# SCENIC°

# CANADA, ALASKA & USA 2018 PRE-RELEASE OUT NOW





Travel Daily First with the news Tuesday 4th April 2017



#### JNTO appointment

THE Japan National Tourism Organization Sydney Office has welcomed a new executive director, with Kana Wakabayashi relocating from JNTO head office in Tokvo to take over the role from Mariko Tatsumi.



**ON SALE UNTIL 5 APRIL 2017** 

# Chinese carriers slam Australia

THE China Chamber of

Commerce in Australia (CCCA) has blasted increasing airport charges and taxes imposed by Australian governments, saying Chinese airlines operating to Australia are becoming increasingly frustrated.

China Eastern Airlines gm Oceania Kathy Zhang, chair of the CCCA's Aviation Committee. said despite the massive increase in Chinese arrivals, "Australian airports - especially the larger airports continue to increase their charges, but offer deterioriating services to both the Chinese airlines and the inbound Chinese visitors".

She said a lack of efficient infrastructure and resources continued despite the rapid growth of passengers, adding that some state governments imposed additional taxes on Chinese airlines "but the airlines can see no resulting benefits".

Zhang noted that last year over 1.2 million tourists arrived in Australia from mainland China, a year-on-year increase of 21%.

"These tourists injected over \$9 billion into the Australian economy and were responsible

#### Today's issue of TD

Travel Daily today has seven pages of news, a cover wrap for Scenic, a photo page for **Sunshine Coast Destination** plus a full page from: inPlace Recruitment

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for the creation of many thousands of new jobs," she said.

There are now multiple links from Australian ports to China, including Shanghai, Beijing, Guangzhou, Chengdu, Kunming, Chongqing, Xiamen, Fuzhou, Xian, Shenzhen, Wuhan, Nanjing, Changsha and Qingdao.

"The phenomenal growth in visitors is largely the result of persistent marketing by Chinese carriers," Zhang said, with those currently operating including Air China, China Eastern, China Southern, Sichuan Airlines, Xiamen Airlines, Hainan Airlines and Beijing Capital Airlines, with Tianjin Airlines to add services in Sep this year and more to follow.

Zhang called on Australian airports and governments "to provide a business environment that is conducive to sustainable development for Chinese carriers, considering their significant role in promoting the local economy".

#### Scenic Canada Alaska

SCENIC has today launched its 2018 pre-release program for Canada, Alaska and the USA.

Offers on 2018 departures include flights to Canada for \$595 incl taxes for journeys to western Canada in Apr, or \$995 for May-Sep trips in Canada or the USA.

Business class flights to Canada from \$5,995pp are also on offer in conjunction with the trips - see the cover page for details.

#### **CX ups Manchester**

**CATHAY** Pacific is expanding its operations to Manchester in the UK. with frequencies on the Hong Kong-Manchester route lifting from 5 per week to a daily operation effective 06 Dec 2017 using Airbus A350-900s.



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## Visionaries wanted to join the travel network of the future





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#### TA supports VA/HNA

**TOURISM** Australia has pledged support for the proposed alliance between Virgin Australia and HNA Group, Hong Kong Airlines and HK Express, telling the ACCC the joint venture aligns with its Tourism 2020 strategy.

TA boss John O'Sullivan said the planned Australia-China alliance would capitalise on the unrestricted aviation capacity between the two nations, saying "additional flights are needed".

"The facilitation of improved access to Australia for Chinese visitors through increased air services between Greater China and Australia is crucial to achieving the Tourism 2020 goal," O'Sullivan remarked.

It will also leverage Virgin Australia's domestic network and potentially increase dispersal to regional areas by visitors from Hong Kong and China.

The Dept of Infrastructure and Regional Development also voiced support for the proposed pact, saying the tie-up was a "positive development which will improve connectivity... and is consistent with the Australian Government's aviation policy settings".

# New Virtuoso hotel portal

THE Virtuoso travel agency group has launched a new consumer-facing hotel booking website, offering about 900 participating luxury properties across the globe.

The new site links bookings to the client's existing Virtuoso travel advisor - or if they don't currently have a relationship with Virtuoso the tool assigns one.

