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# Travel Daily

First with the news

Monday 10th July 2017

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## GSR 2018/19 out

**GREAT** Southern Rail has launched its 2018/19 itineraries today, with the programs featuring a new range of "Off Train Excursions".

"There is no better time to experience the romance and relaxation of travelling by train, while spanning the vast differences of our great continent," the company said. See the **cover page** for details.

## Wu, FCTG UK pact

**WENDY** Wu Tours has inked a new preferred partnership deal with Flight Centre Travel Group in the United Kingdom to increase holiday sales to China.

The arrangement will provide Flight Centre's nearly 90 stores in the UK with access to WWT's escorted group & specialist tours, creating "significant mutual opportunities".

Flight Centre & Wendy Wu have partnered locally for 10+ years.

## New Flight Centre TV show

**FLIGHT** Centre is set to generate new content highlighting the benefits of using a travel agent, with a new Network Ten show to be broadcast from next month.

Dubbed *The 48-hour Destination* the series will consist of thirteen half-hour episodes "highlighting the knowledge and passion for travel through the eyes of the company's consultants," according to Flight Centre general manager of customer experience, Darren Wright.

Destinations to be featured will include Hong Kong, New York, Cape Town, Vancouver, Japan, Darwin, Auckland, Los Angeles, Dubai, Phuket, London, Queenstown and San Francisco.

Wright said the series was a first for the Flight Centre group.

"We are very pleased to announce that we have secured distribution on Network Ten free-to-air and streaming networks, and will hopefully expand into

new territories such as New Zealand, the UK, Canada & South Africa in the future," he said.

"It is a very exciting opportunity to showcase the most exciting destinations in the world in a fun and engaging format, with our knowledgeable team sharing valuable insights," Wright added.

The show features Flight Centre consultant Greer Gardiner, with the premise that she has only given herself 24 hours to experience everything she can in each destination - using the assistance of a local Flight Centre offsider to help her plan the experience of a lifetime.

### Today's issue of TD

*Travel Daily* today has six pages of news and photos, including a front cover wrap for **Great Southern Rail** plus a full page from:

- AA Appointments jobs

## Ardent update

**DREAMWORLD** operator Ardent Leisure Group has reported a 30% year-on-year drop in visitation for its theme park division during the month of Jun, as revenue fell 35%.

The visitation figure was about a five percentage point increase on May 2017, however revenue was only up 0.1% month-on-month.

Ardent said last month's revenue was impacted by Vic's school holiday period commencing six days later (on 01 Jul) this year, but partially offset by Queensland's school hols commencing one day later (on 25 Jun) compared to 2016.

## SriLankan AU GSA

**ONEWORLD** carrier SriLankan Airlines is seeking a passenger general sales agent (GSA) in Australia ahead of the launch of its new Colombo-Melbourne route, commencing 29 Oct.

UL requires a GSA with offices in Melbourne, Sydney, Perth and Brisbane - **CLICK HERE** of details.

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## Alliance adds RPT routes

CHARTER operator Alliance Airlines will commence Regular Passenger Services (RPT) next week, taking over three regional routes in Queensland & NSW until now operated by Virgin Australia.

The airline will initially operate return services of its regional alliance partner from Brisbane to Bundaberg, Gladstone and Port Macquarie using its 80-seat Fokker 70 aircraft, effective 17 Jul.

Under a ticketing arrangement with Virgin Australia, agents are able to book seats on the services in the GDS or via VA's website, with fare types and conditions remaining applicable to Alliance

Airlines operated flights.

A spokesperson for Alliance Airlines told *Travel Daily* the deal with Virgin ensured a smooth transition for travel agents and consumers, while Velocity points, lounge memberships and flight connectivity would be maintained.

"Alliance Airlines will continue to offer seamless connections to Virgin Australia's domestic and international network, including checked baggage and boarding passes to the passenger's final destination," the carrier said.

Flights will operate to and from VA's terminals at all airports, with check-in at Virgin Aus counters.

Web and kiosk check-in facilities will also be available for Alliance Airlines' passengers on the routes.

In a memo to agents, Virgin Aus provided a waiver code for its ceased services to BDB, GLT and PQQ of 'BW00054', valid for tickets purchased before 07 Jul.

Guests travelling on the routes from 17 Jul onwards will be re-accommodated on Alliance flights.

VA also confirmed it was axing its BNE-Moranbah route on 10 Sep, which Alliance is assessing.

## OS adds NRT, CPT

TWO new long-haul destinations will be added to Austrian Airlines route network from Vienna in 2018, Tokyo and Cape Town.

The Star Alliance member carrier will offer up to five weekly flights to Tokyo Narita, commencing 15 May, along with twice weekly services to CPT from 27 Oct.

OS will operate the route using newly integrated Boeing 777s with a capacity of about 300 seats.

# viva!

## ISLANDS ON SALE SAMOA




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## itravel's first Link affiliate



**ITRAVEL** has welcomed its first Link affiliate in Port Douglas with Red Skies Travel joining the group.

Nannette Gledhill of Red Skies Travel said she was excited to promote her own brand.

"I'm loving my new lease on life," said Gledhill, **pictured**.

