

Yvonne joined
for the support team

Every agent has
a reason to join

MTA mobile
travel
agents
Call 1300 682 000
Visit join.mtatravel.com.au



Travel Daily

First with the news

Thursday 8th May 2014

COOK ISLANDS



Become a Specialist
and get exclusive
industry deals and
more...

[Learn more >](#)

HWT founder for itravel

SCOTT Harvey, one of the co-founders of Harvey World Travel, has signed on with the itravel group as its "brand ambassador".

Harvey established HWT in 1971 with his father, and says that itravel's philosophy of "focusing on individual needs and steering away from a pure corporate approach is comforting, and takes me back to the early days of Harvey World Travel.

"Through training, communication and transparency, there is a real sense of belonging

within the franchise group".

itravel is run by Steve Labroski, with the business formerly trading as a Jetset Travelworld Network affiliate, and then splitting off to establish its own retail franchise travel agency group last year (TD 22 Aug 2013).

The company currently has 12 retail locations in NSW - all former JTG members (TD 23 Jan) - along with an established network of mobile agents.

Labroski said itravel was planning a series of focus groups and roadshows featuring Scott Harvey, whose "experience, knowledge and vision will enhance the success and future of itravel".

Explore 16% discount

EXPLORE! is offering 16% off selected small group adventures, with a huge variety of product covering destinations such as Burma, Cuba, Italy and more - see **page ten** of today's issue.

Eight pages of news!

Travel Daily today has eight pages of news & photos, plus full pages: **(click)**

- AA Appointments jobs
- Explore! adventure savings
- Tempo/Bentours brochures

Fly return to
Europe from
\$1,199^{PP}
plus **SAVE** up to
25% on select 2014
HURTIGRUTEN
voyage fares!
Book by 31 May '14



Click
for more
info!

Discover
the World Cruising



HURTIGRUTEN

Call 1800 623 267

E retailres@discovertheworld.com.au
W discovertheworld.com.au

*Contact DTWC for full terms & conditions.

"Partner with Australia's leading
mobile consulting group and meet
the number one support team"



Penny Hall - PTM in SA

"The support from the National Partnership Office has always been awesome for me personally. I love the conferences and the other PTM's are great. We are family and I love it".

"430 Personal Travel Managers can't be wrong!"

join.travelmanagers.com.au

1800 019 599

suzanneL@travelmanagers.com.au



TRAVELMANAGERS
personally yours



HOW TO EARN AN EXTRA 2% COMMISSION

WANT TO KNOW HOW? [CLICK HERE](#)



1800 221 712 | res@bentours.com.au

*Conditions apply. Tempo Holidays Pty Ltd trading as Bentours International ABN 51 007331213, VIC License 31341

2015 Preview Europe & Russia

Pay in Full Savings of
up to **\$2,400** per couple*

Valid until 31 July 2014

UNIWORLD
BOUTIQUE RIVER CRUISE COLLECTION



*Conditions Apply.

S.S. Catherine

itravel
12 shops open & counting...
Find out why we are one of the fastest growing groups
A new way to do Business call 1300 28 00 28

Travel Daily

First with the news

Thursday 8th May 2014



air astana
from the heart of eurasia

Discover Kazakhstan and Central Asia

Convenient connections via Bangkok, Kuala Lumpur, Hong Kong and Seoul

Reservations in Sydney: 02 8248 0060
www.airastana.com

New Adventure World mag

ADVENTURE World is set to launch an Australian version of the iconic *National Geographic Traveller* magazine, as a way of more closely engaging with its target market of “intelligent, independent, socially aware and economically equipped” travellers. It’s an extension of AW’s

Travellers Choice adds four members

THE Travellers Choice group has expanded in South Australia, announcing the addition of Travel and Cruise Ceduna, Argyle Travel, Port Lincoln Travel and Cruise, and Roxby Travel and Cruise.

The move increases Travellers Choice SA portfolio to 16 members, giving the group “an unrivalled regional network across the state,” according to ceo Christian Hunter.

He said Travellers Choice was heavily focused on helping members implement highly effective local area marketing campaigns “rather than simply relying on generic advertising”.

All of the new additions were formerly part of Helloworld.

existing partnership with National Geographic (**TD** 11 Mar), and follows last year’s acquisition of the Adventure World operations by The Travel Corporation.

MD Fiona Hunt told **TD** the publishing initiative will help make relationships with clients closer, “much more than just releasing a yearly brochure”.

AW has appointed a local editor but content will also come from the international version of the magazine, with 85,000 copies to be distributed quarterly with a suggested cover price of \$9.95.

All Adventure World passengers will receive a free subscription.

Hunt said the move was a “commercial venture” and advertising will not be restricted just to Adventure World product.

She said through the magazine AW would interact with customers in an “informative and exciting medium, providing them with rich travel experiences”.

FJ restructure

FIJI Airways has appointed Otto Gergye to the newly created position of Executive General Manager Sales and Marketing, under a revamp of the airline’s commercial operations.

Gergye’s career has included senior roles with Flight Centre, Malev, BA and Air Berlin.

FJ has also appointed former Virgin Australia executive Franc Zvonar as General Manager Marketing, while Aubrey Swift, previously FJ Chief Commercial Officer, is now the airline’s Chief Strategy Officer.

CEO Stefan Pichler said the restructure would separate day-to-day sales and marketing functions from more strategic fleet and network planning as well as revenue management.

He said this would help the team “better focus on ensuring our airline’s growth and increasing profitability,” delivering on FJ’s five year master plan.

More appointments on **page 7**.

ISN'T IT GREAT THAT THIS RAIL JOURNEY IS INCLUDED ON OUR ALBATROSS TOUR!

