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Travel Daily First with the news

Wednesday 14th December 2016



Quest keeps growing

QUEST Apartment Hotels is today celebrating the opening of new properties in Sydney's Macquarie Park and Fremantle, WA, with a **cover wrap** showcasing the features of the additions to the portfolio.



CTM grows in UK, Australia

CORPORATE Travel

Management this morning announced a \$71 million capital raising, to fund the acquisition of British corporate agency Redfern Travel and Tasmania's Andrew Jones Travel (*TD* breaking news).

The majority of the money raised will go to purchase Redfern Travel, a "significant provider of travel services to both the government and corporate sectors in the UK".

Based in Bradford, northern England, the Redfern Travel deal is for an initial consideration of £40 million (A\$69m) of which about 20% is in CTM shares.

CTM said the Redfern acquisition would leverage the company's scale in UK/Europe, boosting annual TTV to as much as £550m and making the company a top seven TMC in the UK.

He said Redfern Travel had "low exposure to typical Brexitaffected industries," along with a major focus on UK government business with 98% of transactions processed online.

CTM is paying \$5.265 million - including \$1 million in shares - for Hobart-based Andrew Jones Travel, which is "widely regarded as the best TMC in Tasmania.

"In addition to its high profile Tasmanian corporate clients, AJT manages travel for three of the six leading Australian sporting bodies, and Tasmanian government departments," the company said.

The deal is being funded by a fully underwritten 1 for 21 renounceable entitlement offer priced at \$15 per new share.

MEANWHILE Andrew Jones, who co-founded the Magellan Travel Group, has confirmed that after the acquisition of his agency settles on 01 Feb 2017 he will continue in his role as a director and chairman of Magellan.

He said he was looking forward to being more able to focus on Magellan's growth and development going forward.

High Court overturns FLT ruling

THE High Court of Australia today ruled that Flight Centre breached competition law when it asked SQ, MH and EK to not sell fares directly to customers at prices lower than the agency group (*TD* breaking news).

The judgement is the latest twist in the long-running saga which has seen successive Federal Court hearings and appeals rule alternatively in favour of Flight Centre and the ACCC.

The matter has now been ordered to return to the Full Court of the Federal Court of Australia to determine any penalties applicable.

Flight Centre said it was reviewing the judgement & would provide an update later today.

QF Dreamliner to LA

QANTAS yesterday revealed it would make Melbourne the launch pad for its new Boeing 787-9 Dreamliner aircraft next year (*TD* breaking news).

QF head of international Gareth Evans confirmed that the launch route for the 787s would be Melbourne-Los Angeles, with the route to debut on 15 Dec 2017.

The Dreamliner will replace the existing 747 services on MEL-LAX, operating six times a week and boosting overall frequencies from nine to 13 return flights weekly, giving customers the convenience of a morning or afternoon departure from Melbourne on most days.

Fares for the MEL-LAX 787 flights will go on sale on Christmas Day, Evans said.

Qantas will work with Visit Victoria on joint marketing campaigns to support the flights.

The carrier has a total of eight 787-9s on order, with four to be delivered in 2017-18 and the rest in the following year.

Qantas last week announced its 787s would also operate non-stop PER-LHR effective Mar 2018.

Today's issue of TD

Travel Daily today has six pages of news and photos, including a front cover wrap for **Quest Apartment Hotels** plus full pages from: (click)

- One&Only
- AA Appointments jobs







Travel Daily First with the news

Wednesday 14th December 2016



TA-CZ partnership

TOURISM Australia (TA) and China Southern Airlines have inked a new three year Memorandum of Understanding to enhance TA's existing marketing activities in China.

The pact was signed in Adelaide yesterday by Tourism Australia regional general manager, North Asia Andrew Hogg and China Southern Airlines director Guo Jianye following CZ's inaugural flight from Guangzhou to Adelaide (see more on page 4).

Under the new deal funds will be injected into a range of campaigns and joint promotional activities aimed at Australia's most valuable inbound market.

