal point of Dubai's Opera District - a new hub to promote the arts. culture and events scene.

It will be used to showcase opera, theatre, concerts, art exhibitions, orchestra, film, sports events and other events.

Developers say Dubai Opera is "envisaged to be as iconic in appearance as the world-famous Sydney Opera House."

Dubai Opera (pictured) is styled on a traditional sailing vessel of the UAE, a classic wooden dhow.





#### Window Seat

**AZAMARA** Club Cruises global ceo Larry Pimentel is visiting Australia this week in relation to the luxury line's local sailings, due to take place next year.

However, it appears his trip hasn't been entirely smooth sailing, according to a number of tweets posted last week.

In the first of four, Pimentel was quite critical of having to wait more than two hours to check in to the Sofitel Brisbane.

A second tweet referred to the lack of a response to his tweet from the hotel group, with his frustrations compounded next when his luggage was misplaced and his in-room shower broke.

But not everything went awry for Pimentel, who said he was very impressed with the speedy ePassport service at BNE Airport.

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Monday 24th March 2014



AGENTS in Sydney and Melbourne were recently given an opportunity to meet with 22 different suppliers from Tropical North Queensland as part of a roadshow with Sunlover Holidays earlier this month.

Around 150 retail consultants attended the two events to learn more about the wide variety of tourism offerings in the far north.

An opportunity to win a place on an upcoming Tourism Tropical North Queensland / Sunlover mega-famil, with air from Jetstar, was also on the roadshow menu.

Suppliers in attendance included Coral Princess Cruises, Flames of the Forest, Jungle Surfing, Parker Travel Collection, Sheraton Port Douglas, Accor, Skyrail and more. The group of 22 suppliers are pictured above with some of the

#### **Rydges China ready**

team from Sunlover Holidays.

RYDGES Hotels & Resorts has stepped up its awareness of the Chinese market by introducing a visitors program for travellers from China at 14 properties in Australia and New Zealand.

The program provides services specifically for the Chinese guest such as access to Chinese TV channels, welcome kits, local maps and Chinese-speaking staff.



### Aus long-haul appeal strong

**NORTH** Americans have the greatest urge to travel to Australia according to new data of the nation's long-haul markets, released in a TripAdvisor report.

The study found Americans and Canadians were the fastest growing markets for interest in Australia, up 44% and 30% year-on-year respectively, based on interest in Australian properties listed on the firm's website.

They were followed by Brazilians (27%) Malaysians (19%), and next

up was domestic travellers.

TripAdvisor said the accelerated appeal of Australia bodes well for local hospitality businesses.

Australasia territory manager, TripAdvisor for Business Avril Carter said interest in Aussie accom on the site had spiked 15%, "confirming Australia as a much loved & desired destination by travellers from both near & afar.

The most popular Australian cities for international travellers for the 12 months to Jan 2014 were Sydney, Melbourne & Perth.

#### QFFF dbl point promo

QANTAS Frequent Flyer has launched a new promotion on all Australian InterContinental, Crowne Plaza and Holiday Inn hotels, offering double points for three days on stays before 31 Dec.

**MEANWHILE**, QFFF has released a video which details the process of loading on the Qantas Card in multiple currencies wherever MasterCard is accepted.

The clip - dubbed 'Did you know Qantas Cash' - features Qantas Ambassador and retired dolphin trainer David Whitehill - to view the video, **CLICK HERE**.

#### Faster rental pick-up

**AVIS** Budget Group has rolled out a new expedited check-out service for customers who prepay their rentals in the US.

Offered to customers booking online at avis.com or budget.com who select the 'Pay Now' option, the service provides a new express lane at Avis and Budget rental counters.

It's available at more than 100 rental facilities in the United States, including Los Angeles, San Francisco, Boston, Washington DC, Dallas, Denver and Honolulu.







Monday 24th Mar 2014

#### **Asiana A380 routes**

**SOUTH** Korean carrier Asiana Airlines has earmarked four initial destinations for its A380 aircraft going into service in Jun, incl Toyko Narita and Hong Kong.

The Star Alliance member also revealed it plans to upgrade the current aircraft used on its longhaul routes to Osaka Kansai and Bangkok from Seoul Incheon to superjumbos, from 24 and 25 Jul.

OZ's 495-seat A380s offer 12 First & 66 Business Class seats.

