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SKAL welcomes new guard

SKAL Australia president Fiona McFarlane has thanked Starwood's Bob Lunnon for his long service as the organisation's International Councillor, after an extraordinary general meeting convened by the industry networking club voted Denise Scrafton as his replacement.

Lunnon was originally re-elected at the Skal AGM in Hobart last month (*TD* 22 Mar) but voting irregularities highlighted after the meeting led to a succession of re-votes.

In an update issued yesterday by McFarlane, it was confirmed the EGM had elected Scrafton, as well as confirming the appointment of Gary Gelenter as second auditor and Cairns as host of the 2017 Australian congress.

The Skal International Australia EGM 2016 was held to include

only the 18 clubs that were financial (and hence had voting rights) at the Annual General Meeting for the re-election.

McFarlane lauded Lunnon, saying in the update "Bob has generously and selflessly devoted many hours to his role as International Councillor and his insight and knowledge into Skal International Australia will be deeply missed".

Incoming International Councillor Scrafton from Global Tourism Sales in Melbourne has been heavily involved with the organisation, having been Skal Australia President for the last two years and prior to that, two years as Vice President and two years as Secretary.

Qantas change fee


QANTAS has reminded agents of the correct change fee procedure, which requires tickets to be reissued and the fee receipted separately using EMD-S with the GST component shown separately as a 'UO amount.

See qantas.com/agents.

Today's issue of TD

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

- Amadeus
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Women save on tix

WOMEN book their flights 1.9 days earlier than their male counterparts and pay an average of around 2% less for their tickets, Carlson Wagonlit Travel (CWT) research has revealed.

Following analysis of its air booking transactions, CWT also found age comes into play with flight bookings, as people tend to book flights further in advance the older they are.

Additionally, as people's flying frequency increases, they typically book flights closer to their departure date.

The study found the gender gap almost disappears among the most frequent travellers.

Chimu opens Eol

CHIMU Adventures is promoting its partnership with Bench Int'l to present a round-the-world "ultimate famil" travelling to South America via Africa (**TD** 27 Jan).

The team launched the initiative at mini road shows in Melbourne and Sydney, joined by special guest Samuel Johnson, who will join Chimu on an exclusive charter to Antarctica raising funds for charity "Love Your Sister".

At each event, spots on the famil are prized to a lucky agent, whilst the remaining spaces are granted to high achievers and most improved agents for each operator between 27 Jan-30 Jun.

To register interest, **CLICK HERE**.

Australia's China bond

AUSTRALIAN Prime Minister Malcolm Turnbull has declared 2017 the year of Australia-China tourism, announcing new visa rules for Chinese visitors yesterday during his 'Australia Week in China' (AWIC) visit.

The country is Australia's most valuable tourism market and is expected to be worth more than \$13 billion by 2020.

To help streamline the visa process for Chinese visitors Turnbull is reducing the number of visa categories from eight to two and is making it easier for Chinese students to secure study in Australia.

Ten year visas will be on offer and the application process will be available online and on a smartphone-friendly platform for the first time.

The visa application will also be available in the Mandarin language.

"It makes Australia more accessible, more available, more compelling as a tourism destination," Turnbull said at Shanghai's Expo Centre yesterday.

"China is Australia's most valuable tourism market. More than a million Chinese visited Australia last year contributing \$8.3 billion to our economy," he continued.

This week has also seen the launch of TA's aquatic-themed marketing campaign at an AWIC gala dinner in Shanghai.

The campaign includes a new-look Australia.cn website optimised for smartphones - which is how Chinese consumers are increasingly researching, planning and booking holidays.

As part of AWIC, Minister for Tourism & International Education, Richard Colbeck also attended the signing of a new \$6 million agreement between TA and Air China which will see the parties conduct joint marketing promoting Australia.

Sri Lankan interest

TRAVELMARVEL has tipped Sri Lanka to become one of its most popular emerging destinations next year with strong sales for its 2016 tours of the Island.

