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# 72nd IATA agm in DUB

THE International Air Transport

Association announced overnight

its 72nd Annual General Meeting

and World Air Transport Summit

will take place in Dublin, Ireland

from 01-03 Jun 2016, hosted by

national carrier Aer Lingus.

Seniors

COACH TOURS

## Wolgan Xmas in July

**EMIRATES** One&Only Wolgan Vallev Resort is offering a 2-night Christmas in July special including a traditional Christmas dinner. wine & cheese tasting, festive high tea, activities and a \$100 spa voucher - see the last page.



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# **AA returns to Australia**

AMERICAN Airlines will operate daily 777-300ER flights between Los Angeles and Sydney from 19 Dec this year (TD breaking news), with the new route marking AA's return to Australia for the first time in more than two decades. AA last flew to Sydney in 1992, with a one-stop flight from Dallas Fort Worth via Honolulu.

Qantas then announced its return to San Francisco, which were suspended in 2011 on its launch of Dallas Fort Worth flights.

The new AA SYD-LAX non-stops will mean there are five carriers operating on the route (QF, AA, DL, UA & VA) - but Qantas is also reducing frequencies on SYD-LAX and MEL-LAX in order to free up capacity for its new Sydney-San Francisco operation.

Qantas and American, both part of oneworld, said the expansion of their longstanding relationship was a "natural evolution," with the changes also seeing their four year old joint venture shift to a revenue share agreement. The new daily AA LAX-SYD

flights will replace four of QF's current 747 flights on the route,

#### Today's issue of TD

Travel Daily today has nine pages of news and photos, plus full pages from: (click)

- AA Appointments jobs
- Consolidated/MH promo
- One&Only Wolgan offer

as well as one MEL-LAX frequency. Qantas will retain its daily A380 Los Angeles flights from both Sydney and Melbourne, as well as Brisbane-Los Angeles 747 services, while both carriers will codeshare on each other's services.

"American Airlines is one of our most important alliance partners, and this deal strengthens the long-standing ties between us to provide a platform for future growth across the Pacific," said Qantas ceo Alan Joyce.

The enhanced relationship "also provides further opportunities for future growth into trans-Pacific markets not currently served by either airline, such as New Zealand," the carriers said.

## Last places for ATAB

PLACES are still available for the ATAB Business Builders 2015 conference taking place in Sydney on Thu 09 Jul.

Phil Hoffmann is the keynote speaker, with other presentations detailing Roy Morgan research including outlooks on consumer travel booking patterns as well as the competition landscape.

Also speaking is Vaughan Chandler from Red Planet - a new business which offers companies the opportunity to benefit from the knowledge of Qantas Loyalty to redefine their marketing.

Double passes to attend cost just \$264 - for the full agenda and to book, visit www.atab.net.au.

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Page 1





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#### **INSIGHT VACATIONS** The Art of Touring in Stule



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Travel Daily

Wednesday 10th June 2015

New Aloft for Adelaide

First with the news

**STARWOOD** Hotels & Resorts is

expanding the fledgling Australian

presence of its funky Aloft brand,

with a new Adelaide property

The 200-room Aloft Adelaide

will be in Sturt Street, comprising

part of the New Mayfield project,

a mixed-used development in the

inner city about 20 minutes from

It is the third Aloft property

the recently launched Aloft

Sydney Pitt Street (opening in Oct next year) and Aloft Perth

Rivervale, set to debut in 2017.

Adelaide would feature the latest

Starwood confirmed Aloft

IATA chair named

**AEROMEXICO** ceo Andrew

Conesa has taken up duties as

Chairman of the IATA Board of

Governors for a one year term.

He succeeds Air Canada chief

Calin Rovinescu, taking over after

the IATA agm in Miami concluded

IATA also announced that after

Conesa, next year's chairman will

be IAG ceo Willie Walsh.

announced for Australia, joining

Adelaide Airport.

scheduled to open in 2018.

"We are thrilled to be expanding into South Australia for the first time," said Starwood Hotels & Resorts regional vice president Sean Hunt.

"Adelaide is set for major growth over the next few years and we foresee significant business and leisure demand for innovative and design-led hotel options such as Aloft," he said.

The new property will feature an "indoor glass bottom rooftop pool" plus a running track and 500 square metres of flexible meeting space.

Signature dining options and bars including the Re:fuel grab & go option and the W XYZ bar will feature in the new Adelaide Aloft.

#### **Alaska additions**

ALASKA Airlines is set to launch two new US domestic routes from 05 Nov, with daily flights between Portland, Oregon and Austin, Texas as well as San Jose California to Eugene, Oregon.



