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# Travel Daily

First with the news

Monday 19th December 2016



## Gina 20 years at AFTA

AFTA is recognising staffer Gina Dounis who this month is celebrating 20 years of service.

Dounis has held a mix of roles throughout her time with AFTA and will start 2017 with a promotion to AFTA's compliance and membership supervisor.

Dounis (pictured) also serves as secretary for the Council of Australian Tour Operators.

"AFTA has witnessed many changes over the past 20 years and Gina has been an invaluable member of the AFTA family for the last two decades," said AFTA chief executive Jayson Westbury.



## Viking Sun float out

VIKING Ocean Cruises' fourth vessel, *Viking Sun*, was floated out for the first time last Thu at Fincantieri's Ancona shipyard.

The 930-passenger *Viking Sun* will debut in late 2017, beginning with a maiden season sailing to Cuba and the Caribbean prior to embarking on a 141-day World Cruise spanning five continents.

## Etihad upping Serbia links

ETIHAD Airways is seeking to increase its involvement with Air Serbia, requesting ACCC approval for a new commercial partnership involving code sharing, joint pricing and integrated scheduling.

The application follows Etihad's 2013 purchase of a 49% share in the Serbian carrier, which remains majority government owned.

The airlines plan to jointly tap Australia's large population from the former Yugoslavia, connecting EY's services via Abu Dhabi with Air Serbia's network in the Balkans and elsewhere in Europe.

In an application to the competition regulator lodged this month, the airlines say their link-up would enable more efficient connections from Abu Dhabi and improved pricing, along with joint lounge and loyalty offerings.

It would allow them to better compete with rivals in the

Gulf markets, including Qatar Airways and the Qantas-Emirates partnership.

"Etihad has adopted a network strategy to expand its reach and provide customers with access to more services and destinations through codeshare partnerships," the application says.

"For Etihad, the partnership will enhance its position and brand in Australia, particularly in respect of the large Serbian and former Yugoslav Diaspora and corporate entities which have commercial relationships with Serbian companies," it says.

For Air Serbia (JU), the partnership would allow greater access to Australia, which the airline says is not a viable destination for its own aircraft.

More than 16,000 Australians travelled to Serbia in the past year, according to ABS data.

Submissions on the planned EY/JU alliance are open until 17 Jan with an interim authorisation and draft determination expected in Feb ahead of a final determination by Apr.

## Xmas market worry

THE Dept of Foreign Affairs & Trade today warned there had been "attempted attacks" at Christmas markets between 25 Nov and 05 Dec in Germany, "despite tightened security at some locations".

Travellers are urged to "remain vigilant and follow the advice of local authorities".

Smarttraveller's level of advice for travel to Germany has not changed from "exercise normal safety precautions".

## Scoot/Tigerair Aus gm

GROUPON Australia executive Jared Simcox has been appointed Australian general manager of Scoot/Tigerair, commencing in the position on 09 Jan.

Simcox has been key account manager of Wholesale Travel at Groupon Australia for 3.5 years.

## Today's issue of TD

*Travel Daily* today has seven pages of news, including a photo page for *Ovation of the Seas* plus full pages: (click)

- Hawaiian Airlines
- AA Appointments jobs

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## MU PVG/BNE launch

**CHINA** Eastern has reiterated its intention to increase flights on its newly launched Shanghai Pudong-Brisbane service (see **page 5**) from four weekly to daily.

At the launch of the Chinese carrier's inaugural service on Sat, vice president Liuwen Tian said the SkyTeam member would move quickly to cement the Brisbane route.

"We are starting out with four flights a week, but please rest assured we will work very hard to ensure that we stick to our original plan to have a flight between Shanghai and Brisbane every day," Tian remarked.

Queensland Premier Annastacia Palaszczuk said the state had so far welcomed 485,000 Chinese travellers this year, a 34% jump on the same time in 2015.

