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Tuesday 24th November 2015

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Hunter promoted to md

TRAVELLERS Choice has promoted chief executive officer of four years Christian Hunter to the role of managing director, effective immediately.

Hunter was appointed ceo in 2012 and replaces non-executive director and former managing director Gary Allomes who exits the WA-headquartered business after more than 19 years.

Chairman Trish Ridsdale lauded Hunter, saying he has been "outstanding" in the role of chief. exec and welcomed his addition to the Board of Travellers Choice.

Under Hunter's leadership, TC achieved a third consecutive year of record profits, as well as claiming the title of 'Best Travel Agency Group' at the 2015 National Travel Industry Awards.

"Since 2012 he has also received qualifications from the Australian

Institute of Company Directors, and gained valuable experience serving on the boards of the AFTA and the Worldwide Independent Travel Network," Ridsdale said this morning.

Ridsdale also extolled praise on Hunter's predecessor, Allomes.

"There is no doubt that his knowledge and experience has been incredibly important to our success, and on behalf of all Travellers Choice shareholders I would like to thank Gary for his extraordinary contribution and commitment to the Company."

France 3 month SOE

THE French Government has passed a bill to extend its national state of emergency (SOE) for three months, following terrorist attacks in Paris earlier this month.

Australian travellers continue to be advised by the Department of Foreign Affairs & Trade to "remain vigilant, follow the instructions of local authorities & follow the media for latest info on security".

DFAT's overall level of advice for France remains at "Exercise a high degree of caution."

Today's issue of TD

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

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Travel Daily

First with the news


Tuesday 24th November 2015

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REDEFINING LUXURY TRAVEL



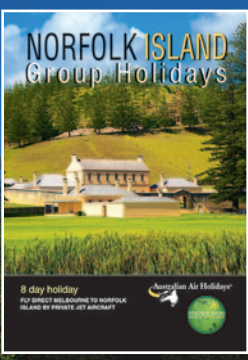
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Departures from Mar 21 2016

ACCC 'drip pricing' sweep

TRAVEL and tourism businesses practising 'drip pricing' on mobile apps & websites are on the radar of the competition regulator.

The Australian Competition and Consumer Commission said today it would be "sweeping" company booking platforms, by joining an

international initiative to target "online pricing issues in the travel, tourism & leisure sectors".

More than 50 global consumer protection groups are involved in the annual internet sweep, which is investigating drip pricing on services for flights, accom, cruises, ferries, entertainment ticketing, vehicle hire and more.

ACCC deputy chair Delia Rickard this morning said since beginning its work on curbing the practice, a number of firms across the sector have adjusted online pricing practices "to improve disclosure of fees and charges".

"Today's sweep may identify further websites and mobile apps which need to improve their pricing practices," Rickard said.

She said fees should be "adequately disclosed" as early in the booking process as possible.

Recently, the Federal Court found Jetstar and Virgin Australia had engaged in drip pricing practices (**TD** 18 Nov), while the ACCC took action against Airbnb and eDreams for misleading and deceptive conduct relating to mandatory fees (**TD** 13 Oct).

QR DOH/MEL rejigged

QATAR Airways has revised its Melbourne-Doha flight schedule, moving QR905 ex MEL forward from the current 22:55 departure time to 21:40, effective 02 Mar.

Flight QR904 ex DOH will move from its 0055 departure to 20:40, arriving into the Victorian capital at 17:10, enabling greater domestic same day connections.


The time adjustment comes as Qatar Airways experiences rapid growth and enables new connections across its network.

A QR spokesperson told **TD** the change has created higher than normal call volumes this week.

"We request our travel partners to only call regarding queries for immediate departures only."


QR expects to have all schedule change queries cleared this week.

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Axis Travel goes Independent

ADELAIDE-BASED travel agency Axis Travel Centre has been welcomed into the fold at Independent Travel Group.

Headed by travel industry veteran and founder Max Najar, Axis Travel Centre was previously aligned for over three decades with Helloworld's Travelscene American Express network.