# INSIGHT VACATIONS



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ALBATROSS Tours

# Trave Daily First with the news Wednesday 10th June 2015

Become a Centara Ambassador A DREAM 8 NIGHT VACATION IN THAILAND FOR TWO **Ĉ**ENTARA 

# Australian fares from Malaysia dive

AN ANALYSIS of likely 2015 average ticket prices by Expedia and the US Airlines Reporting Corporation has predicted that the best flight deals in the world this year can be had on flights between Malaysia and Australia.

The Travel Check-Up: Air Travel Trends 2015 report looked at average ticket price fluctuations on key routes globally, the impact of foreign exchange on air travel, and "travel demand and package growth savings opportunities".

The study found Malaysia-Australia prices are forecast to decline 22% year-on-year, with other key routes seeing strong declines including Italy-Portugal (also a 22% drop), Brazil-USA (down 17%), Spain-Thailand (-17%), Germany-Portugal (-16%), Japan-France (-16%) and the USA-Dubai route (-15%).

Expedia global tour & transport senior vice president Greg Schulze said the analysis "suggests that, with smart planning, the second half of this year will be an optimal time to explore the world".

The report also looked at savings available through packaging of airfares with hotels and other product, with discounts of up to 30% on London packages purchased in the USA.

The report predicts air prices will continue to fall in 2015, with average price drops of 4-6%.

Based on "length-of-stay data" for Asia-Pacific, Europe and North America, the study concluded that "travellers increasingly are choosing to spend more of their time farther away from home". **CLICK HERE** to view the report.

## **Pinpoint weddings** highly popular

**PINPOINT** Travel Group has seen such a strong demand for its recently released Weddings Brochure, it has been forced to print more copies just four weeks after it launched.

The 2-in-1 brochure features a Rosie Holidays section dedicated to Fiji weddings, while there's also Freestyle Holidays content including weddings in Bali, Las Vegas, Thailand, Vanuatu and Australia, with the company seeing a 24% surge in enquiries as a result - to get your copy email brochureorders@au.pinpoint.biz.

## New TTNQ chair

**TOURISM** Tropical North Queensland has announced the appointment of tourism identity Max Shepherd as its new chairman of the board, replacing the outgoing Stephen Gregg.

Shepherd, who was already a director of TTNQ, has worked in the sector for more than 45 years before retiring as md of Skyrail Rainforest Cableway last year.

He said it was vital to keep the industry working together to foster a strong destination brand, with well-directed marketing, growth in air access and strong industry participation seen as "critical for future growth".

## Air NZ offering YVR-AKL for just \$475

AIR New Zealand has launched a one-day 75th anniversary sale in Vancouver, offering return flights from Canada to New Zealand for just CAD\$475 including taxes.

Only 75 of the specially discounted tickets are available, and prospective customers have to purchase them on site at Flight Centre's flagship Vancouver store, the "Flight Centre Ultra Shop".



MEDIA and advertising news website Mumbrella made an observation on some advertising from Brisbane Airport plugging the upcoming visit from English football giants Liverpool FC.

BNE is offering tickets to see Liverpool play the Brisbane Roar as well as a "money can't buy experience" - unfortunate timing considering the bribery scandal engulfing FIFA. Oops.

IRISH low-cost carrier Ryanair never thought a passenger would go to such lengths to avoid paying a name change fee.

Adam Armstrong is known on Facebook as Adam West, after the 1970's Batman actor, and had his girlfriend's stepfather erroneously buy a ticket on the carrier in his Facebook name.

On trying to change the name on the ticket, he was hit with a £110 fee, so instead opted to legally change his real name for free by deed poll to Adam West. Wouldn't it be ironic if his

girlfriend's name was Robin?

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### **Confidence fragile**

FIGURES released by Roy Morgan Research show an increase in business confidence in Australia following the May budget, but fluctuations over the last six months show that sentiment remains fragile.

The study conducted last month with all types of businesses across Australia saw a lift in confidence across all sectors, with more respondents believing the country will experience good economic conditions over the next twelve months.

#### **AY Viator agreement**

**FINNAIR** has appointed Viator as its preferred partner for destination experiences.

Under the new agreement, Finnair will give its customers direct access to Viator's selection of tours, activities, attractions, shore attractions and events.

Viator content will be able to be seamlessly booked via a dedicated tab on the Finnair homepage, as well as via pre-trip confirmation emails.

## Visa amends card-notpresent fraud rules

**CREDIT** card provider Visa Inc has announced it will accept airline-supplied flight manifests as evidence for fraud payment card chargebacks, effective from Oct this year.

