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Europcar fined \$100,000

CAR rental firm Europcar has been ordered to pay \$100,000 in penalties for making "false or misleading representations about consumers' liability in the event of vehicle damage".

In a ruling handed down by the Federal Court yesterday, various terms in Europcar's standard rental agreement were found to be unfair because they held consumers liable for vehicle damage regardless of whether the customer was at fault.

The decision followed an Australian Competition and Consumer Commission (ACCC) probe into the car rental industry and standard consumer contracts.

The ACCC said its review of the sector had also looked at misleading pricing of rental vehicles and charges.

The Europcar judgement also found the company had made

misleading representations on its website that consumers' liability for vehicle accident damage would be limited to a 'Damage Liability Fee' of \$3,650, or less if the consumer purchased Europcar's "extra cover" products.

This was not in fact the case, with the standard rental agreement making consumers liable for larger amounts in the case of overhead, underbody or water damage.

Europcar has since amended its standard rental agreement to remove the unfair terms.

The ACCC said it is continuing its vehicle rental review "with broad engagement with the industry to address industry practices that raise customer protection issues".

Pollard to Globus

FORMER Creative Holidays national sales manager Sarah Pollard has been appointed as regional sales manager at the Globus Family of Brands.

After leaving Creative in Dec Pollard also had a brief stint as Sydney-based regional sales manager for Dubai Tourism.

Today's issue of TD

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

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HLO ends Orbitz alliance

HELLOWORLD ceo Andrew Burnes has terminated the firm's long term agreement with Orbitz Worldwide (**TD** breaking news), with a new replacement portal to launch later in the year.

He said so far the company had spent \$18 million on the OTA site which had "not delivered the revenue streams envisaged".

"This operation has been costing about \$6 million a year over the last two years plus capital expenditure and these losses will now come to an end," he said, with the move also impacting the Ready Rooms trade site.

Instead content for Ready Rooms will be sourced via the Expedia Affiliate Network along with the AOT group's extensive

range of accommodation in Australia, NZ and the Pacific, more than doubling the number of rooms available on the site.

Burnes said the new Helloworld site, to debut on 31 Aug, would see the group's travel agent members and franchisees share in its commercial outcomes.

While helloworld.com.au would continue to provide full transactional functionality for air, land, car hire and other travel products and services, Burnes said from Sep it will "match the available microsites for our individual agencies and the commissions from bookings made on the site will be allocated to agencies in the same way as if a customer walked in the door, called or sent an email booking".

The decade-long Orbitz alliance agreement was announced by former Jetset Travelworld Group ceo Rob Gurney three years ago (**TD** 22 Jul 2013), who said at the time it would "allow helloworld to participate in one of the fastest growing segments of the travel sector in a way that has not previously been accessible".

Qantas GDS advisory

QANTAS says it's receiving a large number of calls from travel agents regarding an SSR message being generated in their bookings.

The message relates to an EMD which is advising to 'check date' or 'inv service', with consultants advised to contact GDS help desks because QIC cannot assist.

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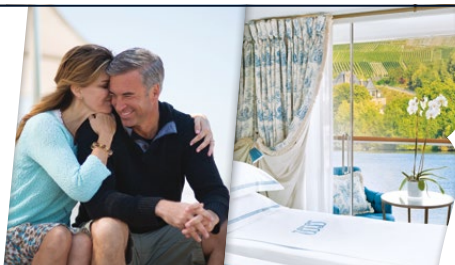
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CTM expands in US again

THE US\$21 million acquisition of Boston-based Travizon Travel by Corporate Travel Management (TD breaking news) will see the company move into the top ten largest TMCs in the USA, according to ceo Jamie Pherous.

The growth has been achieved in just four years, with Pherous saying CTM's North American TTV will move to "well above" US\$1 billion, further enhancing operations to capitalise on the firm's client technology and robust national sales team.

"The opportunity becomes more significant now that CTM North America has a fully integrated business operation leading into FY17," he said, with the company already seeing new client wins in both its corporate operations and the Montrose Travel loyalty division (TD 04 Jan).

Travizon already uses the same reservation system as CTM, allowing the organisation to quickly leverage the acquisition.

Travizon chief operating officer Matt Cummings said "we have watched CTM build a wonderful business based on highly

personalised service delivery with best-in-class technology solutions.