Tourism Australia managing director John O'Sullivan said forging a strong relationship with CZ had been a top priority for Tourism Australia in recent years.

"The airline now carries a fifth of all Chinese arrivals into Australia, more than any other international carrier.

"As we approach 2017, the designated 'Australia-China Year of Tourism', we look forward to building upon this important partnership," O'Sullivan said.

QR upgauges MEL to A380

MELBOURNE will welcome vet another Airbus A380 operation from late Jun with confirmation Qatar Airways will deploy the superjumbo to the Victorian city.

The move will increase Qatar's daily capacity on the route by 44% and give Melbourne Airport a total of seven daily A380 flights across multiple airlines.

Qatar's three-class A380 is configured for 517 seats and will replace a Boeing 777 service with 259 seats on its flights to Doha.

Melbourne Airport chief of aviation Simon Gandy said the introduction of the A380 highlighted the growth Qatar had seen on Melbourne services since commencing flights to Australia in 2009.

"We were honoured that Qatar Airways elected to make Melbourne its first Australian destination, seven years ago," Gandy said.

"Today's announcement shows just how strongly the passenger demand for this route is growing, and the foresight of Qatar Airways investing in Melbourne all those years ago."

Just weeks ago, QR unveiled plans to launch non-stop flights to Canberra next year (TD 29 Nov) - its 5th Australian gateway and only the second international flight to the national capital.

MEANWHILE, the Gulf carrier this week added the Sevchelles to its network of destinations, it's 14th new hub in 2016.

The daily Doha-Seychelles flights are operated by Airbus A320 and give Qatar 23 African ports.

NZ safety video

AIR New Zealand has released a new safety video inspired by the classic Kiwi road trip.

The Summer of Safety clip follows NZ soap star Jayden Daniels as he departs on a road trip around Northland.

Along the way, Daniels runs into famous Kiwi faces such as racing driver Scott Dixon, award-winning singer songwriter LadyHawke, and model Rachel Hunter.

CLICK HERE to watch the clip.

Virtuoso ins and outs

TWO Australian agencies -Victoria's Toorak Travel and Travel Masters on the Gold Coast - have joined the Virtuoso network.

Travel Masters joins Virtuoso along with its sister branch, The Travel Studio in Mermaid Waters.

Virtuoso APAC md Michael Londregan said the two agencies "exhibited key characteristics for member success".

Other recent changes in Virtuoso's Australian membership have seen the departure of high profile agencies Andrew Jones Travel and Phil Hoffmann Travel.

Scenic birthday sale

SCENIC'S birthday sale will come to a close on 16 Dec.

Clients can choose from a range of offers across Scenic's luxury Europe river cruises such as fly free on balcony suites or fly Business class for just \$2,995.

Those looking to explore South-East Asia can save up to 30% on a cabin upgrade aboard select river cruises on the Mekong and Irrawaddy.

Call 138 128 for more info.



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Freedom Road for Brisbane

CHINA-BASED Freedom Road Travel has opened an office in central Brisbane as part of its push into Australian markets.

The Queen Street store is in addition to a sales and digital marketing hub already established in Sydney, and offers



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- TOUR OF THE WEEK -

15 days departing 04 March 2017 Classic tour from \$6,504*pp

Partake in the Holi Festival of Colours, enjoy dinner with a local family, go game driving looking for Bengal Tigers, monkeys and sloth bears, Sunrise at the Taj Mahal and cruising Lake Pichola are a few of the many highlights included.

All international tours include flights from Australia paying 10% commission on everything less tax and fees.

For more info or brochures, call 1300 044 444 or go to www.soloconnections.com.au leisure holidays, special interest tours and business events.

Freedom Road Travel gm Australia Lisa Blondeau said the company put its focus on digital technology and customer service, catering to both online customers and walk-ins.

"The new premises is more than just a new office, it's a completely redesigned space where we can really showcase the Freedom Road Travel brand," she said.