Travelmarvel is offering a 12-day Splendours of Sri Lanka tour with prices for 2017 departures from \$4,295ppts.

A Companion Fly Free Offer is available on all bookings of this tour, call 1300 196 420.

Paris facial scanning

FACIAL recognition technology is set to be tested at Paris' Charles de Gaulle airport from next month, according to a report in *The Connexion*.

The system can identify faces, even with attempted appearance changes.

Further increased security measures will also be introduced.

Qantas free holidays

QANTAS is giving away three years of free holidays for its latest promotion.

Holders of a Qantas Points earning credit card can go in the draw to win a \$10,000 Qantas Holidays voucher every year for three years by spending on their card and registering.

Every Qantas Point accumulated by the cards and credited to Qantas Frequent Flyer accounts between 01 Apr-30 Jun will count as an entry into the draw.

To register for the giveaway **CLICK HERE**.

Air NZ reporting

THE new Senior Manager Sales & Operations as well as State Managers currently being recruited for by Air New Zealand (**TD** yesterday) will report to the airline's Regional General Manager Australia.

Outgoing RGM Australia, Leanne Geraghty has been appointed to the newly created role with the carrier as Auckland-based RGM Distribution and Corporate, with a replacement for her local role yet to be announced.

Monthly comp victor

JANE Bateup from helloworld Cootamundra has won last month's **Travel Daily** monthly competition.

Congratulations Jane, enjoy your 8-day Incredible Royal Escape for two to India.

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Virus-proof gel coating

AIRCRAFT manufacturers Boeing and Airbus are looking into a new antimicrobial coating which could prevent deadly viruses such as SARS and nonovirus from crossing int'l borders by hitching a ride, *The Australian* is reporting.

The shield, developed by Permagard, works through a process known as "lysis" which eliminates viruses by breaking down the membranes of the cells they latch onto.

Permagard has received accreditation to use the coating in Airbus & Boeing aircraft interiors.

ANZ stadium renos

THE refurbishment of Sydney's ANZ Stadium into a 75,000-seat rectangular venue will be fast-tracked to begin in the current term of government (by 2019), the NSW govt has announced.

AF, LH & BA fined by DOT

AIR France, Lufthansa and British Airways have copped hefty fines from The U.S. Department of Transportation (DOT) for inadequately responding to complaints filed by disabled pax.

Air France and Lufthansa were each fined \$200,000 and British Airways was fined \$150,000 for failing to provide dispositive responses to pax complaints.

Airlines are required by the DOT to provide a written dispositive response to a written complaint alleging a violation of the The Air Carrier Access Act within 30 days of receipt of the complaint.

"When air travellers file complaints with airlines, they deserve prompt and complete responses that appropriately answer their specific concerns," said U.S. Transportation secretary Anthony Foxx.

"We will continue to take

enforcement action when airlines violate our rules protecting the rights of passengers."

The violation came to light during on-site regulatory compliance inspections and all airlines were ordered to cease and desist from future similar violations.

Evergreen Euro launch

EVERGREEN Tours has debuted its new 2017 European River Cruise Brochure.

Highlights include the 15-day Three Rivers Discover Cruise, which links seven night cruises in France and Portugal, travelling aboard custom-built Star Ships.

New to the brochure is the 15-day Amsterdam to Nice with Rhine, Rhone and Saone River Cruise and the 21-day Amsterdam to Prague - view [HERE](#).



Window Seat

GOT some time to kill? Or perhaps a burning question about Ikea or meatballs?

Then call +46 771 793 336!

A Swedish tourism firm has launched a new campaign that connects international callers to a randomly selected Swede to talk about anything and everything on their minds.

Around 156 days worth of calls have already been made to the number, with the two-month trial set to end on 06 Jun.

Since the launch, the number has been inundated with callers from 173 different countries.

The calls are answered by volunteer ambassadors.

The campaign was launched to celebrate 250 years since censorship was abolished.

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Sunshine Coast flts

QANTAS' business-friendly flights every weekday departing Maroochydore Airport for Sydney at 6.40am, returning at 6.15pm have commenced.