The company said this new remedy represents an opportunity for the global airline industry "to recoup millions of dollars lost each year in 'friendly fraud'" - which occurs when a cardholder claims fraud for a transaction they were actually involved in.

If the passenger name on the flight manifest matches the cardholder name Visa will provide a fraud chargeback reversal.

"Moving flight manifests to remedy status ensures that merchants will not be held liable for chargebacks when the cardholder is the passenger and the ticket was used," according to Jennifer Watkins, director of fraud prevention at Airlines Reporting Corporation - the US equivalent of IATA's BSP.

Visa global head of merchant solutions Ramon Martin said the company had been working hard to evolve its dispute management processes given the massive ongoing growth in card-notpresent transaction volume.



**THE** Africa Safari Co took this happy group to Africa recently where they clearly enjoyed their sundowners!

They're pictured during a visit to Zambezi Sands River Lodge with Imvelo Safaris, while the educational also took in Camp Kuzuma in Botswana in the heart of the Kazuma Forest.

The group also took in Victoria Falls and Hwange National Park.

**Pictured** above are Paul Van Loon; Jules Insall, The Africa Safari Co; John Laing, Zambezi Sands River Lodge; Tamara Wright; Nadine, Zambezi Sands River Lodge; Courtney Dargie; Clint, Zambezi Sands; Katina Jones; Shannon McCormick; and Con Tsaconas.

#### **Chinese star in NZ**

**TOURISM** New Zealand is claiming a major marketing coup in China, with celebrity Huang Lei returning to the country for a family holiday after previously visiting for a reality TV show.

Since landing in NZ with his wife and two daughters, Huang Lei has made two posts to his Weibo social media account which have generated more than 90,000 likes during an eight day family trip touring the top of the south island.

Tourism NZ said news of the visit had also generated over 530 media articles, with an equivalent advertising value of \$2.7 million.

NZ holiday arrivals from China are up 26% for the year to 30 Apr.



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AIR Tickets and Korean Air recently took this lucky group of agents to the Cannes Film Festival, after they were selected as winners of an incentive held earlier this year.

As well as Business Class flights on KE to Paris, the consultants were treated to a helicopter flight over Versaille, a Citroen C2V tour of the French capital, and a visit to the Moulin Rouge.

They travelled from Nice to Cannes aboard a motor yacht, and had a chance to mingle with some of the stars at the festival.

To top it all off, they were flown by helicopter on the final day to

an exclusive spa resort from some massages and down-time before the Business Class flight back to Australia.

**Pictured** in front of the celebrity photo wall at the Cannes dinner with chef Christophe Dufau in the middle are Derek Yan, Enjoy Travel and Tours; Rachael Hunter, Air Tickets; Petr Mikeska, Check us out Travel; Karla Holmes, Fairfield Travel; Terry Wengdal, Rose Bay Travel; Gina Storey, Travelling Places; Korean Air's Vince Arnone; Suzana Medanic, Pinpoint Travel Group; Kenneth Ung, Nexus Holidays and Emily O'Shea, helloworld Newcastle.



#### SALES OFFICER

Singapore Airlines has an opportunity for a highly motivated individual to join our dynamic sales team in the Sydney sales office.

#### Sales Officer (Permanent Full-time Position)

- Develop and implement E-Commerce sales strategies to maximize sales performance including digital advertising
- Coordinate and execute EDM's
- Develop local web pages and Closed User Group Websites
- Implement Code Marketing and social media strategies
- Provide day-to-day sales support to customers

#### The successful candidate will need to demonstrate the following,

- Knowledge of online booking methodology and social media
- Interest in technology, digital advertising and analytics
- Excellent PC knowledge, including MS Word, Excel, PowerPoint and Access
- Excellent communication skills, both verbal and written
  Self-motivated and able to work independently

Australian citizenship or permanent residency status is required. Qualified candidates are invited to send their application by 5pm Wednesday, 17 June 2015 to Mr Scott Darlow, Sales Development Manager (via email address: Lyn\_Larsen@singaporeair.com.sg) or by mail to Locked Bag A3008, Sydney South, NSW, 1235.

All applications will be treated in strict confidence.

# UAE theme parks - Orlando 2.0?

A NEW report by consulting firm PwC says the burgeoning theme parks in Dubai (*TD* 05 May 15) could see the UAE overtake central Florida as the theme park capital of the world.

Abu Dhabi already has the Yas Waterworld and Ferrari World complexes, while Dubai attractions include Ski Dubai, Aquaventure at Atlantis the Palm and the Wild Wadi Waterpark.

