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Thursday 19th January 2017

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HA connects LIH/KOA

HAWAIIAN Airlines will begin new intra-island services between Kona on the west coast of Hawaii Island (the 'Big Island') and Lihua on Kauai starting 12 Mar.

The route will be operated daily using HA's Boeing 717 aircraft.

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Jetstar adds Ho Chi Minh

LOW-COST non-stop flights from Australia to Ho Chi Minh City, Vietnam, will be introduced by Jetstar from May, expanding the Qantas subsidiary's network deeper into Southeast Asia.

Jetstar will offer seven weekly services to Saigon, with four flights from Sydney and three from Melbourne, starting 10 May, using Boeing 787 Dreamliners.

The budget carrier is hedging its bets on Vietnam becoming "as popular as Bali or Thailand for Australian travellers," Jetstar Group ceo Jayne Hrdlicka said.

Vietnam is one of the fastest growing holiday destinations in Southeast Asia and the largest country in the region without a direct low-fare option to Australia, Jetstar said.

Hrdlicka said Jetstar's low fares

would generate even further demand for the destination.

Through sister-airline Jetstar Pacific, customers flying into Ho Chi Minh City can access 15 other destinations within Vietnam.

Hrdlicka added that the route would likely have a positive impact on inbound tourism.

"In the last 12 months, there has been a 21% increase in visitors from Vietnam to Australia and we expect to see that grow with the introduction of our low fares on the route."

Special \$159 launch fares are on sale until midnight tonight.

Gava back to FCM

MARY Gava has today been named as the new Sydney-based regional general manager of FCM Travel Solutions.

Gava has more than 21 years' industry experience under her belt, seven of which were as executive gm at Concierge Travel Group and nearly six years with FCM as national general manager.

She has been working with FCM since 2015 on a number of "key transformation projects".

More appointments on **page 5**.

Today's issue of TD

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

- Albatross Tours
- AA Appointments jobs

Oberammergau 2020

ALBATROSS Tours is getting in early for Oberammergau 2020, taking pre-registrations for the Passion Play which occurs every 10 years in the German town.

Albatross will offer tours from four to 20 days - see **page seven**.

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Border iris scanning

TRAVELLERS passing through Australian borders in the future are likely to be required to have their eyes scanned as part of the latest development in biometric data collection.

According to government papers seeking tenders for the provision of automated processing at airports (**TD** 04 Jan), the Dept of Immigration & Border Protection wants to collect a combination of biometric intel, "including but not limited to facial image, fingerprints, iris."

It is hoped the proposed "seamless traveller" experience will be adopted as early as May, with testing first at Canberra Apt.

Prem TripAdvisor

NEW subscriber features on TripAdvisor will allow hotels and restaurants to highlight their favourite reviews and photos while making use of other new premium services.

Accommodation providers can now subscribe to TripAdvisor's Business Advantage service, while restaurants can access TripAdvisor Premium for Restaurants.

Other new features in the services include access to exclusive data and insights, and an enhanced analytics suite.

Airline ancillary fee clarity

FOREIGN airlines flying into the United States will be required to supply customers with the cost of all baggage fees when quoting or booking an airfare under new regulations proposed by the US Government.

The latest Supplemental Notice of Proposed Rulemaking (SNPRM) issued by the Dept of Transportation (DOT) aims to provide greater transparency for customers with airline pricing.

DOT said consumers continued to have difficulty determining the total cost of travel because the fees for basic ancillary services were not available through all sales channels.

The new rules would require all airlines to disclose "at all points of sale, the fees for a first checked bag, a second checked bag, and one carry-on bag wherever fare

and schedule information is provided to consumers that may be purchasing or considering purchasing transportation".

Airlines will need to provide "usable, current and accurate information for fees...to all ticket agents that receive and distribute the air carrier's or foreign carrier's fare and schedule information," including GDSs and metasearch entities.

"The SNPRM would permit carriers and ticket agents to allow customers to opt-out of receiving the baggage fee information when using their websites."

Fees for seating assignments will not be required, the DOT said.

"The Department's goal is to protect customers from hidden & deceptive fees and enable them to determine the true cost of travel in an effective manner when they price shop for air transportation," the US Government said.

Wellcamp gm resigns

PHIL Gregory, general manager of Brisbane West Wellcamp Airport, has resigned after 4.5 years in the role, during which he established operations at the first greenfield public airport built in Australia since Tullamarine.

After a break Gregory plans to look for a new challenge in the coming months.

Cathay figures up

CATHAY Pacific achieved an increase in passenger numbers in the lead-up to the Christmas peak, despite looming job cuts and restructuring.

