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**1 - 31 May**

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# Travel Daily

First with the news

Thursday 1st May 2014

**COOK ISLANDS  
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Flights & 6 nights



FROM **\$999** per person  
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\*travel periods & conditions apply  
HURRY! Sale ends 7 May

[Find a deal >](#)

## Win a trip to Hawaii

TRAVEL Daily's always popular annual comp returns this month, thanks to Hawaii Tourism Oceania.

During May, TD will reveal a new question each day, which readers need to answer correctly to have a chance to win a trip for two to Hawaii, flying Hawaiian Airlines & staying at Outrigger Reef on the Beach for five nights - see **page 8**.

## De las Letras deals

THE Hotel Connection is offering exclusive Aussie rates at Hotel De las Letras in Madrid priced from €440 (AU\$800) for two nights, incl daily brekkie - more on **page 10**.

## Augmented guides

TEMPO Holidays & Bentours have released a range of Augmented Reality brochures, available to view using the 'STELLAR AR' app.

The technology enables an interactive travel experience when flicking through the guides - see the **back cover** for details.

## Tourism powers Australia

AUSTRALIAN tourism is one of the country's most resilient sectors having shown continuous average annual growth of 3.9% since 1997, according to a key Tourism Research Australia report released yesterday.

The *Tourism's Contribution to the Australian Economy* study found that in 2012/13, tourism comprised almost \$91 billion of Australia's Gross Domestic Product - 6% of total GDP and an increase of 4.3% compared to the previous year.

## Creative bonus comm

CREATIVE Holidays is inviting agents to "beat the winter chill" with 15% commission on land and a bonus 2% on air for bookings during May.

The bonuses apply to both phone and online bookings, on multiple airlines and departures any time - see the **front cover page** for further details.

More than 929,000 people are employed in tourism across the country - or 8% of the total workforce - with significant flow-on jobs in accommodation and food services, retail trade and road, rail, air and water transport.

Trade Minister Andrew Robb said the figures showed that "tourism is one of our nation's key economic strengths," with spending within the industry having a higher flow-on impact than retail, mining, education, healthcare or finance.

"It is also a sector that has the potential to experience even higher growth rates as we position the industry to capitalise on the emerging Asian economies," Robb said.

The report is available for download by **CLICKING HERE**.

## Eight pages of news!

Travel Daily today has eight pages of news & photos, a front cover page for **Creative Holidays** plus full pages: (**click**)

- AA Appointments jobs
- Hotel Connection
- Cox & Kings

## NEW 2015 European River Cruising Brochure OUT NOW



**15% commission\***  
on all 2014 and 2015  
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\*Conditions apply.

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**Irish expansion for FCTG**

**FLIGHT** Centre Travel Group is likely to launch a retail travel business in Ireland in the future, underpinned by the acquisition of Dublin-based corporate agency Travelplan (**TD** breaking news).

The purchase gives Flight Centre an "enhanced presence" in the region, with FC md Graham Turner saying expanding into retail in Ireland would "mirror the strategy we have successfully adopted in Asia and the Middle East in recent years".

Travelplan was already part of the FCm global network, but Turner said bringing the

operation in-house would also see the development of closer ties with Flight Centre's corporate travel business in the UK.

Travelplan employs about 50 consultants and support staff with an annual turnover of close to €30 million, and will continue to be run by its existing md Valerie Metcalf.

It's the first international expansion for Flight Centre since the company's launch of FCm in Dubai in 2007.

**Scenic store incentive**

**SCENIC** Tours is offering a cash reward of \$5,000 to the best dressed travel agency promoting the firm's newly released 2015 Europe River Cruising brochure.

Displays need to have a French-inspired theme.

To assist, Scenic merchandise can be ordered through TIFS.

Agencies need to send a photo of their creative efforts to Scenic Tours to be in with a chance to win the incentive.

**SriLankan oneworld**

**SRILANKAN** Airlines has become the maiden subcontinent carrier to join a global airline alliance, last night officially becoming part of **oneworld**.

UL's induction adds two new destinations to **oneworld's** global network - Hambantota in Sri Lanka and Tiruchirapalli in India.

The carrier's network will be covered by **oneworld's** full range of alliance fares.

Qantas Frequent Flyers can earn double Qantas Points on eligible SriLankan Airlines flights between 15 May and 30 Jun.

