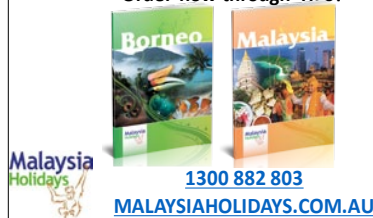


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# Travel Daily

First with the news

Friday 23rd January 2015



## BA Australia Day sale

**SPECIAL** fares to London across four travel classes have been released by British Airways as part of a new Australia Day sale.

Return fares to Heathrow start from \$1,783 in Economy, on sale until 05 Feb for travel by 30 Nov.

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## Boost for China-Aus ASA

**CHINESE** carriers will be able to almost triple the number of air services to Australia under a new "landmark" air services agreement (ASA) between the countries.

The deal will enable airlines from Australia and China to ramp up weekly seat tallies by 18% (or 4,000 seats), with immediate effect, to a maximum of 26,500 between the local major gateway of Sydney, Melbourne, Brisbane and Perth.

In addition, another 7,000 weekly seats will be phased in over the next two years, capped at 33,500 seats.

Minister for Trade & Investment Andrew Robb said the move will

be a boon for the tourism industry.

"This opens up opportunities for Australian airlines to better serve the China market," Robb said.

The Minister said the seat boost will mean Australia is "well placed" to capture an expected doubling of the outbound China market to 200 million by 2020.

"China is our most valuable tourism export market. This agreement - along with the launch of the recent pilot program for online visa applications by Chinese visitors - means our tourism sector is well primed for 2015."

Minister for Infrastructure and Regional Development Warren Truss said the agreement provides a separate pool of capacity dedicated to second tier Chinese cities beyond Beijing, Shanghai and Guangzhou.

"Airlines can continue to offer unlimited passenger services between China and regional Australian ports, such as Cairns, Adelaide, Darwin and the Gold Coast, ensuring tourism operators in our rural & regional areas have access to the lucrative Chinese tourism market," Mr Truss said.

Tourism Australia boss John O'Sullivan told *Travel Daily* the agreement was "perfectly timed as we step up our marketing and distribution efforts to build demand and grow competitive aviation capacity to Australia from our second largest and most valuable int'l tourism market".

## Newsom to head CIT

**ITALIAN** tour operator CIT Holidays will be run by Adventure World founder and co-owner of Perth-based Travel Directors from Feb (*TD* breaking news).

CIT Holidays' former owners Federico Kernot & William Kernot will remain as company directors.

## Today's issue of TD

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

- AA Appointments jobs
- South African Tourism

The next issue of *Travel Daily* will be published on Tue 27 Jan as we mark the Australia Day public holiday on Mon.

## Win a trip to S Africa

**AGENTS** are urged to register & complete South African Tourism's 'SA Specialist' online course by 31 Mar to have a chance at winning a place on a nine-night famil that includes flights with South African Airways - see **page 8** for details.

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## Jetstar HKG hearing

**OFFICIALS** from Jetstar Hong Kong will meet today with the Hong Kong Air Transport Licensing Authority as it puts forward the case for why it should receive regulatory approval to operate.

The low-cost start-up is a joint venture between Qantas, China Eastern and Hong Kong's Shun Tak Holdings, but has faced setbacks since its inception nearly two years ago due to opposition from Hong Kong based carriers including Cathay Pacific Airways.

## SCDL keen for int'l hotels

**SUNSHINE** Coast Destination Ltd has thrown its support behind plans for the region's first five-star hotel/resort in order to broaden its appeal to overseas markets.

CEO Simon Ambrose said SCDL is actively working with local and state governments to encourage more internationally branded hotels to the Sunshine Coast.

“What we really need is a five-star resort with convention space,” Ambrose told *Travel Daily* at a

sales mission in Sydney yesterday.

“We have a Sheraton in Noosa but that's about it since the Hyatt brand departed the area.”

He acknowledged the presence of Sebel, Mantra and other hotel brands that are well known to the domestic market, but said larger name global chains would lure more overseas travellers.

“Several” new hotel projects are proposed for the Sunshine Coast, Ambrose said.

One of the largest developments comes from Japan's Sekisui House which wants to build a \$1 billion luxe residential & resort project in bushland at Yaroomba, near Clive Palmer's Palmer Coolumb Resort.

“Let those who make decisions about approvals go through the process appropriately, and if it is seen as appropriate for the region, bring it on,” Ambrose said.

He added the Sunshine Coast has a “very limited China market,” telling *TD*, “we know they really want five-star internationally recognised properties”.

“We really, really need to grow the Chinese market,” he voiced.

