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# Travel Daily

First with the news

Monday 18th January 2016

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## 2 new Emerald ships

**EVERGREEN** Tours is adding two vessels to Emerald 'Star Ship' fleet in Europe in 2017, including the newbuilds *Emerald Liberté* and *Emerald Radiance* which will ply the waters of France's Rhône & Saône Rivers and Portugal's Duoro River respectively.

Both ships are slightly smaller than Evergreen's five existing ships, with *Liberté* accommodating 138 guests in 60 cabins and *Radiance* 112 guests in 56 cabins.

## Scenic adds high sea ship

**HAVING** conquered European rivers with its acclaimed 'Space Ship' fleet & the imminent launch of its own vessels in Southeast Asia, Australian owned company Scenic is taking on the 'big boys' in ocean cruising through the launch of its first expedition cruise vessel.

Promoted as "the worlds first discovery yacht", *Scenic Eclipse* (pictured) is the company's first foray into deep water cruising and was revealed on Sat night by company founder Glen Moroney (TD breaking news).

The 114 all verandah suite 16,500-tonne *Scenic Eclipse* has been in the planning for the past three years & was hinted at years ago by Moroney at the inaugural 'Night of Stars' recognition event for travel agents.

Set to commence service in the Mediterranean on 31 Aug 2018, the eight passenger deck, 167m *Scenic Eclipse* will be constructed in Croatia by Uljanik Group, with a capacity of 228 passenger (200 in Polar regions).

Moroney said *Eclipse* has drawn inspiration from mega-yachts and will offer a "completely new level in terms of technology and innovation", featuring two twin-engine helicopters, a seven-seat submarine, 12 custom-built zodiacs, five restaurants, heated pool with retractable roof, jacuzzi, spa sanctuary, 240-seat theatre, library and more.

The ship will operate itineraries to the Americas, Europe,

Antarctica and the Arctic.

Scenic's all-inclusive pricing will see all tips & gratuities included, as well as wi-fi, butler service, e-bikes, unlimited complimentary beverages & shore excursions and almost a 1:1 guest-to-staff ratio.

Scuba diving, helicopter flights and submarine explorations will be at an extra cost.

Suites range from the 32m<sup>2</sup>

Verandah Suite to the 233m<sup>2</sup> two-bedroom Owner's Suite.

Speaking exclusively with TD on Sat night,

Moroney said an option with the shipbuilder for a second vessel "is most likely" going to be converted to a firm order and delivered in May 2019.

Quizzed why *Eclipse* took so long to come to fruition, he said "we had a multitude of different designs and kept going back and improving it."

More at [scenic.com.au/eclipse](http://scenic.com.au/eclipse).



## Today's issue of TD

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

- AA Appointments jobs

## Pinpoint deposit dip

**PINPOINT** Travel Group has cut booking deposits across its brands to \$55 per person for all new bookings made from today.

Head of wholesale Andrew Hutchinson said the move reflects agent feedback, saying "it is time to change our policy to allow agents to compete in the changing marketplace."

Deposits are required within 7 days of booking, unless booked within cancellation period, are instant purchase or have an earlier ticketing deadline.

Pinpoint is also offering clients who have cancelled bookings the ability to hold deposit values in suspense for six months from the date of cancellation, excluding supplier charges.

The wholesaler said it has also expanded its product range to include Canada, the Cook Islands & New Caledonia to assist agents following the demise of Creative.

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## airberlin injunction

**AIRBERLIN** and Etihad Airways will be permitted to continue operating the majority of its codeshare routes until 26 Mar after a court in Luneburg reversed an earlier judgment (**TD** 31 Dec).

The court ruled 26 of the 31 codeshares are lawful and the decision means these codeshares will be allowed to continue beyond the winter schedule.

Etihad Airways ceo James Hogan said the ruling confirms 94% of EY's codeshares and the airline "will redouble our efforts to provide a strong competitive alternative to the dominant German carrier, Lufthansa."

airberlin ceo Stefan Pichler lauded the decision as "a victory for increased competition in the German aviation market".

