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Big fines for drip pricing JETSTAR is arguing against a

\$550,000 fine which the ACCC wants levied in its long-running "drip pricing" investigation.

The Federal Court yesterday considered penalties in the case, after last year finding both Jetstar and Virgin guilty of not adequately revealing fees and charges during the online booking process (TD 18 Nov 2015).

Virgin Australia has agreed to a \$200,000 fine and has worked with the ACCC to change its practices, with the matter now resolved in respect of VAH.

However in court the ACCC's barrister accused rival Jetstar of taking a "piecemeal approach" to resolving the issue.

The ACCC wants Jetstar to pay a bigger fine because the Qantas offshoot had been found guilty of a number of instances of drip

Today's issue of TD Travel Daily today has seven

pages of news and photos, plus full pages from: (click)

- Luxperience
- AA Appointments jobs IITO



pricing on both its main website and its mobile site.

Jetstar said it believed most customers would have expected the additional booking fee to be applied at the end of the process, saying "there is no evidence the people who made these bookings were misled".

A JQ spokesperson stressed that the ruling related to payment processes on the sites more than two years ago, with the process now updated to make it clearer at every step what charges apply.

The judge reserved his decision, with consumer group CHOICE saying drip pricing makes it hard for consumers to compare prices and penalises companies that do the right thing.

Luxperience update

LUXPERIENCE has announced several first time exhibitors for this year's show which takes place in Sydney this Sep, including Las Vegas Tourism, the Berlin Tourism Board and an enhanced South American contingent. More details from Luxperience on page eight of today's TD.



Three questions that could change your career!

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BROCHURE @ TIFS

Thursday 21st April 2016

per visit.

this number

noting that they stay on average

between 12 to 14 days duration

One key element to achieving

Currently at 28 flights per week

into Manila operated across three

carriers - Philippine Airlines, Cebu

Airways and Qantas - with efforts

government and airlines to boost

PDOT is at present embarking

on a series of trade roadshows

across Brisbane, Sydney and

Melbourne encouraging

agents to build upon the

social media success of #itsmorefuninthephilippines through incorporating into their

local marketing efforts.

"The roadshows will give

the agents the tools to better

promote the Philippines in the

know why it's more fun in the

digital space and let Australians

Philippines", said Norjamin Delos

Reyes, newly appointed tourism

attache who has replaced the

long-serving and now retired

Consuelo Jones (TD yesterday).

underway by PDOT to lobby

more visitors from Australia is

increasing flight capacity.

Philippines tourism boost A NEW ADVENTURE

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DON'T MISS THIS RARE OCCURRENCE!

DISCOVER CENTRAL ASIA AND BEYOND



AUSTRALIANS are flocking to the Philippines in record numbers reaching more than 241,000 arrivals in 2015 with that number anticipated to double within the next three years according to Benito C. Bengzon Jr, undersecretary of the Philippine Department of Tourism (PDOT).

Announcing this ambition at an event in Sydney earlier this week, Bengzon said Australians were the fifth largest source market for the Philippines behind tourists from Korea where some 1.3 million arrivals were achieved last year.

Bengzon said Australians were "long staying and high spending"

New CWT chief

CARLSON Wagonlit Travel today announced the appointment of Kurt Ekert as president and ceo, replacing Douglas Anderson who is "leaving to pursue other opportunities".

Ekert was most recently executive vice president and chief commercial officer of Travelport. More appointments on page 6.

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Thursday 21st April 2016

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Sydney to feature in Disney ride

DISNEY Parks and Resorts has announced a new version of its popular Soarin' attraction, which is going global by featuring locations around the world.

As well as a bird's-eye view of Sydney Harbour, the ride will showcase the Great Wall of China



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EXPLORE NOW

ALON TERWAYS



HONG Kong Airlines has opened reservations for a new non-stop route between Hong Kong and Kuching in Sarawak, Malaysian Borneo.

and Switzerland's Matterhorn

worldwide destinations.

over California at Disney's

California Adventure Park in

among more than a dozen iconic

Originally launched as Soarin'

Anaheim, the new Soarin' Around

the World will debut as part of

the grand opening of Shanghai

The following day, 17 Jun, it

will debut at Disney California

Adventure and Epcot at Walt

Disney World Resort.

Disneyland.

The twice weekly service will operate using a single class Airbus A320, with the flights to commence operations 28 May.

CLIA Cruise Month

CRUISE Lines International Association will coordinate its major promotional activity across the world this year, with CLIA this morning declaring a global rollout of the 'Plan a Cruise Month' initiative which launched in the US last year.

