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Thursday 12th January 2017

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Choice appointment

TRAVELLERS Choice has named Sharon Orchin as its new Sydney-based business development manager for NSW/ACT.

Orchin has worked with brands including Flight Centre, Carlson Wagonlit Travel, Sabre and Air NZ.

Tiger blocked from Bali

TIGERAIR Australia has entered a second day of Bali cancellations amid a regulatory dispute with Indonesian authorities (**TD** breaking news yesterday).

The carrier said it had been forced to cut flights to Denpasar after being hit with "new administration requirements" from the government.

However the **ABC** today reports Indonesian officials have disputed Tigerair's statement and accused the low-cost carrier of breaching its licence conditions.

Four flights were cancelled yesterday, involving departures from Melbourne and Adelaide to

Denpasar and return services to Melbourne and Perth.

Today's flights have since been cancelled along with another flight tomorrow from DPS to MEL with pax either re-accommodated on Virgin Australia services or offered full refunds.

The dispute appears to involve ticketing issues, with Indonesia's head of Air Transport saying Tigerair Australia operates charter services and therefore should not be issuing one-way tickets.

"We will not hesitate to give sanctions & suspend the operation of foreign airlines which violate the flight regulations in Indonesia," a spokesman told the **ABC**.

Contiki fly free offer

YOUTH travellers booking select Contiki USA and Canada itineraries between now and 28 Jan can fly for free to North America with American Airlines.

The promo is available on the 55-day Epic Adventure and the 25-day Big West itineraries, while a \$799 AA airfare into Los Angeles and out of New York (or vv) can be secured when booking Contiki's Grand Southern, Grand Northern, Best of USA and Eastern Discovery journeys.

Record Xmas traffic

TOTAL arrivals and departures at major Australian international airports increased 9.9% year-on-year to over 1.49 million during the holiday period, the Australian Border Force reported yesterday.

Sydney Airport welcomed the largest number of travellers, with 278,952 incoming travellers (up 8.8%) and 328,768 outgoing (a whopping 9.6% compared to the same time last year).

Around the country, the busiest weekend for traveller movements was 07 Jan with 148,069 arrivals and departures and another 147,858 the following day.

Around two-thirds of travellers self-processed using SmartGates.

Hot Tahiti airmiles

AIR Tahiti Nui is offering airmiles between Sydney, Melbourne and Brisbane to Papeete, via Auckland, priced from \$1,159 per person.

The Economy class sale is valid for travel from 19 Jan to 31 Oct, when booked by 27 Jan.

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Today's issue of TD

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

- AA Appointments jobs

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Cooks office moving

COOK Islands Tourism is recruiting for its Sydney-based Australia head office (**TD** 02 Dec). The firm is seeking a marketing manager & marketing coordinator to support NZ-based ANZ general manager Graeme West.



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NCLH bolsters presence

NORWEGIAN Cruise Line Holdings (NCLH) is bulking up its Australian office, splitting the Regent Seven Seas Cruises and Oceania Cruises sales teams and adding five staff, **TD** can reveal.

Since Regent and Oceania transitioned to the newly established NCLH office on 31 Mar last year, one team has manned both brands.

"From Mar, we're going to separate Regent and Oceania and we're going to have a vp of sales for each brand and we're going to have a dedicated sales team for each brand," Steve Odell, svp and md Asia Pacific of NCLH told **TD** exclusively.

Lisa Pile, who has been looking after both brands in the role of vp sales will focus on Regent while Oceania will go to a yet-to-be-revealed high profile sales person from the cruise industry.

"The customers are different and the brands are different so having dedicated people to sell them is the most sensible thing to do at this point and there's

Air NZ bargains

FLIGHTS between Australia and New Zealand are on sale with Air New Zealand, with one way seat-only fares priced from \$189 between Sydney, Brisbane and Melbourne to various NZ cities.

The short-life promotion is based on select travel dates in 2017 when booked by 13 Jan.

enough volume to do that now," Odell explained.