Glacier Express

No additional 'on tour' costs - special excursions included! www.albatrosstours.com

travel counsellors

WHY WORRY ABOUT THE FUTURE, WHEN YOU CAN **BE** THE FUTURE.

With the 1 July disbanding of the Travel Compensation Fund and industry deregulation approaching, Travel Counsellors’ customers in Australia will continue to have their money 100% protected in the eventuality of any failure. Every last cent. It’s a level of protection others can’t match but for us, it’s about putting the customer first. **Simple.**

BE THE FUTURE: BE A TRAVEL COUNSELLOR

Call: **03 9008 4291** bethefuture@travelcounsellors.com.au

www.travelhomeworking.com.au

With us...it's personal

inPlace
RECRUITMENT
Contact: 1300 467 522
www.inplacerecruitment.com.au

▶ **Conference & Events - Syd**
Exec & Mgt roles to \$65K +

▶ **Snr Leisure - Syd Nth**
High-end itineraries to \$55K +

▶ **Customer Service - Syd**
Support agents to \$55K +

▶ **Snr Retail - Syd Sth**
Mon- Fri 9-5pm to \$50K pkg

Combine. Ability.

180 destinations in Europe.
Great stopover options.
One ticket. Lufthansa Group.

Click for details
and competition.



Travel Daily

First with the news

Thursday 8th May 2014

BREAKAWAY
International Travel Industry Club

Carnival
FUN FOR ALL. ALL FOR FUN.

NEW! Last Minute Industry rates on Carnival Spirit. Valid All industry members.
Book anytime. From \$500* pp including taxes and port charges.
* Conditions Apply.

CLICK HERE for further details

Qantas to operate A380s to DFW

THE deployment of Airbus A380s on Qantas services between Sydney and Dallas Fort/Worth (**TD** breaking news) will see "the world's largest passenger aircraft on the world's longest route" from Sep this year.

The switch will see Qantas reduce frequencies from the current daily operation to six per week, but the larger capacity of the A380 will actually boost total seats by around 10%, QF said.

It's part of a network revamp which will also see the current Melbourne-Dubai-London flights retimed, increasing flying availability for the A380s.

It will also be facilitated by a change in the mix of aircraft used between Sydney and Hong Kong.

QF ceo Alan Joyce said that Dallas had become an important gateway for Qantas customers since the route debuted in 2011.

"It is the hub for our partner American Airlines and offers more

than 30 destinations beyond the west coast of the United States as well as parts of Canada and Mexico on their network.

"When you combine the A380 with the onward connections available from Dallas, this is a great example of the right aircraft on the right route," he said.

The additional range of the A380 will see the return flight operate direct to Sydney rather than via Brisbane.

MEANWHILE Qantas also this morning provided an update on its strategy, saying it's "moving at pace" towards its \$2 billion cost reduction target.

The plan forecasts total staff cuts of 2,200 by the end of Jun, with a further 1,800 during the next financial year - and then 1,000 more by the end of FY17.

Other savings will be made through improved line maintenance productivity and fleet simplification.

Ireland in the pink

TOURISM Ireland is thrilled that the Giro d'Italia cycling race will take place between Belfast and Dublin this year, kicking off across the weekend with Australian TV coverage on SBS and Foxtel.

Elite cyclists from across the globe will compete for the "pink jersey," and the keen interest in the sport from Aussies is likely to see an increased number of requests for information on cycling routes across the country.

TI manager Australia/NZ, Diane Butler, said cycling is a popular activity for tourists visiting Ireland with a huge network of trails as well as great "après cycle" options.

New role for Anthea

FORMER Qantas Tourism Business Manager Int'l, Anthea Somerville, has been named as Sealink/Captain Cook Cruises' new Sydney-based Sales Manager USA, Canada, South America and Inbound.



Window Seat

BRANDING can be a tricky exercise, as recently discovered by the marketing organisation for the NZ capital Wellington.

After spending \$24,000 on a refreshed logo design for the "Absolutely Positively Wellington" brand (**above**) which launched last Nov, the city council then reacted to strong community feedback that the cross made it look a little to "churchlike," reports the *Dominion Post*.

However the controversy has continued, with stakeholders outraged that a further \$15,000 has now been splashed out on another version which is described as "largely the same" but without the large plus sign.



What time is it in Sydney?

झप्पी
Jhappi Time

For more information visit
destinationnsw.com.au/jhappi



Aus pact champions the world

THE tight links between Dubai Tourism Australia and Emirates is set to be emulated at other overseas offices.

The businesses have worked hand-in-hand on projects for 3.5 years, forming a benchmark Emirates is keen to develop in other markets, EK exec Barry Brown said.

He said such is the success of the pact "we are now trying to mirror that in places like China, Japan and Germany and the UK.

"We were the first ones to put our big footprint on it," Brown commented.

MEANWHILE, Brown told **TD** this week passenger acceptance of Emirates' alliance with Qantas has been "phenomenal."

He said "It's given Qantas another 40 destinations, with 5,000 flights per week which they can connect to."

He said the pact has been "powerful" both inbound and outbound from Australia.

"Quite frankly we are a good fit as was said 18 months ago.

"If you overlay our schedules, we were natural brothers, and the chemistry that Alan Joyce brought through the Qantas network with Tim Clark made it a good partnership.

"It is where we want it, and it is continuing to evolve after one year," Brown said.

He said the partnership was particularly appealing to travellers booking river cruises



out of Australia.

"As we see river cruising evolve, people can fly into Amsterdam on Emirates or a combination of Qantas & Emirates, take their cruise and come out of a hub like Vienna, or Venice or St Petersburg...that's really the big strength and that's where we are hearing most comments from the frequent flyers," he added

Brown is **pictured** with Dubai Tourism's Julie King (left) and Veronica Rainbird.