To take place in Oct, the move will see an extension of CLIA Australasia's annual Cruise Week initiative, with commercial director Brett Jardine saying as the industry continues to expand "a week is no longer enough time to promote cruising".

Similar to Cruise Week, 'Plan a Cruise Month' will aim to raise consumer awareness of cruising, with the organisation also set to highlight the expertise of CLIAcertified travel agents as part of the campaign.

Information about activity planned for Oct will be released in the coming months.

More details in today's issue of Cruise Weekly.

IS THIS AUSTRALIA'S MOST PERSUASIVE **ONLINE BOOKING** SYSTEM?

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"Show your clients videos, not just images. No other system can do that "

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West Air ups SIN

CHINESE airline West Air has agreed to lift frequencies on flights between Singapore and Chongqing to five per week.

The expansion is effective 27 May with the move following a China-Singapore cooperation meeting held last week.





4 days ex Cairns

departs Jun 10, Jul 22, Aug 26

Click here for details









Thursday 21st April 2016

itravel ANA 787-9 inspection



ITRAVEL agents recently embarked on an aircraft inspection of All Nippon Airways 787 Dreamliner.

The team learned of the aircraft's new gel dimming windows on board; tried-out the LCD touch panel monitor in Economy class; and tested out

Macaw

Business class's seat recline which becomes fully flat to ensure passengers get a good night's rest.

Pictured above at the All Nippon Airways inspection are itravel agents: Geoff Currie, Teresa Christopher, Rebecca McHenry and Washington Vinoles.





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UA appoints chairman

FORMER Air Canada boss, Robert Milton, has been named United Continental Holdings' nonexecutive chairman of the board.

Current ceo and recent hearttransplant recipient Oscar Munoz - whose contract stipulated that he would also become chairman of United's board in 2017 - has agreed to amend the terms so that he won't assume the chairman's role until 2018.

VA performing well

VIRGIN Australia came out on top in terms of on time departures in Mar, recording figures of 89.5%, according to the latest report by the Bureau of Infrastructure, Transport and Regional Development (BITRE).

VA was closely tailed by Qantas with 89%, Tigerair Ausralia with 82.1% and Jetstar at 76.9%.

Regional carriers who recorded top marks in on-time departures included: Virgin Australia Regional Airlines (90.7%), Regional Express (86.9%) and QantasLink (86.4%).

QantasLink experienced the highest percentage of cancellations with 2.5% during the month, followed by Virgin Australia (1.5%), Qantas (1.0%), Virgin Australia Regional Airlines and Tigerair Australia (both 0.9%), Regional Express (0.6%) and Jetstar with 0.5%.

The highest number of cancellations were observed on the BNE-HTI Island route at 5.1%, followed by the SYD-CRB at 4.9%.



TALK about sleeping on the job! An unidentified employee at Memphis Airport accidentally ended up at a layover in Texas last week, after falling asleep in the plane whilst helping to load cargo onto it.

The napper woke up mid-flight and knocked on the cabin door, surprising pilots who had no idea he was on board.

"We are aware of an incident involving FedEx Flight 1459 from Memphis to Lubbock. There was never any danger to our employees or cargo," commented a FedEx spokesman.

He was questioned by police and airport personnel, but was later released and will not face any criminal charges.

New rouge routes

AIR Canada offshoot route has announced a number of new leisure routes for the upcoming 2016/17 winter season.

The expansion includes flights from Montreal to Puerto Vallarta in Mexico and San Jose in Costa Rica, as well as Toronto to Palm Springs California, and Port of Spain in Trinidad and Tobago.

AC President of Passenger Airlines, Benjamin Smith said the growth would help solidify Air Canada's position in the Canadian leisure market.





Our Travel Partners





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Flight Centre partners with Nine

A NEW travel website branded as 'ninemsn Elsewhere' was announced today, with the initiative launching in partnership with Flight Centre.

The site has a tagline of "travel the world, one city at a time," claiming a point of differeence that "the audience is at the core of the travel experience".

The focus is on "superior guide content from the most exciting cities around the world," with the site launching with 55 cities each having a regular contributor who is a local living in the destination.

Flight Centre gm Darren Wright said the move would give the company "the opportunity to surface amazing travel deals to an engaged audience with Flight Centre's integrated travel search and booking functionality.

"Our partnership speaks to our

New Hilton for Bali

HILTON Worldwide today announced its first Hilton Garden Inn property in Indonesia, with the planned opening of Hilton Garden Inn Ngurah Rai Airport.

