



# Travel Daily

First with the news

Friday 16th December 2016



## Swagman in Dubai

**SWAGMAN** Tours has added Dubai to its program, offering six- and seven-night packages.

Director Wayne Hamilton said the tour selection was in response to agents requesting more than one night stopovers.

"We have been selling Dubai stopovers for five years and it was definitely time to expand," Hamilton said.

"There is so much to do in Dubai now that you need longer than 24 hours," he said.

The program involves family packages, adventure tours and "discovery packages".

## Brisbane to Orange

**REGIONAL** airline Fly Corporate has announced direct flights between Brisbane and the city of Orange in NSW.

From 20 Feb, two-hour flights will operate Mon to Fri aboard Saab 340B, departing Brisbane 0750 and departing Orange 1125.

## Melb on Ovation's radar

**SUPERCORUISING** is on the cards for Melbourne, with Royal Caribbean currently evaluating the use of the city's cargo berth as its current cruise terminal cannot accommodate the behemoth *Ovation of the Seas*.

At present, guests in Melbourne wanting to experience *Ovation of the Seas* while it's in local waters, must board the mega-ship from either Sydney or Hobart, seen as a deterrent to Melburnites.

Speaking to **Travel Daily** aboard *Ovation* in Sydney last night at a gala industry event Royal Caribbean md Australia/NZ Adam Armstrong confirmed the line was in talks with Melbourne port

authorities to determine how to get the 18 deck, 168-666 tonne ship, to the Victoria capital in future years.

"We could go to the cargo berth potentially, so we've been in discussions with Melbourne about what it would take to get the ship to either the cruise terminal, which is probably a significant undertaking given the size of the ship, or what alternatives there would be.

"Maybe the cargo berth, but we'd like to be in Melbourne", Armstrong admitted.

He said that while it would be "less than ideal, we're used to that. It's just a more logistical exercise to get people through a cargo area using shuttle busses, rather than people walking directly on the ships."

"It's doable, and we do it all over the world," Armstrong said. See more from Royal Caribbean on **page three** of today's **TD**.

### Today's issue of TD

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

- Hawaiian Airlines
- Travel Trade Recruitment

## Scenic 2018 pre-rego

**PRE-REGISTRATIONS** have opened for Scenic's 2018 Europe, France and Portugal River Cruises.

Guests who pre-register are able to attain first pick of suites and dates of preferred departures with a fully refundable deposit of \$250pp - phone 138 128.

## SQ to Stockholm

**SINGAPORE** Airlines will begin flights between Singapore and Stockholm, via Moscow Domodedovo, effective 30 May.

The route will be operated on a five weekly basis using Airbus A350-900 aircraft.

## VA/AC IASC seek nod

**THE** International Air Services Commission is taking submissions from parties wanting to comment on the planned codeshare pact between Virgin Australia and Air Canada (**TD** yesterday).

Submissions close on 06 Jan.

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# Travel Daily

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## Crown ups its sales

**CROWN** Resorts has revealed further asset sales worth \$300m coming after announcing it will sell part of its share in Asian casino venture Melco (**TD** yesterday).

The new deals include the sale of 40.9 million shares in Melco Crown Entertainment and a series of cash-settled equity swaps.

Combined, the sales announced this week will generate \$1.9 billion for Crown Resorts.

The money will be used to reduce debt by about \$800 million, fund a special distribution of \$600 million and allow a share buy-back worth \$500 million.

The buy-back and special distribution are expected to occur in the second quarter of the 2017 calendar year.

## Amadeus at the top

**TRAVEL** technology provider Amadeus has been named as a Top Employer in Australia by the global Top Employers Institute.

The institute assesses businesses based on fields such as talent strategy, workforce planning, learning/development, culture, compensation, benefits & more.

## QF adds Prem Lounge Entry

**QANTAS** will introduce a "new benchmark" departure experience at Brisbane Domestic Airport in Q1 of 2017 which will streamline the process for top tier Frequent Flyers from the moment they arrive at the airport.

The Premium Lounge Entry is a new experience for eligible QF customers, rolling out with the opening of the revamped Qantas Business Lounge at Brisbane Domestic Airport in early Mar.

It's part of QF's multi-million dollar investment in the Brisbane Airport customer experience.

Guests using the Premium Lounge Entry will have access to a dedicated check-in area, bag drop, security screening and escalator linking directly to the new Qantas Lounge Precinct.