Combined traffic figures for Cathay Pacific and Cathay Dragon show the airlines carried just under 3 million pax last month, up 0.9% on the previous Dec.

Load factor remained at 85% while capacity increased 1.3%.

Cathay this week said it would make an unspecified number of job cuts and is reportedly considering shifting CX routes to its Cathay Dragon arm.

W Budapest coming

W HOTELS has revealed plans for a new W Budapest hotel in the iconic Drechsler Palace.

Slated to open in 2020, the 162-room hotel will be located on the city's luxury shopping street opposite the State Opera House.

The palace will be fully renovated to fit the W branding.

ATIC online awards

THE Australian Tourism Industry Council (ATIC) is enhancing the online entry process for its Australian Tourism Awards.

The online system which is currently being developed and tested for a Mar release, will be accessed through the same portal as the Australian Tourism Accreditation Program.

It will see the former pdf submission process upgraded to a web-based form which businesses can complete online.

Chair of the Australian Tourism Awards Daniel Gschwind said 2017 entrants could now look forward to an easier process.

"The new format will eliminate formatting rules and allow entrants to focus solely on their responses to questions," he said.



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Virgin Aus boosts Etihad

ETIHAD'S investment in a suit of carriers including Virgin Australia has delivered hundreds of millions of dollars in extra revenue, the airline's president and ceo James Hogan has told industry leaders.

The Gulf airline's strategy of focussing on investments instead of the global air alliances had been a core element of its growth and resulted in 5.5 million extra passengers connecting onto the Etihad network, Hogan said.

Delivering a keynote address to the 19th annual Global Airfinance Conference in Dublin last night, Hogan said the equity strategy had delivered an immediate impact on revenue and provided return benefits to its partners.

By having "skin in the game", Etihad was able to work on joint procurement and other synergies to save millions of dollars.

The carrier has minority

stakes in airlines including airberlin, Alitalia, Jet Airways, Virgin Australia, Air Serbia, Air Seychelles and Etihad Regional.

While investment in most of the carriers had allowed them to restructure and become more profitable, Hogan admitted there were challenges with airberlin and Alitalia which needed to reshape their businesses and required "a long term view".

"We are committed to our equity partner strategy – it delivers a huge amount to our business," Hogan said.

"Some of those airlines need to react to the market pressures they face, and we are supportive of that process.

"That approach has helped Etihad grow from a \$300 million a year airline, to a diversified aviation group which delivers revenues of more than \$26 billion," he said.

Star Ratings Gold List

SMALL regional hotels have featured prominently in Star Ratings Australia's annual Gold List of accommodation, including the Bronte Boutique Hotel in Morpeth, NSW, which earned top place in the hotel category.

It was joined by another NSW regional property in second place, the Ibis Style Harrington, followed by Canberra's Avenue Hotel in third position.

The Gold List is compiled from reviews of Star Rated properties on hundreds of websites including Facebook, Google, Expedia and Booking.com.

The Top property in the serviced apartment category was Beaches International at Forster, NSW.

Other category wins included Shangri-La Gardens in Wynnum West, Qld, for top motel; Ceduna Shelley Beach in SA for top caravan park and Mollymook Beach Waterfront in NSW for top self-catering property.

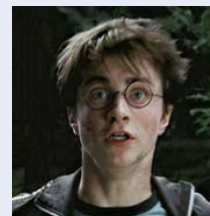


Window Seat

TOURISTS who wanted to see the kangaroos of New Zealand and thought Harry Potter was the star of *Lord of the Rings* are among those turned back by Kiwi border officers last year.

In its annual report, Immigration New Zealand says 4,301 people were denied entry to the country during 2015/16.

Among cases that raised suspicion were a Brazilian woman who



claimed she was visiting *Lord of the Rings* locations but thought Harry Potter was the star, and a Mexican man who was intent on seeing 'roos and boomerangs.

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Thursday 19th January 2017

Qld tour of Europe

A DELEGATION of 22 tourism operators travelled across Continental Europe to promote the state's tourism offerings recently as part of a Tourism and Events Queensland roadshow.

The Queensland on Tour group travelled extensively through Germany, Italy and Switzerland and spoke to more than 300 key international trade partners along the way.

"These operators live and breathe Queensland tourism and there's no better way to tell our story than from the locals themselves," said TEQ chief executive Leanne Coddington.

"Queensland on Tour Europe was a chance to raise the profile of Queensland's experience offering to the travel industry in Continental Europe," she said.

Two additional trade events are planned in the United Kingdom and Nordic regions on the back of the roadshow from 18-19 Jan.