## Stayz raises commission

**HOLIDAY** rental website Stayz has copped backlash after upping its commission charge to 10%.

Under the previous model, owners paid a \$164 subscription fee and \$15.90 commission.

Many users have taken to Facebook to vent, with one client advising the accom website to "switch off your greed metres", another complained of a 600% fee increase and others expressed concern the fee hike will be passed onto consumers.

In comparison, hosts listing on competitor Airbnb pay a 3% host service fee and guests are charged a guest service fee between 6-12%.

Stayz chief executive Anton

Stanish told *The Australian* "More than half of our owners will pay the same or less than they did last year, assuming they accept the same number of bookings they did last year."

"Some owners will pay more this year for the same number of bookings, but they were getting a steal before - significantly below industry standard commission rates," Stanish continued.

Based on Stanish's comments, the switch will only increase fees for owners who earn over \$1,799 a year from a listing on the accommodation website.

On average, the top 5% of private owners listing on Stayz earned \$45,000 in booking sales in 2014-2015.

The change will see these top 5% earners pay the website an additional \$4,320.10 a year.

Expedia agreed to acquire Stayz for US\$3.9b in Nov (**TD** 06 Nov).

## Rail+ On Track brox

**RAIL** Plus has released its 'Your World on Track 2016' brochure, featuring its new range of Amtrak Vacations and a new journey.

The new Amtrak Vacations combine Amtrak journeys across the US with accommodation and sightseeing tours.

Also new for 2016 is the seven-night Grand Train Tour of Switzerland, which covers popular scenic trains, including the Glacier Express, and an excursion to the highest peak in Europe, the Jungfrauoch.

Rail Plus has also added a new webinar for agents detailing product changes.

Order a copy through TIFs - more brochures on **page five**.

## IE Sydney suspension

**SOLOMON** Airlines will suspend its Sydney-Honiara service from 22 Feb-25 Apr while its Airbus A320 undergoes maintenance.

Pax affected will be rerouted Brisbane-Honiara, with additional return services to be operated on Mon and direct services from BNE on Wed, Fri and Sat.

Additional direct services ex-Honiara to Brisbane will operate every Thu, Fri and Sun.

## Sichuan to Prague

**CHINESE** carrier Sichuan Airlines is preparing to launch new services between Chengdu and Prague, with GDS displays showing flights will commence late Feb using Airbus A330s.

Sichuan launched flights between Chongqing and Sydney in Dec and has its eyes on Gold Coast flights from Chengdu.

Should the Prague service operate on a year-round basis, it paves the way for new one-stop services between the Eastern seaboard and Eastern Europe.

## VIPAC appointment

**PERUVIAN** inbound tour operator and DMC Viajes Pacifico has appointed GTI Tourism as its sales & marketing representative company in Australia & NZ.

VIPAC has been in operation for four decades and offers sunrise tours at Machu Picchu, shopping in Lima, Lake Titicaca explorations and more.

## Burkina Faso alert

**A TERRORIST** attack on a hotel in central Ouagadougou, Burkina Faso has been condemned by the World Travel & Tourism Council.

Twenty-eight people were killed and 56 were injured when Islamic militants attacked the Spondid Hotel in the West African nation's capital on Fri.

A further 176 hostages were taken in the incident, but have since been rescued.

Smarttraveller is warning Aussies of the "serious threat of kidnapping" in the city, issuing a fresh update yesterday warning travellers that the overall advisory for Burkina Faso remains at 'Reconsider your need to travel' excluding all areas north of a line connecting Dijbo and Dori, which is deemed as 'Do not travel'.

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## FCm becomes FCM

**FLIGHT**  
Centre's travel management arm FCM Travel Solutions has revealed its first logo change in 12 years of operation.



Global md Gregory Lording said the changes reflect "the evolution in the organisation".

## DNA networking

**DESTINATION** Asia is hosting networking workshops for local trade execs in Melbourne and Sydney on 03 and 04 Feb.

The lunchtime events provide a platform for the trade to meet face-to-face with Destination Asia reps - to attend, email Nicole at [nicole@destination-asia.com](mailto:nicole@destination-asia.com).