Bookabed appoints

AIR Marketing Asia Pacific has been appointed to represent European online wholesaler Bookabed, which was launched into Australia by Roy McCullagh last year (**TD** 12 Jul 2013).

Four ships for Royal Caribbean

THE Australian market is firmly in focus for Royal Caribbean International, which yesterday announced it would deploy a fourth ship in local waters in 2015/16 (**TD** breaking news).

And in another first for the company, the 2,000 passenger *Legend of the Seas* will homeport from Brisbane, significantly expanding Royal Caribbean operations in Queensland.

"*Legend of the Seas* will provide a new choice in local cruising - and is the logical next stage in Royal Caribbean's growth in Australia," said RCI regional vice president, Gavin Smith.

"This move comes off the back of strong demand from both the local and international guests and represents another major investment by Royal Caribbean in

the Australian cruise market".

Many locals are already familiar with *Legend of the Seas* which sailed in Asia from 2008 to 2013.

The Brisbane program will go on sale later this month, with 17 itineraries ranging from 2 to 14 nights to the South Pacific, Qld and New Zealand.

Legend will join *Explorer of the Seas*, *Voyager of the Seas* and *Radiance of the Seas* which will all operate from Sydney.

More cruise news in today's **TD Cruise Update**.

US/AY codeshare

FINNAIR and US Airways are planning an extensive new codeshare pact, covering 13 AY routes and almost 30 US Airways transatlantic services.



AIR CANADA

Join Air Canada's Dynamic Sales Team in Australia

Air Canada is expanding its commercial sales team in Australia and looking for successful and experienced professionals in the following fields, based in Sydney.

Being part of Air Canada is to become part of an iconic Canadian symbol, recently ranked the Best Airline in North America. Let your career take flight by joining our diverse and vibrant team at the leading edge of passenger aviation.

Sales Support Specialist (Groups, MICE & FIT Specialty) – Full Time
Support Air Canada's Sales team through B2B related support activities. Advanced knowledge of Airline Reservations Systems, Group, FIT and Mice business and airline industry technical programs is mandatory.

Sales Support Specialist (Fares and Marketing Specialty) – Full Time
Support Air Canada Sales team and B2B related support activities. Advanced knowledge of Airline Reservations Systems, Fares and airline industry technical programs is mandatory. Additional duties will include fares and marketing support activities.

Corporate Sales Executive – Full Time
(1 year Maternity contract position)**

Demonstrated ability to manage and develop airline direct and in-direct corporate business in Australia. Utilizing current industry contacts acquire new corporate business as well as manage current Air Canada corporate portfolio and TMC relationships. Advanced ability to negotiate contract terms discount levels and revenue/market share targets.

Relevant experience within the context of each role is mandatory. Airline experience or GSA experience is also a strong asset. Please send resume and cover letter with the title "JOIN AIR CANADA" to:
Cynthia.lee-bray@aircanada.ca.

Due to the potential high level of interest, only applicants chosen for interview will be contacted.

Applications close: May 16, 2014

Turkish Odyssey

18 Day Small Group Tour from \$2250 pp twin share




15% commission till 31 May on selected Turkey tours.

Call: 1300 661 666

email: info@greecemedtravel.com.au | www.greecemedtravel.com.au

Aviareps committed

TOURISM representation firm Aviareps says it's strongly committed to the Australian market, after seeing major "churn" in its local portfolio of accounts in recent months.

Thomas Drechsler, the company's Chief Operating Officer Tourism, is in Australia to meet with newly appointed gm Peter Power (**TD 27 Mar**) as well as visit Australian Tourism Exchange in Cairns next week.

He highlighted the global strength of the business, telling **TD** that Aviareps is celebrating its 20th anniversary this year and has just opened its 52nd office.

The company's scale allows it to provide strong synergies for clients, while the fact that all offices are Aviareps-owned "guarantees a certain quality".

In Australia the firm still represents New York and Mauritius, and he's confident that further destinations will be announced in coming months.

Aviareps also represents several Australian products in other international markets.

VA applies for PNG

VIRGIN Australia has applied to the International Air Services Commission for an allocation of 160 additional weekly seats on the Papua New Guinea route.

VA says it plans to operate an extra weekly 737 flight between Brisbane and Port Moresby from 06 Jul, with the IASC inviting other applications for the capacity with a notification closing date of 15 May 2014.

Historical Dubai site

A REDEVELOPMENT of Dubai's historical district has been identified as a "key project" by the emirate's Department of Tourism & Commerce Marketing.

Commenting on the attraction, executive director of tourism development & investments for DTCM Yousuf Lootah said it will showcase to international tourists the UAE's rich heritage.

"We are working to ensure that the history and the art of Dubai gets to be known," Lootah said.

The historical district will extend from Dubai museum, the castle, across the creek & the gold souk.

Retail Travel Sales Consultants x 2

Vasco Worldwide is a global avant-garde travel enterprise that brings together a wide array of products and services, with the purpose of making a traveller's experience comfortable, safe, affordable and unique. We are seeking 2 full time staff to join our new state of the art travel shop in Kent Street Sydney.

Duties & Experience:

- Handling of customer enquiries and selling Vasco products & services
- Excellent customer service, computer & admin skills
- Applicants must have at least 2 years experience in the travel industry
- Understanding of the Indian subcontinent destination an advantage.

We are offering training and modern work conditions with competitive salary commissions & super and future global career opportunities. If you are energetic, enthusiastic and value teamwork, flexibility, creativity, then please send your resume & cover letter stating why you would be an ideal candidate for the role to

meredithw@vascoworldwide.com

Applications close 5pm Fri 23 May 2014



DON'T MISS THE LAS VEGAS SUPER FAMIL'!

