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Travel Daily

First with the news

Thursday 13th April 2017



AA Prem Econ for SYD

AMERICAN Airlines will launch Boeing 787-9 *Dreamliner* aircraft on its Sydney-Los Angeles route from 08 Nov, replacing Boeing 777-300ERs currently utilised.

The aircraft swap will see AA deploy a brand new aircraft and introduce its Premium Economy product on the route.

AA's 787-9 is equipped with 285 seats over a three-class cabin.

The change will also mean AA can offer a like-for-like Premium Economy product to that of its Australian codeshare and alliance partner, Qantas.

MEANWHILE, American Airlines is suspending its Los Angeles-Auckland service for an eight-week period from 07 Aug to 06 Oct "in line with the airline's peak season in North America".

AA launched the route in Jul. When AA resumes services to AKL in Oct it will deploy its 787-9 aircraft, featuring 59 more seats than the 787-8 currently offered.

Hayman shut til mid-2018

THE owner of One&Only Hayman Island in Queensland's Whitsundays has confirmed damage from Cyclone Debbie will see the iconic resort closed for more than 12 months.

A statement to the Kuala Lumpur stock exchange by Mulpha International says "initial assessments have determined that the damage across the resort is sufficiently extensive to require the closure of the resort for rectification works until approximately mid-2018".

The company said an insurance policy with a \$10 million excess covers the property, along with business interruption cover to protect the impact on trading results for up to 24 months.

It's not the first time a cyclone has forced the closure of Hayman, which shut down in 2011 after Cyclone Yasi and again in early 2014 for an \$80 million upgrade

prior to its relaunch under the One&Only brand.

MEANWHILE, Hamilton Island's qualia resort will also close until early Jul, while Mantra Group says both its properties at nearby Airlie Beach fared well and are operating "business as usual".

FURTHER, Qantas has issued a waiver for passengers with a valid ticket to/from Hamilton Island, issued before 27 Mar.

Today's issue of TD

Travel Daily today has six pages of news, including a photo page for **Silversea Cruises** plus full pages from:

- AA Appointments jobs
- Constellation Journeys
- Avalon Waterways profile

The next issue of *Travel Daily* will be published on Tue 18 Apr in observation of Good Friday and Easter Monday.

CX names new ceo

CATHAY Pacific has announced a senior management shuffle which will see chief executive officer of six years Ivan Chu step aside from 01 May, replaced by the company's current chief operating officer, Rupert Hogg.

Hogg has been tapped to lead the airline through a three-year corporate transformation plan that aims to make Cathay "more agile and competitive in the challenging market place".

Hogg has been a director of CX since Mar 2014 and worked with the group in Hong Kong, Australia, Southeast Asia and the UK.

He will also become chairman of Cathay Dragon, while retaining his title of chairman of the sister-company's executive committee.

Chu has been named chairman of Cathay Pacific's investment company, John Swire & Sons (China) Limited, but will remain on the boards of Cathay Pacific as a non-executive director.

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Take a survey and win

TRAVEL Daily's second annual Cruise Industry Survey is giving readers a chance to win Fitbit Charge 2 watches and Event Cinema tickets by taking part in our research on the cruise sector. **CLICK HERE** to get involved.

Princess newbuild for ANZ

PRINCESS Cruises has flagged the potential of *Majestic Princess* becoming an annual deployment for Australian and New Zealand waters, should the line maintain its ongoing rate of growth.

Speaking exclusively with **Travel Daily** yesterday aboard *Emerald Princess*, Princess Cruises vice president ANZ Stuart Allison said if the 3,560 *Majestic* sold out for its maiden season down under, "I promise she'll be back".

Launched last week in Italy, *Majestic Princess'* capacity is 500 more guests than *Emerald Princess*, which departed local shores yesterday following a bumper season bound for Alaska.

Questioned by **Travel Daily** if

Majestic Princess' deployment to ANZ from Sep next year to Mar '18 was in response to the addition of rival Royal Caribbean's *Ovation of the Seas* positioning here this season, Allison said the strategy was to support Princess' "number one international market for the last two or three years."

"Princess has been the biggest brand in Australia. Australians spend more nights on a Princess ship than they do any other line.

"Really for us, it was the next step, bringing a bigger ship, like *Emerald* to Australia," he said.

More from Princess Cruises on **page 4** & in today's **Cruise Weekly**.