A consultant will then service the booking and also assist with other aspects of the trip such as transfers, private guides and

#### SQ MEL A350 boost

**SINGAPORE** Airlines is adding more Premium Economy options on the Singapore-Melbourne route with the deployment of a second Airbus A350-900s on its daily SQ208/207 flights.

Taking effect from 11 May, the shift will see SQ downgauge from Boeing 777-200s currently used on the service until 30 Jun.

From the same date, Singapore Airlines will reassign A380s to take over A350s on flights SQ218/217 between the cities. exclusive experiences, as well as "serve as a safety net to resolve any issues that may arise before, during or after the stay".

Bookings through the site will make the most of Virtuoso's strong relationships with hoteliers, offering VIP treatment and extra perks such as upgrades, breakfasts, internet access and early check-in or late check-out.

Virtuoso senior vice president of marketing, Terrie Hansen, said the tool "is an advantage for travellers who have been suffering from DIY fatigue and didn't realise there was an alternative.

"We're offering them the convenience of online booking, but marrying it with the advantages of both our hotel program benefits as well as expert guidance," she said.

Hansen said the site was an example of how technology is actually helping bring travellers back to travel agents rather than driving them away.

In Australia Virtuoso has 65 member agencies.

See virtuoso.com/luxuryhotels.

#### QF seeks SIN renewal

**QANTAS** has applied for a renewal of Singapore stopover allocations, which would allow its current seat allowances to continue beyond 2018.

In an application to the International Air Services Commission (IASC), Qantas has asked to retain its 300 seats a week for stopover traffic from Singapore to Colombo, including its provisions to use the capacity for codeshare services with Emirates and SriLankan Airlines or by a subsidiary.

#### Qld flood campaign

QUEENSLAND Tourism Minister Kate Jones has promised a marketing campaign in coming weeks to help the state recovery from Cyclone Debbie.

"We're already working hard to support tourism operators to get back to business as quickly as possible," Jones said.

"In the coming weeks and months we will roll out a targeted marketing campaign, in partnership with Tourism Australia, to encourage everyone to consider a Queensland holiday," she said.





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CLICK HERE for further details

# **Uncapped Student Flights leave**

**STUDENT** Flights travel agents are being offered unlimited annual leave, in keeping with the Flight Centre offshoot's 'Never Stop Travelling' mantra.

GM Sean Martin said the initiative - which may also be rolled out across the wider Flight Centre group - aimed to reward staff and help attract and retain high quality candidates.

"This program enables our staff to never stop travelling, to enhance their passion & product knowledge which can then be

#### **Rocky free night**

**GUESTS** booking a Rocky Mountaineer package of five days or more on select dates in 2017 are being offered an extra night free to explore Seattle, Vancouver, Victoria and Calgary.

The deal, available until 07 Jul, is in celebration of Canada's 150th anniversary this year. passed on to the customer so they have all the information needed for the best holiday possible," Martin said.

Student Flight's 400 sales people across Australia must meet an agreed commission average in order to qualify.

If an employee has used their entitled leave days they can go into "negative annual leave balance" with no cap.

"Staff can take as much leave as they like as long as it fits in with the businesses requirements".

#### VA MEL/LAX relaunch

VIRGIN Australia has today recommenced services between Melbourne and Los Angeles using Boeing 777-300ERs.

Flights operate five times per week in codeshare with Delta Air Lines & feature Virgin Australia's 'The Business' cabin. More in tomorrow's issue of **TD**.

# **Cover-More delisted**

**COVER-MORE** Travel Insurance is no longer being traded on the Australian Stock Exchange.

The company was suspended from quotation yesterday after the finalisation of its takeover by Zurich Insurance (*TD* 12 Dec).

#### New CTM technology

**CORPORATE** Travel Management chief operating officer Laura Ruffles this morning unveiled new "business intelligence" features of the TMC's technology offering which gets updated every two weeks.

Progressively rolling out this year, the additions will allow managers to access reports globally 24/7 from any device, with real-time data insights and a "highly scalable and reliable global analytics platform".

Ruffles said Corporate Travel Management continued to trade at the top end of profit guidance of \$97 million for FY17.



**COUPLE** getaways can be a good way to reignite the flame, especially for those whose relationship are on the rocks.

But if it ends as a bittersweet memory, one hotel is providing a money back guarantee.