Travellers Choice winners in Asia



RECIPIENTS of Travellers Choice's prestigious Silver Choice Awards enjoyed a five-night *Sapphire Princess* cruise from Singapore to Thailand as guests of The Cruise Team and Princess Cruises.

First stop was Laem Chabang in Thailand, where some of the agents decided to pop in to Pattaya in order to try an authentic Thai massage which wasn't quite as a relaxing experience as some had envisioned!

The rest of the cruise involved some genuine relaxation on the *Sapphire Princess* and a shopping excursion in Ko Samui.

On the trip's final day the group visited Universal Studios in Singapore where they decided to try Battlestar Galactica: Cylon – an inverted roller coaster.

Pictured in the back row are: Sam Titley, Princess Cruises; Jim Cooper, Queanbeyan City Travel & Cruise; Dallas Shaw, Easy Travel and Cruise; Christian Hunter, Travellers Choice; James Cracknell, Windsong Travel & Nicola Strudwick, The Cruise Team.

In the front row are: Carol Shaw, Tour de Force Travel; Deborah Long, Weston Cruise & Travel; Nancy Sinopoli, Travel House Group and Natalie Lauderdale, Capricorn Travel.

New themed hotel

THE 208-room Rydges Fortitude Valley hotel has opened its doors in Brisbane today with Queensland country-themed decor, including a PaddoBar and Six Acres restaurant.

Most rooms overlook The Royal Queensland Show ring.

Multi Skilled Corporate Consultant

Spencer Travel, Surry Hills, is looking for great Corporate Multiskilled Consultant.

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Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

The Celebration Travel Company is offering \$600 off per couple on Rocky Mountaineer Gold Leaf & Alaska Cruise packages of seven-nights or more for bookings made before 29 Apr. Phone 1300 880571.

In celebration of Vivid Sydney **Metro Apartments Darling Harbour** is taking bookings for four (two adults and two children under 12) from \$199pn between now and 31 Jul. See www.metrohotels.com.au.

Save \$1,600 per couple on **Tour De Vines Gourmet Cycling Tours'** Tour de Provence Roman seven-day relaxed cycling holiday. The company is also offering 10% discounts on other selected French gourmet cycling tours to Dordogne, Burgundy, Alsace and Loire. For more information on the deals visit www.tourdevines.com.au.

Book two nights and get the third night free at **The Resort at Pedregal**, Los Cabos on select dates before 30 Sep. When booking online enter the code: 3ESCAP and select 'Last Minute Escape 3rd Night free'. **CLICK HERE** for more.

The Modern Honolulu hotel in Hawaii is running a 'Friends with Benefits deal' offering up to \$150 hotel credit per night when you book your stay directly with the hotel. Hotel credit will be given for 10 consecutive nights which equals \$1,500 worth of value. **CLICK HERE** to book directly.

Azamara Club Cruises is offering up to 25% off select Azamara Journey voyages booked by 31 May. Phone 1800 754 500.

Scenic's Nth Degree

SCENIC has launched the mini brochure 'All-Inclusive Wonders – The Nth Degree'; detailing the 'Nth Degree' they go to for their customers.

It includes information on Scenic's team of Journey Designers and how they craft itineraries, along with the extras guests can enjoy.

To view the brochure online, **CLICK HERE**.

Free Darwin Wi-Fi

TOP End Tourism is providing visitors to Darwin Waterfront with access to free Wi-Fi.

Visitors will be able to access the Wi-Fi from the Recreation Lagoon area, the Wave Pool and the Stokes Hill Wharf Eatery.

Wendy Wu's new Ho Chi Minh Trail

WENDY Wu tours has unveiled a special 24-day journey through the Ho Chi Minh Trail ex Australia on 15 Oct.

It travels through remote areas of Vietnam and Laos visiting significant landmarks.

The tour is priced from \$6,290ppts from Sydney, Melbourne and Perth and from \$6,590ppts from Brisbane, Adelaide and Canberra including return economy airfares, 22 nights' accommodation, most meals, return airport transfers, touring with local guides and entrance fees, visas for Australian passport holders.

