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Friday 22nd April 2016

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Seasonal Collette

COLLETTE is celebrating the colours of autumn with a special feature in today's *Travel Daily*.

The operator has a suite of offers in the USA such as Colours of New England, Heritage of America, Spotlight on New York City and more - see [page five](#).

italktravel adds three more

EXPRESS Travel Group's italktravel fully branded franchise network has grown to 35 stores across the country, adding three new members as it celebrates its second birthday.

The additions will operate as italktravel Flinders Park, Mitcham and Melton, with Express saying membership is on track to achieve a target of 100 stores nationally within 18 months.

Express Travel Group ceo Tom Manwaring welcomed the new members saying "our guaranteed

territory, high return and low cost model resonates well with independent retail professionals".

italktravel Mitcham's Garry Hegarty said he wanted a strong brand, saying "italktravel literally screams out to consumers that 'I'm a retail travel agent' - we're expecting more customer contact than ever before on the back of this clear distinction".

All of the italktravel stores feature the group's exclusive Book Safe Insurance cover launched in Singapore last year (TD 13 Nov 15) and are also AFTA and ATAS accredited.

More QF SYD to SFO

QANTAS is upping its Sydney to San Francisco flights to a daily frequency from 12 Dec to 25 Jan to cater for the busy Christmas holiday period.

During this time the route will be served by an A380 as opposed to the usual Boeing 747.

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Today's issue of TD

Travel Daily today has seven pages of news and photos, plus full pages from: ([click](#))

- Amadeus
- Travel Trade Recruitment
- Consolidated/MU promo

The next edition of **TD** will be published on Tue 26 Apr after the ANZAC day public holiday.

new caledonia travel connection

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Fares up “substantially”

DOMESTIC fares in Australia rose significantly during 2015, with Qantas lifting prices by about 7% and Virgin’s fares up 12%.

That’s one of the key findings of the third edition of the *Australian Aviation and Airfare Analysis* report released yesterday by Flight Centre, CAPA Centre for Aviation and 4th Dimension Business Travel Consulting.

The analysis uses Flight Centre’s booking data to provide airfare benchmarking analytics, with the report described as “an invaluable tool for airlines, airports & those affected by air travel”, by CAPA chairman Peter Harbison.

The report confirmed that the Adelaide-Sydney and Canberra-Sydney routes attracted the highest fare increases in 2015.

The end of the domestic capacity war between QF and VA allowed the carriers to lift prices, with total year-on-year capacity growth just under 2% at the start of 2016.

Market share changes between Qantas, Jetstar, Virgin & Tigerair Australia did not move by more than 1% and capacity growth is forecast to stay flat during 2016.

“Further competition in the LCC space appears unlikely, with Tigerair at below trend for the growth rate Virgin Australia forecast to the ACCC when acquiring the airline, and is unlikely to expand the current fleet,” the report states.

The new edition of the report for the first time includes an analysis of international routes as well as comprehensive benchmarking of inflight product.

There’s a full year study of the top ten domestic routes, and a review of the aviation sector and its outlook for 2016.

While the passenger experience continues to improve, domestically Australia is “showing the first signs of a developing challenging operating environment,” the report warns.

Although only based on Flight Centre booking data, it’s described as a “solid snapshot” with Flight Centre’s current market share cited as representing about 35% of Australia’s retail travel sector and about 25% of corporate travel.

More from the launch on p7.

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\$50m incentive for New Zealand

TOURISM New Zealand and its partners have secured a massive incentive from Amway China, which will be sending 10,000 of its elite salespeople to Queenstown in 2018 for five days.

The group will visit in multiple waves of 500 during autumn 2018 with TNZ ceo Kevin Bowler describing it as a "massive win," spreading visitors across the off-peak season.

The \$50 million in value is just based on Amway's spend on the incentive alone, with the visitors also expected to boost this significantly with personal spending while in the country.

"The win also sends a clear message that New Zealand is a significant player in the incentive business sector," Bowler said.

As well as collaboration with Air NZ, Destination Queenstown and local businesses, Immigration NZ also played a pivotal role because bringing 10,000 Chinese visitors in will require significant coordination and efficiency in regard to visa processing.

SYD charity pact

SYDNEY Airport has partnered with St Vincent de Paul Society NSW, offering \$136,000 worth of funding to present a new flagship education program aimed to support children experiencing homelessness.

"We're proud that we can support families in need in the local community," commented SYD md and ceo Kerrie Mather.

Since 2015, SYD's community engagement program has contributed \$2.6m to the community.

Eddington to chair Visit Victoria

FORMER airline chief and highly experienced businessman Sir Rod Eddington has been named as the interim chair of the high profile board which will oversee Visit Victoria, the new entity "charged with keeping Victoria number one for tourism and major events".