Dubai plans to next year open

#### IATA in-flight app

**THE** International Air Transport Association has launched a new smartphone app called SkyZen, which allows passengers to "monitor their activity and sleep patterns throughout the whole flight experience".

Available as a free download from the Apple iTunes store, SkyZen currently works with a "Jawbone" fitness wristband while Apple Watch and Fitbit versions will debut shortly.

Users of the app enter their flight number, date and class of travel, and SkyZen then automatically gathers data to then provide personalised insights into strategies to minimise jet lag before and after the journey.

#### Wanna buy a palace?

THE Italian Government has announced plans to sell a range of state-owned properties - including castles, palaces, monasteries and even lighthouses - in a bid to improve the country's financial position.

The move will see private investors granted leases of up to 50 years on the historic buildings.

Almost 700 buildings are up for grabs and officials are hoping to raise more than €2 billion with expectations most would be turned into hotels.

In a prospectus touting the offering, Australia is cited as one of the countries in which similar moves have been successful.

"The aim is to make use of these assets, as already happens in other parts of Europe and also in the US, Canada and Australia, countries which for some time have experimented with turning lighthouses into accommodation," Italy's Agency of State Property said. the Dubai Parks & Resorts complex which includes Legoland, Bollywood Land and Motiongate.

IMG Worlds of Adventure is also under development in Dubai, with PwC saying the UAE "has recognised that it needs to continue investment and focus on the quality of attractions, as well as appealing to a diverse visitor base from across the world".

The report forecasts theme park visitation in the UAE could reach 18 million visitors by 2021, in comparison to current figures for Singapore at 6.7 million, Hong Kong with 15 million and Orlando with a whopping 70 million.

PwC said a key element would be enabling visitors to enjoy multiple attractions via multi-park tickets, all inclusive packages and coordinated visitor management including transportation, flights and hotels.

The report says the potential Leisure and Entertainment market for the UAE could double to 45 million over the next six years, which would include 30 million international arrivals. **CLICK HERE** for the report.





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#### Expedia TAAP users earn Expedia+ points (2 points per \$1) available <u>now</u>.

Expedia TAAP reported a fabulous trading month in May with 587 destinations booked by Expedia TAAP agents last month. The top ten destinations booked were Sydney, London, New York, Paris, Melbourne, Singapore, Kowloon, Rome, Los Angeles and Bali. Dubai, Brisbane, Oahu and Gold Coast were just outside the top 10. EMEA dropped a slight 1% to 39% market share. OCEANIA up 1% to 23%. USA down 2% to 18% last month while APAC was up 2% to 18% of the destination mix.

The strong AU domestic market leads the destination mix on a Country basis. Strong international bookings are coming through for the USA, UK, Italy, France, Singapore and New Zealand. Hong Kong, Thailand, Indonesia and Japan round up the international top 10 countries with China slipping in to 11th place.

Some of the out of the way destinations last month included Estes Park Colorado, Fes Morocco, Chania Crete, Battambang Cambodia and Riga Latvia.

Your great service and our great rates, keep your customers coming back.



#### Treasure Island debut

**FIJI'S** Treasure Island Resort has launched a new Premium Beachfront Bure room category, which can accommodate two adults, three kids under 12 and a infant per bure.

Bedding consists of one king bed and two singles, with space for a rollaway and a cot.

Rooms are 25% larger than the existing bures on the island, with the extra space also allowing for a remodelling of the bathrooms. In total, 12 bures have been

built and will be open for guests from 01 Jul, Treasure Island said.

#### The Secrets of Oman

**SULTANATE** of Oman Tourism has launched a new travel agent incentive offering a chance to win a seven-night holiday to Oman.

Entitled 'Open Doors to the Secrets of Oman', the incentive has been opened first to agents in Australia and New Zealand.

Agents can enter by visiting www.secretsofoman.com.au and selecting their favourite Oman experiences to enter the contest.

#### **Carry-on bag standard**

IATA has collaborated with member airlines to introduce an optimum size standard initiative for all carry-on bags on aircraft catering to 120 seats or larger.

Taking into account the varying size of carry-on bags, dimensions of 55cm x 35cm x 20cm have been adopted as a base, which is expected to optimise space for carry-on allowances per person.

Several major airlines have signalled their intention to join the initiative, with many to adopt the dimensions into operations.

IATA has now resolved to work with baggage tracking provider Okoban to affix an "IATA Cabin OK" logo & unique identification code on bags meeting the guidelines.

Bags carrying the logo will start to reach shops later this year.