To reserve a place on the tour, call 1300 727 998.

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TERMS & CONDITIONS APPLY

CIT Villas training

THE Travel Industry Network (TIN) has released the second in their series of training webinars, CIT Villas.

CLICK HERE to view.

Quest St Leonards debuts



QUEST St Leonards officially debuted last night at an exclusive cocktail party held at the venue, joined by Olympic Gold Medalist Kerri Pottharst and the Federal Member for North Sydney, Trent Zimmerman.

General manager, brand, Tony Gauci said he was delighted to officially open Quest St Leonards, placing emphasis on Quest's confidence in the Sydney market during his address to guests.

"Now is the time for Quest to be solidifying our present in the NSW capital as demand for Quest's unique, premium quality

accommodation continues to surge," he said.

Quest franchisees, Brent Howard and Ann Crowhurst, commented they were "thrilled" to officially open the property.

"I am honoured to stand alongside Tony Gauci, Trent Zimmerman, Kerri Pottharst and my wife and business partner, Ann, to officially open the property this evening, celebrating an exciting, challenging and above all, rewarding few months of operation," remarked Howard.

Pictured (from left) are: Trent Zimmerman, Anna Crowhurst, Brent Howard, Kerri Pottharst and Tony Gauci.

Latest US BTS stats

US AIRLINES' system wide scheduled load factor fell to 83.9% in Jan, decreasing after a single month of growth from Nov to Dec 2015, according to latest figures by the Department of Transportation's Bureau of Transportation Statistics (BTS).

System-wide revenue per mile (76.5 billion) also experienced a 0.5% dip, from the seasonally adjusted uptick reached in Oct.

Int'l RPMs (22.7 billion) were also down 1.8% from the all-time high reached in Jul, 2015.

Element Amsterdam

STARWOOD Hotels & Resorts has launched its latest property, Element Amsterdam.

The new addition will be the second Element-branded property in Europe, following the Element Frankfurt Airport Hotel which opened in 2014.

Offering 160 studios and suites, Element Amsterdam is positioned to appeal to both leisure and business traveller, see elementamsterdamhotel.com.



WIN A KIMBERLEY 4WD ADVENTURE WITH APT

Explore the magnificent and mystical Kimberley across 20 days with this month's exciting **Travel Daily** competition, brought to you in partnership with Australia's award-winning travel operator **APT**. Every day we will be taking you on an adventure, showcasing the many highlights available on an APT Kimberley Wilderness Adventure.

The person with the most correct answers, and who wows us with the most creative answer to the final question, will win an unforgettable 'Kimberley Complete 15 day small group 4WD adventure' for two people, departing in September 2016.

Send your answers to: APTcomp@traveldaily.com.au

Q11. On APT's most popular 4WD adventure, the 15-day Kimberley Complete, where do guests stay in Broome on the first and last night of their adventure?

HINT: [CLICK HERE](#) and see p48



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Delta profit up 27%

DELTA Airlines' first quarter profit soared 27% from US\$746 million recorded in the prior corresponding period last year.

To stop decline in unit revenue, the Atlanta-based carrier indicated it may cut capacity if necessary.

"We are focused on getting unit revenues back to a positive trajectory, and we will make adjustments to...capacity levels if we are not making sufficient progress over the coming months," said Delta president, Glen Hauenstein.

Hotel referral system

SYDNEY based Roam Resorts has introduced a new hotel referral system, which operates on the basis that resorts and hotels should control their own room rates and inventory.

The website features image-rich content, social media and blogs, and is designed to push consumers directly to the hotel's brand website, "bypassing the costs of third party sites".

See roamresortsandhotels.com.

A&K Gourmet Tours

ABERCROMBIE & Kent has announced the two hosts which will join its first two journeys from the Gourmet Travellers and A&K collaboration.

The 23 Sep India tour will be hosted by travel editor, Helen Anderson, whilst the 25 Sep Morocco will be joined by deputy editor, Pat Nourse.