HURRY! LAST WEEKS

JOIN THE A-LIST

[CLICK HERE](#)

Emirates not chicken over Kiev

EMIRATES remains committed to operating services into the Ukraine, but has admitted stability in the country amid escalating tensions with Russia has made the Kiev route a "challenge."

Divisional senior vp commercial operations Far East & Australasia Barry Brown said that Emirates was "continuing to review Kiev," admitting "it has been difficult for us, there is no secret there". Emirates launched daily flights to Kiev in Jan this year - around the same time the situation there started to get out of hand.

Brown confirmed that capacity on the Kiev route has now been wound back to a four weekly.

He added passenger safety was "paramount" to EK, and if there was any hint it was not safe the carrier would drop Kiev.

MEANWHILE, DFAT has added Odessa to its list of destinations within the Ukraine it is now advising Australian travellers to avoid visiting.

The warning follows "ongoing unresolved tensions" in Odessa which has seen a number of locals killed and injured during violent demonstrations.

Odessa becomes the latest city in Ukraine to be classified by DFAT as "Do Not Travel, following Donetsk last week (**TD Fri**).

3x EK A380 for SYD?

EMIRATES is likely to convert the last of its thrice daily services to/from Sydney to the carrier's flagship Airbus A380, it has been revealed.

Divisional senior vp commercial operations Far East & Australasia Barry Brown told **Travel Daily** this week in Dubai the move "would be natural to consider."

Brown said such is the demand for the A380, when EK began flying the superjumbo to Australia five years ago, passengers would travel from interstate to Sydney, solely to trial the big bird.

Currently, only EK419/418 operates using Boeing 777-300ER aircraft from/to SYD, via Bangkok.

The change to an all A380 Sydney service would depend on passenger flow and demand.

Emirates is witnessing "strong demand" to Asian gateways from Australia as a result of the partnership with Qantas, Brown commented.

Currently, EK offers flights to Singapore from Melbourne and Brisbane & also to Kuala Lumpur from Melbourne.

"All of those destinations are having a growth spurt," he said.

"It would be a natural to consider that once we have met the critical demand state we would replace the Bangkok service with an A380.

"But I don't have a date for that," Brown indicated.

Visit USA Regional Expos



ADELAIDE: Hilton Adelaide – May 27th

PERTH: Rydges Perth – May 28th

Don't miss this chance to update your USA knowledge with representatives from tourist offices, hotels, airlines and attractions.

Great prizes including a ticket to the USA and more.

For more details [CLICK HERE](#) and [RSVP now](#)

Ever offered someone a role and they were completely different in their interview?

We can tell you what they're really like...

Call FC Appointments now on 1300 113 492 or visit www.fcappointments.com.au

FCAppointments
From the industry, for the industry



Dubai mid-range accom drive

AN INITIATIVE by the Dubai Govt to address a lack of 3- and 4-star accommodation is seeing results, with 151 mid-range hotels being evaluated for the city.

Last Nov, Dubai's Department of Tourism & Commerce Marketing introduced a new incentive plan that set out to encourage lower priced accommodation to the emirate (**TD** 30 Sep).

The vast majority of hotels to have opened or that are currently under development in Dubai fit the 5-star, luxury category.

Dubai activated the incentive to broaden the appeal of the destination to the family market over the next six to seven years in the lead up to Dubai Expo 2020.

At present, there is a supply of 85,600 keys in Dubai, while there is a confirmed pipeline of hotels to take that tally to 103,000 in the next four years, until 2018.

DTCM determined there is a need for 86,000 more keys to add to the current inventory in order

to keep up with Dubai's annual tourism growth forecast of up to 9% - 36,000 of those keys fall into the 3-star and 4-star categories.

The incentive reduces red-tape, fast-tracks approval processes and offers fee reductions for 3- & 4-star new-builds or conversions that open before mid 2017.

Executive director of tourism development & investments for DTCM Yousuf Lootah told **Travel Daily** in Dubai the project has, up to late Mar, enticed applications from eighty-five 4-star properties and sixty-six 3-star hotels.

Collectively, the number will add a potential 25,000 keys.

Lootah said generally the 4-star accommodation developments were located on the beach, while the 3-star hotels would be city-based or positioned near "anchor magnets" such as tourist attractions and theme parks.

It is highly unlikely three-star properties would be located near the beach or on the Palm as "it wouldn't make financial sense due to land prices," Lootah said.

Nakheel-backed Deira Islands, currently under development in the Arabian Gulf, present new opportunities for two resorts and four hotels.

"The Nakheel project will focus on 5- & 4-star hotels and there is a sufficient supply of 4-star beach hotels there," he told **Travel Daily** during Arabian Travel Market.

"In general, we hope the incentive plan will help hotels get through the stabilisation years once opened, and that's the reason it is offered this way."

The first few years are hardest, so Dubai is helping hotels get through their initial years," Lootah commented.

Holiday homes will also add to the current "supply pot" and provides a further boost for surrounding hotel's F&B & restaurant usage and events space, Lootah said.

Currently, Dubai's average hotel occupancy levels sit around 78%.

Dubai tourism college

DUBAI'S Dept of Tourism & Commerce Marketing will shortly reveal the name of the vocational partner it will align with to launch a new training centre in Dubai.

The Dubai College of Hospitality & Tourism is expected to open in the next two years & will assist new hotels with the city's shortage of professional staff, executive director of tourism development & investments, Yousuf Lootah said at Arabian Travel Market.