TA France rep tender

TOURISM Australia has opened a tender process for a full-service market representative to promote Australia in France.

The organisation is looking for an agency to provide integrated marketing representation and public relations, with tenders requested by 04 May.

The tender is part of TA's ongoing representation in France - one of the organisation's key markets in Europe - and is in addition to its own offices in London and Frankfurt.

Requirements for the tender include providing a dedicated country manager, French content generation, media hosting and distribution partnerships.

For details, **CLICK HERE**.

Avalon guest choice

AVALON Waterways is giving the choice back to the guest, by allowing them to experience the world, the way they want to.

Guests can also enjoy free Wi-Fi on board - see **page 9**.



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Helloword re-signs

HELLOWORLD for Business (HWFB) has re-signed several high-profile agencies to the group, including Travel Tree, Acland Travel, Motive Travel, Travel Together, New England Travel and the Donna Barlow Travel Group.

Helloword head of associate, corporate and affiliate networks David Padman said the re-signings demonstrated "the importance and unique offering that HWFB has in the market."

Travis Smith, owner and director of Travel Tree in WA, said HWFB delivered substantial value to his company, which had signed up for a further five years.

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New York. Veranda cabin from \$2,700* pp
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CLICK HERE for further details

Arrivals increase for Feb

LATEST figures from the Australian Bureau of Statistics for Feb reveal short-term visitor arrivals increased 0.3%, compared to Jan 2017.

The current trend estimate for arrivals into Australia, is 7.7% higher than in Feb 2016.

Seasonally adjusted results show 716,000 arrival movements, which is an increase of 0.4%, compared to 713,200 movements in Jan 2017.

Australians leaving the country for short term trips increased by 0.3%, compared to Jan 2016.

The current trend estimate for departures is 3.2% higher than in Feb 2016.

Once seasonally adjusted, the figures for short-term resident departures for Feb 2017

decreased by 2.3% compared to Jan 2017.

This translates into 832,600 movements, instead of 852,000 in the previous month.

Based on the current trend, there were an extra 123,800 people who left Australia on short-term trips than those who entered the country.

StayWell/Cristal join

STAYWELL Hospitality Group and Middle Eastern hotel management company Cristal Group are joining forces, with the announcement of a strategic alliance between the two.

StayWell is entitled to use Cristal's brand outside the Middle East, while Cristal can use StayWell's brand within the Middle East.

Storm hammers DL

DELTA Air Lines has released its financial results for the Mar quarter 2017, which showed a pre-tax income of \$847m profit.

This was a US\$713m decrease from the previous 2016 period. The airline says the drop was primarily from higher fuel prices. Last week DL cancelled 4,000 flights as a result of weather and the operational recovery.

Delta estimates the storm will reduce its Jun quarter pre-tax income by US\$125 million.

USA Discovery prog

SUNDAY is the last day to be in with a chance to win a Brand USA incentive, to celebrate the launch of 16 new specialist badges on its official training site, the USA Discovery Program.

In collaboration between Brand USA, Delta Air Lines and Virgin Australia, the winner will receive a trip for two to any US city.

Agents need to complete any five badges on the USA discovery program portal to have a chance at winning.

APT on Odysseus

APT Travel Group has improved agent access to its suite of programs on APT Link.

Australian travel agents using the Odysseus platform can now obtain real time information for all APT and Travelmarvel river and small ship cruising products, including pricing, availability and in-market offers.

APT Travel Group exec gm, global sales and marketing Debra Fox said the upgrade would provide value for small, medium and online travel agencies.

Air NZ Cook concerns

DUE to forecast storm conditions from Cyclone Cook, Air New Zealand is advising customers to anticipate delays and cancellations across its flights.

Air New Zealand is offering fare flexibility for customers, who don't wish to travel.

The airline will not offer road transport options for disrupted flights due to the conditions.

MEANWHILE Virgin Australia is warning of possible flight disruptions on its NZ flights today due the weather conditions and is referring pax to its flight status page for flight info.

DFAT is warning Aussies in NZ to monitor news updates and be prepared for flight delays.

JNTO Adv Travel Mart

JAPAN National Tourism Organization's Adventure Travel Mart 2017 will be held in Sydney on Tue 23 May and Melbourne on Thu 25 May.

Attendees at the annual event will have the opportunity to meet with Japanese suppliers including popular ski destinations and get up-to-date information on Japan's green season as well.