Silversea's Silversky

SILVERSEA Cruises has launched Silversky, a new program offering guests free flights from gateway cities in Australia to Europe.

The new packages are available on a range of seven to 17-day Mediterranean and northern Europe voyages departing from Apr to Nov.

Prices lead in at \$4,275 per person twin share.

For more information on the new offering call 1300 306 872.

Mövenpick Vietnam expansion plans

MÖVENPICK is set to open its latest property in the coastal province of Quang Binh - its fifth hotel in Vietnam.

Featuring 219 rooms and views overlooking the Song Nhat Le River, newbuild Mövenpick Hotel Quang Binh is slated to welcome its first guests from 2020.



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Gambia DFAT warning

SMARTTRAVELLER is advising Australians in Gambia to "consider leaving by commercial means" while options still remain, due to heightened political unrest in the country.

A state of emergency has been declared across Gambia.

EMIRATES treated a bunch of lucky Magellan agents to a fun-filled day out at the Australian Open in Melbourne yesterday.

Pictured above entertaining the group are Dean Cleaver, regional manager Vic & Tas and Julie Abbott, sales executive Melbourne.

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travelBulletin

Travel Daily

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business events news

Tour Europe mission a success



TEMPERATURES in Germany plummeted to sub zero conditions recently, making it even easier for representatives from Visit Sunshine Coast and Visit Fraser Coast to market their tropical destinations to local consultants across Continental Europe.

The Tour Europe 2017 trade mission, which was organised by Tourism and Events Queensland, involved extensive meetings with retail travel agents, wholesale product managers and reservation staff.

Billboard campaigns and shop displays were also launched to reinforce the destinations' sunny message, as delegates travelled through Germany, Italy and Switzerland to promote Australia's Nature Coast concept.

Pictured above in the snow at Nuremberg are delegates Louise

New Jerusalem hotel

ATLAS Boutique Hotel: Bezalel has opened in Jerusalem.

The 37-room property offers complimentary wi-fi and is located near tourist hot spots.

Terry, Tourism Noosa; Tanya Beech, Rainbow Ocean Palms Resort and Cory Gale from Visit Sunshine Coast.

SIA Dec traffic up

SINGAPORE Airlines Group carried 2.93 million passengers in Dec last year, a 6.5% increase from 2.76 million recorded in the prior corresponding period.

Capacity for SIA was also lifted by 4.5% to 13,649.9 in Dec, up from 13,067.2.

Subsidiary Scoot welcomed aboard 324,000 passengers during the period, a whopping 37.3% surge on the 236,000 carried the previous year.

Passenger numbers with Tigerair escalated to 488,000 - a 3.8% increase from 470,000 recorded Dec last year.



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.

Lachlan Conn has joined **Qatar Airways** as Lead Regional Marketing Officer, GCC, Africa and Australasia. He has relocated to Doha to take up the role from his former Sydney-based position as Marketing Officer with Etihad Airways in Australia.

Cruise Lines International Association Australasia has appointed **Vera Huntink** as Marketing Manager and **Dimity McCredie** as Advocacy Director, while **Peter Kollar** will take on an expanded role as Head of Training & Development - International. A new structure will also see the departure of long-time commercial director **Brett Jardine** after almost a decade with the organisation.

Cath Bisaro has been appointed as National Sales Manager - TravelPay at **Zenith Payments**. She joins the organisation from her former role as Senior State Manager NSW/ACT for Helloworld's branded network.

Venture Holidays has welcomed **David Goulter** to the new role of Business Development Manager. Goulter moves to Venture after ten years with Pinpoint Marketing.

Tourism Malaysia has appointed **Mr Ahmad Esa** as the new Director of Tourism Malaysia Sydney. He takes over from **Roslan Abdullah** who has returned to Malaysia after three years in the role. Esa has been with the organisation since 1991, including heading up offices in Milan & Jakarta.

Gary O'Riordan has been accepted onto the Economic Development & Tourism Committee of Sydney's **Sutherland Shire**.

Wyndham Vacation Resorts Asia Pacific has announced the appointment of **Ryan Ennis** as Resort Manager for the recently opened Ramada Resort Dinner Plain at Mt Hotham in Vic. **Maria Salvatierra** will also become the property's Assistant Manager.

Asia Pacific Travel Marketing Services has appointed **Sharen Shelnutt** as Business Development Manager for NSW, as well as welcoming new reservations consultants **Dawn Roberts** and **Sharnae Edmond**. Meanwhile **Jacey Fleming** has taken over as APTMS General Manager while Managing Director Kylee Kay is on maternity leave.