The 291 room property joins the global portfolio of over 665 hotels under the brand, with global head John Greenleaf saying "we are committed to growing our presence in Asia Pacific and to providing a welcoming and dependable hotel experience for every guest, every time".

It's located in Jalan Legian, 500m from Bali's international airport.

continued strategy of seeking new opportunities to reach a relevant audience and support our travel industry partners". Elsewhere is the fifth lifestyle

website to launch since ninemsn's revamp twelve months ago - see ninemsn.com.au/elsewhere.

Jelly Bean Ball tickets

TICKETS are now on sale for the 2016 Jelly Bean Ball which is being organised to raise funds for life-saving technology for diabetes.

Donna and Brian Meads-Barlow from DBT Corporate are behind the Danii Foundation, with the annual black tie event having already contributed strongly to the \$2.5 million raised so far for the cause.

Helloworld for Business is a gold sponsor of the event taking place on Sat 25 Jun at Sydney's Four Points by Sheraton hotel and MC'd by James Tobin.

For more details and to register see www.danii.org.au.

JetBlue sleep pods

JETBLUE Airways is claiming a US first by offering travellers the opportunity to take a reinvigorating 20 minute snooze prior to departure, with the launch of four JetNap EnergyPods at New York JFK airport. After the 20 minutes is up the chair gently wakes up the

the chair gently wakes up the passenger with lights, music and vibrations.



TURKISH Airlines is expanding its network with a new route to Kosice, Slovakia which will commence operations thrice weekly from Istanbul in Jun.



PG welcomes new ATR 72-600



ABOVE: Bangkok Airways has some shiny new metal, with the arrival of a new ATR 72-600 at Suvarnabhumi Airport earlier this month.

The 70-passenger aircraft is the final of six ATR 72-600s, which will operate on routes flying to Samui, Sukhothai, Trat, Lampang, Luang Prabang, Yangon, Mandalay and Siem Reap.

With the arrival of the extra plane the PG fleet has grown to a total of 33 aircraft including 13 ATRs, eight Airbus A320s and twelve A319s.

Cvent announces sale

ONLINE event management and planning provider platform is set to be acquired for US\$1.65 billion by private equity firm Vista Equity Partners.

The takeover is a 70% premium on the company's average share price last month, with Cvent ceo Reggie Aggarwal saying it will position the company to "deliver innovative solutions that transform the meetings and events industry" - more details in today's **Business Events News**.



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helloworld

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.





Thursday 21st Apr 2016

Cathay Pacific Mar traffic results

CATHAY Pacific Airways and Dragonair have shown a monthon-month increase (up 2.6% to 2,960,915) in the number of pax carried in Mar 2016 versus Mar 2015 in their latest traffic stats.

Passenger load factor fell by 3.4 percentage points to 83.9% while capacity, measured in available seat kilometres, grew by 5.2%.

In the first quarter of 2016, the number of passengers carried rose by 5.3% compared to a 6.5% increase in capacity.

Passenger traffic was generally robust in March, although the growth in pax numbers was not able to keep pace with the growth in capacity, leading to a drop in load factor.

Tas Heritage Fest

TASMANIAN Minister for Environment, Parks and Heritage, Matthew Groom, yesterday announced the launch the Tasmanian Heritage Festival.

Held in celebration of the state's iconic heritage assets, the festival is set to kick off in May this year.

"The Tasmanian Heritage Festival is an excellent way for locals and visitors to be reminded of the importance of our heritage places and precincts and the large numbers of people who care for them," commented Groom.

"The festival is a tremendous initiative for locals and tourists alike to visit places that are not usually open to the public".

Homewood in Miami

HILTON Worldwide has today announced the launch of its latest hotel Homewood Suites by Hilton Miami Downtown/Brickel.

The new hotel will feature 102 rooms, combining studio and one- bedroom suites.

Amenities include a fitness centre, outdoor pool, wi-fi, grocery shopping service and a complimentary daily hot breakfast.

Rio 2016 countdown

TOMORROW will mark 100 days until the Rio 2016 Olympics. The ceremonial lighting of the torch will commence tomorrow in Greece, before being passed to hundreds of runners who will carry the torch 2,233 km through Greece, where it will travel through Switzerland before it is flown to the Brazilian capital. The torch will be handed to Rio officials on 27 Apr.

HA Earth Day promise

HAWAIIAN Airlines will operate a demonstration flight between Auckland and Honolulu international Airport on 22 Apr (Earth Day) to showcase seven environmental markers to lessen fuel burn and reduce carbon emissions, as outlined by ASPIRE.

"As Hawaii's flagship carrier, we remain committed to protection our environment for future generations and reducing our carbon footprint every day and on every flight," commented HA vice president of flight operations, Ken Rewick.