#### 5-Star heli 15% comm.

**AGENTS** are being extended 15% commission for bookings made direct with Las Vegas-based 5 Star Helicopter Tours.

The company provides a range of tours to the Grand Canyon and over The Strip and can customise itineraries for groups, privatecharters and weddings - see www.5starhelicoptertours.com.

#### **Hobbit lures NZ visits**

ONE in every seven holidaymakers to New Zealand between Oct-Dec 2013 cited The Hobbit trilogy as part of their reason for travelling to the country.

Tourism New Zealand ceo Kevin Bowler said, "It is clear our 100% Pure New Zealand, 100% Middleearth campaign is delivering significant value - and has been a success from every angle."

Markets most motivated to visit NZ due to The Hobbit were the Germans, USA, China and Brits.

#### Honkers visitor dip

AUSTRALIAN overnight stays in Hong Kong slumped 10.2% yearon-year in Jan, nearly double the overall long-haul figure.

Overnights were down about 5,000 from the Australian market, with the USA the next closest in terms of depreciation at -8.5%.

Hong Kong's long-haul markets accumulated 240,700 stays in Jan, dropping from 255,375 the year prior, or down 5.7%.

Across all markets, Hong Kong recorded close to 2.34 million overnight stays during the month - a growth jump of 15.7%.

# FC agents feel a need for speed



**EIGHT** Flight Centre consultants from stores across Victoria were treated to a mix of traditional and non-traditional Fiji all in the one tour as they powered along Fiji's Sigatoka River to visit a remote village for a taste of local life.

While on the safari, the group visited the tribal chief's bure. partook in some authentic kava and tucked into a gourmet lunch before enjoying an all-singing alldancing farewell from the tribe.

The experience was part of a four-day Pacific Destinationz famil to the Pacific island nation which also saw the group explore many of the highlights of Fiji.

Sigatoka River Safari is now a firmly established staple in the

Fiji tourism landscape, having just celebrated its 8th birthday.

The group is pictured above prior to their white-knuckle ride down the river, packed with many twists and 360° turns.

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qatarairways.com





#### **Rovos discounted rail**

**AFRICA** wholesaler Bench International is offering a \$270 saving per couple from the price of a two-day trip aboard South Africa's famed Rovos Rail journey.

The deal applies to a number of 2014 departures in either direction, with the trip now priced from \$1,550ppts - 1300 237 422.

#### India LCC meals extra

AIR India Regional's low-cost offshoot Alliance Air is now charging passengers for all meals onboard its domestic services.

Effective last Fri, 'Buy on Board' meals will be available on all Alliance Air operated flights.



Jet Airways promotional fares from Australia to London, Brussels and Paris

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#### Carriers improve in Feb OTP

**OFFICIAL** government data into on-time running statistics from major Australian airlines for Feb has reported a major year-onyear improvement in departures, arrivals and cancellations.

Qantas in particular achieved its highest on-time departures and arrivals figures in more than a decade at 92.5%, with airport records broken in Perth & Darwin.

New personal best departure results were also recorded in Brisbane, Adelaide & Townsville.

Qantas Domestic ceo Lyell Strambi said despite the carrier's current financial challenges, QF's operational performance "has never been stronger," and was a leading factor for Qantas pax.

Not far behind was Virgin Australia, itself surpassing 91% for on-schedule departures, with Jetstar & Tigerair both above 80%.

The results were a huge jump on the 77.3% average score noted for departures one year earlier.

Cancellations were also minimal, with only QantasLink above 2%, while Qantas, Jetstar, Tigerair and REX all recorded less than 1% for flights not operating. The musical chairs game for the

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most punctual airport sending flights away shifted to Mount Isa, who recorded a 95.8% score.

MEANWHILE, overall figures on the Australian domestic landscape showed just over 5 million pax flew within the country in Jan, an increase of 3.2% year-on-year.

Capacity and revenue paying passengers both jumped, leaving average industry-wide load factors on measured routes down 0.1%.

East-coast trunk routes all continued to perform strongly, with MEL to Sunshine Coast seeing the biggest improvement, with pax numbers up 37.3%.

#### **Spirit Boot Camp**

MORE than 500 guests aboard Carnival Spirit participated today in what has been billed as the "world first" Biggest Boot Camp at Sea on the ship's top deck.

The class was led by celebrity fitness instructor Shannan Ponton - Carnival Cruise Lines' first Australian ambassador.

#### **SQ Reception launch**

**SINGAPORE** Airlines has opened its First Class Check-In Reception at Singapore Changi Airport Terminal Two this month.