The initiative was announced last year, with the state govt bringing Tourism Victoria and the Victorian Major Events Company under a single banner.

Eddington will be joined by former Toll Holdings md Paul Little as Deputy Chair, while others on the board include Melbourne Convention Bureau chair Chris Barlow, AHA president Peter Burnett, Peter Crinis from Crown Resorts and Helen Moran, Ski Field Director for Merlin Entertainments Group.

Former Qantas Domestic chief and now md of Australian Pacific Airports, Lyell Strambi is also on the board along with Sara Quon from Beechworth Honey, while the new ceo of Visit Victoria will be announced next month.

Visit Victoria is described as the product of a "once-in-a-generation shake up of tourism and major events" according to Vic minister for tourism and major events, John Eren.

Eddington said the breadth of experience and expertise on the new board "will ensure the state's visitor economy is in good stead to grow even further".



Window Seat

THE Teenage Mutant Ninja Turtles will be front and centre of a NYC & Company campaign after being named the Official NYC Family Ambassadors.

The year-long campaign will highlight New York City as a family-friendly destination.

It will be promoted through out-of-home media in Boston, Chicago, 23 shopping malls in America; social media using the hashtag #nycgofamily and TV ads running in NYC taxicabs.

The Teenage Mutant Ninja Turtles are the eighth Family Ambassador to represent the program, following Dora and Friends in 2015, Curious George in 2014, Where's Waldo? in 2013, The Muppets in 2012, The Smurfs in 2011, Dora the Explorer in 2010 and Sesame Street in 2009.

New Crown GM

DAMIEN O'Donnell has been named Crown Metropol Perth's new general manager, commencing next month.

O'Donnell has formerly held key positions at Voyages, Shangri-La, Four Seasons and more.

Crown will open its third WA hotel property, Crown Towers Perth, in Dec this year, boosting total rooms at the resort to almost 1,200.

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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.

Travel Daily on location in Amsterdam

Today's issue of *TD* is coming to you courtesy of APT as we join the exclusive Diamond VIP cruise for top selling APT and Travelmarvel agents.

THE seven day Diamond event kicks off today in Amsterdam on board the *MS AmaVenita*.

One of the new Concerto-class ships, this 82 cabin vessel was added to the fleet in 2015 and boasts a sun deck with heated pool, luxury twin balcony suites and a variety of dining options.

An ideal way to see some of the sights of Amsterdam is cruising on its 165 intersecting canals.

The glass topped boats glide past 17th century estates and beautifully gabled townhouses, under bridges and alongside leafy canal paths - a perfect way to get a feel for the city.

DFAT Pakistan warning

THE Department of Foreign Affairs and Trade is warning travellers to "reconsider the need to travel to Pakistan" due to an increase threat of terror in region.

The United States and UK have advised their citizens of possible terror attacks against locations such as the Marriott hotels in Pakistan, the Monal restaurant on Pir Sohawa Road in the Margalla Hills near Islamabad and the Koshar Market in Sector F6/2.

Scoopon/Nine p'ship

SCOOPON has inked a deal with *Postcards* lifestyle program, which will see them providing all travel and lifestyle deals for the show.

The new partnership will launch in tomorrow's episode, with specials including a hotel stay-for-two at Adelaide's Hotel Grand Chancellor from \$129 per night and a two-night stay at Quality Inn Margaret River from \$249.

Postcards airs tomorrow at 7:30.

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ANA's flying Travel Daily visit

THE team from ANA stopped by *TD*'s office yesterday to provide an update on the first five months of the carrier's recommencement of flights between HND and SYD (*TD* 14 Dec 15).

"It's a competitive market and we are doing very well...part of the demand comes from the bi-lateral agreement between Australia and Japan that was signed last year so there are a lot of business travellers coming to Australia now to start a business," said Chisato Arashi, manager of Sydney sales & administration.

One of the key value propositions for ANA is the convenience of flying into HND.

"We fly into Haneda, which is central Tokyo, with more than 40 connections to other destinations



in Japan available" said Arashi.

ANA is the only Japanese five star airline as recognised by SkyTrax with airfares commissionable to agents at 5%.

Pictured are: Chisato Arashi, manager Sydney sales & administration and Elizabeth Saad, marketing coordinator The Walshe Group.

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HOLIDAYS

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Friday 22nd April 2016

JQ transitions to mobile

JETSTAR is shifting away from paper-based processes and transiting all major work groups to mobile technology.

The airline says the move will save “millions of dollars each year by streamlining daily tasks, increasing productivity and decreasing paper usage”.

Further savings are created from upgrading to digital manuals, delivering faster service, and removing paper manuals & forms from cabins and flight decks to reduce weight and fuel burn.