## VA short term pain

**VIRGIN** Australia ceo and md John Borghetti has expressed his frustration with the market's fixation on short-term results to the *Australian Financial Review*, with the airline expecting to return to profit this year.

"If you have an old house and want to bring it down and build a new one, you don't bulldoze the old one and come in the next day and expect to find a new one," Borghetti said.

Borghetti told AFR his priorities this year will be making international profitable and "new opportunities" for Velocity.

## &Beyond addition

**BESPOKE** travel firm &Beyond has added &Beyond Vamizi Island in Mozambique to its collection.

Located on the Quirimbas Archipelago in the country's north, the resort features six luxurious private villas - each a mix of five and six bedrooms.

## Thai wedding comm

**CROWN** Lanta in Thailand's Andaman Sea is offering 10% commission on a range of wedding packages for 2016.

Packages include ceremonial activities, flowers and other accessories, accommodation, transfers and food and beverage.

Prices range from the Pearl package of TB65,000 from Jun-Sep and TB75,000 from Oct-May up to TB105,000 for the Elephant Blessing ceremony.

## Hyatt investigation

A **HYATT** investigation has found signs of unauthorised access to payment card data from cards used onsite at certain Hyatt-managed locations, primarily at restaurants, between 13 Aug, 2015 and 08 Dec, 2015.

Five Hyatt locations in Australia, in Canberra, Melbourne, Perth and Sydney were found to be at risk - for the full list of affected locations, **CLICK HERE**.

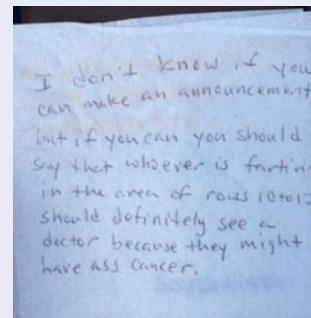


## Window Seat

**BETTER** out than in, they say - but does the age old rule on flatulence apply whilst in-flight?

A desperate passenger forced to inhale one too many farts from a flatulent flyer, took action - passing a carefully crafted note to an air hostess in a bid to stifle the noxious gases.

The note was shared on Reddit, where it was later revealed the hostess did not make the announcement.



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## EW 5 new routes

**EUROWINGS** will add five new routes from North Rhine-Westphalia in coming months.

A Cologne/Bonn-Brindisi route will take flight on 07 May and Düsseldorf-Bastia, Düsseldorf-Las Palmas and Düsseldorf to Kavala flights will start 30 Apr.

All of the above are scheduled to depart every Sat and the final flight, Düsseldorf-Jerez de la Frontera will operate every Sun from 01 May.

## Top Parks' guide out

**TOP** Parks has released its annual Park Guide with updated information on the parks such as locations, facilities, price guides, park maps and contact info.

Additional icons identifying the offering of each Top Park are in this year's guide, including a campfire icon.

## Risk symposium

**THE** Council for Australasian Tourism and Hospitality Education (CAUTHE) will hold the first Tourism Crises Response and Recovery symposium on 12 Feb.

The event will cover best practice, research and issues concerning disaster recovery and features speakers and panelists from the travel industry, government, academia & media.

It will be held at the Blue Mountains International Hotel Management School from 0930-1600, register [HERE](#).

## FJ seeks SFO approval

**FIJI** Airways has sought approval from US regulators to commence its planned twice weekly service between Nadi and San Francisco, earmarked recently (**TD** 24 Dec).

The seasonal services are slated to commence in Jun, operated by Airbus A330-300 aircraft.

"Fiji Airways' proposed service adds a new, direct link from the West Coast to Fiji, and via Fiji to points in the South Pacific and Australasia," the airline told the US Department of Transportation.

## Jazoodle's crystal ball

**TRAVEL** business technology consultant Jazoodle has predicted 2016 will be the year of consolidation.

In the retail leisure space, Jazoodle says consolidation will be driven by pressure on margins, increased volumes, as well as an ageing agency demographic.