"The market presents a once-in-a-lifetime opportunity and by securing these additional flights we are helping to meet the demand for Chinese tourists to visit Queensland," she said.

Palaszczuk added that the PVG/BNE route was a result of the Qld Govt's bilateral partnership with China Eastern Airlines.

## VARA/QQ FIFO deal nixed

**THE** Australian Competition and Consumer Commission has scuttled a proposed charter alliance between Virgin Australia Regional Airlines (VARA) and Alliance Aviation Services (QQ).

This morning the ACCC handed down a draft determination for the pact, tentatively denying their plans to jointly bid for and contract with corporate charter customers for fly-in, fly-out (FIFO) air services over a five year period (**TD 31 Aug**).

The ACCC acknowledged the tie-up would offer "some public benefit" but said it believed the charter alliance was likely to result in a public detriment by lessening competition for the provision of FIFO services in Alliance Aviation's hub of Western Australia.

## Helloworld move

**HELLOWORLD** Ltd will change its registered office from 01 Jan, moving to Level 10, 338 Pitt Street, Sydney, close to the corner of Liverpool Street.

The company's main telephone & fax numbers remain unchanged - 02 8229 4000 and 02 8920 4009.

"The Charter Alliance will largely eliminate competition between VARA and Alliance Airlines.

"The ACCC considers the elimination of this rivalry will increase the incentive for Applicants to unilaterally raise prices when tendering to supply FIFO services in Western Australia," the watchdog said.

Other concerns raised included the possible reduction of service levels in WA and how Alliance Airlines would re-establish itself after the five year authorisation.

The ACCC is now seeking submissions in response to its draft determination, with a final decision to be made in Feb.

In a statement, Alliance Airlines said it would review the ACCC's concerns "and provide additional support for the alliance which we believe will support competition and create substantial public benefits".

The regional carrier added the draft determination does not impact on existing areas of business between it and Virgin Australia Group, incl the existing wet lease and other services.

## FCTG finalise deals

**FLIGHT** Centre Travel Group has completed the acquisition of corporate travel businesses in Germany, Sweden, Finland, Norway & Denmark (**TD 27 Sep**).

The businesses are projected to turnover €110 million during the 2017 financial year and offer an online booking tool that could be rolled out within the Corporate Traveller and Flight Centre Business Travel brands elsewhere in Europe, FCTG said today.

## SkyBus AVV Express

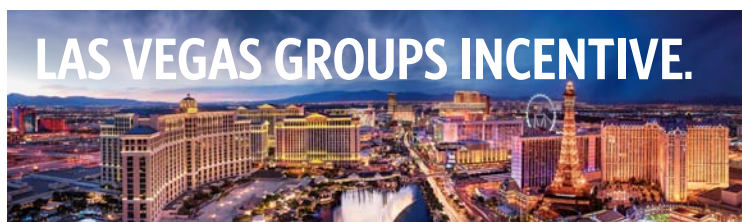
**SKYBUS** Avalon Express will begin transporting passengers from Avalon Airport to Melbourne CBD from 01 Feb.

The new service will arrive and depart from the Airport Gateway at Southern Cross Station.

Adult fares are \$22 with return trips costing \$42.

## Brissie-Biloela flights

**FLY** Corporate has announced it will commence 17 weekly services between Brisbane and Biloela from 01 Feb following the cessation of Qantas flights on the route on 31 Jan (**TD 01 Dec**).



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TRAVELMARVEL  
Travel More

2 FOR 1  
AIRFARES\*

PORTUGAL & SPAIN CRUISING 2017  
ON THE MS DOURO QUEEN

## TT flight cancellations

**TIGERAIR** Australia has cancelled dozens of flights over the Christmas peak after delays in gaining regulatory approval for one of its aircraft.

The airline had expected to introduce a fourth Boeing 737 to its fleet this month but has yet to obtain an endorsement from the Civil Aviation Safety Authority.