"At this stage we have successfully engaged with our academic vendor and partner which we will be announcing very soon," Lootah told **Travel Daily**.

"We aim through this college to help & assist Dubai in enriching the visitor experience at every touch point the tourist will have with services across Dubai, from his first interaction at the airport to the hotel and in different tourism magnets in Dubai."

Delegates dolled up in Dubai



THE decadent Jumeirah Zabeel Saray was the host venue for an official Arabian Travel Market 2014 Party earlier this week for Australian & New Zealand delegates attending the show.

Participants donned their finest attire for the resort's specially themed 'Night with the stars' performance which featured a mix of musicians and artists performing in the MusicHall.

Dubai Tourism Australia director Julie King, general manager of trade relations & partnerships Veronica Rainbird and Arabian

Adventures' senior business development executive Renate Fernando, are pictured with the Aussie/Kiwi delegates in the Musichall prior to the show.

Dubai Metro Museum

FOURTEEN of Dubai's Metro stations will be transformed into museums in an initiative by Dubai Culture & Arts Authority, the Executive Office and RTA.

The Metro Museum project will launch in 2015 and sees stations equipped with different art forms.



Sales & Marketing Executive – TRYP Hotel Fortitude Valley

We are looking for an ambitious, social savvy **Sales and Marketing Executive for Australia's very first TRYP Hotel.**

TRYP by Wyndham offers business and leisure travellers one part experience and one part destination with contemporary, unique lodging options. If you have your finger on the pulse of the fast pace of Gen X and Y urban culture and the Brisbane market, we'd like to hear from you.

You will need a hunger for achieving sales results and a successful hospitality sales, marketing and social media background. You will not only have the personality to reflect the unique and vibrant feel of TRYP but also a good sense of humour, strong people and networking skills.

About the job

To be successful in this role you will develop strategic sales and marketing partnerships to drive occupancy and revenue results. Of importance will be your ability to build and drive a strong social media following.

You will have a passion for yield management as well as be a creative thinker always seeking opportunities to connect and engage with the market. Finally, you have a knack for inspiring and motivating people to act and can sell the experience whilst you provide exceptional service.

This is a fantastic opportunity for an up and coming professional to make their mark working for Brisbane's hippest hotel.

Apply now. Click here: <http://bit.ly/1geb950>

Agents live in Mauritian luxury



NO EXPENSE was spared to treat this group of lucky agents and team members to the lifestyle of royalty recently on an educational to Mauritius, hosted by New Horizons Holidays.

The wholesaler whisked the group off to split their stay at the five-star LUX Le Morne and the high-end St Regis Mauritius.

For the water babies, highlights of the trip included snorkelling at the St Regis and admiring all

the colourful sea life through the crystal clear Indian Ocean waters.

Walking with lions Casela Nature and Leisure Park was an amazing experience thoroughly enjoyed by those while on land.

Universally however, the group raved about the super high standard of food on offer, with all tastes and preferences catered to.

Pictured above admiring the view at the Chamarel Waterfall from left is Helen Watson, Wise Choice Travel Service; Sara Rowe, Helloworld Belmont; Carl Lemnell, Air Mauritius; Peta Beckingham, Floreat World of Travel; Karen Jones, Northline Travel; Jemma Goddard, New Horizons Holidays; Eric Vos, New Horizons Holidays and Claire Huxtable from Helloworld Dunsborough.

Chiang Rai earthquake

MINOR damage to roads has been reported in the Chiang Rai province of Thailand as a result of a 6.1 magnitude earthquake earlier this week.

Local DMC Destination Asia has advised of no restrictions to access at either airport, however a local temple attraction has been closed due to safety concerns.

A number of transfer routes have also been rerouted due to some damage to roads used.

Destination Asia says it does not anticipate any further disruptions.

MEANWHILE Destination Asia has also announced the debut of a new "inbound India division".

The new business will be part of Destination Asia Thailand, operating from its Bangkok office.

"Destination Asia Thailand sees great potential in the India market, especially at the top end leisure and MICE segments," said md Phornthip Hirunkate.

WIN A \$50 GIFT CERTIFICATE TO SURF, DIVE & SKI



This week **TD** is giving 5 winners the chance to win a \$50 gift certificate to surf, dive & ski, courtesy of **Visit Huntington Beach**.

Surfing isn't just an activity here; it is part of who we are! Discover "Surf City USA" and the best of Southern California culture. HB offers the most authentic surf lifestyle, coupled with 16 kilometres of uninterrupted coastline. Located in Orange County, 56 kilometres south of Los Angeles, and the closest beach to Disneyland.

Visit: <http://www.surfcityusa.com/>

To win, email your answer to: Huntington@traveldaily.com.au.

Three of HB's most loved hotels are ocean front. Name two of the three ocean front hotels.

Congratulations to our lucky winner **Leisel Brown**, from **Figtree Travel**.

Sabre for Air Berlin

AIR Berlin has announced that it will migrate its reservations and passenger management systems to the SabreSonic suite, with the full transition to finish in 2016.

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.

Hong Kong-based carrier **Cathay Pacific** has promoted **Richiko Olrichs** to the role of Direct Sales Manager for Australia. Additionally, **Franziska McCarthy** has joined the carrier from Garuda Indonesia as its new Marketing Communications Manager. Both roles will be based in Sydney.

Property representation firm **Randall Marketing** has signed **Sherry Chen** as its Business Development Manager based in the Beijing office.

Independent Travel Group has welcomed **Hamish McCracken** as its new Network Manager. McCracken brings experience with Helloworld and Cathay Pacific and will work with new clients signed to the group.

Rachael Thomas has been appointed to the role of team leader for FC Product Solutions at **Flight Centre Global Product - Corporate**. Thomas brings over 23 years industry experience in many roles to her new position.