Najar said "the power and support" of Express Travel Group - a part of the Independent

Travel Group - will enable Axis to "maintain our customers' satisfaction and trust, by joining a group that is progressive and innovative."

Najar said other aspects which swayed Axis' decision included ETG management's promise to respect intellectual property & its "Book Safe Agent" insurance option that affords clients with Supplier and Customer Protection Insurance.

"I have long been an advocate that such insurances should be mandatory not optional, inclusions within ATAS," he said.

Express Travel Group ceo Tom Manwaring said Axis Travel Centre and Najar's decision to join ITG's membership was further endorsement of the firm's brand positioning in Australia.

Garuda adds DPS/CAN

THRICE weekly services linking Denpasar (Bali) and Guangzhou have been launched by Garuda Indonesia to support growing demand from the China market.

GA has deployed Boeing 737-800 Next Generation aircraft on the new Indonesian route.

Uniworld family push

UNIWORLD has announced the addition of the Generations Family River Cruise Collection for 2016 to meet increasing demand for multi-generational travel.

Scheduled during school holiday periods, European packages incl off-shore visits to Vienna's Spanish Riding School, a pretzel-making class in Wertheim and a white water rafting trip on the River Ilz - see uniworld.com.

EK UAE response

EMIRATES has welcomed the expanded Australia-UAE aviation bilateral agreement that provides 28 additional weekly frequencies between the two countries from Oct (**TD** yest), but says it has no immediate plans to boost flights.

An EK spokesperson said the Australian market is "important" to the Dubai-based airline, which operates 77 weekly flights from five cities, plus an extra 14 via its Qantas codeshare partnership.

"Currently though there are no plans on increasing this number of weekly services to Dubai, however, the airline constantly assesses the needs of its Australian passengers," the Emirates spokesperson told **TD**.

All Stars ChCh opens

CHRISTCHURCH'S bed bank has expanded by 300 rooms with the opening of the budget All Stars Inn in the CBD.

The property provides a mix of 42 private rooms and 37 dorms.

Christchurch & Canterbury Tourism chief Tim Hunter said the Inn fills the value accom sector that has been in short supply since the 2011 earthquake.

Window Seat

INTERCONTINENTAL Hotels Group have embraced the "fastest growing language" and released a Holiday Inn Express BREAKFA-moji keyboard (pictured below).

The keyboard is designed so people can "share their love of breakfast" using the keyboard, which is downloadable via the Apple or Google app store.

It has 25 breakfast characters representing breakfast combinations and Holiday Inn Express will share a new combination every day via social media.

Combinations so far include the "Paleo-no-you-didn't", "The Executive" and the "Oates & Protes".



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Luxury Gold India launch



PREMIUM touring company, Insight Vacations, launched their 2016/17 Luxury Gold India program last night at the Four Seasons Hotel in Sydney.

Insight Vacations managing director Joost Timmer said there has been a lot of demand for travel to the region, stating that "last year, business increased by 100%".

The Luxury Gold India program offers a range of different tours; from an 8-day 'Essence of India' program that runs through Delhi, Agra, Rathambore and Jaipur; through to a comprehensive 20-day Grand India Tour which tacks on Jaisalmer, Jodhpur, Udaipur and Mumbai, among other cities.

The programs promise an opulent experience that is authentic and rich with culture.

Timmer was later joined on stage by Aussie cricket legend, Brett Lee, who has visited India close to 100 times.

Lee said that it was the people who kept him coming back.

"It's the most incredible place, with the most incredible people, and every time you go back they make you feel so welcome," he told the audience.

Learn more, by downloading the new brochure - [CLICK HERE](#).

Auckland Adina open

TFE Hotels is elevating the footprint of the Adina brand in NZ with the announcement the first Adina Apartment complex in Auckland will open on 01 Dec.

Offering a mix of one- and two-bedroom units, the 140-room property features an on-site gym, bar & cafe, and is within easy walking distance to attractions such as the Viaduct & Britomart.



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QF consolidates HKG

THE International Air Services Commission has issued a new determination granting Qantas 28 weekly frequencies on the Hong Kong route.