"We consider that CTM is an excellent fit to enhance our service offering to both current and future clients, while providing exciting new career opportunities for our employees," he said.

Mueller to leave MH

MALAYSIA Airlines ceo Christoph Mueller has announced his resignation from the airline.

Mueller, who has led a major restructure of the carrier since taking on the role last year (TD 23 Mar 2015), will leave MH in Sep with the airline's sole shareholder, Malaysian sovereign fund Khazanah Nasional, saying it was "due to a change in his personal circumstances".

"While we would have wanted Mr Mueller to continue as planned, we also respect and ultimately agree to his decision to leave ahead of the end of this three-year contract".

Khazanah said Mueller had laid the groundwork for Malaysia Airlines' "path to recovery".



Window Seat

WE ALL know planes can get stuffy sometimes, but most of us just put up with it.

That wasn't the case aboard a Hainan Airlines flight in China this week, which was awaiting take-off clearance at Hangzhou Airport when the crew found an emergency exit door open.

One of the passengers admitted to releasing the door, saying he was "just trying to get some fresh air" and thought the lever would open the Boeing 737-800's windows.

The matter was taken fairly seriously, with the 30-year-old given a 500 yuan penalty and a seven day "administrative detention" as a result.

The rapid growth of air travel in China is leading to a number of similar incidents, such as a first time flyer aboard a China Southern flight last month who deployed an escape slide on the tarmac in Chongqing after mistaking the emergency exit door for a toilet.

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Having fun in the Philippines Sydney



YESTERDAY the Australian travel industry was introduced to Norjamin Delos Reyes (left), newly appointed as the Philippine Department of Tourism's attaché for Australia and New Zealand.

Having been in the role for about six months, she has stepped into the shoes of Consuelo G. Jones who recently

retired after driving tourism efforts for the Philippines in Australia for almost 29 years.

Reyes is **pictured** at an event in Sydney yesterday with Benito C. Bengzon, Jr., Undersecretary, Department of Tourism, and the department's director of market development, Maria Corazon Jorda-Apo.



A vacancy exists for a full time **Business Manager VIC/TAS/SA – helloworld Branded Network Retail, based in Melbourne.**

This position will play a key role in maximising both individual member and helloworld profitability and provide direction to the helloworld network. To be successful in this role you will be a results driven individual who is passionate, energetic, and able to communicate effectively at all levels and be able to deliver value to the branded retail network by driving company initiatives.

If you are interested in applying for this role, please send your resume to Lynda.wallace@helloworld.com.au.

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St. Regis Serbia

STARWOOD Hotels & Resorts Worldwide has signed an agreement to open a 125-room hotel and 220 St. Regis-branded residences in The Kula Belgrade skyscraper in Serbia.

The 168m tall building will become Serbia's tallest mixed use tower and is slated to open in 2019.

St. Regis Belgrade will offer rooms and suites overlooking the city or River Sava and offers a restaurant at the top of the tower plus a spa, pool, gym and event and meeting space.

The St. Regis branded residences will be up to 158m² and will be on the 14th and 39th floors.

AB, AZ extend pact

AIRBERLIN and Alitalia have announced an extension of their commercial agreement, with more cooperation on routes between Germany and Italy.

The growth includes a new airberlin route from Dusseldorf to Bologna, while airberlin is also adding more frequencies to Florence and Venice.

Overall the carriers will codeshare on more than 1,400 weekly flights on 91 different routes covering Germany, Austria, Switzerland and Italy, with teams from both carriers working together to improve flight connection times to provide more choice and convenience.

The agreement also includes reciprocal frequent flyer benefits.



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Trafalgar USA sale

TRAFALGAR this morning launched a 'buy one, get one 30% off' sale valid for selected US and Canada departures through to 24 Apr.

Trafalgar md Matthew Cameron-Smith said the offer was a "compelling closing tool for agents to capitalise on during the busiest summer travel-planning time of the year".

The special pricing applies to 28 departures in May, Jun and Jul, along with five trips departing in Aug and Sep.

Sabre sponsors NTIA

AFTA this morning announced that Sabre is once again part of the National Travel Industry Awards in 2016, with the technology firm showing its commitment to the industry by sponsoring Category 9, Best Business Events Travel Agency.

Finalists for the 2016 NTIA will be unveiled next Wed 27 Apr.