Global attraction operator **Merlin Entertainments Group ANZ** has signed **Mango** as its PR Agency for its parks in Australia and soon, also in NZ.

Bringing 15 years experience in serviced residence apartments in various locations in Australia and overseas, **Allison Englebretsen** has joined the team at **Fraser Suites Perth** as its new General Manager.

Australasian online travel booking and expense management firm **Serko** has welcomed **Tim Nichols** as its new Chief Product Officer. Elsewhere in the organisation, **Simon Botherway**, **Claudia Batten** & **Clyde McConaghy** have been appointed to the firm's independent Board of Directors.

Luxury Whitsundays property **Daydream Island Resort & Spa** has hired **Amanda Burleigh** as manager of its 16-room Rejuvenation Spa facility. Burleigh will oversee new procedures, training & maintaining standards.

Low-cost long-haul carrier **AirAsia X** has recruited **Dato' Bernard Francis** as its new Commercial Director.

Set to commence in his new role from next month, **Geoff Stephens** will take the role of Chief Financial Officer at the **Melbourne Convention and Exhibition Centre (MCEC)**. Stephens moves from his role at the MCG.

Donald A Wignell has been recruited by **InterContinental Hotels Group** in the role of Director of Food & Beverage for South West Asia.

Risuna Mayimele has this week started with **South African Tourism** as its new Global Manager Communications. Mayimele will oversee the firm's image as a preferred tourist destination in markets around the world.

Slower Mar reported

GLOBAL passenger traffic growth rates dipped in Mar, with IATA figures showing numbers up 3.1% for the month - slower than the 5.6% increase in Feb.

Asia-Pacific growth was particularly weak at just 1.1% year on year, partly attributed to the earlier Lunar New Year this year.

Capacity increased 5.3%, leading to a 3.1% drop in load factors to 76% for the region.

Club Med incentive

TOP sellers of travel packages incorporating Garuda Indonesia flights and Club Med Bali accom can win one for themselves in a new incentive launched by the all-inclusive resort operator.

Five packages for two people are up for grabs, with the booking period running through to 30 Jun.

Winners selected must be able to take their prize by 31 Mar 2015. For more details, **CLICK HERE**.

Cambodia change

DFAT has lowered the level advice for Phnom Penh in Cambodia to "exercise normal safety precautions, which is the same as the rest of the country."

Arrivals up, departures down

THERE were more than 560,000 short-term visitor arrivals into Australia during Mar, setting a new benchmark for the month, according to the Australian Bureau of Statistics.

However the growth trend for departures looks to have reversed with a monthly decline of 0.7%, following drops in Jan and Feb.

Figures released this morning showed inbound growth in all top ten source countries, with

the biggest percentage increases recorded for Malaysia (up 31.8%) and then Singapore (up 24.4%).

Departures are still up 2.6% year on year but the ABS is forecasting further declines based on the trend estimates in the figures.

The fastest growing outbound destination during Mar was Singapore, up 21.4% followed by Malaysia which rose 16.6%.

NZ was the top outbound destination, followed by China.

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



Q.6: How many times per week do Hawaiian Airlines depart Sydney?



HA-HA-Happy Birthday!



HAWAII Tourism Oceania is this week conducting its "Aloha Down Under" roadshows, with an event in Sydney yesterday including a special birthday cake for Hawaiian Airlines.

Country manager Ashlee Galea highlighted the strong growth in Australian and New Zealand travel to Hawaii over the last few years, with the region up 28.5% and more than 300,000 Australians heading there in 2013.

The average length of stay is a healthy 9.5 days and Aussies also have a high "daily spend," with lots of shopping going on.

There's also a high level of repeat visitation, Galea said, while Australians are venturing further afield with lots of travel onward from Oahu to other Hawaiian islands too.

The Aloha Down Under roadshow continues tonight in Brisbane, with strong interest in the destination reflected by the fact that Hawaii Tourism has had to waitlist attendees at each event in Melbourne, Sydney and Brisbane.

During yesterday's lunch HA's Hugh Twomey also highlighted the upcoming launch of the airline's new "extra comfort economy class seating".

Available for sale now and for travel from 01 Aug, HA's aircraft will offer 40 extra comfort seats with a 36 inch seat pitch.

The new area will have personal power outlets, complimentary on-demand in-seat entertainment plus meals and snacks and a souvenir pillow and blanket.

Hawaiian's extra comfort seats can only be booked once the client's economy class ticket has been issued, via a seat selection tool on the HA website which supports credit card payments.

PICTURED from left are Janaya Birse, Hawaii Tourism; Kainoa Daines, Oahu Visitors Bureau; Ashlee Galea, Hawaii Tourism country manager; Heather Jeffery, Hawaiian Airlines; and Hugh Twomey, Hawaiian Airlines.

ACCC "cross-appeal" against Flight Centre

FLIGHT Centre is facing further legal battles, with the Australian Competition and Consumer Commission today saying the \$11m penalty levied against FC over price-fixing allegations is not high enough (*TD* breaking news).

ACCC chairman Rod Sims says the fines should have been higher to deter similar conduct, given "the nature of the conduct and the size and financial strength of Flight Centre".

Flight Centre has appealed both the initial decision and the penalties (*TD* 17 Apr) which it says were "manifestly excessive".

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.

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: Sean Harrigan and Lisa Martin

Email: advertising@traveldaily.com.au

Business Manager: Jenny Piper

Email: 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



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.