The expansion is under ambitious plans to grow the Australian business by 50% this year, fuelled by the homeporting of *Norwegian Jewel* from Nov, *Sirena's* deployment to the region and Regent's additional capacity.

Kings' shindigs for all!

'FAMILY Shindigs' have been introduced to AAT Kings' newly released Australia & New Zealand Short Breaks guide for 2017/18.

The brochure features a range of 60 trips, spanning from two to seven days.

Family packages were originally created for some of AAT Kings' top partners, such as Flight Centre (**TD** 20 Feb 15), but have now been rolled out for all to book.

The 'shindigs' feature elements that appeal to both young and older generations.

"Due to the success of AAT Kings' Uluru and New Zealand Shindigs, we're now giving all travel agents the opportunity to book," ANZ head of sales David Gendle said.

The NZ Family Shindig for two adults and two children is priced from \$847 per person.

See www.aatkings.com.

LA, Vegas records

LOS Angeles and Las Vegas have announced record visitation levels in 2016.

The Los Angeles Tourism and Convention Board said the city welcomed 40.2m domestic visits and 7.1m international arrivals last year, up 3.8% on 2015 - the sixth successive year of growth.

A new all-time record of 42.9m visitors explored Las Vegas in 2016, some 600,000 more people than set the year prior.

AIME up for tender

MELBOURNE Convention Bureau is taking expressions of interest from event organisers to undertake management of the Asia-Pacific Meetings Expo (AIME) in 2019-2020.

Reed Exhibitions currently runs AIME on behalf of the MCB - more in today's **Business Events News**.

Speedy Saudi biz visas

FOREIGN visitors to Saudi Arabia requiring a business visa will be turned around within 24 hours under new measures adopted by the Saudi government this month.

New rules will enable overseas investors to obtain business visas electronically within a day, *Arabian Business* reports.




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MSC CRUISES

MSC CRUISES WEB CONTENT AND GRAPHIC DESIGN

MSC Cruises Sydney is hiring a full time Web Content/Graphic Design administrator.

The successful candidate requires a thorough knowledge of web design, content load, CSS and HTML, excellent digital design skills in both print and web; experience with Brand Activation and Marketing; a strong grasp of reporting techniques and a good understanding of statistical analysis and its application for marketing purposes. Additionally, the position seeks a candidate with experience working in a corporate environment, who is meticulous, with strong attention to detail.

The successful candidate will work in our Marketing, Sales and Product department, work well under pressure, meet deadlines and give support to Reservation and Documentation team and the office as required. Salary on application. Send written CV with covering letter to hr@msccruises.com.au by **17 January 2017**.



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Sales & departures until further notice.
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* Conditions Apply. Taxes approx. \$200* - \$230* pp.

[CLICK HERE](#) for further details

PTMs to the rescue

TRAVELMANAGERS has highlighted the role played by two of its personal travel managers (PTMs) after the recent shootings at Fort Lauderdale airport, having successfully made late-night arrangements for a client caught up in the incident.

Queensland PTM Deborah Davies was away from home and without full Amadeus access when she received a text from the client close to midnight.

She reached out to colleagues via a TravelManagers PTM forum and gained the support of fellow Queenslander Kerry Bianchi.

The pair worked into the early hours to make arrangements for the client to leave the area.

TravelManagers' operations manager Pru Gallagher said the company's NPO Disaster Mangement Plan quickly provided all PTMs with passenger location reports to identify customers affected by incidents anywhere in the world.

Sabre names trends

QUIRKY behavioural trends among Asia Pacific consumers have the potential to open up new opportunities for hoteliers, according to a new report released by Sabre.

Prepared in collaboration with TrendWatching, the study identifies three movements that hotels can exploit in the face of increasing competition and industry disrupters, Sabre says.

The first is labelled 'betterment', in which consumers aim to improve their lifestyles, live healthier and 'do good'.

The second Sabre calls 'local love', and involves a growing pride among Asian travellers for local identity and brands such as Alibaba and Samsung.

The third, 'infolust', stems from the explosion of online and mobile information available to customers and the quest for more relevant services.