Corporate businesses will be pushed by access to technology and margin pressures, the consultancy says.

## Rex fuel hedge saving

**REGIONAL** Express announced on Fri it has taken advantage of recent oil price drops to hedge its jet fuel requirement for Q3 of financial year 2017.

The move will result in Rex's fuel cost for the first three quarters of FY17 (ending 31 Mar) being \$4.7 million lower compared to the same period this financial year.



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## A wonderfully Scenic evening



**SCENIC** kicked off 2016 in style on Sat evening at Sydney's Ivy Ballroom with the unveiling of the world's first discovery yacht, *Scenic Eclipse* (see **page one**).

The announcement coincided with Scenic's 30th anniversary, and celebrations at the luxury travel company's annual 'Night of Stars' which recognises its top performing agencies and consultants for 2015.

Scenic ambassador Steve Jacobs emceed the dazzling event and was joined by Scenic's extended Network Nine family of celebrity guests including David Whitehill, Livinia Nixon, and Rosie Jacobs, as well as *Scenic Jasper* godmother and author Kathy Lette.

Scenic general manager sales & marketing Michelle Black confirmed 2015 was the firm's biggest year ever, and attributed the success to the 300+ agents present on the evening.

"Everything I've touched on tonight requires the underpinning support of you, all of you, our very important business partners, our brand ambassadors and our Scenic stars," she said.

The Australian Highest Agency Sales awards for each state went to: Weston Cruise & Travel (NSW/ACT), Ballarat Travel & Cruise (Vic), helloworld Strathpine (Qld), Sorrento Quay Travel & Cruise Centre (WA), helloworld Launceston (Tas) and Phil

Hoffmann Travel Glenelg (SA).

Deborah Long of Weston Cruise & Travel won the Top National Consultant for Australia award, and the ACT-based agency also picked up the accolade for the Highest Sales – Single Location.

The recipient of Scenic's Highest Sales Multi Location Australia-wide award went to home-based agency network, TravelManagers.

The Night of Stars also included Scenic partners from New Zealand, with the Highest Agency Sales award going to House of Travel Whangarei, while Lesley Johns of United Travel Westgate took out the Top National Consultant award.

**Pictured** above at Scenic's 'Wonderful' themed event are Scenic founder, Glen Moroney, Michelle Black and Steve Jacobs.

## New Collette tour

**COLLETTE** has introduced the 14-day Norwegian Coastal Voyage and Scandinavian Capitals, which travels by land, air, sea and rail.

Passengers will explore Stockholm, Copenhagen and Oslo before departing on the Bergen Railway, later switching to the Flam Railway and finishing off the tour with a six-day Hurtigruten cruise from Bergen north to Kirkenes.

There's the option for a 3-night post-tour extension in Reykjavik.

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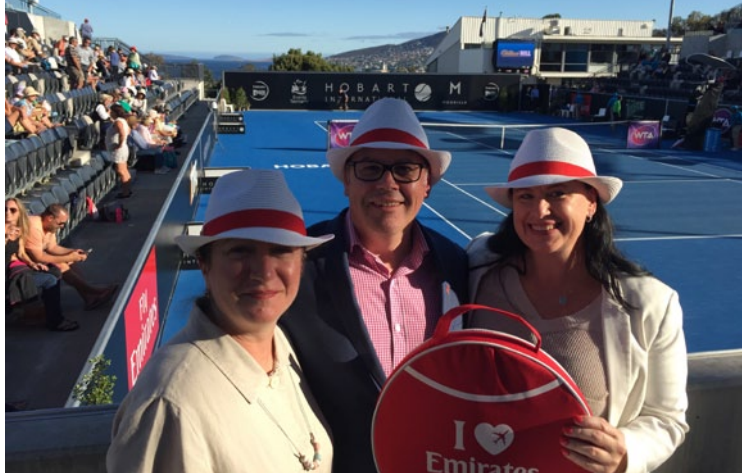
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Monday 18th January 2016

## EK treats Tas agents to tennis



**ABOVE:** Emirates invited a group of lucky agents from the Flight Centre Group, helloworld, RACT and Andrew Jones Travel to enjoy the Hobart International tennis tournament held at the Domain Centre Court, last week.