Countryside Hotels in Sweden is offering couples their money back if they divorce within a year of their stay, provided they have the legal documentation and are already married.

The relationship guarantee must also be mentioned at the time of booking (because that totally doesn't kill the love).

Ann Madsen, director of marketing and sales hopes the radical move will make couples invest in their relationships and understand the importance of getting away for quality time.

# South Africa and South America Fly Away Sale

Choose your clients next adventure. Whether it's a safari though jagged mountains, stunning landscapes in South Africa, visiting a place of culture in South America or a feast at the foot of the snow-capped Andes.

Ends 8 April 2017 Visit qantas.com/agents to find out more.



Sale ends 11:59 (AEST) 8 April, unless sold out prior. Selected travel dates, days and conditions apply.



Tuesday 4th April 2017

### Hawaiian celebrates 4yrs in NZ



HAWAIIAN Airlines chief exec Mark Dunkerley is down under this week, celebrating the airline's fourth anniversary of services to Auckland, New Zealand.

Since 2013, HA has carried more



*Travel Daily* and Las Vegas Convention and Visitors Authority is giving readers the chance to win one of five double passes to see Harrison Craig's *Kings of Vegas Lounge Sessions* tour in 2017.

Harrison Craig's two-hour concert will showcase songs from his

Kings of Vegas album performing the hits from the likes of



the likes of Mel Torme, Nat King Cole, Bobby Darin, Frankie Valli, Elvis Presley and many more.

To enter, simply send a photo of yourself or your team that best represents the 'Entertainment Capital of the World' to **lasvegas@traveldaily.com.au.** The most creative submission each day will win the double pass to

the winner's nearest event venue.



than 120,000 guests on over 500 flights between HNL and AKL.

The Honolulu-based carrier is the only US airline to operate non-stop flights from Hawaii to the Land of the Long White Cloud.

Dunkerley said Hawaiian Airlines remained "confident and committed" to the Australasia market, which he said had a "bright future".

**Pictured** at the Auckland event from left are Hawaiian Airlines' Theo Panagiotoulias, svp global sales & alliances; Mark Dunkerley, president & ceo; Russell Williss, New Zealand country director and Gai Tyrrell, Australia and New Zealand regional director.

**MEANWHILE**, HA has revealed it will introduce wireless streaming in-flight entertainment, fitted out on its brand new Airbus 321neos which come online this year.

Using their own devices, pax will be able to access a wide range of movies, TV shows and Hawaii content via an application.

HA's A321neo, which will fly medium-haul routes between Hawaii and US west coast cities, will feature holders for hand-held devices and tablets built into the tray tables of the Premium Cabin and first row of Extra Comfort.

Other seats on the A321neo will have a stand for devices built into the backrest.

Hawaiian Airlines is set to take delivery of 18 A321neos between Q4 of 2017 to 2020 - view a virtual tour of the plane **HERE**.



#### Air China results

**AIR** China has posted a ¥6.8 billion net profit for 2016, a 0.6% increase on the year before.

Revenue rose 4.6% to ¥114 billion, while capacity increased 8.6% and revenue per passenger kilometre fell 4.4%.

*Reuters* reports the result was below expectations, with earnings hit by the weakening yuan and rising costs.

#### **Opera tkt sales soar**

A HUGE increase in overseas tourists has helped Opera Australia set new box office records in the first three months of this year.

More than 102,000 people attended performances at the Sydney Opera House, boosted by 40,000 international tourists.

The number of overseas visitors was up 28%, joining 8,330 interstate tourists and 4,928 people from regional NSW.

#### UTracks lauds tie-up

**ACTIVE** holiday specialist UTracks has welcomed news of a tourism promotion deal signed by Paris and London (*TD* Wed).

"London and Paris both share an incredible culture and history and the new tourism pact opens the way for a host of new opportunities for the industry and unique experiences for the traveller," said gm Kate Baker.

The company has been offering tours across both destinations for several years.

#### Hawaii on Sunrise

HAWAII hosted a live broadcast of the Seven Network's *Sunrise* program yesterday on the first leg of a USA mystery tour in conjunction with Flight Centre.

The main broadcast took place from Waikiki Beach, with the weather presented from Kona and an entertainment segment shot at Kualoa Ranch.