"We can do this by optimising our existing technology and maximising efficiency in all phases of flight," he said.

Industry Appointments

WELCOME to Industry Appointments, *Travel Daily*'s Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Radisson Blu Plaza Sydney has appointed **Curtis Mohr** as Business Development Manager. Mohr has nine years hospitality industry experience and will lead the hotel's meetings and events strategy as it capitalises on a new \$12 million redesign.

Kerzner International Holdings Limited has announced the departure of Alan Leibman, who will step down as Chief Executive Officer after four years. Kerzner has finalised the appointment of a new CEO, with details to be announced shortly.

Tiffany Bower has been appointed as Business Events Manager for **Business Events Sunshine Coast**, having acted in the role for the last twelve months. She replaces Pippa McCreery who has relocated to Brisbane. **Michelle Burgum** has also been confirmed as Business Events Executive, joining BESC from Australia Zoo earlier this year.

The Globus Family of Brands has appointed **Sarah Pollard** as Regional Sales Manager. She joins Globus after several months with Dubai Tourism, and prior to that she was National Sales Manager for the now closed down Creative Holidays.

Malaysia Airlines CEO **Christoph Mueller** is set to leave the airline prior to the end of his three year contract, due to a "change in his personal circumstances". He will depart in Sep this year after fulfilling a six month contractual notice period.

Mandarin Oriental Hotel Group has announced the appointments of Cliff Atkinson as General Manager of Mandarin Oriental Miami and Donald Bowman as General Manager of Mandarin Oriental Las Vegas.

Qantas HK deals

QANTAS is running an 'Uncover Hong Kong' sale, offering discount flights to Hong Kong on sale today until 2359 AEST 02 May.

Fares from Sydney, Melbourne and Brisbane start at \$699 for Economy return flights, Premium Economy from \$1,499 and Business from \$3,699.

Return flights from Adelaide are available from \$749 for Economy, \$1,549 for Premium Economy and Business for \$3,749.

Selected travel dates and days apply.

For more information, head to www.qantas.com.

Bruny Island Action

THE Tasmanian government has revealed plans to develop a Bruny Island Action Plan in May, which is expected to be finished in Jul.

Bruny Island will be one of 32 key destinations in Tasmania to receive a Destination Action Plan, which will endeavour to improve the visitor experience by selecting priority activities that will make a difference to local areas.

Bruny Island is one of Tasmania's best performing regional attractions, drawing 110,000 interstate and international visitors across the D'Entrecasteaux Channel in 2015.

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Queenstown sale

THE Queenstown Park Boutique Hotel has been sold for an undisclosed sum to brothers and part-owners of the Commodore Hotel in Christchurch.

Fathom inaugural cruise



THE 704-guest Adonia sailed into the Dominican Republic on Tue, marking the arrival of the first Fathom cruise.

The one-week inaugural cruise will see passengers working alongside local residents in the Dominican Republic in existing programs that focus on improving the lives of children, families and communities.

Fathom will offer separate roundtrip voyages from Miami to the Dominican Republic and Cuba which will aim to mobilise,

educate and equip travellers, allowing for thousands of impact activity days per week.

The Adonia is the line's flagship vessel and has been redeployed from Carnival Corporation's P&O Cruises (UK).

Pictured in front of Adonia after its arrival in Amber Cove in the Dominican Republic on Tue are Fathom President Tara Russell, Carnival Australia Executive Chairman Ann Sherry and Carnival Corporation ceo Arnold Donald.

Jean-Michel Cousteau Resort

Wholesale reservations & Sales coordinator

Multi award winning luxury Jean-Michel Cousteau Resort - Fiji (Melbourne office) is seeking an enthusiastic person with excellent sales & attention to detail skills who enjoys dealing with upmarket clientele over the telephone.

The person must be able to work autonomously within a small committed team of employees & will be responsible for all direct client & industry reservations, responding to email enguiries & some administrative, accounting & social media duties.

Bring your enthusiasm, passion, excellent sales & attention to detail skills, to a multi award winning Fiji resort.

Applicant must be competent with word, excel, powerpoint. Salary is dependent on skills and experience.

Apply to christine: sales_aus@fijiresort.com



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

Q15. On APT's 11-day Kimberley Coast Cruise, you'll visit twin falls, the highest in Western Australia, by Zodiac. Name them.





Airbus training centre

THE new Airbus Asia Training Centre (AATC) has this week opened in Singapore.

Jointly owned by Airbus and Singapore Airline, the 9,250m² facility will be Airbus' largest flight crew training facility when fully operational.