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# Travel Daily

First with the news

Thursday 1st May 2014

**BREAKAWAY** International Travel Industry Club **HAWAIIAN AIRLINES**

**Hawaiian Airlines Industry Rates to USA!**  
Valid for sales and departures until further notice. Honolulu from **\$299\*** pp  
**RETURN** plus taxes

\* Conditions Apply. Taxes approx. \$350\* - \$425\* pp.  
**CLICK HERE** for further details

## Best West free b'fast

**BEST** Western Australasia is throwing in a free continental breakfast as a value-add for guests staying at select properties in Australia, New Zealand and Fiji.

The initiative is valid for bookings made between today & 15 Jun, for stays until 30 Apr 15.

## OUT THERE STARTS HERE

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**Expedia.com.au**

## Concerted Singapore initiative

A **\$3.4M** worldwide marketing partnership between Singapore Airlines & the Singapore Tourism Board will strive to attract more visitors to the city state.

The collaboration will include joint campaigns that hone in on markets in Australia, China, Germany, India, Japan, the UK and the United States.

It's the first time the two parties have formed a united front to target leisure, cruise and business travellers.

SIA & STB say the agreement will include investing in the co-development of new products tailored to specific markets such as last year's enhanced Singapore Stopover Holiday package that was modified to greater appeal among European travellers.

STB assistance chief executive marketing group Lynette Pang

said the pact will "leverage each other's consumer & trade insights to ensure that travellers have a more in-depth Singapore experience that meets their needs and wants."

"Working closely with industry partners is critical to driving... development to the next level."  
The pact runs until 30 Jun 2015.

## Sabre EY ancillaries

**ETIHAD** Airways is now making it possible for Sabre-connected travel agents around the world to sell the carrier's Extra Legroom Seating & pre-paid bags via GDSs.

Sabre Travel Network VP of Supplier Merchandising Shelly Terry said the move benefits airlines, agencies, travel managers and travellers by making travel shopping "transparent and easy."

## At last, HIA is open!

**DOHA'S** Hamad International Airport has finally commenced operation, yesterday welcoming its first commercial services.

Initially proposed to launch in 2009, the US\$15.5 billion airport has suffered numerous setbacks, the most recent being related to "security standards."

Among the launch carriers to use HIA are flyDubai, Air India Express & Biman Bangladesh.

Qatar Airways is expecting to make the move from Doha Int'l Airport (DOH) to Hamad Int'l later this month.

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Stay 2 nights from

<b>\$165*</b> pp The Big Island	<b>\$185*</b> pp Maui	<b>\$225*</b> pp Kaua'i
------------------------------------	--------------------------	----------------------------

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**FC Appointments**  
From the Industry, for the Industry

Thursday 1st May 2014

## Emirates FIFA Cup incentive

**EMIRATES** will launch a major travel agent incentive next Mon, giving consultants the opportunity to win a trip to the upcoming FIFA World Cup in Brazil which kicks off in Jun.

Two agents from Australia and one from New Zealand will each win a major prize including return Economy EK flights to Brazil via Dubai, along with a ticket to the opening ceremony and the first match of the competition between Croatia and Brazil, plus pre and post-game hospitality.

## AI Star Alliance entry

**STAR** Alliance ceo Mark Schwab has confirmed that Air India "will" join the airline alliance by Jul.

The Indian carrier was previously invited to join Star Alliance three years ago but was suspended due to a number of issues, including the integration of Indian Airlines.

"It's a different Air India," *The Economic Times* in India is reporting Schwab said this week.

"The precise date is yet to be decided but it will be in July.

"There are also a few commercial agreements that need to be signed with other member airlines, but Air India is already in the advanced stages of those discussions," Schwab said.

Entries will be based on bookings of eligible EK sectors made between 05 and 25 May (for travel through until 04 Apr 2015), with participants logging their tickets and also completing an Emirates survey towards the end of the incentive period.

There will also be 21 daily prizes of \$200 pre-paid Visa cards.

EK vice president Australasia Bryan Banston said the airline had partnered with FIFA since 2006, with South America an "important and growing market".

Emirates currently flies non-stop from Dubai to Rio de Janeiro, Sao Paulo and Buenos Aires.