To download the full report, [CLICK HERE](#).

IATA Nov traffic

GLOBAL demand from air passengers reached its highest levels in nine months during November, the latest figures from IATA show.

Total worldwide revenue passengers kilometres (RPKs) were up 7.6% over the previous November, while capacity increased 6.4%.

Load factor was 78.9%, up by just under one percentage point.

"Stronger demand for air travel reflects - and is supporting - a pick-up in the global economic cycle," said IATA secretary general and ceo Alexandre de Juniac.

YTL new additions

TWO new Malaysian hotels have adopted Marriott's Autograph Collection brand, the YTL Hotels group has announced.

The Majestic Hotel Kuala Lumpur has joined the brand, while the Hotel Stripes Kuala Lumpur will debut next month.



Window Seat

A DUTCH vegan has had her application for a Swiss passport rejected, reportedly at the insistence of rural locals who are "fed up" with her animal rights campaigns.

Nancy Holten, 42, was born in the Netherlands but moved to Switzerland at the age of eight.

She is a fluent Swiss German speaker and has two Swiss children, but a residents' committee in the town of Gipf-Oberfrick has successfully blocked her passport application after arguing she did not accept Swiss traditions, the *Daily Mail* reports.

Holten has campaigned against cow bells, hunting & pig races, claiming they are cruel.

Local politician Tanja Suter said she had "a big mouth".

New Year Take Off Sale

CVFR Consolidation Services and Singapore Airlines are giving you the opportunity to win the following great prizes simply by selling Singapore Airlines between 5 to 27 January 2017.

1 Economy ticket to Europe

(1 leg upgradeable to Premium Economy)

Awarded to the Top 5 selling agents

0.5% Bonus commission on sales

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LA TOURISM teamed up with American Airlines to bring seven lucky product managers from leading Australian and New Zealand wholesale travel brands to the City of Angels.

The VIP guests were invited to explore LA's new and revamped premium hotel offerings including Hotel Erwin in Venice, the iconic Hollywood Roosevelt and Doubletree by Hilton Hotel Los Angeles Downtown.

Highlights of the journey included a trip to OUE Skyspace LA – California's tallest open-air observation deck, the LA Clippers vs Indiana Pacers basketball game at the STAPLES Center and

browsing at The Original Farmers Market.

The guests also experienced the new American Airlines routes from both Sydney and Auckland that fly directly into LAX.

The group of product managers is **pictured** enjoying a visit to Four Seasons Los Angeles and includes: Louise McAlpine, Excite Holidays; Ruth Bullock, Flight Centre Travel Group; Mark Brooker, Helloworld Services; Suai Perry, Lifestyle Holidays; Louise Sutton, Flight Centre; Petra Pinto Correa, Scoopon Travel; Jessica Harding, Freestyle Holidays; Carolyn Nightingale, LA Tourism and Convention Board and hosts.



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.

Akaryn Hotel Group has appointed **Christian Oliver H. Zunk** to oversee the launch of Akyra Thonglor Bangkok. He joins Akyra from Anantara Golden Triangle Elephant Camp & Resort in Chiang Rai.

Atsushi 'Leslie' Chiyoma is the new General Manager for **Sunway Hotel Hanoi** in Vietnam. He was previously a director level Revenue Performance Consultant with the Singapore-based TSA Pte.

Eileen Khew has been appointed Director of Sales & Marketing for **Marina Mandarin Singapore**. She has over 25 years experience in the hospitality industry including marketing for Far East Hospitality.

St. Regis Mauritius Resort is welcoming **Nicolas De Visch** as its new Executive Chef. He has over 25 years global experience.

Sydney's new CBD hotel **The Tank Stream** has announced **Klaus Kinateder** as its new General Manager & **Div Grover** as its new Director of Sales & Marketing. Kinateder brings two decades of hotel management to the job including a decade with AccorHotels while Grover has also worked with AccorHotels & Metro Hospitality Group.