The Shanghai based company recently appointed former BCD Travel Australia md David Sumich as its chief operating officer (TD 27 Oct), along with a board of directors with backgrounds in travel, technology and the broader business sector.

"As a new travel brand in Australia we're doing things differently," Sumich said.

"We have a strong focus on using digital technology to enhance the travel experience, from booking right through to travelling and beyond."

QF & AA look ahead

QANTAS and American Airlines are mulling over how they could continue to maintain a strong relationship, after withdrawing their longstanding anti-trust immunity application to the US DOT (TD 29 Nov).

On Tue, Qantas int'l chief exec Gareth Evans said reapplying to the US DOT is "one of the options we're considering".

Qld agent underpaid

A TRAVEL agent in Cairns will back-pay an overseas worker employed by her business close to \$9.000 after Australia's Fair Work Ombudsman intervened.

The Chinese employee was paid a flat rate of \$400 per week (or \$11/hr) over a four month period back in 2014, despite working more than 38 hours a week.

Under the Clerks - Private Sector Award 2010, the staffer was entitled to receive at least \$19.64 for ordinary hours, up to \$49.10 per hour on public holidays.

The employer, also originally from China, agreed to pay the former staffer \$8,915 and was put on notice for the need to ensure it complies with workplace laws in the future, the Fair Work Ombudsman said this week.

TT mobile boarding

TIGERAIR Australia has introduced mobile boarding passes for the first time, allowing passengers to use their smart phones to book, check-in and board their flight.

Customers can choose to receive their mobile boarding pass directly to their mobile via email or SMS while iPhone users can opt for an Apple iOS Passbook Wallet boarding pass.

In another first, the carrier is offering accommodation reservations at the same time as booking a flight via the Tigerair Australia website - a feature made possible by the airline's partnership with Booking.com.

Window Seat

WHERE do you look when hunting for a missing painting worth more than \$100,000?

Try the tourism chief.

The NT Government has been left red faced after a valuable Aboriginal artwork missing for more than three decades turned up in the office of NT Tourism chief executive Alistair Shields, the ABC reports.

The painting was lent to the territory's chief minister some time in 1978 but disappeared three years later.

It was spotted recently by art expert Angela Hill during a meeting at NT Tourism.

"I was shocked to learn it was a one-of-a-kind Mick Namarari Tiapaltiarri painting that had been missing for 35 years, last seen in the chief minister's office," she told the ABC.

The tourism chief apparently found the painting in a store room and displayed it in his office behind his desk.

It will now undergo conservation work before heading to an exhibition in the artist's lands of Papunya.

Element KL debut

ELEMENT Hotels will be introduced to Southeast Asia when Element Kuala Lumpur, located in the Ilham Tower opens in Mar 2017.

Learning to sell Qantas just got a whole lot easier.

Join the Qantas Learning Hub today!

Start learning







Wednesday 14th December 2016

CZ Adelaide touchdown

SOUTH Australia saw the arrival of its first scheduled direct flight from mainland China yesterday as China Southern Airlines flight 663 touched down at Adelaide Airport (pictured above).

The three times weekly service between Guangzhou and Adelaide on board an Airbus A330-200 is expected to inject \$23.4 million a year into the state's visitor economy.

China Southern Airlines president Tan Wangeng, led a delegation to the South Australian capital on the maiden flight.

"Today is an incredibly exciting day for South Australia and the transformation of our economy - not only in tourism but also for our exports.

"We want to fill the cargo holds of China Southern planes with our premium food and wine," South Australian Minister for Tourism Leon Bignell said.

Pictured above at yesterday's arrival ceremony are president

Tan Wangeng, right, with South Australian Governor Hieu Van Le.



QUEST Kelvin Grove Apartment in Brisbane to install an electric vehicle charging station for Tesla and Porsche electric and plug-in hybrid vehicles.

RETURN ECONOMY CLASS SIZZLING FROM **SUMMER SALE** *Inclusive of taxes. Travel periods & conditions apply

Fares to stay flat

INTERCONTINENTAL air fares are set to fall or stay flat in most regions around the world next year, according to the Advito 2017 Industry Forecast.