“We’re in the process of completely re-platforming Jetstar,” said Jetstar Group ceo Jayne Hrdlicka.

“For our customers, we have mapped their end-to-end journey, tried to put ourselves into their shoes and innovate where we can make the biggest difference.”

To date, Jetstar has rolled out 2,000 iPads with custom-built

Jetstar apps to pilots, cabin crew, ground staff & engineering teams.

The iPads give cabin crew more customer information, with visibility of a passenger’s full journey and ground ops can provide services usually delivered over a counter, on the spot.

Beginning the process in 2012 with iPads for pilots, Jetstar is now in early stages of rolling out the technology for maintenance engineers, providing them with maintenance info (e.g. manuals) as they work on the aircraft.

Cook Islands appoints

COOK Islands Tourism Corporation has appointed Justine White as the Marketing and Communications Manager for Australia, effective immediately.

White has over 15 years of travel industry experience and has worked for Rocky Mountaineer and Trafalgar.



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is only part of the picture

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Dallas renovations

DALLAS Fort Worth Int'l (DFW) Airport has opened a renovated section of Terminal E, with upgrades to gates E11-E17 and ticketing hall for AS and DL.

Emirates FA cup decal



EMIRATES showed off its partnership with the FA cup yesterday, unveiling an FA Cup-themed Airbus A380. The decked out plane debuted its new livery yesterday, flying to London Heathrow operating as EK001. Upon arrival it was met by former England and Liverpool goalkeeper, David James who is pictured in front of The Emirates

FA Cup A380. The aircraft will return to Dubai as EK030 and then continue on to Seoul, Madrid, Paris and eventually visit the 37 destinations served by the Emirates A380s worldwide. The airline is the title sponsor for the Emirates FA Cup and sponsors Arsenal shows. To watch a video of the aircraft being redone, **CLICK HERE**.



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 a five-night Beachfront Villa accommodation package including all meals, a spa treatment and half day private island gourmet picnic, transfers and more from \$4,149pp for stays between 10 Oct-23 Dec and 09 Jan-31 Mar 2017. Book by 30 Apr, call 1300 880571.

Save up to \$875 per couple on the land portion of any 2016 **CIE Tours** escorted coach trip of Ireland, Scotland, England & Wales. Book by 30 Apr using the code MK07APR2016A. Visit cietours.com.

Fairmont Grand Del Mar, San Diego is offering new stay-and-play packages for the summer season from 16 Jul to 05 Sep. Prices start from \$800pn and include two nights in a deluxe rooms, valet parking, breakfast for two and tickets for two to the Del Mar Thoroughbred Club.

Save between \$400 and \$600pp on a selection of **Wendy Wu's** Classic, Deluxe and Discovery tours across the China, India and Indochina programs as part of 'The Big Asia Sale'. Savings are available on wide range of tours departing Jul to Nov. **CLICK HERE** for more.

Qantas Int'l sales

Qantas is offering discounted return Economy flights to Sri Lanka and India.

Return Economy fares are available from Sydney to New Delhi from \$1,145, Perth to Colombo starts at \$999 & Sydney to Colombo from \$1,017.

Tickets are on sale from now until 11 May at 11.59pm (AEST).

Refer to GDS for more information.

Marriott expands

THE first Delta branded hotel in the United States, Delta Orlando Lake Buena Vista, has officially opened, offering 241 rooms.

Delta Orlando Lake Buena Vista has an outdoor swimming pool, a kids' game room, a 24/7 fitness centre, free high-speed Wi-Fi and on-site parking.

The hotel also features an outdoor fire pit area and a restaurant.



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CX new Biz class kits

CATHAY Pacific has revamped its Business class amenity kits, introducing a new design inspired by feedback from its passengers.

The washbag is now box-shaped, with its contents updated to include new mouthwash as well as Jurlique National Lip Care Balm, Jurlique Balancing Day Cream, Jurlique Citrus Hand Cream, anti-skid socks, eyeshade, toothbrush and toothpaste.

CX partnered with Hong Kong-based design company Seventy Eight Percent to create the new kits.

MEANWHILE, Earlybird Business class airfares to New York are on sale now.

Flights from Perth start from \$7,370, with tickets booked by 30 Apr for travel from now to 30 Jun or 16 Aug to 30 Nov.

For full details, [CLICK HERE](#).

That's 'what she said'

STARWOOD hotels has announced a new global speaker series, titled "What She Said".

The talks will feature inspirational women from different industries including fashion, music, tech & media.

Sessions will be held at participating W Hotels around the world - for more, [CLICK HERE](#).

DFAT Zika warning

THE Department of Foreign Affairs and Trade is warning travellers to exercise a "high degree of caution" in Colombia due to the major ongoing transmission of the Zika virus.