## Tasty Thai workshops

**REGISTRATIONS** are open for Tourism Authority of Thailand's three city roadshow in May.

The specially themed 'Aroi Tasty Thailand' workshops will be held in Brisbane (12 May), Melbourne (13 May) and Sydney (14 May), and will feature over 45 reps from airlines, inbound tour operators & other industry representatives.

TAT director Australia Numphon Boonyawat said the roadshow is one of the biggest the firm has staged in recent years.

**CLICK HERE** to register to attend.

## roomsXML free pics

**AGENTS** are being offered free of charge access to a plethora of digital destination images by online wholesaler roomsXML.

"It's another example of roomsXML providing that next level of support for agents," md Mark Luckey commented.

The offer saves agents the expense of "hefty royalties."

Over 8,500 images from 279 destinations in 34 countries are available through YoGoYo.com.

To obtain an image, send the name of the image & intended use to [au.support@roomsxml.com](mailto:au.support@roomsxml.com).



## Window Seat

**AN UNFORTUNATE** incident has occurred at a regional airport in North Carolina, USA, where a 74-year-old man was struck by a plane as it landed.

The victim, John Rufty, was mowing the grass on the runway at the time, and it appears that the noise of the lawnmower masked the sound of the approaching aircraft.

According to the local TV station in Taylorsville, the accident flipped both the plane and the lawnmower.

The pilot wasn't hurt, but Rufty's hand was severed in the accident.

**SCIENTISTS** have made a major scientific breakthrough, by determining that a Bloody Mary is the best in-flight drink.

According to Professor Barry Smith from the University of London, the combination of vodka, tomato juice and Worcestershire sauce provides the ideal stimulation for high-altitude jaded taste and smell.



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PURSUANT TO SECTION 60 OF THE TRUSTEE ACT 1925 (NSW)

### CLASSIC INTERNATIONAL CRUISES PTY LTD

(In Liquidation) ACN 108 757 722

On 31 October 2012, Bradley Tonks and John Vouris ("the Liquidators") were appointed Joint and Several Voluntary Administrators of Classic International Cruises Pty Ltd (In Liquidation) ACN 108 757 722 ("the Company") and subsequently appointed as Joint and Several Liquidators on 5 December 2012.

The Liquidators intend to distribute funds held on trust by the Company for persons whose cruises which had been booked and paid for in the 2012/2013 cruise season that were subsequently cancelled. The Liquidators will distribute the funds having regard only to the claims of which the Liquidators have notice.

Any persons claiming an interest in the funds should inform the Liquidators in writing identifying the basis of their entitlement to the funds and the amount of funds to which they say they are entitled. All supporting documents should also be provided.

The Liquidators will not be liable to any person whose claim the Liquidators have not had notice of at the time of the distribution.

Please direct all correspondence to **PKF Lawler, Level 9, 1 O'Connell Street, Sydney NSW 2000** or via email: [scaruana@pkflawler.com.au](mailto:scaruana@pkflawler.com.au) by no later than close of business Monday, 23 June 2014.

Dated this 30th April 2014. **Bradley Tonks**, Joint and Several Liquidator

**PKF Lawler** Chartered Accountants, Level 9, 1 O'Connell Street, SYDNEY NSW 2000

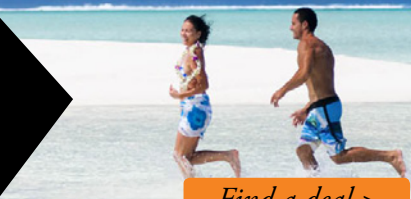
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SALE ENDS

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## WIN A \$75 GIFT VOUCHER

This week **TD** and **Spain & Portugal Travel Connection** is giving 5 lucky readers the chance to win \$75 gifts.com.au vouchers.



Spain & Portugal Travel Connection offers a wide range of accommodation, small group tours and experiences, cruising the Douro river, car leasing, Paradores of Spain, special interest experiences, attraction passes and much more. They have a team of dedicated destination specialists to offer the best possible advice to plan your dream holiday to Spain & Portugal.

To win, be first to send through the correct answer to the question below to: [gifts@traveldaily.com.au](mailto:gifts@traveldaily.com.au).

**How many maximum passengers on the Portuguese Grande Tour?**



Congratulations to yesterday's lucky winner, Charlee McDonald from ucango Travel & Cruise Centre.