Positioned on Level 1, VIP pax utilising Qantas Valet will be treated to a new valet experience with direct terminal access.

Head of customer experience Philip Capps said the Premium Lounge Entry will speed up the process for customers checking in at the airport and on their mobile, "allowing them to move through

the terminal quickly and maximise their time relaxing or working in the lounge".

Eligible guests will include pax in Business, Qantas Club members, Gold, Platinum and Platinum One Frequent Flyers and oneworld Sapphire & Emerald Members.

**MEANWHILE**, QF has unveiled a new-look website featuring a range of enhancements, including a new search tab for "Hotels and Airbnb" accommodation options.

For domestic travellers, the qantas.com website has been overhauled to offer a more "user-friendly experience" to select the "right fare every time" when booking from a desktop, laptop, tablet or mobile.

Improvements to the int'l and Classic Flight Reward bookings are also flagged for next year.

**SEPARATELY**, the US Department of Transportation has renewed its approval for Fiji Airways codeshare services with Qantas.

The fresh authorisation provides indefinite approval for FJ to display the QF code on flights it operates between San Francisco and Australian ports, via Nadi.

## Norfolk flights cut

**AIR** New Zealand will axe its weekly flight from Auckland to Norfolk Island from May, leaving the territory connected only to Sydney and Brisbane.

"The Auckland-Norfolk Island route is not commercially sustainable so it makes sense to focus our operations out of Australia, where there's good potential," the airline's gm of networks Richard Thomson said.

Passengers booked on AKL flights beyond May will be offered options via Australia.

## SkyTeam RTW deal

**SKYTEAM** is offering a 15% discount off its round-the-world fares, available to Economy and Business passengers.

The deal is based on journeys of up to 26,000 miles purchased between now and 31 Mar, 2017.

The promotion is valid on all 20 member airlines and across their joint network of 1,062 ports.

Fares offer between three and five stops and are valid for between 10 days and six months.

For further details and theme-based itineraries, **CLICK HERE**.

## LAS VEGAS GROUPS INCENTIVE.



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## Supercruising sails into Sydney



**AROUND** 250 industry VIPs got a taste for supercruising last night, jumping on board *Ovation of the Seas* for a cocktail party to celebrate her arrival.

Guests were given a highlights tour of the ship, followed by an entertainment bonanza in the multimedia theatre Two70.

The night saw Adam Armstrong, md ANZ Royal Caribbean Cruises and Gavin Smith svp int'l Royal Caribbean Cruises emerge on stage via a hidden trap door, aerial acrobats descend from the ceiling and this year's Australian Eurovision candidate, Dami Im rise from below (complete with a grand piano) for a spine tingling performance.

Earlier in the day & for the first time in Australia, Royal Caribbean offered guests embarking on the ship its next-gen check-in service.

"Rather than going up to a conventional desk for check in, outside the terminal we have roaming check in staff with iPads and they will just do it there and then on the iPad for you,"

Armstrong explained to **TD**.

"If you haven't done your pre-cruise check-in and haven't uploaded your photo already then they'll just take it with the iPad, it all gets sent to the ship's security system, and there's nothing to sign."

The line will look to roll it out on other ships here next season.

*Ovation of the Seas'* arrival marks the mid-point in the biggest cruise in the state's history, said NSW Minister for Trade Tourism and Major Events Stuart Ayres.

"One in four Australians already cruise and this incredible vessel will redefine the customer experience and most importantly inject millions back into our economy," Ayres said.

"NSW continues to grab the lion's share of the country's \$3.6 billion cruise dollar with 67% of Australia's cruise revenue generated right here in our state."

**Pictured** are: Anna Hindson, Minister Ayres office; MP Stuart Ayres and Adam Armstrong.

## BA LHR strike threat

**THOUSANDS** of British Airways' cabin crew, part of trade union Unite, have voted in favour of strike action which could begin after 21 Dec at London Heathrow.

The trade union members make up about 15% of BA's cabin crew and have rejected a 2% pay offer.

British Airways said it "is extremely disappointed that the trade union Unite is creating uncertainty for our customers" & assured passengers if the strikes go ahead, it would operate the vast majority of flights as planned.

## TIME scholarship

**APPLICATIONS** are open for the 2017 CAPA Travel Industry Mentor Experience (TIME) scholarship.

The initiative will see CAPA fund one ambitious industry professional's TIME program mentoring fee of \$2,000.