**MEANWHILE**, the global aviation body has sought to initiate talks with consumer protection bodies around the world to learn more about the feedback governments are receiving from travellers.

IATA is on a mission to formulate a global consumer rights standard that "balances the need to protect consumers while allowing the airline industry to compete and innovate," IATA svp member & external relations Paul Steele said.

#### USS Arizona update

**REPAIRS** are nearly complete at the USS Arizona Memorial at Pearl Harbour in Hawaii, with the US National Park Service hoping to reopen the attraction this Fri.





**LOOKING** down from high over Cusco at the ancient site of Sacsayhuaman, a group of agents from Australia and New Zealand took in the sweeping views during an educational in South America.

Hosted by PromPeru, the group were part of a larger contingent also representing China and India, all participating in an eight-day journey to multiple parts of Peru.

Kicking off from the capital Lima, the experience began with a look at the Miraflores and San Isidro districts, with samples of national drink, Pisco Sour, tested. The group wined, dined and

stayed in luxury throughout,

delving into Peru's immersive culture, delectable culinary treats and picturesque landscapes.

Over the coming days, the group ventured also to Puno, the Sacred Valley and Macchu Pichu.

Other highlights included seeing the islands of Lake Titicaca and Taquile, before returning to Lima.

The group, **pictured** above from left included: Michelle Barnes, Holland Clarke & Beatson; Donna Kranas, Savenio; Zoe Clarke, World Journeys; Laura Dean, MP Travel; Sarah Thornton, PromPeru Australia; Jennifer Pizarro, PromPeru Australia and Penny Gordon from Concierge Traveller.



Hello Tomorrow

#### Customer Sales & Service Agent - Sydney (Temporary position)

Emirates is seeking a dynamic, dedicated and motivated professional to cover a maternity leave in the Sydney Ticket Office.

The successful candidate must:

- Ensure the highest standard of customer service is provided to Emirates customers.
- Identify customer needs through rapport building, provide customers with details on Emirates fares, and issue tickets.
- Actively enhance Emirates revenue earnings by offering auxiliary products such as Skywards (frequent flyer program), Dubai Stopovers and hotel bookings.
- Support Travel Agents by assisting them with their general enquiries.

#### Interested applicants should have:

- Excellent interpersonal and customer service skills
- Experience selling international travel
- Practical experience in the use of major GDS/CRS reservations
   systems
- Completed IATA Fares and Ticketing I and II, or equivalent

For further details and online application process, please visit our website emiratesgroupcareers.com, quoting job reference number- 1500016Y. Applications close on Saturday 13 June, 2015. Telephone and postal applications will not be considered.



#### LH back to Nairobi

LUFTHANSA will resume flights to Nairobi, Kenya after a 16-year hiatus, with a four times weekly service from Frankfurt to begin from 01 Oct, subject to approvals.

# New MH looks to change game

MALAYSIA Airlines Berhad ceoelect Christoph Mueller says the soon-to-relaunch carrier will likely adopt a modular fare structure allowing customers to build their own fares.

Speaking to Aviation Week at the IATA AGM in Miami this week, Mueller said the biggest overhaul involved Business Class.

Among ideas being considered was a plan to allow business travellers to break up their fare, sacrificing elements such as lounge access or earning points in exchange for a cheaper fare.

"We want to go modular so that people can build their own product," Mueller said.

Possibly concerning for the trade, Mueller added the new



#### CONGRATULATIONS **Catherine De Giorgio** from LATAM Airlines

Catherine is the top point scorer for Round 13 of *Travel Daily*'s NRL industry footy tipping competition. Catherine has won a double pass to Wild Life Sydney.



**Major Prize:** Two return Economy Class airfares to Dubai with Emirates

carrier could opt to utilise direct booking channels for its distribution, rather than travel agents, in a system similar to that of US low-cost carrier Southwest.

He added that in order for such a system to take effect, a major new IT system would be required as current systems don't allow it.

Also on the cards would be a simplification of mixed-class fares, with pax able to travel in Business one-way and Economy on the return, with prices varying depending on whether it was a day flight or overnight service.

Mueller said he hoped that on completion of more than 40 projects to transform the carrier, profits would start being realised in around three to four years.

#### Legendary int'l promo

**BRAND** awareness campaigns with international wholesalers and destination promoters in the UK and seven other countries has begun for NSW touring route The Legendary Pacific Coast (TLPC).