# SINGAPORE AIRLINES

#### Service Centre Officer - Customer Affairs Sydney

Singapore Airlines, one of the world's most respected travel brands, currently has an exciting opportunity for a highly motivated individual to join the South West Pacific Service Centre team in Sydney.

#### The principal accountabilities of the role are:

- Respond to customer feedback
- Investigation of feedback, as required
- Coordinate service recovery processes Maintain Customer Affairs database
- Produce monthly reports

#### The successful candidate will possess:

- Outstanding customer service skills and problem solving acumen
- · Able to work under pressure with minimal supervision
- Strong command of the English language, including clear verbal and written communication
- Highly developed interpersonal skills
- Strong time management ability and attention to detail

The salary range is from \$49,327 plus 10% super, private medical insurance subsidy and staff travel benefits.

#### To apply please forward your application and CV to the attention of Suzana Tirovski, Service Centre Supervisor, via email to Lyn\_Larsen@singaporeair.com.sg

#### Applications close Thursday, 13 April 2017

All applications will be treated in strict confidence.

Australian Citizenship, permanent residency status or appropriate work visa is required.



# AFTA update

#### From AFTA's chief executive, Jayson Westbury

FIRST off, let me say a very big congratulations to APT on their achievement of 90 years in business and how wonderful it is to have an Australian company in the global travel industry that has this level of tenure. It is a testament to the McGeary family who have put in the work and kept close to a simple purpose of being customer centric and quintessentially Australian. I was honoured to have been invited to the

celebration in Melbourne over the weekend and I am sure they will go on for another 90 years. A big shout out to all the APT team. Contrasted to this celebration is the absolutely ridiculous decision taken by the US and UK governments to regulate that certain electronic devices are to be checked in and not allowed to be carried on board inbound aircraft from particular countries. In this modern age of security screening and with the technological advancements of detection, it seems to me to be a ban that is not based on the reality of the problem, but more directed as means to detract from the global movement of people and inevitably this will impact on the travel industry. The US-UK ban on some devices including tablets, laptops, game consoles and other larger electronic devices appears to have been prompted from reports of explosives being hidden in a fake iPad. From the research available, flights inbound to the UK and US from some north Africa and Middle East countries including the likes of Egypt, Jordan, Lebanon, Saudi Arabia, Tunisia, Turkey, Morocco, Qatar, Kuwait and the United Arab Emirates now have this ban in place. While I have no doubt the world travelling community want to know they are safe when they fly, it occurs to me that this ban is an incredible way to catch that iPad that may or may not have had the explosives in place.

The real question now will be which other countries make a decision to follow suit with this ban, when they might decide to do this and of course the big challenge, how does the travel industry communicate all this to the traveller before they set off on their trip? Perhaps some shares in airport luggage companies may be looking like a good investment for the future as I have no doubt these decisions will have material and disruptive impacts on the global traveller including Australians travelling. This is one area to watch for sure and unfortunately it is difficult to source a single place to get this information. For the Australian industry, as would be the norm, the best place to check on these things is the Smartraveller website. As these bans continue and the impact on the traveller becomes more known, I like to think that a more suitable and workable solution might be found going forward. We can only hope.

#### France rail safety

**MONTPARNASSE** train station in southern Paris will adopt new ticket scanners from today in an effort to fight ticket fraud and heighten security.

The scanners, known as portiques, will also be rolled out at other major train stations like Gare de Lyon and Gare de l'Est in Paris as well as in other cities including Marseille, Rennes, Lyon, Rennes, Bordeaux and Tours.

The scanners were first installed at Gard du Nord in Dec 2015 following the Paris terror attacks, at a cost of \$3.5 million a year.

#### Swiss-Bel Lampung

SWISS-BELHOTEL Int'l has taken over a four-star property in Bandar Lumpung, Indonesia.

The 167-room Swiss-Belhotel Lampung was formerly 7th Hotel & Convention Center.

#### WOW A330neo lease

**WOW** air will add four A330-900neos with 365 Economy class seats to its fleet by the end of 2018, after CIT Aerospace secured the jets on long-term leases.

The airline will also acquire two A321-200s from Airbus.