In a statement, Tigerair said affected passengers were moved onto same-day services without charge, "the majority within two hours of the original scheduled departure time."

It said affected customers were contacted in early Dec and that it had been able to implement flight changes with minimal impact.

About 0.5% of its passengers had been affected.

Tigerair has introduced three 737s on Bali routes as part of a progressive shift from Airbus A320s to Boeing aircraft.

Its fourth 737 was to be the first introduced on domestic routes.

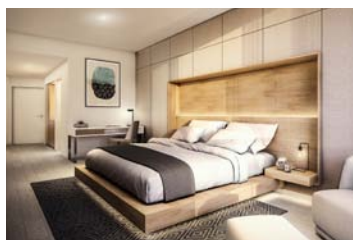
## Jupiters tower nod

**THE** Star Entertainment Group's application to build a new 200m hotel and apartment tower at Jupiters Gold Coast (**TD** 12 Feb) has been given the green light by the Queensland Government.

Construction of the 700-key complex at Broadbeach is expected to start in 2017 and is the first of five new hotel and/or apartment towers within a future development plan for Jupiters.

The tower is planned for completion in 2020 and will include a new restaurant and bar, a day spa and an recreation deck with a resort pool.

A rendering of what the bedrooms in the new tower will look like is **pictured**.



## Best in Travel 2017

**CANADA** has taken out the number one spot in Lonely Planet's Best in Travel 2017 Top Countries list.

The country was boosted by "the wave of positivity unleashed by its energetic new leader Justin Trudeau," its "dynamic cities that dominate global livability indices and a reputation for inclusiveness and impeccable politeness".

Next in line was Colombia, followed by Finland, Dominica, Nepal and Bermuda.

Bringing up the rear was Mongolia, Oman, Myanmar and the "exotic" Ethiopia.

Also in Lonely Planet's collection is the Top 10 Cities, Top 10 Regions and Top 10 Value.

Two Australian destinations made it in the compilation, with South Australia, coming in at number five for the Top Regions list (**TD** 26 Oct) and Victoria's Bellarine Peninsula was named number nine for Best Value.



## Window Seat

**FLIGHT** Centre has once again soaked up its headquarters in Brisbane for its annual Christmas slip'n'slide event.

Staff dressed in their most slippery clothes, which for some was fluoro yellow budgie smugglers and for others, a banana costume.

Flight Centre was well prepared, making room for a good run up on a patch of astroturf before participants could fling themselves down a tarp (**pictured**).



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## Trivago IPO pricing

**AN INITIAL** Public Offering (IPO) for 26,110,118 American depositary Class A shares for Trivago's affiliate travel BV will go for \$11 per ADS.

The company is selling 18,110,091 ADSs, with certain shareholders to market 8,000,027 in the offering.

Trivago and the shareholders have also granted underwriters the option to buy up to 3,916,517 ADSs at the IPO price less the underwriting discount.

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## JNTO push QF route

**MELBOURNE** radio audiences are being targeted by the Japan National Tourism Organisation (JNTO) in a campaign to promote new Qantas flights from Tullamarine to Tokyo Narita.

The daily A330-300 service is being backed by JNTO online advertising and a Fox 101.9 FM promotion in which listeners can win a trip for two to Japan.

JNTO executive director Mariko Tatsumi said there had been a 21.3% average increase in Australian visitors to Japan each month during 2016.

## Darwin driverless bus

**DARWIN** is about to trial a driverless bus on the city's waterfront, transporting visitors to the Stokes Hill Wharf.

The autonomous vehicle will carry up to 12 people, linking the waterfront precinct's cafes, restaurants, bars and attractions, starting early in the new year.

## Atlantis for Hawaii

**HAWAII** will get its own Atlantis resort on the island of Oahu following a deal between management company China Oceanwide and developer Kerzner International Holdings.