"Given possible transmission of the disease to unborn babies, and taking a very cautious approach, pregnant woman should consider postponing travel," DFAT said.

New HA routes?

HAWAIIAN Airlines has applied with the US DOT seeking authority to operate two extra nonstop routes between Haneda Int'l in Tokyo to HNL and KOA.



YESTERDAY the Sydney launch of the third edition of the Flight Centre/CAPA Centre for Aviation/4th Dimension Business Travel Consulting *Australian Aviation and Airfare Analysis* report (see page 2) was attended by some heavy hitters.

The report urges airlines to take a "disciplined approach to capacity management" which will be key to sustainability if QF and VA are to remain profitable.

Hopefully taking some of that advice was Andrew David, ceo of Qantas Domestic, who's pictured at the event above right with Peter Harbison, CAPA Centre for Aviation; Virginia Fitzpatrick, 4th Dimension; and Flight Centre managing director Graham Turner.

&Beyond private jets

SAFARI expert and Beyond has launched a new private jet expedition product, with three privately guided set-departure trips in Sep and Oct 2017 offering exclusive experiences in Africa's most iconic destinations.

The trips utilise an Embraer 145 or Pilatus PC12 aircraft with a maximum of 12 guests, while helicopters will be utilised to access more remote bush destinations.

The comprehensive 19-day Africa and Beyond itinerary covers East and Southern Africa at a cost of US\$116,500 per person, while a shorter 15 day trip in South Africa, Botswana, Namibia and Zimbabwe costs \$75,000pp.



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

Q16. Through its 40 years of operating in the Kimberley, APT has built strong relationships with local communities and groups. This means guests are treated to exclusive access to treasures such as rock art otherwise off limits to other visitors. Name the two types of rock art you can see with APT.

HINT: [CLICK HERE](#) and see p8



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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For more information please call Serena 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.

Online Cruise Specialist

Melbourne, Attractive Package, Ref: 2245KF2

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.

Retail Travel Consultant

Adelaide, Up to \$55k, Ref: 2243LM2

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! My clients 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.

International VIP Business Travel Consultant

Brisbane, Fantastic Package on Offer, Ref: 2239KH2

To tie in with ongoing success and expansion across the Brisbane corporate travel industry, we are currently searching for a new batch of Corporate Travel professionals to join a leading travel management company in their luxurious offices in Brisbane CBD. This role isn't just another corporate opening this is the chance to work for a company that has a huge reputation in Australia. Further to that this role offers a rewarding environment and the chance to progress your career!

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

Bespoke Travel Consultant

South Sydney, \$55k Negotiable, Ref: 2198PE1

This fantastic agency is looking for a new team member to join their boutique travel agency. This opportunity offers great work/life balance & future career prospects. Leave the daily grind of the city commute & work close to home Monday to Friday only. A great mix of new & return high-end business will keep you busy throughout the day. You must have a minimum of 2 years consulting & the drive to be successful. If this sounds like you please apply & reap the rewards in this new travel role.

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

Wholesale Travel Consultant

Melbourne, Competitive Salary Package, Ref: 1902TS4

Are you an experienced and passionate retail travel consultant looking to move away from face to face sales? Or an experienced wholesale consultant ready for your next challenge? Working with experienced consultants creating international packages for travel agents and direct to the public this role is highly sort after! This is a great chance to earn a great salary with excellent company benefits. If you have at least 2 years travel industry experience say goodbye to face to face consulting!

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

VIP Corporate Consultant

Perth, \$50-\$55k + Incentives, Ref: 2191LM3

My client is looking for a Multi-skilled Corporate Consultant to join their expanding and successful team in the Perth area! Your experience within Corporate will be rewarded and valued in this global company and you'll be offered further development. If you have excellent corporate consultant experience then you can succeed in this exciting challenge and build your career further. In return for your hard work you will receive an excellent competitive base salary plus company commission.

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



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\$130 voucher for every return Business/First class ticket beyond China



CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 18 April and 08 May 2016 on 100% MU itineraries ex Australia plated to MU (781) in VIC/NSW/QLD only. Child, Infant, Group, Sales, Wholesale and Cancelled or Refunded tickets are not eligible. *To qualify for the major prizes a minimum of \$20,000.00 in net International sales is required to qualify. All winners must be an international travel consultant and full time employee of the agency in Australia. Vouchers are capped and all ticket claims must be emailed to promotions@consolidatedtravel.com.au by COB 12 May 2016. Consolidated Travel and China Eastern Airlines reserve the right to withdraw or change the conditions of the promotion at any time. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe Benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. Consolidated Travel Group ABN 60 004 692 791. Date of issue 13 April 2016.