## Disney Shanghai \$\$'s

**WALT** Disney Company and Shanghai Shendi Group will plough a further US\$800 million into the Shanghai Disney resort.

Currently under construction & scheduled to launch by the end of 2015, the companies have already spent US\$4.7 billion on the project.

Disney chief Robert A. Iger said the extra funding aims to take advantage of the rapid expansion of China's middle class & significant rise in travel and tourism.

## JNTO Sydney seminar

**FRONTLINE** consultants are invited to attend the Japan Snow & Adventure Seminar on 26 May.

Held in Sydney at the Grace Hotel from 5:30pm, the event features representatives from JNTO's local office along with suppliers & tourism board officials from Hokkaido, Tohoku, Nagano & Niigata and Madarao Kogen.

The show incl presentations business meetings with suppliers, networking & a lucky prize draw.

To register, send your RSVP with name, company & job title to [VJseminarsSYD@gmail.com](mailto:VJseminarsSYD@gmail.com) before Mon 19 May.

## COMO Yamu agt rate

**POINT** Yamu by COMO is enticing travel professionals to Phuket with trade-only prices starting at THB 5350 (AU\$178) per night for stays until 20 Dec.

The rate also includes breakfast.

Other trade exclusive offers are available in Thailand at Metropolitan Bangkok, priced from THB 3500 (AU\$117) - email [res.pointyamu@comohotels.com](mailto:res.pointyamu@comohotels.com) & [res.met.bkk@comohotels.com](mailto:res.met.bkk@comohotels.com).

## Swiss Spa for Xmas

**ALBATROSS** Tours is accepting bookings for a 10-night Christmas itinerary in Europe which includes Christmas Day in a first-class spa hotel in the Swiss Mountains.

The three country itinerary is scheduled to depart on 17 and 18 Dec from Munich, visiting Fuschl, Innsbruck, Salzburg, Appenzell and Leukerbad for four nights.

A train ride aboard the Glacier Express through Switzerland's majestic mountains and a cog railway ride to Zermatt to view the Matterhorn is also included.

The Christmas in a Swiss Spa Resort tour is priced at \$4,929ppts.

# Travel Daily

First with the news

Thursday 1st May 2014

## Oracle enters TCF

**TEN** new travel agency head offices joined the Travel Compensation Fund last month, according to an update from the organisation yesterday.

The latest batch is dominated by new companies popping up in NSW, and include Oracle Travel & Tours in Bankstown; Guru Travel & Tours in Burwood; Sydneytravels in Kogarah; Maya Holidays in Granville; SK Holidays in Liverpool; Jetset Travel Camden and AJ Travel in Sydney.

There were two new TCF additions in Victoria - Atlantis Travel Services in Reservoir and TMacawili in Keilor Downs - while Ausrich VIP Travel based in West Perth, WA has also joined.

## Atlantis campaign

**A NEW** multi-channel brand campaign is being used to lure interest and visitors to the five-star Atlantis, The Palm in Dubai.

The visually-rich 'Check into Another World' campaign has three TVCs - 30-sec, 60-sec & 80-sec in length - and has amassed over half a million views on YouTube and a reach of 160,000 unique visits on Facebook since its launch two weeks ago.

A second phase of the ad will be launched later this month.

Qantas and British Airways will feature the ad on inflight screens to customers on int'l services.

**CLICK HERE** to view the first ad.

## Qatar Airways A380 lounge sneak-peek

**QATAR** Airways has revealed further glimpses of its soon to be delivered Airbus A380 product, unveiling images of the aircraft's First and Business Class lounge.

Located on the top deck behind the Business Class cabin, the lounge has been designed to offer passengers "an escape from the typical airplane environment and has been developed to make them feel like they are in their own executive club," the **oneworld** carrier said.

Advanced mood lighting "helps



make passengers feel refreshed when they return to their cabin for rest or work," QR added.

CEO Akbar Al Baker commented the pointy-end product was a key influencing factor for corporate travellers when booking.

"Unrivalled onboard passenger comfort is an increasingly important differentiator and is becoming a fundamental deciding factor driving passenger choice - and Qatar Airways has designed its A380 with this firmly in mind," Al Baker said on Wed.