#### **Europcar guarantee**

**EUROPCAR** UK will give car hire customers a more stressfree experience with its 'Model Guaranteed' service letting them book a specific make and model of car they want, provided they give at least 24 hours' notice.

New cars available include Audi A1, VW Tiguan, the Nissan X-Trail and Mercedes A Class.

The service will help travellers know the capacity for people and luggage and is available from many of the UK's busiest airports including Heathrow and Glasgow.



Tuesday 4th April 2017

# Allure Travel anniversary



ALLURE Travel by CTM celebrated its fifth birthday in Melbourne on Thu, welcoming 60 guests to its offices.

**Pictured** is the team from Allure Travel by CTM cutting the birthday cake, from back left: Tamara Ryan, Catharine Thorburn, Rosemarie Callaghan, Kellie Anderson, Barclay Cox, Kate Roberts and Kate Gleeson.

#### **AB transform officer**

AIRBERLIN has appointed Neil Mills as its chief transformation officer, heading a new division tasked with strengthening the company's overall performance. airberlin ceo Thomas Winkelmann said the new role

was "another step forward in the transformation of airberlin".

Mills was previously chief strategy & planning officer, and will now address "historic challenges" for the airline's core business as it works to improve efficiency and productivity.

#### Westin Maui sold

MARRIOTT International has sold its leasehold interest in Hawaii's 759-room Westin Maui Resort & Spa, Ka'anapali, for approximately US\$317 million.

The purchase was made by a joint venture among funds managed by Trinity Investments LLC and Oaktree Capital Management L.P. Front row: Debbie Kotton, Amy Baring and Janette Dvash.

# AFL

Round 2 Winner Congratulations

#### **MICHAEL LEWIS**

#### from Lewis & Turner Travel Associates

Michael is the top point scorer for Round 2 of Travel Daily's AFL footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.





Major prize for the 2017 footy tipping competition is two return economy class airfares to any one of **EMIRATES** 39 European destinations.



# Sunshine and Fraser Coasts champion tourism without borders

AUSTRALIA'S Nature Coast (ANC) held trade workshops in Melbourne and Sydney last week selling the region's rich collection of nature experiences to inbound operators, wholesalers and agents.

h

The ANC partnership was formed in 2013 by the two neighbouring regions of Sunshine Coast and Fraser Coast including the Noosa and Gympie regions and strongly supported by Tourism and Events Queensland.

ANC represents the regions stretching from Glass House Mountains in the south to Fraser Island in the north as one unified, world-class ecotourism destination for international promotion.

Visit Sunshine Coast, Fraser Coast Tourism & Events, Tourism Noosa and Destination Gympie Region participated in the roadshow, bringing 20 operators from across the regions to meet with trade partners.

**COVERING** the Sunshine Coast from south to north: Keith Murray, Glass House Mountains Ecolodge; Susan Maynard, Visit Sunshine Coast and Heatley Gilmore, Rainbow Getaway Holiday Apartments.





**STEPHEN** Grainger, Tropical Treks; Tilly Hemperger, Get Your Guide; Vynka Hutton, Tourism Noosa and Richard Taylor, Equity Travel.



MAGGIE Shalhoub, Live it Tours; Kathy Georgiou, ATS Pacific; Leon Ellas, Tour East Australia; Bob Gillard, Newport Mooloolaba; Dan Hart, Sunreef Mooloolaba and Azra Hadzic, Visit Sunshine Coast.



**CORINNE** Mikkelsen, Ginger Factory; Harry Gu, Flag Travel; Andrew McCarthy, Rainbow Beach Horse Rides and Anthony Valeriano, Rezdy.



**CORINNE** Mikkelsen, Ginger Factory and Erina Kilmore, Australia Zoo.



MARK Juppenlatz, Fraser Coast Tourism & Events; Joe Currenti, Kingfisher Bay Resort; Sally Wan, GTA; Mandy Mo, Travel World Australia and Rob Lennon, Emeraldene Inn & Eco-Lodge.



**ROBYN** Quinlan, Pacific Destinations Australia; Trent Banfield, Tourism Australia; Azra Hadzic, Visit Sunshine Coast and Leigh Sorensen, Tourism Australia.