Home Valley reopens

HOME Valley Station in East Kimberley will welcome guests from 29 Apr, following its annual hiatus over the wet season.

The outback package incl two nights accom in a Guesthouse Room, buffet brekkie and more.

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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Gold Coast, \$DOE + Super, Ref: 2216SZ2

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For more information please call Serena on (07) 3023 5023 or click [APPLY](#) now.

Events Travel Coordinator

Sydney, \$55-60k DOE, Ref: 2098PE6

My client, a leading group travel and event management company are looking for an experienced Travel Coordinator to join their events team in Sydney. If you are a creative thinker, have strong communication skills, thrive working in a busy environment and have an exceptional eye for detail, then this opportunity is for you! Daily duties include arranging and booking group air, transfers and hotels and working closely with the events managers to ensure smooth sailing for all involved.

For more information please call Paul on (02) 9113 7272 or click [APPLY](#) now.

Online Cruise Specialist

Melbourne, Attractive Package, Ref: 2245KF1

This is a great opportunity for an experienced cruise specialist or travel agent with solid cruise knowledge!! Within this position you will answer all enquiries from customers in an office based environment. The company pride themselves in having repeat and referral customers so optimum customer service is key to succeed within this position along with your great sales skills. This role is for someone that wants longevity in a position and happy to be part of an ever growing and stable team!

For more information please call Kate on (02) 9113 7272 or click [APPLY](#) now.

Cruise and Travel Consultant

Adelaide, \$40-45k, Ref: 2254LM1

If you have a passion for all things Travel and would like to build your career further in a successful environment then this could be the role for you! If you have previous experience working as a Travel Consultant and you are hard working we would be happy to hear from you! Our Travel Consultants are known for their strong work ethic and superior customer service skills! If you think you have what it takes to be a successful Travel Consultant then this is the right role for you!

For more information please call Lia on (02) 9113 7272 or click [APPLY](#) now.

Luxury Cruise Guest Service Consultant

Gold Coast, Great Salary + Super, Ref: 2244KH2

An amazing opportunity to join the leader in boutique luxury cruises and voyages to remote and exotic destinations in this behind the scenes role. Your total focus is to provide the very best service; supporting and assisting the sales consultants, helping in document dispatches, invoicing and welcome home packages. You will ensure all processes run smoothly with bookings on the most luxury ships in the world. These opportunities do not come up very often! Apply with your CV today!

For more information please call Kate on (07) 3023 5023 or click [APPLY](#) now.

Inside Sales Coordinator | Cruise

Sydney CBD, Circa \$50k + Super, Ref: 2252MB0

We are looking for an ambitious travel professional looking for their next career move in to Inside Sales, this role is key to driving success to the travel industry market across Australia. You will have a good knowledge of the industry and be keen on Sales and Marketing. If you are a creative thinker, have strong communication skills, thrive working in a busy environment and have an exceptional eye for detail, then this opportunity is for you. Excellent staff retention & salary on offer.

For more information please call Marissa on (02) 9113 7272 or click [APPLY](#) now.

Multi-Skilled Corporate & Events Consultant

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An event travel group is looking for an amazing travel consultant to add to their team! If you are motivated travel professional with experience in corporate accounts, groups or event travel then this is the role for you! You will grow and develop the travel arm of the business and enjoy a diversified role in a fun and supportive environment. To be considered you will ideally have working knowledge of Sabre with at least 4 years of experience in providing exceptional service to your clients.

For more information please call Tammy on (02) 9113 7272 or click [APPLY](#) now.

Corporate Travel Consultant

Perth, \$Competitive + Uncapped Comm, Ref: 2255LM1

My client is seeking a new Corporate Consultant to join their experienced travel team. The right candidate will have experience working as a Corporate Consultant selling domestic and international itineraries. This large travel company are continually growing, they have fantastic opportunities for you to develop your career and create some outstanding itineraries for your clients! Uncapped commission, travel perks and on going training will be provided. GDS skills required.

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