Qatar Airways will take delivery of its first of 13 A380s in coming weeks, with the double-decker jet to be first used on the London Heathrow route, from Hamad Int'l Airport in Doha (**TD** Tue).

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To apply for this role previous Marketing or Sales Coordinator/Support experience is preferred. Exceptional communication and organisational skills plus intermediate Powerpoint & Excel skills essential.

Confidential applications to Philippa Baker on 0404 842384 or email [Philippa@alexander-associates.com.au](mailto:Philippa@alexander-associates.com.au)

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**THESE** STA Travel agents were recently whisked away to the Red Centre on a whirlwind famil hosted by G Adventures.

The two-day camping trip gave the agents a chance to experience sunrise and sunset at Uluru and a Mala Walk around the base of the world's largest monolith.

Also included was a trip to Kata Tjuta (the Olgas) where the group stayed at Kings Creek Station & hiked the Valley of the Winds.

There was also a 4km trek through Kings Canyon, taking in the natural Amphitheatre, the

North and South Walls and the Garden of Eden.

**Pictured** enjoying a morning cuppa at Uluru from left are: Renee Hudson, STA Wollongong; Michael Jones, STA Acland St; Dawson Grace, STA Macquarie Centre; Daniela Minutoli, STA head office; Emma Short, G Adventures; Cameron Marshall, STA Town Hall and Daniel Walker, STA Latrobe Uni.

In front: Annie Maokhamphiou, STA Flinders St; Janice Hodgson, STA Melbourne Uni and Eloise Tropea, G Adventures.

## Traders to Shangri-La

**SHANGRI-LA** Hotels & Resorts has announced the rebrand of Traders Hotel, Yangon in Myanmar to Sule Shangri-La, Yangon.

The repositioning follows a 2.5yr refurb of the 484-room property.

## HK Express on Wego

**METASEARCH** site Wego is adding flight inventory for Hong Kong based low-cost carrier HK Express to its search options.

Flights will appear on all of Wego's 50 country sites in May.

## Travel Agency Manager Merrylands

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Expertise in Sabre Pacific and Sabre Agency Manager would be an asset, together with strong fares and ticketing expertise in this IATA agency.

Reporting to the Managing Director (GR Hopkinson (Transport) Pty Ltd) the role attracts an excellent base salary plus incentive.

Apply together with Resume and references to:  
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## 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](mailto:appointments@traveldaily.com.au).

Three new managerial appointments have been made at **Express Ticketing**. Jonathan Nelson has become the new National Sales Manager; **Vito Romeo** is the new State Manager Vic/Tas and **Roni Trieu** will become the Select Travel Group Network Manager NSW/ACT, starting next week.

**American Express Global Business Travel** has welcomed **Karen Tsolakis** to its team. Tsolakis, formerly Qantas head of industry sales, is the new Head of Corporate Sales and Development for Japan, Asia-Pacific and Australia & will work to target multi-national accounts across the regions.

**Dan Penner** has joined the team at **Keith Prowse Travel** as the firm's new Supplier Partnerships and Product Manager. Penner brings more than 15 years industry experience to his role, recently with Helloworld Ltd.

Experienced hotel industry figure **David Bowen** has today been named as the new General Manager for the **Crowne Plaza Coogee Beach**.

**Sydney Airport** has hired **Glyn Williams** as the new General Manager Retail, commencing next week. Williams will be responsible for leading and developing the retail operation and the duty free tender process.

**Risuna Mayimele** has been appointed to the position of Global Manager Communications for South Africa Tourism, effective 02 May 2014.

**InterContinental Fiji Golf Resort & Spa** has confirmed the departure of General Manager **Scott Williams**, who is relocating to Wuhan in China.

**Ethihad Airways** has announced five senior appointments as part of its progressive realignment into the Etihad Aviation Group structure. **Rick Allen** has joined as the new Senior Vice-President Operations; **Chris Youtlen** as Senior Vice President Airport and Network Operations; **Andrew Ward** as Senior Vice President Marketing; **Fiona Morrisson** as Vice President Guest Experience Midfield Terminal and **Calum Laming** as Vice President Guest Experience, all bringing extensive airline experience.

## Powderpak Park

**A NEW** indoor Terrain Park is set to open in Melbourne on 15 May.

Powderpak Park is a permanent dry slope park that utilises a soft artificial snow surface designed for skiers and snowboarders.