Bench Africa special

BENCH Africa is offering a \$1,320 per person discount on its 24-day Splendours of Southern Africa itinerary through South Africa, Zimbabwe and Botswana.

Prices lead in at \$12,155pp twin share for travel between 01 and 30 Sep, and include luxury accommodation, all meals on safari, national park entry fees and road transfers.

AS adds new routes

ALASKA Airlines has announced four daily, seasonal flights which will launch this summer.

The new routes are: Portland-Philadelphia starting 02 May, Portland-Milwaukee from 05 Jun and Portland-Baltimore kicking off on 06 Jun.

On 18 Aug the carrier will also introduce year-round Portland-Albuquerque flights.

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Pitbull scandal sees ceo salary slashed

VISIT Florida's new ceo Ken Lawson is reportedly being paid \$120k less than his predecessor Will Seccombe, who resigned amidst criticism over a secret US\$1m contract with Miami-based rapper Pitbull.

The Visit Florida board unanimously voted in favour of Lawson's appointment, who is currently the Florida State Governor's Secretary of Business and Professional Regulation.

B6 fast & free wi-fi

COMPLIMENTARY wi-fi is now being offered to Jetblue Airways customers fleet-wide.

Dubbed Fly-fi, the service enables passengers to access Amazon Video streaming entertainment as well as web surfing and messenger apps.

BridgeClimb rocks!



AUSSIE Anthems will be blasted as visitors ascend Sydney's BridgeClimb this Australia Day.

The Australia Day Rock Music Climb will feature Aussie legends AC/DC, INXS and Cold Chisel.

Music will pump through headphones, alternating with insightful commentary given by the climb leader.

To enjoy the Australia Day Rock Music Climb, book by 26 Jan by **CLICKING HERE**.

Collette Faith tours

A NEW brochure focused around faith-based tours has been released by Collette.

The 2017/18 faith collection features eight itineraries: Shrines of Italy, St Patrick's Ireland, Pilgrimage to Fatima and Lourdes, a Pilgrimage to Poland, Greece: In the Footsteps of Paul the Apostle, and On the Trail of Martin Luther as well as two denomination-specific Israel tours.

To download the full brochure, **CLICK HERE**.

China Air, JAL MOU

CHINA Airlines has this week penned a Memorandum of Understanding with Japan Airlines to expand their strategic cooperation on cargo and passenger transportation.

Under the pact, the number of codeshare flights will expand from 28 weekly flights on the Tokyo Haneda - Taipei Songshan route to 240 flights a week.

WA ballooning win

THE bid to host the 2017 national hot air ballooning championships has been awarded to Western Australia.

To be held between 01-09 Sep in Northam, it is projected to attract 20 national and international competitors as well as 11k spectators to the region.

SU axes eight A350s

AEROFLOT has reduced its 2007 order for 14 Airbus A350-800s to just eight of the aircraft.

The latest move follows Aeroflot's decision to can an order for 22 Boeing 787s in Nov last year, transferring its purchase rights to Avia Capital Service, a subsidiary of Rostec.

Walking in a winter wonderland



INFINITY Holidays agents experienced the magic of winter in British Columbia, Canada recently, on a seven-night famil supported by BC Tourism bodies.

Their fun-filled itinerary included ziplining across the alps, gliding between Whistler and Blackcomb mountains on the Peak2Peak Gondola and learning the art of champagne sabering at Bearfoot Bistro.

A chilly two-nights were spent at Sun Peaks where temperatures plummeted to -25 degrees.

The adventure capped off with two-nights in Vancouver exploring the city's famous sites.

Infinity Holidays agents are **pictured** above at the Capilano Suspension Bridge.

Milingimbi flights

NORTHERN Territory chartering company Hardy Aviation is set to launch a new regular route between Milingimbi and Darwin, *NT News* reports.

The thrice weekly service will run on Mon, Wed and Fri on a Cessna Conquest plane capable of accommodating up to 9 passengers.

Approved by the Civil Aviation Safety Authority last week, the services will depart Darwin at 11am and return from Milingimbi mid afternoon.

Canada Corroboree 2017



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