It comes as the outlook for the world economy remains stable and oil price assumption holds at US\$50 per barrel.

Extra capacity means fares won't rise in most cases, and they'll fall where competition is the most intense.

Meanwhile, global hotel rates are expected to increase by 1-3% in 2017 with the strongest inflation in North America and Southwest Pacific due to insufficient supply, while strong demand will drive up rates in the Middle East.

LA tourism videos

DISCOVER Los Angeles and Red Bull Media House have teamed up with five action sports stars to highlight Los Angeles' best outdoor activities.

Those featured include Australian television personality and water sport aficionado Caroline Pemberton.

The episodes will be available HERE and will be rolled out over a two-week period from today.

Chief marketing officer for Discover Los Angeles Don Skeoch, said he hoped the push would inspire visitors to try activities in the city from biking in the Santa Monica mountains to stand-up paddling in the Pacific.

Uzbek visas dropped

ABERCROMBIE & Kent has welcomed news that from 01 Apr Australian passport holders no longer need a visa for Uzbekistan.

It comes after the country's new president issued a decree to stimulate tourism.

Uzbekistan is one of A&K's newest destinations and has seen fast growth since its introduction.

Europcar in Ireland

EUROPCAR Group has bought its Irish franchisee, seeing the car rental group grow its corporate network to 10 countries.

The deal sees the company take ownership of Europear Ireland's fleet of around 5,000 cars and vans as well as its car-sharing service which launched back in 2012 under the brand GoCar.

Europear Group said the move was a great opportunity to strengthen its leadership in a core European market.

Turkish to Zanzibar

TURKISH Airlines yesterday launched flights between Istanbul and Zanzibar.

The thrice weekly flight will provide a direct link to Istanbul Atatürk Airport, a hub giving passengers easy access to key destinations such as Paris, London, Milan and Amsterdam.

"We are delighted to launch the new route to Zanzibar, a truly remarkable destination," the carrier said yesterday.



has become one of the first hotels



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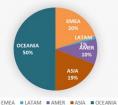


Wednesday 14th Dec 2016



THE TAAP TOP TEN Brought to you by Expedia

Expedia TAAP Destinations NOV 16



Expedia TAAP reported continued strong growth in November with a massive 800 different destinations booked by Expedia TAAP agents. The top ten destinations booked were Sydney, Melbourne, Brisbane, Singapore, London, Perth, Gold Coast, Hong Kong, Adelaide and Auckland, Cairns, Bali and New York were just outside the top 10. EMEA up 2% to 20% market share. OCEANIA steady at 50%. USA down 1% to 10% last month while Asia was steady at 19% of the destination mix.

As expected, domestic bookings still dominated last month. Destinations we are seeing some great growth include, Oahu, Singapore and Bali.

Some of the out of the way destinations last month included Kovalam India, Kenai Peninsula AK, Langhe Italy, and Madeira Islands Portugal.

Thank you for your support throughout 2016. Remember we are here 24 hours a day, 365 days a year so enjoy your break but we'll be here if you need us.

Your great service and our great rates, keep your customers coming back.



Keep your customers coming back

Dreamworld funds

DREAMWORLD owner Ardent Leisure Group has announced \$157,225 will be donated to the Red Cross after its 'Open Hearts-Open Doors' weekend.

Funds will be distributed to those affected by the theme park's recent tragedy, via the **GIVIT Appeal Independent** Distribution Committee.

Over 6,000 guests visited the park over its reopening weekend.

Wilpena upgrades

WILPENA Pound Resort in the **Ikara-Finders Ranges National** Park is using a \$200,000 grant from the SA Govt to enhance the property's food service areas.

Ikara Safari Camp will receive a new fully catered kitchen allowing guests to sample Indigenous cuisine paired with South Australian wines and craft beers or take part in Indigenous culinary masterclasses.

Wilpena Pound Campground, will also benefit from a new camp kitchen facility and a new social area which can accommodate large groups.