The reception facility is available to the carrier's First Class and Solitaire PPS Club members.

# Irave First with the news

Monday 24th Mar 2014

#### **New Kakadu identity**

#### **NORTHERN**

Territory-based travel & tourism firm Gagudju Dreaming has relaunched as Kakadu Tourism with a new logo.



The company's businesses

include Crocodile Hotel, Cooinda Lodge, Yellow Water Cruises and Spirt of Kakadu Adventure Tours.

The move aims to make it easier for int'l and domestic tourists to identify the group's products.

#### QR working Djibouti

**QATAR** Airways will introduce a new thrice weekly non-stop service from Doha to Djibouti, commencing 27 Jul.

The service will be operated using Airbus A320 aircraft.

Djibouti's addition comes as QR prepares to launch new flights to Philadelphia and Larnaca in Apr, Edinburgh and Istanbul Sabiha in May, Miami and Tokyo Haneda in Jun and Dallas/Ft Worth in Jul.



#### **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.



#### APT - Luxury Small Ships 2014/15

Two new ships have been added to the APT Small Ship range for the new season, with the 132-cabin L'Austral cruising in Canada and Alaska, while the 44-cabin MV Tere Moana can be booked for guests wishing to sail the Mediterranean. Both small-ship and expedition voyages are available in Europe, Cuba, Norway, Antarctica, Papua New Guinea, Greece and more, with a total of 30 itineraries, seven of which are new.

Voyages offer high 1:2 crew to guest ratios to ensure superior service.

# ARABIAN PENINSULA

#### Qantas Holidays - Arabian Peninsula 2014/15

Fresh onto agent shelves last week is the first ever standalone Arabian Peninsula brochure from Qantas Holidays. The guide to the fascinating region features 24 pages full of information on a wide variety of hotels, luxury resort destinations and their features, sightseeing tours and transfers to and from airports. wharves and more. Destinations covered include Dubai, Abu Dhabi and Oman. High room allotments at

many properties will ensure bookings can also be confirmed on the spot.



**Rd 6 Winner** 

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#### **CONGRATULATIONS**

#### **Ann McCauley**

from Landmark Travel

Ann is the top point scorer for Round 6 of Travel Daily's Super 15 Rugby industry footy tipping competition, and has won an Emirates umbrella.

#### **Major Prize:**

Two return Economy Class airfares to Dubai with **Emirates** 



#### Creative Holidays - Hawaii 2014/15

On the back of record Australian visitor numbers to Hawaii comes the latest guide to the Aloha state which again is packed with a host of new features. Exclusive Creative Club deals are widespread, along with an expanded property range outside of Waikiki, meaning there is more to see and a wider choice of places to stay on three other major islands and on the Oahu North Shore. A range of suggested self-drive journeys

have also been developed for guests wishing to move at their own pace.



#### Eastern Europe Travel - Eastern Europe 2014

Featuring Luftner Cruises' Amadeus Brilliant on the cover, this guide to many of the countries behind the former Iron Curtain now offer some of the world's most attractive and enticing tourist drawcards. Fully escorted coach tours of Poland, the Balkans and Romania feature, along with stopover itineraries in Warsaw, Krakow, Vienna and Budapest, among more.

New Danube cruises offer great flexibility, while a new 10-day Budapest to Istanbul tour includes deluxe rail and will be popular.

**Bali located?** 

In what town is Regent

**Sheraton Mel getting into gear** 

**LEADING** up to the Australian Grand Prix recently, the Sheraton Melbourne hosted its first event in the form of a special cocktail reception with Mercedes F1 driver Lewis Hamilton as the official guest of honour.

Guests at the event were all members of the Starwood Preferred Guest Moments loyalty program who had bid for a chance to join the event attended by the race ace.

Ten guests could also bid for an opportunity for a one-on-one meet and greet at the event.

Hamilton won the 2008 Formula One World Championship title



and now drives for the Mercedes AMG Petronas team.

Sheraton Melbourne, due to officially open to the public at the end of this month, is pictured above with Lewis Hamilton.

# **CONGRATULATIONS**

Rd 1 Results

from Travel CTM

Leanne is the top point scorer for Round 1 of *Travel Daily's* AFL industry footy tipping competition and has won a double admission pass to Taronga Zoo, with a koala encounter.



#### **Major Prize Sponsors**

1st Prize: two return flights to Dubai, courtesy of Emirates



2nd Prize: 5-night holiday to Vanuatu, courtesy of Air Vanuatu & Hideaway Island Resort





#### New T'port APAC md

MARK Meehan has been promoted to the role of managing director Asia-Pacific for global travel GDS provider Travelport.