TLPC refers in general to the stretch of coastal roads, towns, accom providers attractions from the Central Coast to the Tweed. Promotions have so far this year been signed with Flight Centre & STA Travel in the UK, Expedia NZ, Chinese travel agents and German wholesaler Der Touristik. Campaigns are also underway in France, Malaysia, Singapore & USA.

### Rotana brand growth

**PROPERTY** group Rotana Hotels & Resorts has earmarked 11 new properties to join its global its portfolio in the next six months. Resorts in Turkey, Qatar, Bahrain, Saudi Arabia, Abu Dhabi and the Democratic Republic of Congo will all open by the end of 2015.



#### **Universal feel catty**

JAPANESE marketing sensation Hello Kitty will make its debut at Universal Studios later this year as part of a new deal between rights holders and park bosses.

A series of interactive retail experience stores branded as Hello Kitty will open at Universal Studios Hollywood and Universal Studios Orlando Resort in Florida.

While the majority of product will feature Hello Kitty content, other trademarks owned by parent firm Sanrio will appear.

Products will include clothing, collectibles, stationary and more.

Park guests will be able to order customised products and take photos with Hello Kitty herself.

### **Bread Street Kitchen**

ICONIC Dubai property Atlantis, The Palm has partnered with UK chef Gordon Ramsey to open a Bread Street Kitchen from spring.

#### Mountaineer bonus

**TRAVELLERS** booking eligible seven-night itineraries in 2016 onboard Rocky Mountaineer in Western Canada can receive added value of up to \$1,000 to put towards extra inclusions.

Credit can be used on additional hotel nights in Seattle, Vancouver or Calgary, day touring, meals or a combination Alaska cruise.

Select 2016 departures apply if requested at the time of booking, and must be secured by 28 Aug.

## **EK Pakistan capacity**

**EMIRATES** is celebrating 30 years of operating to Pakistan by adding Multan as the newest city served in the South Asian nation.

A new four times weekly service to Pakistan's fifth largest city will take off from 01 Aug using Boeing 777-300 iets.

Further, five extra weekly flights to Karachi have also been added.

# **Accommodation Updates**

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



A former surfer motel has been converted to a luxury hotel and recently opened right on the beach in northern NSW. Halcyon House sits on Cabarita Beach, 15 minutes south of Coolangatta Airport on the Gold Coast and 30 minutes north of Byron Bay. Offering 21

rooms, the boutique property offers fabric upholstered walls, antiques and original artworks with each room boasting a unique interior design.



Following a refurbishment of its quest areas, the &Beyond Exeter River Lodge in South Africa's Sabi Sabi Game Reserve has been reopened. A brand new roof has been added, which blends in naturally with the landscape. A new quest entrance offers river views,

while a new interactive kitchen delivers a more hands-on approach to dining. The resort offers eight suites on the river, each with plunge pool.



One, two and three bedroom questrooms are now open and ready to welcome quests at The Cape (A Thomson Hotel) in Los Cabos, Mexico. In addition to 161 rooms, bi-level suites with private rooftops are available, complete with a set of binoculars for whale

watching. Public facilities at the resort include Manta, a 114-seat fine Mexican restaurant, and the only rooftop lounge in Cabo San Lucas.



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# **Prized Outrigger stays on show**



**ABOVE**: Four nights accom at an Outrigger Hotels & Resorts property of their choice was a welcome reward for these three TravelManagers PTMs for their attendance at a recent roadshow.

The trio went along with a number of their Personal Travel Manager cohorts to the 2015 Outrigger roadshow presentation

#### **IHG grows in Mexico**

**HOLIDAY** Inn and Holiday Inn Express hotels have been signed to open in the Mexican beach destination of Mazatlan next year.

Offering 150 and 124 rooms respectively, the signing adds to IHG's presence in the area, made up currently of a Crowne Plaza. in Melbourne, a great chance to learn more about the brand.

Outrigger representatives were on hand to meet with attendees, answer questions and impart their knowledge about the brand's suite of resorts worldwide.

**Pictured** above mentally planning their Outrigger holidays from left are Personal Travel Managers Karen Evert, Mark Elevato and Natalie Gutauskas.

#### **EY trims Lagos route**

**ETIHAD** Airways will cut weekly services between Abu Dhabi and Lagos, Nigeria from six to four from 01 Jul, GDS displays show. The route will operate on Mon, Wed, Fri and Sun from this date.

### Niche into big time

**A NEW** website at lotsop.com is being claimed to enable smaller tour operators to compete with big players.

Lots:op MD Nathan Sri said the newly launched portal allows tour businesses to list their products, which are then matched against online searches conducted by potential customers.

The site allows tour firms of all sizes to pitch their wares against all competitors, she added.