Email Marie Allom at TIME for an application form at [time@travelindustrymentor.com.au](mailto:time@travelindustrymentor.com.au).



## Window Seat

**A HOTEL** in Manchester, UK is being made entirely from purpose-built shipping containers.

The containers arrive with interior fixtures and fittings, windows, carpet, wallpaper, ceiling and light fittings already installed, *Manchester Evening News* is reporting.

They are then individually stacked, with guest rooms expected to be installed within a two to four week period, after which an external finish is applied to make it look like a standard hotel (**pictured**).



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## GBR deserves \$830m

A NEW report, *Investing in the Great Barrier Reef as economic infrastructure*, has found that if the Great Barrier Reef was treated like a productive piece of infrastructure of similar value (such as a dam or a road) it would receive up to \$830 million a year in funding.

The study, which can be read in full [HERE](#), was commissioned by tourism operators, farmers, and conservationists.

Currently the Austrian Government is only investing \$200 million a year in the reef which injects around \$7 billion a year into the regional economy.

## Garuda gift cards

**GARUDA** Indonesia has launched a new \$25 gift card incentive for travel agents.

The reward system will see agents receive a voucher for every Garuda Indonesia ticket departing Australia in Feb or Mar.

Tickets are to be issued between today and 31 Mar before e-mailing details, PNR and ticket number to [incentives@garuda-indonesia.net.au](mailto:incentives@garuda-indonesia.net.au).

## Canada WHV scam

**AUSSIERS** heading to Canada for the snow season are being warned to be aware of a new round of online scams.

Websites and phishing emails are coaxing travellers into paying exorbitant application fees for fake visas and guaranteed entry into Canada.

The scam websites often have application forms designed to capture passport details and other personal information such as employment history and credit card details.

Those being lured into the false visas are also at risk of identity fraud.

## HK Disney pricing

**HONG** Kong Disneyland Resort has today introduced its new admission prices, with a two month grace period being offered to travel trade partners.

A one-day ticket for adults is now HK\$589 (AU\$103) and prices for children 11 and under will be HK\$419 (\$AU73) while senior entry fees have not changed.

Travel trade can continue to enter on the old ticket prices from now until 16 Feb.



## MANILA

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## Happy Radisson Blu Xmas!



**RADISSON** Blu Plaza Hotel Sydney capped off a huge year with a celebratory lunch in the central CBD property's Lady Fairfax Room yesterday.

GM Peter Tudehope, who has been at the hotel for almost 12 years now, detailed major developments over the last 12 months including a refurbishment of accommodation, public spaces and meeting rooms.

More recently the Radisson Blu brand has been acquired along with the rest of the Carlson

Hotels group by Chinese mega-conglomerate HNA Group, and Tudehope told guests at the event he was about to attend a meeting where HNA's plans would be further unveiled - including expected expansion of the Radisson Blu brand into other major Australian cities.

**Pictured** above in the hotel foyer are, from left: hotel gm Peter Tudehope; Shinead Feehan, marketing communications manager and Michael Wood, business development manager.

## Sabre gets a new boss

**SABRE** Corporation has today named Sean Menke as the firm's president and chief executive officer, effective 31 Dec.

Menke succeeds Tom Klein who has served as president, ceo and board member since 2013.

Klein announced he would resign from the role back in Jun.

He joined Sabre in Oct last year and currently serves as exec vp of Sabre and president of Sabre Travel Network.

## BHS regional hub

**THE** Federal Government is investing \$2.5 million towards a \$5 million upgrade at Bathurst Regional Airport.

The project, which is due to be completed in 2019, includes a new taxiway and infrastructure to support smaller aircraft.

Federal Minister for Infrastructure and Transport Darren Chester said once complete, Bathurst Airport could become a regional aviation hub.




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## Garuda flags expansion



**GARUDA** Indonesia yesterday inaugurated a new Sydney office, with the space at 15 Castlereagh Street showcasing the airline's strong commitment to the Australian market.

Key industry partners were welcomed at a celebratory lunch, where GA vice president for Australia and NZ, Uun Setiawan thanked them for their support.

"In Australia and New Zealand more than 75% of tickets are sold through travel agents, so we still need you," he said.

Setiawan also highlighted ongoing growth of Garuda's operations here, flagging the launch of new ATR-72 flights to Darwin in 2017 as well as potential capacity boosts on



existing routes to Perth, Sydney and Melbourne.