To rep Emirates red, agents were gifted branded seat cushions and hats to make their experience a comfortable one.

Pictured **above** is Linda Constantini, sales exec Emirates; Dean Cleaver, regional manager Emirates; Jodie Collins, regional sales manager Dubai Tourism.

## Caesars self check-in

**CAESARS** Entertainment has rolled out a number of brand new self check-in and key retrieval kiosks at its Las Vegas Resorts.

Debuting first at the LINQ Hotel & Casino, Flamingo Las Vegas and Caesars Palace; the new kiosks have the ability to verify guest identification, take payments and distribute printed key cards for rooms that are ready - effectively reducing long queues and wait times for guests during peak hours.

**CLICK HERE** for more details.



## Business Manager NSW/ACT - Associate

A vacancy exists for a full time **Business Manager NSW/ACT - Associate** in the Associate division, located in North Sydney.

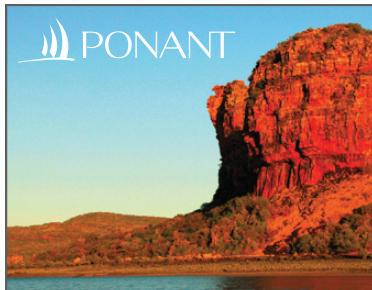
This position will play a key role in maximising both individual store and helloworld profitability and provide direction to the helloworld network. To be successful in this role you will be a results driven individual who is passionate, energetic, and able to communicate effectively at all levels and be able to deliver value to the membership network by driving company initiatives.

If you are interested in applying for this role, please send your resume to Nicola.Nanninga@helloworld.com.au by close of business Friday, 29 January 2016.

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## Kimberley Expeditions in 2017

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## Brochures

**THIS** week's Brochures of the Week is brought to you by **DriveAway Holidays**. 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).

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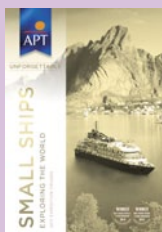
### DriveAway Holidays - Peugeot Leasing 2016

The open roads of Europe await you and one of the best ways to explore them is on holiday behind the wheel of brand new tax-free Peugeot. The 2016 brochure from DriveAway Holidays outlines all the information you need when leasing a Peugeot including delivery and return fees, locations, travel restrictions and accessories. Book today and take temporary ownership of the latest model Peugeot and tailor your holiday to suit your needs. With various locations within France that offer free delivery and collection you cannot go past a lease. Start your engine, be your own tour guide and discover your road to freedom.



### Scenic - New Zealand 2016/17

Seven tours ranging from six to 24 days in length feature in Scenic's New Zealand brochure. A new adapted 10-day tour to the South Island has been added, plus a number of new Enrich experiences and Freechoice activities. The 10-day Southern Delights includes some of the South Island's highlights, including Franz Josef Glacier, Queenstown and Fiordland National Park.



### APT - Small Ships 2017

Two small ship expedition cruise styles and a range of new itineraries are on offer in APT's new brochure. Soft Expedition Cruises have been introduced, offering Freedom of Choice options and the ships will mainly be docked in port - although Zodiacs still feature. Four Soft Expedition Cruises have been added, exploring Japan, the Mediterranean, Southern Europe and the Baltics and Expedition Cruises are also included.



### All Around Tanzania 2015/16

The Tanzania 2015-16 program is designed for small groups and private safari and features adventure and wildlife experiences. Highlights include the 'Big 5 Over 5', which packs wildlife, wilderness and local culture into five days. The seven-day Tanzania Highlights ticks off 'bucket list' items, including a visit to Ngorongoro Crater and the Tanzanian Discovery offers ten days of exploring at a relaxed pace.



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