#### New for Nickelodeon

**CONSTRUCTION** has begun on the first Nickelodeon branded holiday resort in the Dominican Republic, with the ceremonious first sod turned last weekend.

The Nickelodeon Punta Cana Resort marks the start of a formal partnership between Viacom Int'I Media Networks and Karisma Hotels & Resorts (*TD* 24 Mar).

In beginning work, Karisma senior brand corporate manager Rafael Feliz Jnr said the group was looking at developing five themed resorts in the next ten years.

Nickelodeon Punta Cana is now on track to open in Jun next year, offering 204 rooms, a village, waterpark, pools and lounges.

Land assessments on the next resort in Mexico's Riviera Maya are now taking place, Feliz said.

**travelBulletin** 



#### Asia screening MERS

**CONCERNS** are growing about containing the latest possible public health scare in Middle East Respiratory Syndrome (MERS), with Hong Kong issuing a "red alert" to its citizens against nonessential travel to South Korea.

MERS has reported 95 cases so far, with seven fatalities.

**MEANWHILE**, DFAT is advising Aussies heading to Vietnam that screening measures are in place for travellers displaying symptoms of MERS, with quarantine steps in place against new cases.

### **Rosewood grows CA**

**CALIFORNIA** will receive its third property managed by Asian-American brand Rosewood Hotels & Resorts, opening in 2018.

To be situated in Santa Barbara, the Rosewood Miramar Beach Montecito will take over on the site of the Miramar Beach Hotel.

Once open, the resort will offer 122 rooms and 48 suites, many in the form of individual cottages, with public facilities including two pools and multiple dining outlets.

# Journalist || Epping, NSW

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#### **Commbank app links**

**COMMONWEALTH** Bank has integrated its Travel Money Card into its smartphone banking app, allowing travellers to top up a currency card using their mobile.

The move comes in response to research by the bank showing one in four Aussie travellers experience some sort of financial mishap while travelling overseas.

Problems include difficulties while converting cash, credit cards or cash being stolen, lost or misplaced or fraudulent activity.

More than half of travellers are using cash while overseas instead of cards out of a fear of becoming a victim of a scammer.

Commonwealth spokesman Angus Sullivan said travellers should ensure they adequately plan their spending as well as arrange some fail-safe backups.

#### **EY out of Aer Lingus**

THE next piece in International Airlines Group's bid to take over Irish carrier Aer Lingus is in place after Etihad Airways agreed to sell its stake in the Dublin carrier.

Financial details on the deal are yet to be agreed for the 4.99% shareholding, EY ceo James Hogan said at the IATA general meeting.

**MEANWHILE**, Etihad says it has strengthened its relationship with Air France-KLM, with an existing codeshare deal to expand to cover AF domestic flights in France.

The Abu Dhabi-based carrier is also tipped to announce new codeshare deals in coming days with Philippine Airlines, Garuda Indonesia and Malaysia Airlines.

#### Starwood into Como

SHERATON will enter the Lake Como region of Italy for the first time after Starwood Hotels announced it would take over the Grand Hotel di Como Srl. Following a renovation, the new

Sheraton Lake Como Hotel will offer 116 rooms and four suites.



This month Travel Daily, Club Med and Air France are giving readers the chance to win a ski trip to France. The prize includes:

- Return economy flights to Paris, France with Air France and
- Seven nights at a Club Med Ski Resort in France

To win this great prize, answer every daily question correctly and have the most creative answer to the final question. Send your answers to clubmedcomp@traveldaily.com.au

> Q7. Name an extra service you get when you book into the 5 Trident space at a Club Med resort.

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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 at www.traveldaily.com.au.

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# AFTA update

#### From AFTA's chief executive, Jayson Westbury



THE 71st IATA Annual General Meeting is being held in Miami this week (7-9 June) and in my capacity as Chairman of the World Travel Agents Associations Alliance, I was invited to attend. Some 1,000 delegates have gathered to talk all things airlines and they have had an impressive line up of speakers.

US Secretary of Transport Anthony Foxx got things off to a cracking start as many airlines in the room were questioning how the US Government was going to approach the prickly issue of the US Open Skies policy (Travel Daily 5 June).

Like all good politicians, his speech was of great interest to all those who attended, but he certainly did not provide any answers in relation to the various claims that have been made. This will be an interesting industry development over the coming months.

Next, Deputy Secretary of Homeland Security Alejandro Mayorkas spoke of the great lengths the US Government has taken to ensure the ongoing, but seamless, modernisation of border control.