**TROY** Geltch, Air Fraser Island; Lydie Ivey, Pan Pacific Travel; Tammy Nguyen, Pan Pacific Travel; Andrew Saunders, Destination Gympie Region and Stephanie Hubner, Get Your Guide.



#### Russia DFAT update

DFAT has released an update on its Smartraveller platform following an explosion on the St Petersburg metro system, overnight Australian time.

The affected metro stations are Sennaya and Technological Institute and DFAT is reporting of more unexploded bombs.

DFAT is advising Australians in St Petersburg to remain vigilant, avoid the affected areas and the metro system, and follow the advice of local authorities.



WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

#### \$1AUD = US0.759

THE Australian dollar had a tough week against most currencies after the retail market fell by 0.1% in Feb, instead of a predicted 0.3% growth.

Bucking the trend was the dollar's performance against the South African Rand, which grew a massive 8.2% last week after political tensions between the South African Prime Minister and his Finance Minister.

The AUD dropped against the euro after better manufacturing figures across the Eurozone.

This week's currency outlook will mostly depend on today's trade balance update.

Wholesale rates this morning.

US	\$0.763
UK	£0.608
NZ	\$1.083
Euro	€0.711
Japan	¥84.03
Thailand	ß26.11
China	¥5.233
South Africa	R10.419
Canada	\$1.017
Crude oil	US\$50.60

#### Indigenous growth

NSW'S Indigenous tourism sector has experienced a 50% increase in participation rates and the opening of six new Aboriginal owner/operated tourism businesses.

In the year ending Sep 2016, more than 394,000 international and domestic visitors participated in Aboriginal tourism experiences.

The increase from the previous vear contributed an estimated \$1.14b to the state's economy.

Destination NSW chief executive officer Sandra Chipchase said the growth was fantastic news for NSW indigenous committees.

#### Hotel monoxide death

A TEENAGE boy died and 14 other people were hospitalised after guests at Quality Inn & Suites in southern Michigan hotel were found unconscious around an indoor pool.

Fire officials said they believed guests had suffered carbon monoxide poisoning.

The deceased boy was only 13 years old and eight of the other hospitalised guests were aged between 12 and 14.

#### AirAsia group tool

AIRASIA launched an enhanced group booking system for travel agents using the AirAsia SkyAgent and Corporate Account trade portals in Australia and NZ.

The new system enables agents to check and book fares and ancillary add-ons for up to 50 passengers, as well as manage customer details and payments.

Agents registered can also contact a dedicated support email or account managers for queries.

#### Hyatt Rameswaram

**HYATT** has opened Hyatt Place Rameswaram in the South Indian state of Tamil Nadu.

It is the fifth Hyatt Place hotel in India and the first Hyatt property

in the Indian state. The hotel features 101 rooms and suites and is close to many tourist attractions.

# **Budget wins Digest accolades**



**BUDGET** Car Rental has been named 2017 recipient of the Reader's Digest Quality Service Award for Car Rental.

The car rental firm came out on top for its commitment to personalised service as well as exceeding customer expectations.

Around 1,500 Australian adults were asked to nominate service providers they used and rank their performance in a number of areas, including personalisation, understanding, simplicity, reliability and satisfaction.

Kaye Ceille, Budget Car Rental md, Pacific Region, said the award acknowledged the efforts of all Budget staff.

"Every member of the Budget team in Australia embraces our philosophy of 'putting the customer at the heart of everything we do' and it is pleasing to see their dedication and hard work rewarded."

Pictured above from left are Chantel Kovalik, Lindsay Herne, Chrissy Hosking, Julie Hare, Patty Metters and Kendall Alfano.

Tomorrow is golden for Singapore Airlines in Australia. Don't miss tomorrow's *Travel Daily* for details on how this milestone anniversary could deliver you a new and exciting experience!

Travel Daily's April monthly competition will commence Wed April 5.



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#### **Corporate Account Manager - SME**

Sydney

#### Salary from \$70K + super

Work for one of the fastest growing Corporate Travel Management companies across Aust and NZ with local representation in the premier gateway cities. You will be responsible for maintenance & growth of customers in the SME market. A prominent role providing clients with comprehensive & integrated business travel management programs tailored to maximise savings.

- Analytical role
- Solid corporate exp required

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Energetic team

• A road into Account Mgt

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