Entry is priced from \$25pp per session for members and \$35 for non-members.

The attraction is located in Carrum Downs, 35ks southeast of Melbourne's CBD.

For more information, go to [www.powderpakoz.com](http://www.powderpakoz.com).

## Ethihad, PAL ink MoU

**GULF** carrier Etihad Airways has signed a Memorandum of Understanding with Philippine Airlines which paves the way for a comprehensive range of benefits for the airlines and customers.

The scope of the MoU includes codesharing, frequent flyer reciprocity, airport lounge access, airpass agreements & cargo co-op.

EY ceo James Hogan said the MoU signifies both carrier's goal to boost passenger traffic & cargo between the UAE and Philippines.



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# Meet TIME's latest crop of graduates

**VIRGIN** Australia chief commercial officer Judith Crompton was the special guest speaker at the Travel Industry Mentor Experience (TIME) graduation and networking event in Sydney last night.

Crompton told of her career journey which has included senior roles with TMCs and airlines, and congratulated the eight graduating mentees - five from Program 11 and three from Program 12, along with their mentors.

Two of the graduates undertook the program under scholarships generously provided by Think! Procurement and ComTel Resources.

TIME's 13th program is currently underway, with a further three incoming mentees last night welcomed into the 14th program.

The graduates from last night are pictured with Penny Spencer, Spencer Travel (right) and Judith Crompton, Virgin Australia (left): Brett Harvey, Peregrine Adventures; Katrina Connor, American Express Business Travel; Kate McGrory, Access Prepaid Australia; Jess Doherty, Snowscene, Kerrie Mieszcuk, The JourneyMasters; and Jennie Short, Amadeus IT.

Also graduating were Juniyati Sjarif, Amex Business Travel; and Casey Merwood, Biznaga Travel Company.



**LEFT:** Graduate and ComTel Scholarship winner Brett Harvey from Peregrine Adventures is pictured right with his mentor, Alan Collingwood and David Smith, ComTel.

**RIGHT:** Steve Farrelly, Rocky Mountaineer with Peter Smith



**LEFT:** Sarah McMath and Alex O'Connor, both of Virgin Australia.

**BELOW:** Think! Procurement scholarship winner Casey Merwood from Biznaga Travel Company walks to accept her graduation certificate.



**LEFT:** Russell Butler of Avis with Anne Hobbs, Avis Scholarship winner 2013.

**BELOW:** Judith Crompton with Tony Carter, Amadeus.



**LEFT:** Kerry Mieszcuk, The Journey Masters; Pat Skalsky, Q Altus; and Wayne Swaysland from World Travel Professionals.





# WIN A TRIP FOR TWO TO HAWAII

Throughout May, *Travel Daily* is giving readers the chance to win a fabulous holiday to the island Oahu, courtesy of **Hawaii Tourism, Outrigger Reef on the Beach and Hawaiian Airlines.**

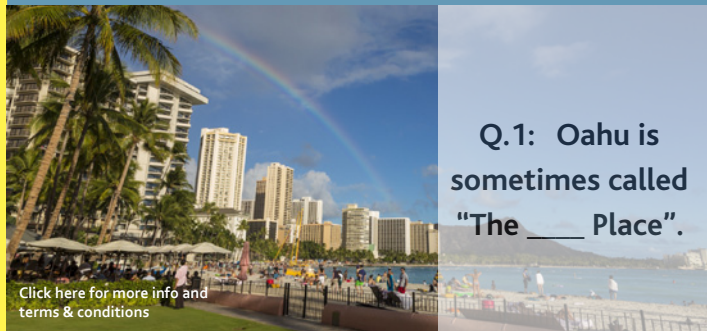
The prize includes:

- Two return economy tickets on Hawaiian Airlines between Sydney or Brisbane to Honolulu, Oahu;
- Five night stay at Outrigger Reef on the Beach in Ocean View Room plus breakfast for two;
- Round-trip shared transfers between Honolulu Airport and Outrigger Reef on the Beach.

Every day *Travel Daily* will ask a different Hawaii-related question – just read the issue and email us your answer. There will be 22 questions in total, which will also be posted on our website.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic holiday to Hawaii.

Email your answers to: [hawaiicomp@traveldaily.com.au](mailto:hawaiicomp@traveldaily.com.au)



Q.1: Oahu is sometimes called "The \_\_\_ Place".