More from SCDL on **page four**.

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# Travel Daily

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Friday 23rd January 2015



## FC, AFTA laud VA fuel rejig

**FLIGHT** Centre md Graham Turner has praised the decision by Virgin Australia to incorporate its fuel charges into the base fare (**TD** yest), saying Aussie travellers and Velocity members will see benefits in the short & long-term. "It creates a cleaner and more transparent fare structure for the future and delivers immediate benefits to customers in the form of cheaper fares for travellers taking off to the United States."

Skroo commented.

Support also came from AFTA boss Jayson Westbury, who said the move will simplify the booking process for agents and increase transparency for pax. "AFTA has always advocated for this pricing change as it is our belief that the cost of fuel should be incorporated into a base fare."

**MEANWHILE**, Qantas has issued a statement in response to the Virgin fuel decision, saying its fares already include fuel charges and are "extremely competitive". "We continue to monitor surcharges but the bottom line for consumers is that Qantas fares already in the market are some of the cheapest in years," a Qantas spokesman said.

## WIN TICKETS TO THE SING-A-LONG 'SOUND OF MUSIC' INSIGHT VACATIONS

*The Art of Touring in Style*

To mark the 50th Anniversary of 'The Sound of Music', Insight Vacations is giving away 5 tickets to the 'Sing-a-long Sound of Music' at the State Theatre in Sydney. Join us to see the classic film on the big screen with song subtitles, so everyone can sing-a-long!

To enter be the first to send the answer to the following question to [insightvacations@traveldaily.com.au](mailto:insightvacations@traveldaily.com.au)

5. Name 3 Insight Vacations tours that stay for at least 1 night in Salzburg?

Need a hint? Click here.

Congratulations to yesterday's winners Gloria Wierthel from Greece and Mediterranean Centre and Lauren Wilson from St Leonards Travel Centre!

**Austrian National Tourist Office**

## Eurostar still in dark

**ONGOING** power supply dramas relating to last weekend's fire in the Channel Tunnel (**TD** Mon) continue to plague Eurostar.

Multiple services between Paris, London and Brussels arrived up to two hours behind schedule overnight, with other trains running late and more cancelled.

Passengers affected are being compensated with credits toward hotel stays and meal costs.

The operator has axed multiple services due to depart today, with no end in sight to the delays.

## 'Cheap flight' scam

**THE** Australian Federation of Travel Agents is warning of a booking scam operating via an online classifieds website.

AFTA said it is understood that independent advertisers are selling what appear to be cheap airfares and receiving direct payment from consumers.

The dodgy business then books flights on behalf of the consumer with a legitimate travel company using a fraudulent credit card to pay for a standard airfare.

"Travel companies are then being hit by chargebacks once the true cardholder becomes aware of the unauthorised charge on their card," AFTA said in a memo.

As a result, the airfare booking is cancelled and the original customer left out of pocket, has no air ticket and is unable to claim reimbursement as they have paid by direct deposit.

"Travel agents should do their own investigation relating to this matter and report any suspicious activity to their respective Consumer Affairs or Fair Trading Department," AFTA recommends.

## Australian UK record

**AUSSIE** visitor bed nights in Britain reached new record levels during the first nine months of 2014, up 4% year-on-year to 12.48m, VisitBritain said today.

Spending by Australians was up 4% over the period to £1.02b - another record, while visitor numbers rose 1.2% to 879,336.

## Window Seat

**TRAVELLING** animals may soon find their airport experience becoming better than humans after New York JFK signed a deal to open a dedicated terminal for our non-human companions.

To be known as "The Ark," the facility will be the first privately owned animal cargo handling terminal in the world and will be open from next year.

Animals will enjoy a departure lounge with plenty of food and places to relax, with climate controlled bedrooms for horses and plenty of vets also on site.

A "Paradise for Paws" cat and dog facility will offer grooming & bathing areas and a recreation area to keep them occupied.

## MEL jet fuel rations

**CONCERNS** have been raised by Board of Airline Representatives of Australia executive director Barry Abrams over a potential shortage of jet fuel at Melbourne Airport this week, saying better fuel infrastructure is needed.

A jet fuel shipping delay for MEL this week caused a "black traffic light" which warns airlines could be subjected to fuel rationing.

Flights are not expected to be impacted after supply was quickly restored with extra deliveries.

"An unreliable supply of jet fuel is damaging to the industry," Abrams commented.

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Friday 23rd January 2015

## Nature Coast campaign delivers



A **JOINT** marketing strategy between the Sunshine Coast, Fraser Coast and Gympie is paying off abroad, with the tie-up achieving a near 10% jump in international arrivals.