There will also be presentations and business sessions from JNTO and from guest speakers.

Both events will run from 3.30pm to 8pm and feature a networking session with suppliers.



Window Seat

AAT Kings is offering Liverpool FC a day tour in Sydney after hearing the popular football club was heading down under in May.

MD Hans Belle penned an open letter to the club, inviting the players on a tour, saying "a little lorikeet has told AAT Kings that your team is heading Down Under next month".

The letter says the club should swap Albert Dock for Circular Quay, The Beatles for Crowded House, and their tour will take them to Bondi, the Opera House, the harbour & the Rocks. So will Liverpool play ball?

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Aussies the first to sample *Silver Muse*

THIRTY-TWO trade and media partners from Australia and New Zealand were part of the inaugural *Silver Muse* shakedown cruise from 03-07 Apr – the first to set foot on the new ultra-luxury 596 guest vessel.

The group was treated to two days of pampering luxury in Monte Carlo hosted by Monaco Government Tourist Bureau before transferring to Genoa to embark the ship along with guests from around the world.

Silver Muse offers a welcoming blend of spaciousness, luxury and comfort where guests will immediately feel at home.

In addition, she offers more restaurants than any other luxury ship – eight venues – offering the finest and widest bespoke experience at sea.

An official christening ceremony will be held in Monte Carlo on 19 Apr before *Silver Muse* begins sailing Mediterranean cruises among destinations including Barcelona, Rome, Venice, Dubrovnik and Athens. She will then cross the Atlantic in Sep for a series of cruises in the Americas and will have visited 130 ports in 34 countries by the end of 2017.

To see a video from the *Silver Muse* shakedown cruise, [CLICK HERE](#).



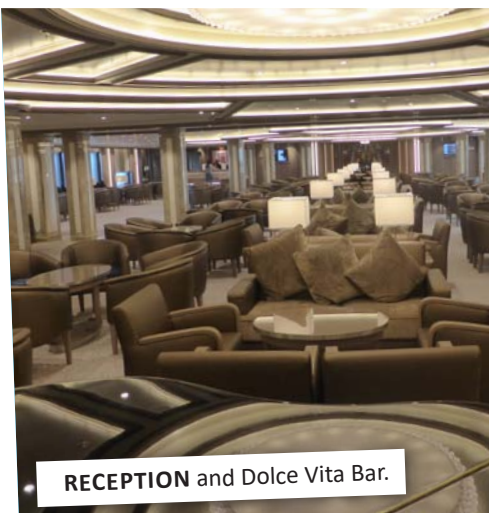
SILVER Muse Hot Rocks dining by the pool.



TRADE and media group photo poolside.



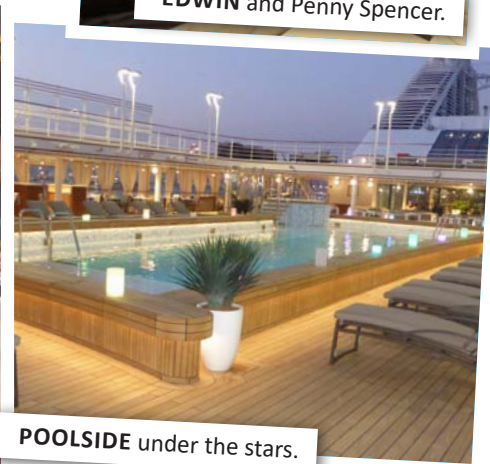
EDWIN and Penny Spencer.



RECEPTION and Dolce Vita Bar.



CHEERS Silversea! Carol & Alan Bicton and Penny and Edwin Spencer dining at Atlantide.



POOLSIDE under the stars.



BIRTHDAY celebrations for Claudia Rossi of Mary Rossi Travel, with her husband Roger.



ATLANTIDE Garden Pot - Signature Dish of Culinary Director, Rudi Scholdis - a whopping 32 ingredients!!



LEANNE Fonagy & Captain Alessandro Zanello dining in Silver Note.



Industry Appointments

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Adventure World Latin America has announced the return of **Ana Salazar** to the role of Latin America Product Manager. The Ecuadorian has over 24 years' experience promoting South America.

The **South Sea Cruises Fiji** sales team welcomes **Alyssa Field** as Business Development Manager for NZ and North America and **Richard Carrick** as Business Development Manager for Australia. Field was most recently Global Contracts Manager for Helloworld Limited and Carrick was Business Development Manger for Awesome Adventures Fiji.