Click here for more info and terms & conditions



## Famil commitment

**CREATIVE** Holidays says its commitment to providing agents with first-hand experience of destinations through educational is steadfast, with the wholesaler offering six famils around the world in coming months.

Destinations include Malaysia, China, Abu Dhabi, Mauritius, the USA and Cook Islands.

"We know consumers trust first-hand knowledge and referrals based on personal experience so our goal is to provide agents with the confidence to sell that having walked the streets, tasted the local food and interacted with locals provides," Creative Hols head of sales & distribution Jasna Stevanja commented.

## Rental camera checks

**EUROPCAR** is trialling new technology at Brisbane airport that records scrapes and damage to vehicles prior to exiting the fleet car park.

The 'Car Rental Vehicle Inspection System' uses high definition cameras that capture multiple images of a vehicle that can then be used as evidence to resolve issues about potential damage during a rental period.

"The technology gives us the ability to compare images of the vehicle, before and after it was rented, giving customers a definitive answer as to whether a vehicle was damaged during the course of their rental," operations director Matt Barker said.

## QF16 now to TBIT

**QANTAS** is reminding agents that QF16 LAX-BNE has moved to Tom Bradley Int'l Terminal at Los Angeles Int'l Airport.

The switch from T4 streamlines the customer experience and consolidates all Qantas' arrivals & departures to TBIT.

Benefits include reduced bussing between terminals, access to the new Los Angeles Business Lounge (expected to open mid-year) and the newly refurbished Westfield shopping experience.

## BFTE 'not a huge loss'

**VANUATU** Tourism Office general manager Linda Kalpoi said the loss of the Bula Fiji Tourism Exchange (**TD 27 Nov**) was "not a huge loss for us".

Axed late last year, the event was soon replaced as an exhibition outlet for many island nations with the creation of the South Pacific Tourism Exchange (**TD 19 Dec**), set to take place in Auckland from 21-23 May.

Seventeen island nations will exhibit their tourism offerings to int'l buyers at the show, held at the Pullman Hotel Auckland.

Kalpoi told *Travel Daily* that the Vanuatu Tourism Office had seen a really good response for SPTe.

"We have the contacts from the past BFTE and we continue to grow that and we also have an SPTe roadshow in Europe - it's (BFTE) not a huge loss for us."

## Royal tourism boost

**TOURISM** Australia managing director John O'Sullivan has described the recent visit by the Duke & Duchess of Cambridge to Australia as "tourism gold."

Prince William and Catherine spent 10 days travelling across Australia which included visits to the Blue Mountains, Sydney Harbour, Manly Beach and Uluru.

O'Sullivan said the royal visit generated "the kind of international exposure that is difficult to put a price on."



## Today's cruise news making headlines in *TD Cruise Update*:

- **Celebrity Cruises** will effectively split its Australasian capacity for the coming 2014/15 season, with **Celebrity Century** operating to the South Pacific and Fiji, while fleetmate **Celebrity Solstice** will focus on New Zealand itineraries.
- **Vanuatu** is aiming to appeal as a destination to more cruise ships but recognises it needs to carry out upgrade works to its port facilities before it can reasonably expect to do so.
- **Royal Caribbean Int'l** has kicked off a sale offering 50% off second passenger fares on all voyages worldwide. Deals apply to all new bookings made before 31 May, valid on Australasian & int'l voyages before 30 Apr 2016.
- **MSC Cruises** has opted to split the operations of its **MSC Divina** vessel across Miami and Europe from summer 2015. The line originally planned to base the ship in Miami year-round, however a consumer study in the US found more Americans want to travel on **Divina** in Mediterranean waters. For further details, **CLICK HERE**.

## Dispersing in Vanuatu

**AUSTRALIANS** are visiting more areas of Vanuatu on holidays and venturing to other islands such as Tanna and Espiritu Santo in larger numbers, Vanuatu Tourism Office general manager Linda Kalpoi said.

"Currently, Tanna seems to be the most popular one, then of course Santo, but because of the direct flights we have from Brisbane to Santo, it is very slowly making headway," Kalpoi told *TD*.