The move follows an application from QF this month seeking to expand its current allocation by three flights a week - as well as consolidating its Hong Kong rights into a single determination.

The IASC has agreed to the request, allowing Qantas or any wholly-owned subsidiary which is an Australian carrier to utilise the capacity, with the determination valid for five years.

Qantas says the capacity will be fully utilised by 01 Apr 2017 and may also be used under codeshare arrangements between QF and British Airways, Jet Airways and Finnair.

AWS 2016 brochure

AFRICAN Wildlife Safaris has released its 2016 Africa brochure, featuring a new collection of wildlife park safaris, reserve tours in east and southern Africa, beach resorts in Zanzibar, Mauritius and Mozambique, as well as cultural tours through Ethiopia & more.

GM Anne-Marie Zambelli said Africa business is strengthening on a month-by-month basis as fears of ebola abate.

Zambelli said accom prices in peak game viewing months (Jun to Oct) have returned to premium levels, urging agents to book early to avoid client disappointment.

Amex '16 travel study

THE American Global Business Travel forecast is predicting "modest gains" for the hotel, air and ground transportation sectors for 2016, prompted by gradually-improving economies, lower fuel prices and stronger demand for travel.

The airline industry looks to receive minor pricing gains, due in part to increased demand which offsets capacity growth and lowered fuel costs.

Moderate gains are forecast for the global hotel sector as limited inventory increases will fail to keep up with the growing global appetite for travel.

"While we expect modest increases in global travel prices heading into 2016, travel managers are operating in an era of new challenges and evolving disrupters," AMEX Global Business Travel vp consulting Caroline Strachan said.

MTG new Frontier

MAGELLAN Travel Group will welcome North Sydney-based travel agency Frontier Travel to its network from next month, taking the group member tally to 123.

Frontier Travel began operation four years ago, founded by Rowland Howlett who was a 747 long-haul pilot with Qantas.

According to Frontier Travel Management's website, the company is currently a member of the Independent Travel Group.

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A LITTLE over a week after the dreadful attack in Paris, Europe and the world remains on high alert as leaders from around the globe (including Australia) look at how best to combat this current level of terrorism activity.

For the travel industry, this signals concern as people stop to think about what they might want to do and where they might want to travel. There are some reports that people are making changes to their plans that include Europe, but by no means is there a panic to change as may have been witnessed when other dreadful events have occurred.

It is a time when travel agents become so important and a time when travel agents need to keep connected to a range of information sources to be able to have an informed discussion with clients about what to do. There is nothing easy about dealing with these situations, but we have all been down this path before, so a measured approach is the best way to consider what to suggest to clients.

With the level of police and military involvement and oversight that has now been deployed within Europe and the concentrated efforts by world leaders on terrorism, I suspect that we will see further interventions in the coming weeks that will bring a higher level of confidence in feeling safe. I have been in touch with industry colleagues who live in Brussels who are in the middle of the increased level of threat and while they report a strange feeling around the city, they tell me they feel safe. Life continues as normal, albeit with military presence but of course this brings with it a level of calm.

The world is a very strange place and the people who inhabit it are all very different. Let's just hope and pray that this latest level of increased activity can be arrested soon for the sake of humanity and all of our futures.

#LiveIntrepid comp winners

INTREPID has announced the five lucky winners of their #LiveIntrepid competition.

The winners include Chloe Smith from helloworld Vermont South; Rebecca Norberry, Kempsey Travel & Cruise (**pictured**); Sofia Zanone, Peter Pans Travel St Kilda; Cassandra Mccollum, Flight Centre Bendigo and Louise Brock, helloworld Tamworth.

Each agent won an \$1,800 Intrepid Travel voucher by answering "what does travel mean to you?" & posting with #LiveIntrepid & #IntrepidAgent.



St. Regis Dubai opens

THE St. Regis brand will enter into Dubai with the opening of The St. Regis Dubai in early 2016.

Located in the emirate's first fully-integrated urban resort, Al Habtoor City, the property joins two other Starwood hotels nearby - W Hotel & Westin hotel.

St. Regis Dubai will offer 234 rooms, including 52 suites and eight dining venues.