Four Seasons Hotel Sydney has appointed two senior managers, **Simon Barnett** as Hotel Manager and **Helen Radic** as Director of Marketing. Barnett was promoted from his role as Director of Marketing at the property, while Radic was Cluster Director of Sales and Marketing at Sydney Harbour Marriott Hotel for eight years.

Matt Rippin will lead all hotel operations as **InterContinental Sanctuary Cove Resort's** General Manager. Rippin spearheaded the Holiday Inn Cairns Harbourside rebrand and launch and has 20 years' experience in the international hotel industry.

Anantara has appointed **Giles Selves** as Area General Manager for three of the group's resorts in Sri Lanka, bringing 20 years' experience in the hospitality industry. The company has also appointed **Ross Sanders** as General Manager of the Anantara Peace Haven Tangalle Resort.

WestJet has appointed **Craig Maccubbin** as Executive Vice President and Chief Information Officer. He was most recently Chief Technology Officer at Southwest Airlines.

Gordon Drake will step up to the role of Chief Financial Officer with **Six Senses Hotels Resorts Spas**. Drake's background is in corporate capital markets and financial asset management, with over 13 years' experience in the global hospitality industry.

Tassie mtn bike tour

TASMANIAN adventure operator Blue Derby Pods Ride has launched today, offering three-day mountain biking tours in the state's north east.

The company takes groups of eight with two guides, staying in architecturally designed "eco-sensitive pods for two".

Cyclists follow 100km of tracks in the Blue Derby Mountain Bike Trails network.

Xiamen boosts LAX

XIAMEN Airlines will expand its Xiamen-Los Angeles service starting 28 Jun with three weekly flights on board Boeing 787-9.

From 19 Jul, the airline will add a fourth weekly service on board 787-8 until 24 Aug.

Jersey Boys returning

OVER 32,000 overnight visitors are expected to head to Sydney when the musical *Jersey Boys* returns to the city in Aug 2018.

Visitor expenditure of \$21.7m is expected to pour into the state as result, Destination NSW said.

The NSW Govt is aiming to double overnight visitor expenditure by 2020.

Shanghai Biz airport?

SHANGHAI Airport Authority is considering building a new airport for business aviation after recording a 20% year-on-year growth over the past three years.

China Daily reports airport president Jing Ying has said an independent airport should be built solely for business traffic.

New SkyTeam options

SKYTEAM has launched a branded product, SkyTeam Marine and Offshore, providing seafarers and offshore workers with special fares, baggage provisions and ticket flexibility.

Air France, Delta and KLM are among six SkyTeam members to offer the product, with others to follow in coming months.

It is available through marine & offshore specialist travel agencies and joins other branded products including SkyTeam Global Meetings and SkyTeam China Corporate Connection.

Aurora earlybird

AURORA Expeditions is offering travellers up to 15% off as part of its 2018/19 Antarctic program when booked by 30 Jun.

The first 40 patrons to book cruises will also enjoy \$100 onboard credit.

There are 11- to 18-day voyages including Antarctic Peninsula and 11 small-group expeditions aboard the 54-pax vessel *Polar Pioneer*, departing between Nov 2018 and Mar 2019.

London Mani service

LONDON Heathrow Airport is offering travellers a pre-holiday pampering with its newly introduced nail service.

The airport's Wellness Spa is located inside the Plaza Premium Lounge in Terminal 2A Departures and now provides a walk-in service for travellers seeking an express mani before boarding.

Drop in discount fares

FIGURES released today show a sharp decline in the cost of discount domestic airfares among Australia's airlines.

The Bureau of Infrastructure, Transport and Regional Economics (BITRE) index for discount fares was 59.8 this month, down from 82.0 in Mar.

The Business class fares index dropped slightly from 95.7 in Mar to 94.1 this month.

Win tickets to UK/Europe

To celebrate the 50th Anniversary of Singapore Airlines' flights to/from Australia, Singapore Airlines is offering Travel Agents in Australia the opportunity to win two return Business Class tickets from Australia to any Singapore Airlines destination in UK/Europe!

To win, correctly answer each daily question in April. The lucky winner will have the most correct answers as well as the most inspired final entry. Send your answers to singaporeairlines@traveldaily.com.au



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Q7. What new Australian city did Singapore Airlines commence services to/from on 21 September 2016?

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

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