The office opening was attended by Indonesian Consul-General Yahan GH Mulyana (**inset**), who officiated during the lunch by ceremonially cutting into a traditional Indonesian "rice pyramid" of Nasi Tumpeng.

Vice president Uun Setiawan is **pictured** above in the foyer of the new ticketing office area with Roger Byrne, GA sales manager NSW, ACT and NZ.

## The force is strong at Radisson



**TRAVEL** industry VIPs were treated to an exclusive preview screening of the new blockbuster hit *Rogue One: A Star Wars Story* last night at The Radisson on Flagstaff Gardens Melbourne. The event was hosted by the

Radisson Flagstaff's general manager Steve Finlayson.

**Pictured** at the event with the wise old Yoda is Kate Quigley from Carlson Rezidor and Carlson Wagonlit Travel's Adam Wilkie and Sean Blake.

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**ABOVE:** A group of Helloworld agents opened their eyes to some of the wonders of Southeast Asia on a recent famil hosted by adventure specialist Intrepid.

Aside from the usual sight-seeing hot spots, the agents also visited several charitable projects supported by the Intrepid foundation and experienced first-hand how the travel industry has positively impacted people's lives.

Other highlights of the trip included a Cambodian cooking class, a bike ride from central Hanoi out to the fields on the other side of the Red River.

"While these destinations may have been a real eye-opener for some, the whole group got the



most out of and tried everything with smiles on their faces, in the spirit of truly intrepid travellers," said Intrepid bdm Peter Miers.

In attendance were: Linda Fraser, Rebecca Wilde, Hayley Blackburne, Tiahni Mansell, Tara Wells-Boyer, Meghan Walker, Lyndsay Laverty, Ashleigh Rowe, Amanda Kavanagh, Emily McDonald, Lauren Bryant, Kolby Hughes, Jasmine Levingston, Simon Clark and Peter Miers.

## Scenic employees awarded



**FOUR** Scenic employees were recognised at the operator's annual staff awards last month.

Sales Development Manager of the Year went to Queensland based Leanne Wilmot while Tour Director of the Year was awarded to Sally Austin.

The 2017 Australian Achiever was yield manager Alfred Law

while the 2017 Australian Spirit Award 2016 went to training developer Troy Ashman (**pictured** above with Scenic's executive general manager Aleisha Fittler) received the accolade largely for his work on the Scenic Academy staff training program.

Both Law and Ashman won a Scenic river cruise for two.



Keep those entries coming!

AIR CANADA



**ESCAPE** Travel's Sarah Hill is quite the Air Canada fan it seems, as shown above in her entry into the **TD/Air Canada** Christmas competition.

Hill's submission has put her into the running to win two Economy class return tickets to New York via Vancouver.

Want to be in it to win it? It's not too late!

Entries close 31 Dec, full details on the promo are below.

## LH deal to buy SN

**LUFTHANSA** has reached a deal to acquire the remaining 55% stake (US\$2.8 million) of SN Airholding, the parent company of Brussels Airlines.

Effective 31 Dec, the deal will see SN integrated into Lufthansa's Eurowings Group in 2018.

The sale means Eurowings' fleet will grow from 90 aircraft to over 160 jets by the end of next year.



*It's 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 and New York theme, showcasing "Air Canada's Canadian connection to NYC via Vancouver". Send your entries to [aircanada@traveldaily.com.au](mailto:aircanada@traveldaily.com.au)



TERMS AND CONDITIONS APPLY

## Courtyard Siem Reap

**THE** 233-key Courtyard by Marriott Siem Reap Resort, situated 15 minutes from Angkor Archaeological Park is set to open in Cambodia by Apr.

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## Travel Specials

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

**Captain Cook Cruises** is offering day trip bonuses to the Barossa Valley or Kangaroo Island worth up to \$635 per person for bookings on three-, four- or seven-night *Murray Princess* cruises in Jan or Feb. Call 1300 729 938 for more information.

Agents travelling to Samoa can stay at the four-star **Aga Reef Resort** for approximately AU\$89 per night in an Ocean View room. The deal includes daily breakfast plus complimentary use of kayaks and snorkelling equipment. To avail, book a minimum three-day stay before 31 Mar. For details email [mike@eye4travel.co.nz](mailto:mike@eye4travel.co.nz).