Tourplan integration

TOUR operator software suppliers TourConnect and Tourplan overnight confirmed that the integration between their systems (**TD** 10 Apr 2015) is now finally ready to go live.

The move is said to herald the end of manual rates loading, with tour operators able to automatically upload annual supplier rates into booking management systems.

More info at tourconnect.com.

NZ backpacker campaign

TOURISM New Zealand (TNZ) has launched a campaign promoting the country to backpackers who are already travelling in Australia.

The Facebook campaign uses videos and imagery generated by real backpackers, pieced together to make a case for why backpackers should visit New Zealand, with the tag line "Play more every day".

In the year ending Dec 2014, around 560,000 international backpackers arrived in Australia (excluding Kiwis), but less than 10% of them went on to travel to New Zealand.

"This tells us that there is a significant group of backpackers

that are coming as far as Australia and leaving without visiting New Zealand," says Andrew.

Over the past few months TNZ has been reviewing its approach to the backpacker segment and has since refined its youth target market from those aged 18-29 to specifically target backpacker travellers, aged 18-24.

Over 159,000 backpackers visit to New Zealand a year, which equates to around 11% of total holiday arrivals and have an average spend per visitor of over \$3,700.

See the video campaign [HERE](#).

Vanuatu new trade website and training

VANUATU'S new trade website is up and running, giving agents access to vital tools to help match the requirements of their clients to the experiences the country has to offer.

The website features online training programs, videos, an image library, brochures, latest news, events calendars and more.

Agents are also given the opportunity to take advantage of industry accom and air rates online such as NF's AU\$50 airfare.

Visit vanuatuspecialists.com.

Airbnb new products

AIRBNB is rolling out an updated app, adding a range of new features such as a new system designed to understand travellers' preferences to match them with homes and neighbourhoods.

A new guidebook tool has also been added, which is designed to unlock insights to give travellers access to "authentic recommendations" from the Airbnb's community of hosts.

MEANWHILE, Airbnb has launched its largest brand campaign to date called 'Live There'.

The new global campaign will feature 15, 30 and 60 second television spots as well as a digital strategy and print creative.

The spots aim to highlight the Airbnb difference in comparison to standard tourism, suggesting "when people head to Paris, they don't just go to Paris, and don't tour Paris, but they instead live in Paris".

UAE Warner Bros

A WARNER Bros theme park is set to open in Abu Dhabi in 2018.

Located on Yas Island, the development will also include a Warner-Bros branded hotel, with construction and rides already in production.

Booking.com & Eurail

BOOKING.COM has partnered with Eurail.com to offer customers a "seamless experience" online.

Customers now booking rail passes through eurail.com and interrail.eu will also be able to access more than 891,000 hotels, villas and more.

Syd Mar traffic result

PASSENGER traffic at Sydney Airport continues to rise, with latest figures showing an uptick on int'l and domestic passengers, in Mar increasing 7.9% and 4.4% respectively, in comparison the prior corresponding period.

Foreign inbound also climbed 10%, largely supported by demand from Taiwan (+62.7%), Japan (+37.9%), Hong Kong (+36.3%), South Korean (+26.6%), the United States (+13.8%), Malaysia (+11.9%) and France (+9.6%).

Rolling 12 month passenger growth sits at 5.9% which Sydney Airport describes as "well ahead of long term trends".

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AccorHotels Q1 result

ACCORHOTELS experienced strong demand in the majority of its markets in Q1, reporting a total revenue of \$1.69 billion.

Despite the Australian dollar being among the currencies which had a negative impact on revenue, in the Asia Pacific revenue climbed 8.2% on Q1 2015 for HotelServices.

HotellInvest's business in Australia dipped 1% in Q1.

MH & EK c'share

MALAYSIA Airlines and Emirates have expanded their codeshare partnership.

On Mon, the MH code began appearing on EK flights to Kuwait and on 25 Apr, will be on Dubai to Dusseldorf, Hamburg, Frankfurt, Munich and Vienna services.

MEANWHILE, Emirates will also expand its codeshare with WestJet from 06 May.

Emirates' EK code will appear on WestJet's London Gatwick routes to Calgary, Edmonton, St. John's NFLD, Toronto, Vancouver and Winnipeg.

ACI Brussels security

THE Airports Council International (ACI Europe) has rejected criticism of Brussels airport security, and accused the media of misinformation.