Universal Beijing

CONSTRUCTION has started on the \$8b Universal Studios Beijing project, with phase one expected to be completed by 2019 and the site to open to the public in 2020.

According to the *Beijing Daily*, an official from the Beijing Municipal Commission of Development and Reform said the park will have seven main sightseeing areas.

The themepark will be home to the first self-branded Universal hotel (**TD** 16 Sep).

Tiger Taiwan GDS deal

TIGERAIR Taiwan's services will be bookable via Travelport's innovative Travel Commerce Platform, following an agreement between the tech firm and LCC.

Healthy TC sum for Love Your Sis



TRAVELLERS Choice rallied behind a good cause at their annual conference in Melbourne last weekend, raising money for the *Love Your Sister* charity.

On Sun, shortly before the conference closed, delegates were captivated by actor and breast cancer research fundraiser Samuel Johnson, who set up the charity with his sister, following her diagnosis with terminal breast cancer.

Raffle tickets were sold during the conference and prizes donated by Travellers Choice's preferred suppliers, with md Christian Hunter saying the group

"rounded up" the proceeds to an even number.

Hunter is **pictured** displaying just how excited he is to present Johnson with the novelty cheque.

UTracks Baltics

UTRACKS has introduced tours to the Baltic States of Latvia, Lithuania and Estonia due to "steady and healthy growth" among Aussie travellers.

Launched in Oct 2014, the popularity of the 11-day guided Treasures of the Baltics itinerary prompted the latest addition to the program - a self-guided cycle trip along the Baltic Coast.

GM Kate Baker said traditional destinations such as the UK, Italy, Switzerland, France & Germany continue to see high demand, but there is a large percentage of our clients who are already familiar with the "usual European hot-spots" and are expressing interest in delving into lesser explored territories of the continent.

For more, visit utracks.com.

Air NZ Oct pax up 5%

AIR New Zealand has reported a 4.7% network-wide jump in pax carriage during the month of Aug compared to the corresponding period in 2014, with 1.14 million movements.

Domestic & short-haul carriage was up 2.8% & 2.5% respectively, while Tasman/Pacific patronage was also up, 1.9% to 276,000.

Air NZ's long-haul traffic spiked a massive 24.4%, supported by a 20.5% increase in available seat kilometres.

Asia/Japan/Singapore volumes jumped by over 50%, fuelled by Air NZ's re-launch of flights to SIN in Dec last year.

Krygios promotes KL

MALAYSIA Airlines has partnered with Tourism Malaysia and tennis pro Nick Krygios to present a series of videos to promote Kuala Lumpur as a holiday destination.

The two-part series focuses on how Krygios spends his time in the capital, showcasing the best local haunts, foodie hot-spots, shopping locations and nightlife.

The new series is the second collaboration between MH and an Australian personality.

Fraser Place Tianjin

FRASERS Hospitality has opened Fraser Place Tianjin, the group's second serviced residence in Tianjin, China.

The fully furnished serviced apartments are sized from 45m² - 121m² and range from studios to three-bedroom apartments.

Other facilities include a 24-hr gym, lobby bar, kids club, jet pool, steam and sauna facilities.

Darwin attraction EOI

THE Northern Territory Govt is calling for Expressions of Interest (EOI) to fit out, lease and operate a major new wartime tourism attraction at Stokes Hill Wharf.

Tourism NT will develop the virtual reality and holographic content for the new attraction, taking people into the battlefield during the Bombing of Darwin.



Money

WELCOME to *Money*, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US0.716

The Aussie Dollar has come up lower than most currencies, with the largest losses against the USD, which surged to eight-month highs after Federal Reserve board members indicated the US was likely to raise rates next month. The AUD/USD fell 0.7% over the last 24 hours, while the Aussie dollar was also much lower against the yen, down 0.7%. The AUD was broadly flat against the British pound and the AUD/EUR fell 0.5%.