The 260 hectare ultra-luxury resort will be a sister to Dubai's Atlantis, The Palm, and will be the first Atlantis property in the US.

Overlooking the Honu and Kohola lagoons at Ko Olina, it will offer 800 rooms, 524 residences, dining outlets, waterpark, marina and an aquarium.

## Jin Air TNQ arrival

**CAIRNS** Airport has welcomed its first flight by Korean carrier Jin Air, which will operate a twice-weekly seasonal service from Seoul until Feb.

Queensland Premier Anastacia Palaszczuk said the airline would bring an additional 5,000 visitors to the region and deliver an economic benefit of \$7.5 million.



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## Flighties visit Tinseltown



**THIRTEEN** of Flight Centre's top agents from Australia and New Zealand visited California recently, hosted by LA Tourism, Universal Studios Hollywood and Santa Monica Travel & Tourism.

The group began its LA visit with a stay at Loews Hollywood hotel, explored the local dining scene and took in the musical *Hedwig and the Angry Inch*.

At Universal Studios (pictured) they took advantage of a VIP

Experience for an in-depth tour and front-of-line access to attractions including the Wizarding World of Harry Potter.

To try out 'car-free LA', the agents used the new Expo metro line to reach Santa Monica where they took time for a yoga session on the beach and visited the farmer's market.

They continued the car-free theme with a cycling tour along the Santa Monica beachfront.

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**CHINA** Eastern's inaugural flight between Shanghai and Brisbane touched down at Brisbane Airport over the weekend.

The four weekly flights operate on Mon, Wed, Thu and Sat, with the new service to bring some 18,000 additional Chinese visitors to Queensland per year.

As **pictured** above on landing, China Eastern is utilising Airbus A330-200 aircraft on the route.

A celebration to launch the MU to BNE flights was held last week, attended by VIP guests and Brisbane Airport Corporation (BAC) ceo and managing director Julianne Alroe.

Alroe said the new flights were a significant step towards positioning Brisbane as a major Asia Pacific centre.

More information on **page two**.

## Priceline Group ceo

**GLENN** Fodel has been named The Priceline Group's (PCLN) new chief executive officer.

Effective as of 01 Jan, Fogel currently holds the position of head of strategy and executive vice president of corporate development and has been with the company for 16 years.

## Wheelie good music

**BIRDS** of Tokyo and DJ Havana Brown have been named as the headline entertainment acts at the 2017 Santos Tour Down Under pro-cycling race in Jan.

Following the team presentation on 14 Jan, Birds of Tokyo will perform at Adelaide City Council Tour Village and Havana Brown takes to the stage on 15 Jan.



## Brochures

**THIS** week's Brochures of the Week is brought to you by **South America Tourism Office**. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### South America Tourism Office - 2017/2018

SATO'S new brochure presents new independent & escorted small groups to Latin America including Rail Journeys of the Andes, featuring the first ever sleeper train in Latin America by Belmond. Also offered are new Luxury tours and a selection of special interest tours such as bird watching, weaving tours and wine tours in the Andean Region. Destinations include Mexico, Cuba, Guatemala, Costa Rica, Panama, Belize and Antarctica. **CLICK HERE** to download a copy.



### Infinitly Holidays - Vietnam & Cambodia feat Laos

The 2017 program promises to immerse travellers in the culture rich centre of Southeast Asia. Packed full of travel tips, the 54-page brochure features a mix of short and long itineraries exploring the vibrant street markets of Vietnam, the ancient temples of Angkor in Cambodia and the sacred statues of Laos. For foodies, a range of culinary experiences awaits including cooking classes in Hoi An and full packages

including accom, street food tours and more. Highlights include the eight-day Best of Cambodia and Laos tour which combines many of the two countries' most picturesque sacred sites. A copy of the brochure is available online by **CLICKING HERE**.