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

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# Hotel De las Letras

Madrid, Spain



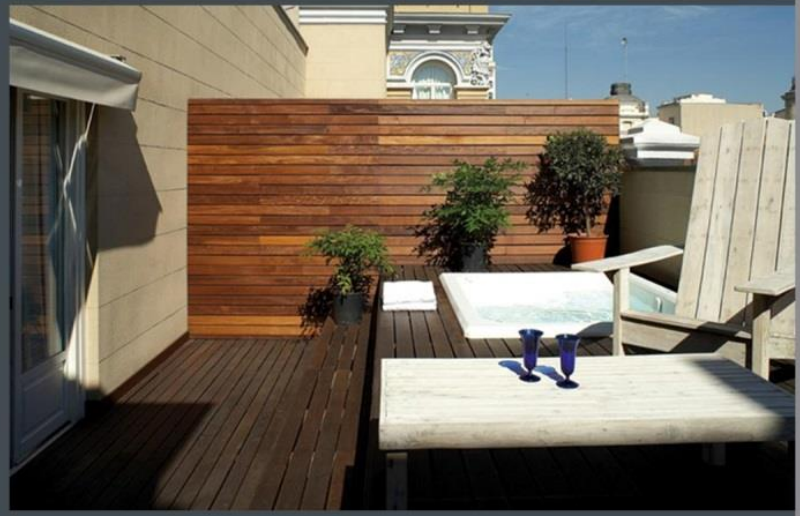
## AUSTRALIAN EXCLUSIVE 2014 HOTEL DE LAS LETRAS:

Letras Room	30m <sup>2</sup> :	€440.00
Superior Room	37m <sup>2</sup> :	€480.00
Superior Room with terrace	47m <sup>2</sup> :	€530.00
Deluxe room with terrace and jacuzzi	47m <sup>2</sup> :	€590.00
Duplex Suite (including 2 terraces):	75m <sup>2</sup> :	€810.00

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Additional nightly rates apply: Letras Room €154.00, Superior Room €174.00, Superior with terrace €199.00, Deluxe room with terrace and Jacuzzi €229.00, Duplex Suite €339.00. Supplement for a third person in a Superior Room category only at €160.00 for 2 nights including a tapas tasting menu for one. Blackout dates & conditions apply. Rates are subject to availability.

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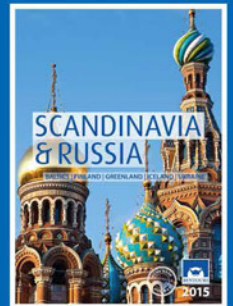
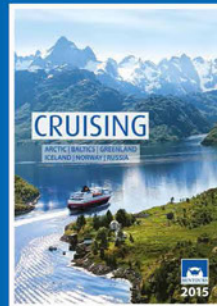
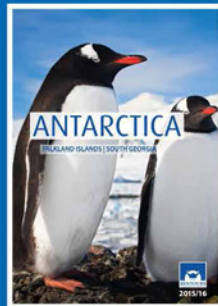
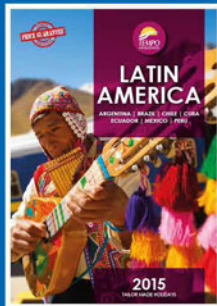
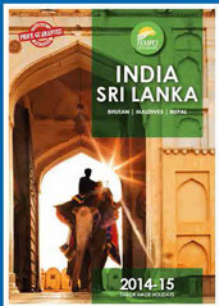
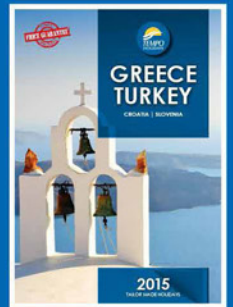
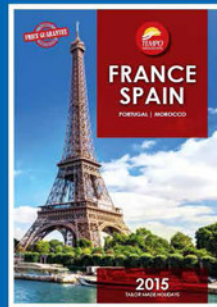
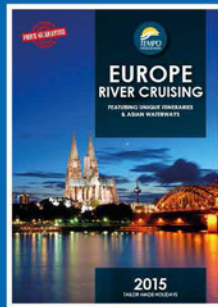
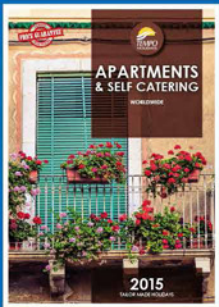


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