Trade, Tourism and Investment minister **Steven Ciobo** has confirmed the appointment of **Stephanie Fahey** as the next Chief Executive Officer of the **Australian Trade and Investment Commission (Austrade)**.

Former Helloworld ceo **Elizabeth Gaines** has been appointed as Chief Financial Officer of **Fortescue Metals Group**. Gaines has been a non-executive director of the firm for several years (*TD* 01 Mar 2013). The new role will see her step down from other directorships including Nine Entertainment, but she will continue as a commissioner of Tourism WA.

Sabre Corporation has appointed **Frank Trampert** Managing Director and Chief Commercial Officer for its hospitality businesses in Asia-Pacific. Trampert was most recently ceo of Malaysia's Tune Hotel Group.

Rolf Huber has been promoted to the role of Marketing Manager for **African Wildlife Safaris & Natural Focus Safaris**. He was previously the company's Business Development Manager for Vic/NSW.

Singapore's **Marina Mandarin Hotel** has appointed **Eileen Khew** as Director of Sales & Marketing.

Nicolette Wijers has been named as General Manager of **Six Senses Krabey Island**, a 40-villa resort on the private island of Krabey in Cambodia which is scheduled to open at the end of 2017. Wijers' former roles include being hotel manager at Qualia on Hamilton Island.

Sandra Cahill has been appointed as the new Director of Sales, Australia, for **Pandaw Cruises**. She was most recently sales manager, NSW for Insight Vacations and prior to that was with The Walshe Group.

Norway's **Hurtigruten Cruises** has appointed **Asta Lassesen** as its new Chief Commercial Officer, moving from her former role as the cruise company's chief financial officer. She will be succeeded as Hurtigruten cfo by **Torleif Ernsten**.



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ibis Kochi opens

THE 115-room ibis Kochi City Centre has opened its doors in Kerala, India.
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Australia & Japan ink MOC



JAPAN National Tourism Organisation (JNTO) and Japan Association of Travel Agents (JATA) hosted the Japan/Australia Tourism Seminar in Sydney at the Hilton Sydney over the weekend.

The event was attended by around 150 people including Australian media and inbound and outbound travel trade representatives.

Prime Minister of Japan Shinzo Abe gave a welcome address before a Memorandum of Cooperation (MOC) was exchanged between the president of JNTO Head Office, Ryoichi Matsuyama, and the managing director of Tourism Australia, John O'Sullivan (the trio is pictured above).

The MOC was developed to strengthen tourism partnerships and increase travel demand from both Japan and Australia.

JNTO and TA will join forces to enhance their respective destination marketing initiatives and encourage two-way visitation between the countries.

Japan's Prime Minister went on to say his nation is in the process of improving its tourism offerings ahead of the 2020 Tokyo Olympic and Paralympic Games.

eRevMax ByHours

HOTEL technology provider eRevMax has completed 2-way XML integration with new room optimising platform for hotels ByHours.

ByHours is the first online booking website and app that allows customers to book hotel rooms in blocks of 3, 6 or 12 hours with flexible check-in.

The aim of the program is to help to monetise empty rooms.

New Capt Cook cats

CAPTAIN Cook Cruises has added two new innovative Catamarans (one is pictured below) to its fleet.

MV Blackwattle Bay and *MV Cockle Bay* are light weight, manoeuvrable 12 metre boats which can carry 60 passengers.



The low wash, eco-friendly boats will operate services for Captain Cook's Hop On Hop Off, White Bay ferry service and act as a transport service for conference delegates to the new International Convention Centre.

RIMBA Jimb grows

AYANA Resort and Spa Bali has responded to growing demand with 120 new guest rooms and suites in the new RIMBA Tower, RIMBA East.

RIMBA East features private balconies and a separate marble bathroom, while some rooms offer direct access to the new treetop swimming pool.

A new sky bridge connects RIMBA East to guests staying in RIMBA's original hotel.

ITP Turkey addition

TRAVEL management consortium International Travel Partnership (ITP) has announced the appointment of Sonfiyat as its new travel partner in Turkey.

Sonfiyat provides a wide range of corporate travel management services including incentives, meetings and other group travel.

Sustainable touring

URBAN Adventures is expanding its In Focus collection this year to celebrate the UN Year of Sustainable Tourism.

New features include a garment-making workshop in Kathmandu, a day at the beach with a reef conservationist group in the Maldives, a food tour in Rome exploring sustainable agriculture and a market visit in Nairobi.

Proceeds are fed back into the local communities.

The tours start from \$70, **CLICK HERE** for more details.

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