Wholesale rates this morning:

US	\$0.716
UK	£0.474
NZ	\$1.095
Euro	€0.674
Japan	¥88.00
Thailand	฿25.58
China	¥4.232
South Africa	R10.04
Canada	\$0.954
Crude oil	US\$40.39

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Agents visit Santa



BENTOURS is hosting a famil to Finland alongside Finnair for a group of lucky agents, to experience first-hand some of the most popular products on offer.

The trip has included a visit to the home of Santa Claus in Rovaniemi, a sightseeing trip to see the village of Saariselka in northern Lapland, an introduction to a reindeer-herding Sami family, a stay in authentic ice igloos and a journey beyond the Arctic Circle to Finnish Lapland.

Agents will return to Australia via Helsinki and Shanghai tomorrow and will be fortunate to experience Finnair's new state-of-the-art Airbus 350 aircraft.

Pictured above: are Mary Yilmaz, Kirstie Hale, Amber Stuart,

Holly Pfeiffer, Helen Marapas, Toni Kosmarikas and Kate Dever.

The famil was facilitated by Bentour's Ryan Bennett and Finnair's Toni Kosmarikas.

Park City season start

Park City in Utah opened over the weekend for the 2015/16 winter season, offering guests 41 lifts and over 300 trails.

The resort is undergoing US\$50 million worth of improvements, which are due to be completed by Christmas.

Four Points Algeria

FOUR Points by Sheraton Oran has opened, marking the entry of the Four Points brand in Algeria.

The 170-room hotel offers a restaurant and a cafe, meeting rooms, a 350-guest ballroom, gym, sauna and rooftop pool.

Tuesday 24th Nov 2015

EK, ATP partnership

EMIRATES has been named as the Premier Partner of the ATP World Tour for five years, commencing 2016.

The massive deal will see Emirates become both 'Official Airline' and 'Premier Partner' of the event, replacing Corona as the Tour's Premier Partner.

MEANWHILE, Emirates has added four flights per week to Jeddah to be operated on A380s, from 14 Dec.

The additional flights will operate Mon, Tue, Wed & Sat.



Win a trip to New Caledonia

This month **Travel Daily**, Aircalin and New Caledonia Tourism are giving agents the chance to win an amazing trip to New Caledonia including:

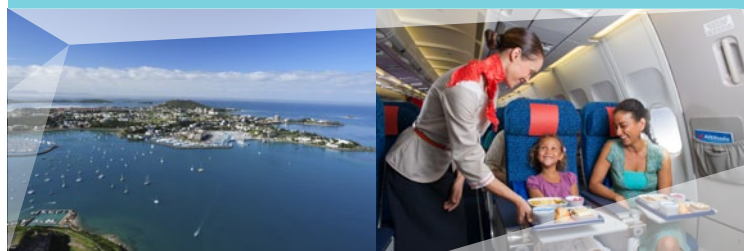
- Two complimentary return economy class tickets on Aircalin
- 5 nights' accommodation in a one bedroom apartment for two Including buffet breakfast everyday provided by Ramada Plaza Noumea.
- Return airport transfers



All you have to do is have the most correct answers and the most creative answer to the final question. Send all your answers to newcalcomp@traveldaily.com.au

17. What is the name of the Renzo Piano designed Cultural Centre in Noumea?

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Travel Reservations Consultant - Sydney

- ▶ Long term contract position
- ▶ Brand new harbour side location
- ▶ Relaxed supportive team

Due to business growth, an experienced consultant is needed to deliver premium service to travel agents & industry partners, selling travel & other in-house products.

Call Cristina or [click here](#) for more details

Sales Account Managers - Sydney

- ▶ Intelligent, user friendly technology
- ▶ Use your network in Events to drive these tech products
- ▶ Salary from \$60K + super + incentives

Are you impressed with how technology can simplify your day? Do you have Event Mgt exp & would like to promote an innovative product to enhance your clients events?

Call Ben or [click here](#) for more details

Snr Travel Groups & Events Cons - Sydney

- ▶ Salary to \$80K + super + career opportunities
- ▶ Monday to Friday - Parking available
- ▶ Hills district location - 6 mth contract with view to perm

You will be researching destinations for incentive based travel, sourcing fares & managing these overseas groups from beginning to end.

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