Book a Premium room at **Aspire Hotel Sydney** from \$169 per night on Sun to Thu and \$189 Fri to Sat. The package includes breakfast for two with late checkout. A minimum two night stay is required. **CLICK HERE** to take advantage of the deal and use promo code 'GUMTREE'.

The **Mantra Midtown** has introduced a special Brisbane International Tennis Package priced from \$252 per night for two people and includes two category A tickets to the Brisbane International at Pat Rafter Arena, overnight accom in a one bedroom apartment and breakfast for two at 127 Bar & Bistro. Call (07) 3211 1116 to book.

## JW Marriott Singapore

**JW MARRIOTT** Hotel Singapore South Beach has officially welcomed its first guests.

The new 634-room property is situated in close proximity to the Marina Bay entertainment and business districts.

On site amenities include nine dining options, a spa with 10 treatment rooms, flexible meeting spaces and much more.

## Bentours flash sale

**BENTOURS** has partnered with Hurtigruten to present a flash sale on two popular Norwegian coastal voyages for solo guests.

Book before 31 Dec and single supplements will be waived on the 11-day Classic Norwegian Discovery and the 12-day Classic Round Voyage for select Jan-Apr and Sep-Oct departures.

Prices start from \$1,950 per single traveller.

Further details **HERE**.

## Swiss Pass add ons

**TRAVELLERS** to Switzerland will be able to explore the country by rail on the Cheese Express, which is returning for the second time next year.

The round trip departs from Montreux/Zweisimmen and travels to Chateau-d'Chalet, giving pax the chance to sample difference types of cheeses from the Vaud region and see where and how they're made.

It departs every Fri, Sat and Sun from 07 Jan to 30 Apr.

Seat reservations can be pre-booked via Rail Plus and Rail Europe GSAs.

## Locals on Tap freebie

**INTREPID** urban Adventures has launched an online initiative to connect travellers with like-minded people for meet-ups hosted by local guides with expert knowledge.

**CLICK HERE** to learn more.

**Travel Daily** is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).

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

### Cruise Travel Sales Manager

**Melbourne, \$80k + Comms, Ref: 2633KF1**

Rare Sales Manager opportunity in Melbourne for a reputable and well respected luxury cruise company! Do you have sound business development experience and a proven sales record from a cruise company or luxury travel product? This leading travel company are looking for an experienced Sales Manager or Business Development Manager to assist with their ongoing expansion across the travel market in Victoria in this autonomous role. Excellent benefits are on offer for the right person.

For more information please call Katie on  
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### Travel & Cruise Consultant

**Adelaide, \$45-50k OTE, Ref:2559HC1**

Do you have the gift of travel sales? If you have proven retail sales experience and can manage complex itineraries then you must apply now. You will be working towards targets and aiming to earn lucrative quarterly commissions in return for a career within a supportive and friendly environment. You will be highly experienced within the travel industry, have GDS skills and have proven sales results. Long term career progression, a great salary & an amazing team are perks to this role.

For more information please call Hannah on  
(08) 6365 4313 or click [APPLY](#) now.

### Travel Cruise Consultant

**Gold Coast, Up to \$60k + Incentives, Ref: 2634CN1**

Working for an innovative and fast growing OTA. You will ideally have 2 plus years experience working in travel consulting and have an understanding of selling cruises. Your role will consist of liaising with direct clients in providing them with quotes & options for their holiday of a lifetime. Working closely with your team mates to reach personal and team KPI's. We are after strong sellers that are looking for that something different & to work in a family environment.

For more information please call Chandini on  
(07) 3123 6107 or click [APPLY](#) now.

### Leisure Travel Consultant

**Central Coast, Circa \$60k OTE + Super, Ref: 2629SO5**

A fantastic retail leisure agency is looking for a consultant for a 12 month contract initially which will almost certainly lead to a permanent contract. You will be booking worldwide travel using GDS Galileo system and you will exceptional levels of customer service. You will fit into a friendly, happy team and will be fully supported to excel. You will have at least 2 years' experience working within a similar and be looking for your next challenge. You can earn uncapped commission.

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

### Cruise Travel Consultant

**Melbourne, OTE \$55k + Super, Ref: 2626HC1**

This is a great opportunity for an experienced cruise specialist to apply!! Within this position, you will answer all incoming enquiries from customers in an office based environment. The company prides themselves in having solid repeat and referral customers so optimum customer service is the 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 Hannah on  
(03) 9988 0616 or click [APPLY](#) now.

### Corporate Travel Consultant

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