## Etihad/Lufthansa pact

**ETIHAD** will forge new links with Lufthansa German Airlines following the finalisation of a new codeshare agreement.

Under the pact, the German airline will place its LH code on Etihad Airways' twice daily non-stop service between its home base of Abu Dhabi and Frankfurt, Germany, and its twice daily nonstop flights between Abu Dhabi and Munich.

In return, the UAE airline will have its EY code on Lufthansa's long-haul, non-stop services between Frankfurt, Germany, Rio de Janeiro, Brazil and Bogota in Colombia.

**MEANWHILE**, Etihad will make an unspecified number of layoffs, citing "an increasingly competitive landscape".

A media statement by the UAE carrier described the redundancies as a "measured deduction of headcount in some parts of the business".

No specifics were given, however a spokesman for the Gulf carrier told the *Associated Press* the cutbacks would be conducted in a "fair, structured and transparent way".

## WIN MARK CARTER'S NEW BOOK

This week *Travel Daily* and Mark Carter is giving five lucky readers the chance to win an autographed copy of his newly published book, *Ignite Your Potential*.

*Ignite Your Potential* is a development book that offers practical advice through a combination of memoir, emotional intelligence and practical tips from a variety of programs and accredited models. Each chapter centres on a theme of personal improvement, through insight or entertaining story, that is then summarised in three quick tips. These can be applied to all areas of life but geared more towards peak performance, personal development and business improvement. The book has been beautifully illustrated with a bespoke set of 25 pieces brought to life by artist Deborah Gillham.

To win, simply be the first person to send through the correct answer to the question below to [markcarter@traveldaily.com.au](mailto:markcarter@traveldaily.com.au)

Which travel company did Mark work for as a tour director in Europe?

Hint! Visit [markcarter.com.au](http://markcarter.com.au)



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# Supercruising has arrived

**ROYAL** Caribbean celebrated the arrival of *Ovation of the Seas*, the ship that redefines cruising, with an on board event last Thu night in her homeport of Sydney. Hosted by the *Today Show*'s Richard Wilkins, agents were treated to a taste of what's on board Australia's newest, biggest and most modern superliner. This included a spellbinding aerial show and performances by Two70's six dancing Roboscreens and Vistarama,

a transformative floor-to-ceiling projection screen. They also enjoyed a sampling of some of the ship's 18 different dining destinations, including Antipasti Planks from Jamie's Italian, imaginative cuisine from Wonderland and more. To close the night, special guest Dami Im took to the stage with a spectacular performance.



**GARETH** Evison, Ben Brown and Carl Frier from Cruise1st with Roller girls.



**LEIGHTON** Schembri from Cruise Guru and Craig Chisholm from Ozcruising.



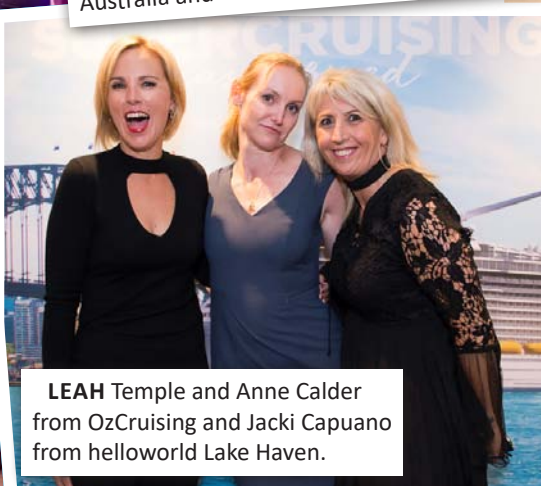
**MC RICHARD** Wilkins with Royal Caribbean's SVP International, Gavin Smith and Managing Director Australia and New Zealand Adam Armstrong.