Sunshine Coast Destination Ltd ceo Simon Ambrose told **Travel Daily** the region has leveraged the 'Australia's Nature Coast' initiative in overseas markets, with visitor numbers up from the UK & Europe,

North America and New Zealand.

"It's made a huge difference to the perception of the Sunshine Coast in foreign markets," he said.

The next big marketing push will be the 'Great Australian Beach Drive' stretching from Tewantin to Rainbow Beach and beyond.

Ambrose is **pictured** (left) with SCDL's Liz Tuckett, PR mgr & Mark Skinner, deputy chair & Narrows Escape Rainforest Retreat md.

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## Asia booms for Air NZ

**PASSENGER** demand and seat capacity both climbed strongly for Air New Zealand during Dec albeit at the expense of loads, according to its official results out today.

Pax numbers on Asian routes were up 10.4% year-on-year, with capacity up 19.8%, while average loads were down 4.8% as a result.

Domestic traffic also performed well, while Trans-Tasman and USA/UK routes posted small gains.

Group-wide yields were up 3.8%, driven largely by the success on the carrier's shorter-haul services.

## Mantra expands NZ

**MANTRA** Group will expand its presence in Christchurch, signing to take over the management of a fully reconstructed hotel in the centre of Christchurch.

Due to open from Apr, the new BreakFree on Cashel Christchurch will offer 263 rooms and ground floor restaurant and cafe.

The property has recently been redesigned with a new exterior with Grade A seismic rating.

## NT attraction boosts

**SEVEN** Northern Territory tourism operators have improved the visitor experience for tourists as a result of a \$1.3m grant from the NT & Australian Governments.

Among the beneficiaries was AAT Kings, who has implemented foreign language commentary on certain Kakadu & Litchfield tours.

Other improvements include Wetland Explorer Cruises which has converted a houseboat into an air-conditioned pax waiting area.

## Home swap reviews

**TRIPADVISOR** has partnered with HomeExchange.com to incorporate guest reviews and ratings for members on its site.

The pact will offer destination information and reviews both on local attractions and member homes to guests prior to arrival.

Site users can access TripAdvisor content on desktop and mobiles.

# ARE YOU OUR VIKING STAR ACHIEVER?

Here's your chance to enjoy a **7 night Mediterranean Getaway cruise for two** in a Deluxe Veranda stateroom from Rome to Barcelona departing 15 Dec 2015.

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You must be an individual retail travel agent and have booked a minimum of 6 Viking River 2015 cruises between 1 Jan and 31 Mar 2015. Request an entry form by emailing [Australia@vikingcruises.com](mailto:Australia@vikingcruises.com)

#### WHO IS OUR VIKING STAR ACHIEVER?

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Entry forms must be received by 7 April 2015 and will be validated on 8 April 2015. The Star Achiever will be announced on 10 April 2015. The reward is non-changeable, non-transferable and not redeemable for cash and/or cruise credits. Flights are not included.



Friday 23rd January 2015

## Rail link for LaGuardia

**NEW** York Governor Andrew Cuomo has announced plans to build an elevated rail line linking LaGuardia Int'l Airport to the rest of the city's railway network.

The plan calls for the expansion of the Willets Point Station as an interchange to allow travellers to access Penn Station and Grand Central via the city's subway.

Designs will be similar to the AirTrain system already in place at JFK and Newark, with the new link tipped to be ready by 2020.

## McCormick for ICAO

**FORMER** Civil Aviation Safety Authority boss John McCormick has been nominated for the secretary-general's role at the International Civil Aviation Organisation, the *SMH* reports.

McCormick has over 30 years of aviation experience and departed CASA last year.

He was nominated for the ICAO role by the federal government.

## Swissotel 20% saver

**DISCOUNTS** of up to 20% at participating Swissotel properties are available on the 'Seasonal Saver' rate booked directly for stays up until 31 Mar.

Thirty hotels around the globe are taking part in the promotion, including the Swissotel Sydney.

## AA selling DFW/PEK

**CUSTOMERS** will be able to book on American Airlines new daily flights between Dallas/Fort Worth & Beijing Capital from Sun.

AA was approved to commence the route last year (*TD* 08 Oct).

## Acacia Africa brox

**NEW** Voluntour projects & an East Africa Escorted Accommodated Overland collection of trips have been unveiled in the just released Acacia Africa brochure for 2015.

The 11-day Best of East Africa journey through Kenya and Tanzania is priced from \$5,973pp. Call Venture Holidays for info.