GlobalCARS bonus

AGENTS who book a lease on a Peugeot vehicle in Europe by 31 Dec with globalCARS will receive a \$100 Myer gift card in addition to their usual commission.

The promo is to draw attention to the specials currently on offer, including a \$29 a day rate.

Visit www.globalcars.com.au.

VS terminates ORD

VIRGIN Atlantic has pulled inventory in agent GDSs for its seasonal London Heathrow-Chicago O'Hare route for 2017.

Flights were previously planned to operate daily from 12 May to 16 Oct using Airbus A330-300s.

Lufthansa inaugural

BOOKINGS are open for a special return flight between Munich and Delhi on 09 Feb, one day before Lufthansa's A350-900 takes up regular commercial service on the route.

Pax will be one of the first to fly on the world's most modern longhaul aircraft and be privy to a reception breakfast before takeoff and a gate event in Hamburg.

Buongiorno Bologna



A TEAM of 12 Helloworld agents headed to Italy via Dubai with Intrepid recently.

Emirates surprised the group with an upgrade to Business class on its A380, while on arrival they experienced the tour offerings of both Intrepid and Peregrine.

With Intrepid the agents indulged in a pasta making class in Bologna, visited a cheese factory in Modena and tasted fresh Parmigiano Reggiano.

Peregrine then treated the participants to a day in Tuscany, with a degustation lunch and a chance to sample local wines.

Pictured are: Maddison Quirk, helloworld Forbes; Tamara Wright, helloworld Ascot Vale; Elle Parsons, Deniliquin Travel Centre; Jeanette Manley, helloworld Penrith; Janet Vaughan, Wahroonga Travel; Lauren Bloch, helloworld Merimbula; Anna Welsh, helloworld Rosebud Ninth Avenue; Candice Holt, Toorak Village Travel & Cruise; Michelle Fleet, helloworld Maroochydore; Yvette Thompson, Intrepid Group bdm; Lilia Akhtanenko, Intrepid Group reservations and Linda Costantini, Emirates.



Accommodation Updates

WELCOME to Accommodation Updates, Travel Daily's Wed feature. If your property has undergone some recent changes of which you would like to make the industry aware, send a brief description with an image to accomupdates@traveldaily.com.au.



A renovation has been completed at **Hyatt** Regency Maui Resort and Spa, creating a new outdoor space, the Halona Kai event lawn and expanding the resort's Regency Club and Monarchy Ballroom. The Regency Club has been relocated to the lobby level and now

offers a larger outdoor terrace with ocean views. The ballroom is more than 1,672m² and can be divided into seven breakout rooms.



Viva Wyndham Tangerine will reopen on Sun following a US\$9.5m remodel carried out throughout almost the entire resort. A new fusion a la carte restaurant, Melt has been added. A new questroom building includes 30 ocean view rooms and four ocean

view suites have been totally renovated and feature a private terrace that faces the Cabarete beach.



The 174-room, resort style Hotel Karlan San Diego - a DoubleTree by Hilton has completed a \$12 million renovation. Guestrooms have been remodelled and two new dining concepts, Asado Grill and gastropub, Black Horse Pub have been

introduced. The spa with fitness centre has been completely upgraded, along with the pool with outdoor cabanas.



to Air Canada's connection via Vancouver!

AS THE old saying goes 'you've got to be in it to win it', and helloworld Mackay's Nikki Glossop is certainly in it with her magical entry above (pictured).

For those still interested in submitting their very own masterpiece, it's not too late! The Air Canada Christmas

competition runs from now all the way through until 31 Dec.

To enter, send TD your most ingenious creation depicting Air Canada's connection to the Big Apple via Vancouver.

This year's prize includes two Economy class return tickets from Brisbane and Sydney to New York.



Tis the season to be creative Win tickets to New York with Air Canada

This month Travel Daily and Air Canada are giving readers the chance to win two Economy Class return tickets from BNE/SYD to New York (EWR) and two CityPASSes for NY attractions from NYC & Company.