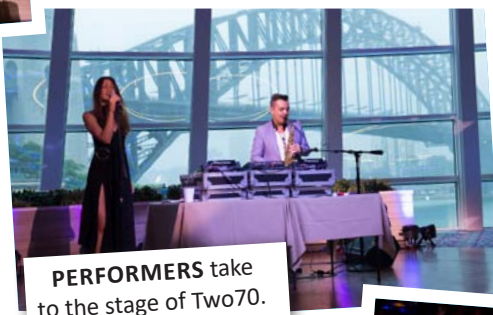
**Two70** show, Pixels.



**DAMI** Im performs.



**LEAH** Temple and Anne Calder from OzCruising and Jacki Capuano from helloworld Lake Haven.



**PERFORMERS** take to the stage of Two70.



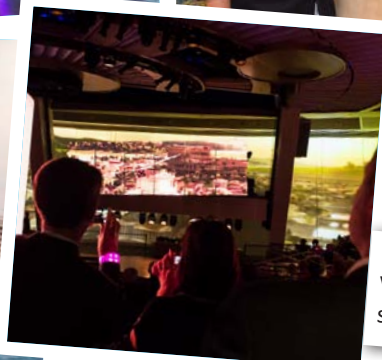
**FLOWRIDER** Champ Adam Wildman with Lexi Brasell.



**IAN** Hunter from Cruising Down Under and Debbie Moore from helloworld Burleigh Heads.



**OVATION** of the Seas' Hotel Director John Rae with wife Stefania.



**GUESTS** watching Vistarama and Robo-screens in Two70.



## Choice enters Greece

**CHOICE** Hotels International will open its first hotel in Athens by the summer of 2017, with a further four Greek properties also in the pipeline.

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All you need to do is submit a photo or meme including Air Canada and a Canadian and New

York inspired theme.

## TEQ storytelling

**TOURISM** and Events Queensland has released a new manual to help operators use the "art of storytelling" to enhance their guests' holidays.

The tool-kit explains how to weave storytelling into a tourism business and can be downloaded online **HERE**.

## AC launch YUL/SJU

**AIR** Canada has launched new services between Montreal and San Juan, Puerto Rico.

Yesterday's departure of flight AC958 marked the beginning of the weekly flights on board an Airbus A320 which will operate as a seasonal service this winter.



## 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 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

**LISA** Mundy of helloworld Blackwood has put some of the highlights of Canada and New York on show in her entry (pictured above) into Air Canada's Christmas competition.

Her creative image certainly has us itching to jump on board Air

## Birse switches

**HAWAII** Tourism Oceania's (HTO) long-time PR manager Janaya Birse is leaving in Feb to take up a new part-time position with Sultanate of Oman Tourism.

Both HTO and Sultanate of Oman Tourism are managed by destination representation company, The Walshe Group.

HTO is now recruiting for a new full-time publicity executive with a view to having someone on board early in 2017.

## SATIC board shuffle

**THE** South Australian Tourism Industry Council has reshuffled its board, appointing a new chairman and electing three new board members.

Culshaw Group of Companies hotel & property ceo Eoin Loftus has been appointed as the board's new chairman after serving as vice chairman for the past year.

The three newly elected board members are: director of Vislex Media/SA Life TV, Traci Ayris; gm of Adelaide Showground Farmers' Market Inc, Elaine Ratcliffe and chair of Tourism Working Group for Australia China Business Council, Anthony Coles.

## Air NZ LAX delays

**AIR** New Zealand is warning customers they may experience take off delays at Los Angeles International Airport (LAX) due to ongoing terminal and construction works.

As a result of terminal congestion at LAX, the carrier may be assigned remote gates requiring ground transport.

Pax transiting between the UK and New Zealand on flights NZ1/2 will not be affected.

"Whilst we appreciate this will be frustrating to some of our customers that may be affected, this is outside of the control of Air NZ and is affecting all airlines," the carrier said.