Having entered the US myself on Sunday, it is very pleasing to see the advancements the US has made with the new smart kiosk and paperless entry for customs. Plenty for the Australian Government to take a look at as we are still one of the only countries in the world in which you need a piece of paper completed to leave (green departure card) and another piece of paper to enter (orange customs declaration).

The new US system is very impressive and welcomed by travellers as the lines move quickly and efficiently. While the various issues of the day were discussed, there is little support for the proposed Lufthansa GDS fee that was flagged last week and plenty of discussion going on during the meeting about why they have chosen to announce the fee, if it will apply globally and if indeed the BSP can be used as a collection tool.

All are questions that will need an answer and I suspect a robust debate will follow on the subject across the globe over the next few months. And to finish off with a few stats, the global BSP is now worth US\$388

billion, the aviation sector now turns over some US\$782 billion and this year - with an average return of just 4% on capital - will be the most profitable year for airlines in 20 years. Plenty of food for thought.

#### Aus hotel excellence

MORE than 6,400 individual hotels in 117 countries have been selected as the first recipients of Hotels.com excellence certificates as part of the web portal's new awards program (TD 02 Jun).

The nomination bestows framed certificates of excellence for hotels which have achieved an average guest satisfaction rating of 4.5 or higher, out of 5.

From the initial selection, 133 properties in Australia were chosen to receive a certificate.

Sydney, Melbourne and Cairns each garnered 10 awards, with the highest rating being 4.9 for the Beachfront Apartments on Trinity Beach in the north Qld city.

The USA received the most nominations with 1,005, followed by the UK, Italy and Canada.

#### New LCC for Canada

WINNIPEG has been chosen as the hub airport for a new low-cost joint-venture carrier set to begin operations in coming months.

NewLeaf is the result of a coming together between local carrier Kelowna-based Flair Airlines and NewLeaf Travel Co.

The carrier is aiming to launch daily flights on under-served routes from Winnipeg, Kelowna and Hamilton to domestic & int'l destinations, to be named soon.

### Guide to Cape Town

**A NEW** official smartphone app for iOS and Android has been released by Cape Town Tourism, offering travel tips for visiting the city from locals, sightseeing info, suggested itineraries and more.

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Do you have experience with group bookings? If you do and you are currently looking for a new challenge then keep reading! We currently have several opportunities for experienced travel consultants to join this leading company's Leisure department. You will book all sorts of travel arrangements for all sorts of occasions so every day will be different! There are loads of perks on offer including uncapped commission and Mon to Fri hours, these are just the beginning though! Call us now to learn more!

#### LEISURE FOR PLEASURE HIGH-END RETAIL TRAVEL CONSULTANT NORTH-WEST SYDNEY – SALARY UP TO \$65K OTE

This boutique retail agency is looking for a knowledgeable agent to join their small, experienced team. With a large repeat and referral database, enjoy quoting, booking and ticketing high-end packages to exotic destinations for their loyal clientele. Be rewarded with a top base plus incentives and regain your work/life balance by working closer to home. If you have a min 4 years consulting experience, strong GDS skills and preferably ticketing experience, you can work in leisure for pleasure!

#### MOVE BEHIND THE SCENES INTERNATIONAL & DOMESTIC CORPORATE CONSULTANTS PERTH – SALARY PACKAGE TO \$60K

This leading Global TMC is seeking multiple domestic and international corporate consultants to join their ever growing team. This is your chance to escape the face to face consulting and be part of a highly successful company. Servicing the business travel needs of your dedicated accounts you will need to have a min. 2 years' experience and strong GDS, fares and ticketing knowledge. An excellent salary package is on offer, Mon-Fri hours and a great city centre location, DO NOT MISS OUT!!

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#### TRAVEL CONSULTANTS, LEAD THE WAY RETAIL TRAVEL MANAGER ROCKHAMPTON – SALARY PACKAGE DEP ON EXP

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# WINTER WARMER REWARDS

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TERMS & CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 05 June & 02 July 2015 on 100% MH itineraries ex Australia plated to MH (232). Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The top 10 x agents with the highest sales (2 per state ex SYD/MEL/BNE/ADL/PER) with minimum \$10,000.00 will win a \$500 voucher. Bonus incentive for every \$2000 in ticketed sales will earn a \$50 voucher. All winners must be an international travel consultant and full time employee of the agency in Australia. Vouchers are capped at \$9,500 and claims must be received by 08 July 2015 and emailed to promotions@consolidatedtravel.com.au. Consolidated Travel and Malaysia Airlines reserve the right to withdraw or change the conditions of the promotion at any time. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 27 May 2015.



# Christmas in July

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