To win, submit a photo, meme or similar which combines Air Canada with a Canadian A STAR ALLIANCE MEMBER and New York theme, showcasing "Air

AIR CANADA 🗰

Canada's Canadian connection to NYC via Vancouver". Send your entries

to aircanada@traveldaily.com.au TERMS AND CONDITIONS APPLY

MF to LA service

XIAMEN Airlines has opened reservations for its new thrice weekly Xiamen - Los Angeles service, which will be operated on board a Boeing 787-9 aircraft.



Wednesday 14th Dec 2016

Something to treasure



IT WAS all smiles from the Treasures of the South Pacific team as it hosted trade partners for an annual Christmas function in Sydney yesterday.

The day was a particularly happy one for GTI Tourism's head of strategy Caroline Brunel, who represents New Caledonia Tourism, having been elected as president of the organisation for the forthcoming year.

"We'll do all we can to raise the profile of our beautiful Pacific islands in front of the trade and public," Brunel said.

Seaworld Abu Dhabi

MIRAL has struck a deal with SeaWorld Entertainment to develop SeaWorld Abu Dhabi.

Situated on Yas Island, the marine park will be the first SeaWorld without orcas and will integrate up-close animal experiences, mega attractions and an aquarium.

"This announcement reflects the emirate's ambition to create a sustainable, diversified economy, with tourism as one of its core pillars," said Miral chairman He Mohamed Khalifa Al Mubarack.

SeaWorld Abu Dhabi is slated to open by 2022.

"We'll put on some amazing events throughout the year to reach travel agents."

Caroline is **pictured** front and centre along with fellow members of the organisation.

Southwest wi-fi

SOUTHWEST Airlines has partnered with Panasonic Avionics and Global Eagle Entertainment to install wi-fi and live television across a portion of the carrier's fleet.

The US airline hopes to operate a 100% wi-fi equipped fleet of more than 700 aircraft by the end of 2017.

PIA chair unseated

PAKISTAN International Airlines' chairman Muhammad Azam Saigol has stepped down from his role, despite having held the position for just six months.

Saigol cited "personal reasons" for his resignation and refused to comment further.

The news follows the fatal ATR 42-500 crash which killed all 48 passengers on board on 07 Dec.

A probe into the accident by the PCAA Safety Investigation Board is ongoing.

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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EARLY BOOKING SAVINGS

Book early and escape to One&Only Hayman Island, in the heart of the Great Barrier Reef to enjoy 20% savings on accommodation for travel 1 May to 11 September 2017. Enjoy serene natural beauty, endless adventure and experience unforgettable moments in paradise.

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Specialising in all kinds of ocean cruising from family cruising to the highest end of cruising, our client is looking for cruising experts to join the team! Working with the fantastic products & going on amazing famils, you will never look back! As an added bonus, you will have minimal weekend work! You will be behind the scenes with no face to face consulting! Min. 2yrs travel consulting experience required. If you are a cruising specialist who wants to take advantage of the recent cruising BOOM in Australia, contact us!

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With a fantastic new office just opened, from a larger national chain in one of Melbourne's affluent suburbs, you will be selling some of the most glamorous F.I.T and cruising products on the market. This is a fantastic opportunity to really be a part of the beginning of this agency in Melbourne and watch it grow. With a fantastic salary package being offered, Monday to Friday hours and selling to high end customers. To be successful in this role you will have a min. of 2 years Travel Consulting experience and strong GDS skills.

WHEN ONLY THE BEST WILL DO! TRAVEL CONSULTANTS GOLD COAST – \$50-\$60K OTE +

This first-class agency is looking for their next sales superstar to join their team. Your day will involve looking after their high-end clientele booking travel arrangements to worldwide exotic destinations. Your product knowledge & personal experience will be integral & help you be successful. You will enjoy travel discounts & educationals along with a top industry salary package. If you have 2 years travel consulting experience, GDS & top customer service & sales skills, we want to hear from you!