In a statement, ACI Europe noted the leaked audit report does not contain any indication that aviation security at Brussels Airport was deficient prior to the attacks, as it refers to areas with restricted access and the attacks occurred in areas where the public have unrestricted access.

"Such spaces...are not under the responsibility of airport operators when it comes to maintaining law and order," the statement says.

"The policing of these spaces is regulated at national level and falls under the responsibility of the federal police and other law enforcement entities – just as for any other similar public space."

Hyatt direct discount

HYATT Hotels is encouraging travellers to book direct, offering up to a 10% discount for Hyatt Gold Passport members booking through Hyatt's website or the Hyatt mobile app.

The member discount is also available to travel advisors who book on behalf of members through Hyatt.com.

Rydges Fortitude opens



DMel Tourism forum

DESTINATION Melbourne has announced it will hold its inaugural Melbourne LIVE forum, at RACV City Club, on Thu 16 Jun.

The tourism forum will focus on the next generation of travellers, trends and developments, with the overarching theme of leadership, innovation and the visitor experience.

Keynote speakers are Don Skeoch, cfo of L.A. Tourism and Holly Ransom, chief executive officer of Emergent.

Tickets are \$395, with early bird rates of \$350 available until 01 May - [CLICK HERE](#).

RYDGES Fortitude Valley in Brisbane officially opened last week with a VIP luncheon.

Located adjacent to the Showgrounds precinct and opposite the Royal International Convention Centre, the hotel offers 208-rooms, a restaurant, bar, fully equipped gymnasium and heated outdoor pool.

For business travellers, the hotel has three flexible meeting rooms and all guests have access to free Wi-Fi during their stay.

Pictured: QLD Deputy Premier Jackie Trad, John Aloisi, manager Brisbane Roar and Phillip Wolanski, development partner, Denwol Group.



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FIND OUT MORE

Kerzner ceo out

KERZNER International has announced the departure of its ceo Alan Leibman who has stepped down after serving 23 years at the company and in the role of ceo since 2012.

A replacement will be announced shortly.

Earn Qantas points

QANTAS has launched a new promotion, giving Frequent Flyers the opportunity to earn six points for every AU\$1 value spent at any of its 800 Australian partner hotels.

The offer is valid from today to 27 Apr, [CLICK HERE](#) for more info.

Bentours go Nordic

BENTOURS has launched five new budget coach tours as part of its Nordic Essence coach program for 2016.

The packages with guaranteed departure dates between May and Sep feature new tours designed for travellers who enjoy exploring more independently.

Examples include the 12-day Nordic Essence tour which starts in Helsinki and visits Oslo, Stockholm and Copenhagen and the Norwegian Fjords.

The Nordic Essence tour is priced from \$3,014pp

Shorter tours include the five-day 'Norwegian Fjords' focusing on Oslo priced from \$1511.

Call 1800 221 712.

China Southern Travelport pact

TRAVELPORT and China Southern Airlines have extended their multi-year content agreement giving Travelport customers full access to the carrier's fares and inventories through the Travelport Travel Commerce Platform.

China Southern Airlines now features Rich Content and Branding to retail and display its product offerings.

Lord Howe fly free

LORD Howe Island's Capella Lodge is offering free flights and a bonus night under its new Stay-7-Pay-6 deal.

From 28 May to 25 Jun guests can enjoy free Qantaslink flights from Sydney or Brisbane when they book the package priced from \$4,500 ppts.

The deal includes free flights, a bonus night, breakfast, sunset drinks and canapés, an open bar from 6pm, dinners, mountain bikes and island airport transfers.

The offer is available until sold out but guests who book before 08 May receive a bonus suite upgrade.

To book, call 02 9918 4355.

AA Brussels service

AMERICAN Airlines plans to resume its daily service between Philadelphia International Airport and Brussels Airport as a seasonal operation from 14 Jun to 20 Aug on board a Boeing 757-200.

The carrier had been operating flights to and from Brussels six days a week prior to the Brussels' terrorist attacks which took place last month.



AFTA update

From AFTA's chief executive, Jayson Westbury



WELL it appears we will be having a federal election on the 02 Jul with the Senate rejecting the Bill to re-establish the Australian Building and Construction Commission (ABCC). As a result of this outcome this gives the Prime Minister the opportunity to call a Double Dissolution election meaning that every member of the House of Representatives and every Senator is up for election.