## PTMs tap into French workshop



**RECENT** French Travel Workshops held in Sydney and Melbourne provided an excellent opportunity for TravelManagers home-based agents to brush up on their French knowledge base.

More than 55 of the company's Personal Travel Managers attended the two workshops, meeting with French hoteliers and accom groups, wholesalers and regional tourism offices.

Popular among attendees was a 30-minute seminar on Monaco, which offered details about its various appeals for all travellers.



**Pictured** above left is PTM Aliki Iosifidis with representatives from the Hotel Metropole Monte Carlo and Moulin Rouge Paris.

## Hard Rock growing

**CANCUN** will receive its third Hard Rock Hotel in 2017 after the company announced expansion plans for the Mexican party town.

The Hard Rock Hotel Riviera Cancun will feature 1,800 rooms, six restaurants, five bars, a lagoon swimming pool complex and 90,000sq feet of meeting space.

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## Louis Cruises launches a new brand, Celestyal Cruises.

## Say Kalimera to Celestyal Cruises!

Celestyal stems from celestial, which means "pertaining to the stars" and "heavenly" or "divine". By launching Celestyal Cruises, Louis Cruises focuses on the real Greek experience, already enjoyed by thousands of visitors.

Celestyal Cruises will include all the Aegean, Ionian and Adriatic Sea destinations and will be addressing a call to the international market promoting classic or new cruises full of Greek gastronomy, Greek culture and entertainment, new themed programs and personalized service that defines Greek hospitality! Celestyal Cruises is here to enhance **the real Greek experience!**



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# Agts lob into Emirates marquee

**EMIRATES** hospitality spares no expense and omits no detail in its effort to impress and thank its loyal industry partners for their support.

The carrier's marquee is open once again at the 2015 Australian Open Grand Slam tennis in Melbourne, treating guests to top-shelf service within & great views of on-court action.

Shaped as a replica version of the lounge available for Business and First customers on its A380 superjumbos, the marquee is themed to the event with ceiling



fans shaped like tennis racquets.

The bar itself was flown in from Dubai for the occasion and also offers an internal dining lounge & Emirates route map wall decal showing the carrier's 145 global destinations served from DXB.

**Pictured above** taking a closer

look at the bar's contents is helloworld South Melbourne owner Janene Ferguson, and **below** is Trevor Jones, Hawthorn Travel and Julie Abbott, Emirates.



## Product & Pricing Manager Travel

### About RAA:

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<http://www.raa.com.au/about-us/careers/why-join-us>

## CBR Master approved

**CANBERRA** Airport has its sights set on the resumption of int'l flights and services from low-cost carriers as part of its 20-year Master Plan, approved yesterday by Deputy PM Warren Truss.

The strategic plan aims to utilise its new terminal to target new services upon the completion of Stage Three construction.

Final works to be completed include the opening of a business centre, kids play area, an indoor taxi pick-up rank, improved road access and new F&B outlets.

Airside work to be completed in the Master Plan include upgrades to taxiways and parking aprons.

## DFAT assess Colombia

**OFFICIAL** warning levels for the tourist areas on the Atlantic Coast of Colombia have been lowered by DFAT after a major review of the advice level for the country.

Improvements in security for the region has seen the warning level downgraded to "Exercise a high degree of caution".

Areas such as Amazonas and Atlántico have been lowered to "Reconsider your need to travel".

Friday 23rd Jan 2015

## LCCs to feel long-haul

**RYANAIR** chief executive Michael O'Leary says low-cost carriers will one day be used by full-service carriers to funnel pax onto their long-haul routes.

The outspoken leader of the Irish carrier said he believes the days that legacy carriers such as British Airways and Lufthansa can compete on intra-Europe routes are "numbered".

FR chief financial officer Neil Sorahan added that long-haul airlines would be best served timing their flights to fit with the arrival times of low-cost carriers as it would be "unlikely" to sign formal interline agreements.

## Crown appoints Elite

**CHINESE** ground operator Crown DMC has appointed Elite Representation Asia Pacific to handle its sales and marketing activity in Australia and NZ.



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To obtain a position description visit [www.nt.gov.au/jobs](http://www.nt.gov.au/jobs)

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**ADELAIDE – SALARY PACKAGE UP TO \$55K + (OTE)**

We have a new and exciting position for you in Adelaide! We are currently recruiting for a well-known travel management company that specialises in academic corporate travel. This role will see you moving behind the scenes and tailor making travel for academic staff to worldwide destinations. With Monday – Friday hours on offer, amazing uncapped commissions and sensational famils, this is one role you won't want to miss! If you have at least 4 years industry experience we can help you!

### WHAT HAVE YOU GOT TO LOSE?

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