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### **SALES SUPERSTAR REQUIRED**

**CORPORATE SALES MANAGER**

**BRISBANE – UP TO \$95K PKG + COMMISSION**

Due to expansion this globally recognised and highly respected travel management company requires a talented sales manager to grow their corporate client base including large and SME accounts. You'll be experienced in working within the corporate market, pipeline development and winning new business through to account management and retention of clients. A generous salary package + lucrative commission structure is on offer.

### **INTERVIEWS TO COMMENCE JANUARY**

**DIRECTOR OF SALES AUS- TMC**

**SYDNEY – SALARY PACKAGE \$155 K + BONUS**

The search is on for Australia's most talented, inspiring Corporate Sales Manager who enjoys leading from the front. This is your opportunity to join this award winning global TMC in a role that will allow you to mentor and develop others, whilst still managing your own client portfolio. If you love the thrill of the chase and can motivate others, this is the dream role you have been waiting for. Apply today or ring for a confidential chat on 02 9231 2825.

### **NATIONAL CORPORATE TRAVEL MANAGEMENT**

**CORPORATE SALES MANAGER**

**MELBOURNE – SALARY \$95K + UNCAPPED BONUSES**

This leading travel management company is looking for an experienced & driven BDM to join their large market sales team. You will be responsible for acquiring new corporate business, developing relationships & implementing sales strategies to optimise client spend. Attractive salary with uncapped bonuses. Experience as a travel BDM with a proven sales track record along with strong customer service, presentation, communication and negotiation skills essential.

### **REPRESENT LUXURY**

**SALES EXECUTIVE - CRUISING**

**SYDNEY - SALARY PACKAGE \$80K**

Our client is searching for a Sales Executive who is passionate about cruising along with the ability to source and secure new business. You will have a real drive, passion and understanding of the cruising market along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm.

### **LEAD & DEVELOP**

**TRAVEL TEAM LEADER**

**GOLD COAST – UP TO \$65K PKG + COMMISSION**

Here's your chance to grab a leadership role on the Gold Coast and rise up the ranks. This innovative travel company is looking for an experienced travel manager to come and lead their sales team. As a hands on manager you'll lead by example whilst motivating and developing your team to achieve solid financial, service and personal results. A strong base salary + generous commission structure is in place along with family and a strong career path.

### **MULTI MILLION DOLLAR ACCOUNT**

**LARGE MARKET - CORPORATE ACCOUNT MANAGER**

**MELBOURNE – SALARY CIRCA \$140K**

You will have the skills and knowledge to drive solutions for your clients improving expenditure and creating a lasting impression which will retain clients for the future. As a master of building relationships you will know how to develop those key connections and gain their trust in your ability to do the best for them. Be rewarded with a great salary and stable work company that see growth year on year. Call today on 03 9670 2577.

### **LOVE THE THRILL OF THE CHASE?**

**BUSINESS DEVELOPMENT MANAGER – CORPORATE  
SYDNEY – BASE SALARY \$95K PLUS GENEROUS COMMS**

Create a valued impression when you join this outstanding corporate travel company. You have experience in sourcing and winning new business, with great negotiation skills and a fantastic personality. Representing a well-known brand in the market you will be proud to be part of this vast organization, showing off your sales skills and getting new clients to sign on the dotted line. If you want to join a fast paced role with excellent progression apply now!

**ADMIN / ACCOUNTS – WHOLESALE TRAVEL  
ACCOUNTS MANAGER / ADMINISTRATION SUPPORT  
VICTORIA (GEELONG) – TOP SALARY PACKAGE DOE**

Our client is a boutique wholesale company focusing on the finer things in life. You will be responsible for accounts payable & receivable, BAS, banking, financial reporting, together with general administrative duties. To be successful you will be required to have solid account / finance experience, knowledge of Xero and be well presented. This position is 3-4 days per week (week days) only. Only experienced applicants will be considered.

### **AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM**

[executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)

NSW & ACT - 02 9231 2825 VIC, WA, SA & TAS - 03 9670 2577 QLD & NT - 07 3229 9600

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