In most federal elections only half of the Senate fall due to be elected, but if the double D option is invoked then they all have to stand.

It is highly likely that this will happen and most likely that the Prime Minister will call the election and visit the Governor General the day after the Federal Budget which is set for the 3rd May.

So no matter what you are planning I would be marking the 02 Jul as Election Day and for anyone with clients likely to be travelling over that weekend, keep a keen eye out to ensure you remind them to lodge a postal vote before they go.

As a general rule this information is available very quickly after the election is called and I suspect the Electoral Commission will use the online service that appears now to be in place.

No matter what the outcome the news of the election is good for the travel industry as it may help get people moving again and while there are reports of a slump in bookings, perhaps this decision will give us all a kick along to get back to normal.

As for the election policies that will have an impact on the travel and tourism industry, well we may have to wait a little while for that detail. I suspect that both the major parties will have a Tourism Policy for this election as both sides are talking about how important the tourism industry is for the economy and the future of the nation.

That said, I would not expect either side to be coming out with spectacular tourism policies, but then it would be great to be surprised for a change. No matter what the case, AFTA will keep a close watch as the election campaign kicks off and the policies start to be announced just to see what may or may not be good for the travel industry.

Adelaide netball host

ADELAIDE will play host to the International Netball Series test match at the Adelaide Entertainment Centre on 31 Aug.

The Australian Diamonds will take on England as part of a four nation netball series between Australia, New Zealand, England and South Africa.

South Australia has been home to several major sporting events lately including the Australian Swimming Championships.

Doubletree Tyumen

DOUBLETREE by Hilton Tyumen has opened in Russia's old city of Tyumen near the Tura River.

The new property has 195 rooms, including 23 suites and an executive floor with a private lounge.

Also available is a 24 hour fitness centre, indoor pool, sauna and a hotel health bar and six meeting rooms together.

The hotel's restaurant features a live cooking station.

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Satoko Tasaka

Administration Assistant

satoko.tasaka@bestwestern.com.au

Peakwork Asia Pacific

SUPPLIER of a distribution and sales platform for the travel industry, peakwork, has opened a Singapore office.

Tony Marshall has been appointed as head of the Asia Pacific region, moving over from Orbitz Partner Network, where he was also head of Asia Pacific.

Marshall has over 20 years of experience in the travel industry.

Peakwork's technology is currently in 28 markets with a view to expand rapidly.

The company has high hopes for the Asian Pacific region with its "valuable travel offer & enormous power in travel supply".

Garuda's new order

GARUDA Indonesia has placed a \$US5.75 billion order with Airbus for 14 new A330-900neos, replacing the carrier's existing order for seven A330-300s.

The deal was signed at a ceremony in London yesterday with the carrier intending to use the new aircraft to develop its medium and long haul network.

Deliveries will start from the fourth quarter of 2017.

Tripadvisor Islands

LORD Howe Island and Norfolk Island have been recognised among the top 10 islands in the South Pacific while Maui, Hawaii was named the top Island in the world by TripAdvisor.

In the newly released World and South Pacific top rated Islands list, Bora Bora was voted the favourite South Pacific Island by travellers.

CLICK HERE for the full list.



Accommodation Updates

WELCOME to Accommodation Updates, *Travel Daily's* Wed 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.



Crown Perth has received a new look Grand Ballroom starring 30 uniquely designed chandeliers made up of 5,950 metres of string beads. The audiovisual equipment has been upgraded along with the carpets and wall coverings. The designer behind the "sleek and elegant" revamp is Bates Smart.



A spacious two-storey suite named after Sir Winston Churchill has been unveiled at **The St Regis Dubai**. Located on the top floor, the 913m², three-bedroom suite displays paintings and art from the Churchill archives.

The suite features a vast living room, a formal 12-seater dining room, elegant study, relaxing lounge area and a spacious majlis. An in-room spiral staircase leads into the central dome of the hotel with a rooftop plunge pool.



New dining destination Parker Street Project has opened at **Royal Mail Hotel** in Dunkeld, Victoria. The restaurant has a seasonal à la carte menu with ingredients grown in the hotel's organic kitchen garden as well as traditional 'pub classics'. The refurbished space has freshly polished wood floors and local artworks.



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

Q14. With APT, guests stay in the region's best accommodation to recharge their batteries. Name an APT exclusive property.

HINT: CLICK HERE and see p29



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