Meehan has held a number of management positions in his 15 years working with the firm.

#### BT boosts EY c'share

**LATVIAN** flag carrier AirBaltic has expanded its codeshare pact with Etihad Airways, with new routes added to the agreement.

BT codes will now feature on EY flights from Abu Dhabi & Riga to AMS, BRU, FRA, MUC and ZRH.

#### **CPT appointments**

**CROWNE** Plaza Terrigal has named Lachlan Walker as its new general manager amid a shake-up of the hotel's management team.

Other changes see Ruth Mason appointed as Crowne Meetings Director, Logan Daley recruited as food & beverage manager and three sous chefs employed.

#### **A&K Private Touring**

**ABERCROMBIE** & Kent has released an "affordable" range of new Connections Private Touring choices departing in 2014.

The trips are pitched as being designed for solo travellers or twin share and include a sevenday holiday in Botswana in Aug (06 & 13 Aug) to the Okavango Delta priced from \$6,060ppts.

A&K's nine-day Sri Lanka: Tea & Temples itinerary departing on 06, 13, 20 & 27 Sep is available from \$1,695ppts; or the eightday Peru: Inca Delights on either 05,12, 19 & 26 Oct leads in at \$3.220ppts.

Other options in the range visit China in Nov & Vietnam in Dec.

# Irave First with the news

Monday 24th Mar 2014

#### Kiwi mountain guides

**MOUNTAIN** guiding company Queenstown Mountain Holidays has commenced operation on New Zealand's South Island today.

The firm offers professionally guided ascents of NZ's highest mountains - Mt Cook, Mt Aspiring and Mt Tasman - in addition to guided backcountry skiing and helicopter accessed hiking trails in NZ's Southern Alps - more info at queenstownmountainholidays.com.

#### WIN A MAGICAL WINTER ESCAPE TO **NEW ZEALAND**



Throughout March, Travel Daily is giving readers the chance to win a five night holiday to Queenstown for two valued at over \$3,500, courtesy of Tourism New Zealand and Air New Zealand.

The prize includes two return economy class airfares from capital cities in Australia to Queenstown with Air New Zealand, five nights accommodation at Millennium Queenstown, a 3-day ski pass and rental from NZ SKI and Kawarau Bridge Tandem bungy tickets from

Every day this month *Travel Daily* will ask a different NZ-related question. The subscriber with the most correct entries and the most creative response to the final question will win this magical holiday.

Q.16: In October 2014 Air New Zealand begins flying the next generation 787-9 Dreamliner to which Australian city?



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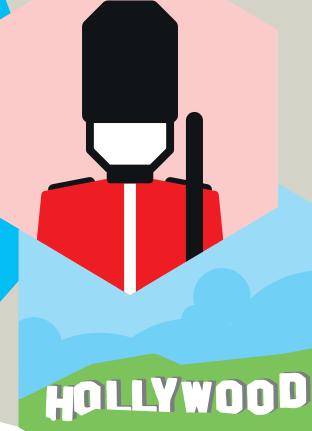
How do I build my Travel Fund? Issue any ticket on the QF network and receive....

\$10 towards every Economy class short haul ticket

\$30 towards every Business/ First class short haul ticket

\$20 towards every Economy class long haul ticket

\$50 towards every Business/ First class long haul ticket







Consolidated Travel & Qantas Terms & Conditions: Valid for tickets issued by Consolidated Travel or via Quikticket between 01-31 March 2014 on QF (tiberaries ex Australia plated on QF (081) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The Top agent Nationally with the highest sales will win the Major prize, a minimum of \$40,000.00 in ticketed sales during the promotion plus 20% growth from the previous year is required to qualify. This offer is open to all full time international selling agents only. Travel funds are capped, please email your local CTG state sales representative to claim your travel fund, claims will only be accepted by COB 07 April 2014. Consolidated Travel and is subject to seat availability, and subject to the terms and conditions stated on the suppliers' certificate. All rine tickets cannot be reissued and are non-transferable, and cannot accrue frequent flyer miles. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT ilability, this will be paid for by the employer of the recipient Treceives during the course of the FBT year may be reported on the recipient freceives during the course of the FBT year may be reported on the recipient freceives during the course of the FBT year may be reported on the recipient freceives during the course of the 60 004 682 791. Date of issue 28 February 2014.