WANT YOUR CAREER SEARCH HANDLED CONFIDENTIALLY? CALL THE EXPERTS

JOB OF THE WEEK

**REGIONAL RETAIL MANAGER
SYD- EXECUTIVE SALARY PACKAGE**

Our client provides a diverse range of products and services to the travel, tourism and resources sectors and is currently looking for a strong regional manager. Based in Sydney with the main focus of building team capability to deliver strong sales outcomes, you will be accountable for leading and developing a regional team. To be successful you will be need to be an experienced sales leader or have managed a retail outlet and ready to step up to a regional role.

MAKE THE MOVE FROM A PCO

**DIRECTOR OF SALES - EVENTS
SYDNEY EXECUTIVE SALARY PACKAGE**

Combine your high level sales skills with your strong Events background to take the next step into this Director role. Overseeing a team of operations and sales managers, your key strengths will include strong connections within the MICE space, the ability to win and nurture top clients as well lead and motivate a team to succeed. This is an amazing opportunity for an experienced Events Sales Manager to take the next step in their career, Top salary and bonuses on offer

YOU CAN'T LIVE WITHOUT TECHNOLOGY

**ACCOUNT MANAGER
SYD- EXECUTIVE SALARY PACKAGE**

Make your travel career more relevant by joining the advancing world of travel technology. You'll be joining a global organization delivering cutting edge solutions to the travel industry, all the while strengthening your relationship across the industry. If you're hungry for success, recognition and career progression this company will offer you all that and more. If you have industry sales or account management experience apply today

HERE'S YOUR CHANCE TO STEP UP

**CORPORATE OPERATIONS MANAGER/TEAM LEADER
PERTH - SALARY PACKAGE \$\$**

Feel at home in this corporate office where you will be overseeing a team of multi skilled consultants. You will need proven leadership skills and have exceptional knowledge of corporate travel, training & development and client relationship management. This role allows you to take full management control of this office environment and manage future growth and development. Current Team Leader/Operations experience essential along with GDS.

MANAGE YOUR WAY TO THE TOP

**WHOLESALE TEAM LEADER
SYDNEY-SALARY PACKAGE \$75K ++**

Are you tired of working within a hostile team environment? Move your career to the next level and see you career go further. Coming on board as the Team Leader you will be driven, motivated and have a maturity to be able to handle this role running the operational requirements of the Inventory team. Strong inventory experience is essential for this role along with previous supervisory knowledge. A great opportunity to join a market leader.

SALES & EVENTS!

**CONF AND EVENTS BUSINESS DEVELOPMENT
SYDNEY SALARY TO \$80K PLUS BONUSES**

Do you know how to hit the ground running and make your mark on securing new event business? This fantastic new role is a great opportunity to get ahead with a market leader. Your experience in event/corporate sales has given you the skill in developing leads, creating unique proposals building relationships and signing up valuable new business. A great opportunity with a company that offers career development, and ongoing training.

6 MONTH CONTRACT

**EVENT MANAGER
SYDNEY- EXECUTIVE SALARY PACKAGE**

This organization is committed to delivering the best event management, group travel and incentive programs for clients of all sizes using their experience teamed with creativity and innovation. If you have experience managing corporate events from small corporate meetings thorough to large international incentive and conferences, then come and see what this fantastic, growing organization can offer you.

LOVE RETAINING ACCOUNTS?

**CORPORATE SENIOR ACCOUNT MANAGER
PERTH - EXECUTIVE SALARY PACKAGE**

Join a name you can trust with a portfolio of interesting top level clients to manage. Create impeccable service standards delivering over and above to your clients on a daily basis. Your knowledge of corporate travel account management account strategies will be required for these high value clients along with your negotiation skills to be able to offer solution and formulate reporting requirement. These are rare roles, ring today for a confidential chat

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

CONTACT OUR NATIONAL TEAM TODAY ON: 02 9231 2825

OR EMAIL YOUR CV TO: executive@aaappointments.com.au

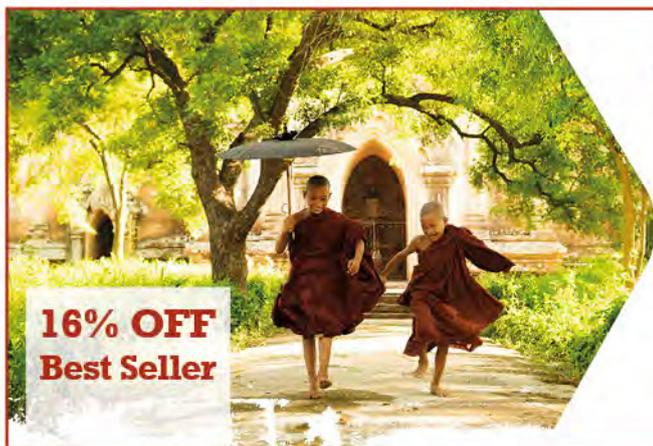
FOR MANY MORE EXECUTIVE VACANCIES VISIT OUR WEBSITE

www.aaappointments.com/aus

Save 16% OFF*
selected Small Group Adventures

EXPLORE!
The Adventure Travel Experts

[Click here for more details](#)



16% OFF
Best Seller

Burma Highlights

Departs Rangoon, Burma

Explore the many temples of the spectacular Bagan Plains and the ancient cities of Amarapura and Inwa.

14 days from **\$2313*** per person
To redeem 16% discount use promo code: AUZ14A at time of booking.