The centre offers type rating and recurrent training courses for all in-production Airbus types and has eight full-flight simulators, and six fixed cockpit training devices and extensive classroom facilities.

It has the capacity to offer courses for more than 10,000 trainees per year.

Seventeen airlines from Asia and the Pacific have already signed up to use the services of AATC, which began operations in Apr 2015 and has been offering courses out of temporary facilities at the SIA Training Centre near Changi Airport.

Int'l cricket Canberra

CANBERRA will host the Australia vs Sri Lanka Test cricket match in the summer of 2018-19 at Manuka Oval.

New Zealand will also be playing a One Day International match against Australia at Manuka Oval for the first time during the 2016-17 season Chappell-Hadlee series.

The state government has invested significantly in Manuka Oval in recent years.

New Zealand arrivals

INTERNATIONAL arrivals in Mar for New Zealand jumped a healthy 26.3% on the same month last year, welcoming an additional 38,000 visitors.

The Australian visitor market has maintained steady growth with total arrivals for the year ending Mar up 7.2% and holiday arrivals up 9.7%, while total arrivals for the year are up 10.4%.

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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LUXPERIENCE

LUXURY TRAVELLERS FOCUS ON AUSTRALIA

US travellers are the most lucrative leisure market in the world. According to the 2016 US Resonance Luxury Travel Report the wealthiest five per cent take 14.3 trips per year (compared to just 4.8 for the average American traveller) and spend \$3,115 per person on each trip. That's \$390 billion per year on leisure travel alone. And Australia is the only long haul destination to make the top 10 list of most visited destinations.

One of the largest delegations attending Luxperience this year is from the North American market. It will be made up of some of the most exclusive travel specialists from across the US, who work daily within the world's most sophisticated and demanding travellers. As the only event of its kind in the southern hemisphere, Luxperience is a unique opportunity for local agents to meet with their contemporaries who are working in the most exciting markets around the world.

And like the consumer, these agents are eager to visit Australia and experience some of our unique luxury products. The Resonance report found that high end travellers are drawn to a destination by luxury hotels that resonate with them and that can offer exciting and experiential activities. So it's easy to see why Australia is in the top 10. With our incredible collection of luxury lodges, private jet tour operators, boutigue spa retreats, unique gourmet experiences and stylish city hotels, Australia has an unbeatable portfolio of high end experiential offerings.

Luxperience 2016 is an unmissable event. We will be welcoming the world's best travel specialists from not only North America, but also South America, Southeast Asia, Europe and the UK, who are all coming to seek out what is new in luxury travel from our region. We are also attracting more incentive and meetings specialists this year as luxury experiential travel opens up exciting new options for business travellers. Expressions of interest to attend Luxperience 2016 can be made via **beinspired@luxperience.com.au**



LUXPERIENCE NEWS

More first time exhibitors announced for Luxperience 2016

The registrations keep coming and we can now reveal a few more of the exciting new exhibitors we will be seeing at Luxperience 2016. We are delighted to have the Berlin Tourism Board attending to showcase Europe's coolest city. We are also welcoming the entertainment capital of the world, Las Vegas Convention & Visitors Authority, to this year's event. Also exhibiting will be products from Santa Monica; Japan; Cook Islands and an enhanced contingent from South America. We'll be highlighting more exhibitors in the lead up to the event taking place 18-21 September at Australian Technology Park, Sydney.

EXHIBITOR NEWS

Los Angeles Tourism launches experiential campaign

Moving away from the traditional destination marketing campaign that focuses on beautiful imagery and simple taglines, the new campaign from Los Angeles Tourism creates an experiential story to entice travellers. The campaign encourages people to Get Lost in LA through unscripted moments that can make a trip unexpectedly amazing. Aimed at millennials, the campaign capitalises on LA's culinary, creative, fashion and cultural spheres.

LUXPERIENCE AWARDS

Submissions Now Open

P

You Tub

Acknowledging excellence in the development and promotion of high-end and experiential travel the Luxperience Awards recognise our Lux Community's endeavours and innovation, acknowledging and rewarding the very best that the travel industry has to offer. Submissions are now open to both suppliers and agents with final accolades to be awarded at the annual Luxperience Gala Awards Dinner on Tuesday 20 September in Sydney. Visit www.luxperience.com.au for more details

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after all we work 5 out of 7 days at least. we spend more time in our professional lives than we do our personal lives so why not share it with each other and nurture our industry, our industry friendships and grow our businesses together.

technology is changing the world... see for yourself how this app can be game changing for our industry. together we can be more connected and make a difference!



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