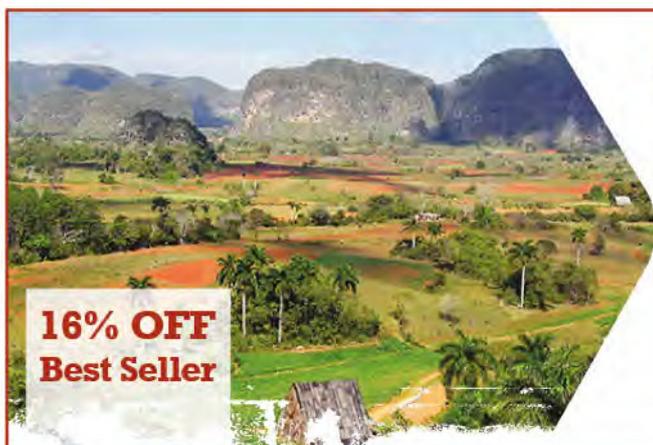
16% OFF
Best Seller

Bay of Naples & The Amalfi Coast

Departs Naples, Italy

Travel with us to Italy as we explore the beautiful Amalfi Coast and the Bay of Naples. Visit the Roman ruins of Pompeii and the Greek temples of Paestum.

8 days from **\$1339*** per person
To redeem 16% discount use promo code: AUZ14A at time of booking.



16% OFF
Best Seller

Backroads and Beaches of Cuba

Departs Havana, Cuba

An exciting introduction to Cuba!

Explore the captivating capital of Havana and wander through the twisting alleyways of colonial Trinidad.

8 days from **\$717*** per person
To redeem 16% discount use promo code: AUZ14A at time of booking.

Call 1300 439 756 | res@exploreworldwide.com.au

* Prices are per person, based on twin share accommodation. Prices are accurate as at 02 May 14 and includes 16% discount per person. 16% Discount applies to bookings made and deposited by 15 Jun 14. The 16% discount per person does not apply to single room option (SRO). The discount will be applied to your final balance payment, not the deposit. **Burma Highlights (BUH)** - Is valid for sale until 15 June 14 and valid for travel from 31 Jul 14 - 10 Mar 15. The advertised price is valid for departures 31 Jul, 12, 16, 19 Oct, 11, 23, 25 Nov & 30 Nov, 16 & 28 Dec 14. Use promo code: AUZ14A at time of booking to redeem 16%. **Bay Of Naples & The Amalfi Coast (NA)** - Is valid for sale until 15 June 14 and valid for travel from 30 Aug - 11 Oct 14. The advertised price is valid for departures 30 Aug, 6, 13, 20, 27 Sep, 4 & 11 Oct 14. Use promo code: AUZ14A at time of booking to redeem 16% discount. **Backroads and Beaches Of Cuba (CN)** - Is valid for sale until 15 June 14 and valid for travel from 15 Jun 14 - 15 Mar 15. The advertised price is valid for departures 11 May, 15 Jun & 19 Oct 14. Use promo code: AUZ14A at time of booking to redeem 16% discount. Seasonal surcharges and blackout dates apply depending on date of travel. Deals and offers are subject to availability and may change without notice prior to reservation confirmation and due to currency fluctuations. All airfares are excluded. Offers valid for new bookings only and not combinable with any other offers. Other specified tours are available to receive 16% discount available online www.exploreworldwide.com.au (see tour codes: ET, JS, CIR, SL, MR & CL). Cancellations will incur charges. A 10% non-refundable deposit is required by 15 Jun 14. Full payment is required 60 days prior to departure from Australia. Visit www.exploreworldwide.com.au for our full terms and conditions.

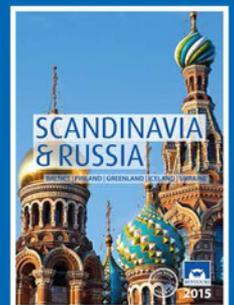
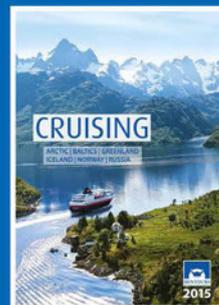
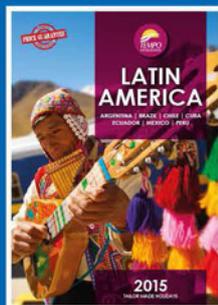
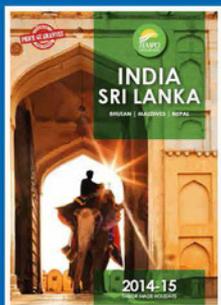
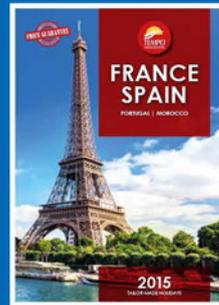
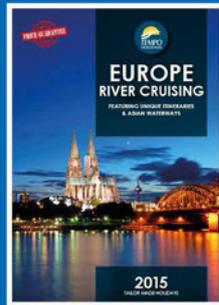
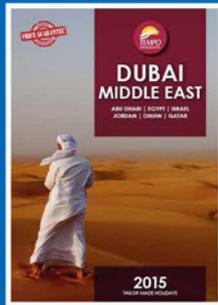
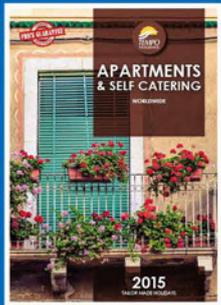


BENTOURS



TEMPO
HOLIDAYS

EXPLORE A VIRTUAL TRAVEL EXPERIENCE WITH OUR NEW BROCHURES



AUGMENTED REALITY IS HERE!

- What is it?
- How does it work?
- How will it help you sell?

Augmented Reality (AR) gives armchair travel new meaning. It will immerse you in the real-world environment connecting you to our Tempo Holidays and Bentours destinations and experiences.

It's easy – just download the STELLAR AR app which is available on the App Store or Google Play™.

Once the STELLAR AR app has downloaded, just point and roll your smartphone or tablet over the front cover of our brochures and get ready for a new interactive travel experience!