Gledhill said by being a Link affiliate she could still run her business her own way, but still have the support to compete with the big players.

itravel has dubbed their affiliate model as "friends with benefits" that provides personal services, with competitive packages for independent agents.

## Brand USA winner

**NICHOLE** Hammer from Escape Travel Bendigo has been named as the winner of Brand USA's Big Badge Bonanza trade incentive, run in partnership with Delta Air Lines and Virgin Australia.

The two-month incentive was launched to celebrate 16 new badges being added to the USA Discovery training program, which now has 32 badges.

Agents needed to complete five badges in the program to enter the incentive.

Brand USA said more than 520 new users signed up to the Discovery Program in Australia and New Zealand, with 5,047 individual badge completions - up more than 50%.

Nichole has won a trip for two to any US city on Delta's network, from any Australian port.

## Jetstar complaints

**JETSTAR** received 15 complaints in the May update on NSW's Fair Trading Complaints register.

The low-cost carrier had two complaints for vouchers and 13 under the travel/tourism section.

JQ was the only travel business listed in May, with 10+ gripes.

## Emirates beaming

**EMIRATES** has announced a partnership with BMW Group to provide a fleet of luxury vehicles for Business Class passengers in the UAE as part of its Chauffeur Drive Service.

The new fleet features BMW 520i Touring cars, which will be rolled out progressively until the end of the year as its previous fleet of cars is retired.

## 2018 River Webinar Wednesday 12th July!

Join former Tauck Cruise Director and River Cruise Specialist, Nick Coward to discover why your clients should travel with TAUCK in 2018...



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## EU airline ruling

**CONSUMER** groups have welcomed a ruling in the European Court of Justice last week that prevents airlines charging fees to process refunds.

It follows action brought by a German consumer group against Air Berlin over a €25 handling fee on amounts reimbursed when a passenger cancelled or did not take a flight.

The European Court last week backed German courts in finding the fee was unfair and unduly disadvantaged customers.

It also ruled the airline must show fees separately when publishing fares and could not include them in the price.

Consumer advocate group refund.me welcomed the ruling, saying airlines could not charge extra for refunds as they were fulfilling a legal requirement.

"This is an important step to strengthen the consumer rights of flight passengers," said Sandra Rosenberg, coo of refund.me.

"In the future it will become easier for them to get their money back," she said.

## Air NZ EZE boost

**AIR** New Zealand will add an additional service to Buenos Aires over autumn next year.

From 25 Mar to 30 Apr, the carrier will add a Mon Boeing 787-9 *Dreamliner* service from Auckland to Buenos Aires Ezeiza, giving it four weekly flights instead of three.



## Window Seat

**EVEN** if you're one of the most important men in the world, you shouldn't leave your hotel booking to the last minute.

According to *Buzzfeed*, White House officials apparently left it too late to make reservations for President Trump as other world leaders booked up hotel rooms in Hamburg for last week's G20 Summit.

Several hotels Trump was interested in were completely full even before he won Nov's election, including the Four Seasons Hamburg which ended up housing Saudi Arabia's King and his delegation.

In the end Trump resorted to 'Airbnb' with the City of Hamburg housing him at their waterfront Senate Guesthouse, while staff headed to the US Consulate General 'hostel'.

## Amadeus content

**AMADEUS** is rolling out its new Destination Content in Australia, allowing travel agents to book tours and activities via the GDS.

Through a partnership with City Discovery, TurboJET, World Airport Transfer and Jayride, Amadeus Destination Content offers more than 9,000 tours and activities, airport transfers and ferry services in major destinations across the Asia-Pacific region.

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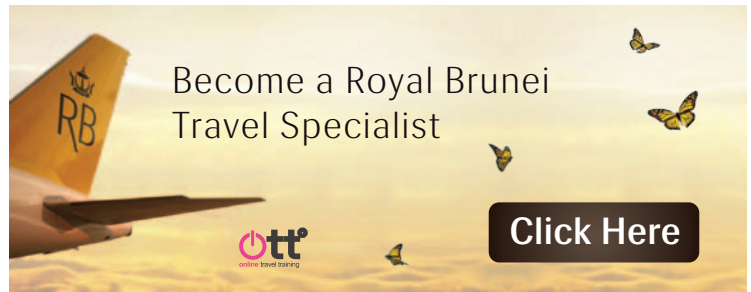
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## US self-drives soar

**SELF-DRIVE** holidays in the USA and Canada are booming according to DriveAway Holidays which reports a 30% increase in vehicle rental picks-ups in the past 12 months.

Top cities driving the growth in rentals included Detroit, Houston and Nashville in the US and Calgary in Canada.

SUVs and Mustangs were also growing in popularity, DriveAway said, especially in LA and Hawaii.

DriveAway this week starts a USA & Canada campaign, offering 10% off top tier suppliers as well as free upgrades and all-inclusive prices, starting from \$55 per day.

See [www.driveaway.com.au](http://www.driveaway.com.au).

## Hard Rock rocked

**GUESTS** of Hard Rock Hotels & Casinos are among those potentially affected by a data breach in Sabre's SynXis Central Reservations system (**TD 07 Jul**).

Hard Rock says it has been notified by Sabre that an unauthorised party gained access to unencrypted payment card and reservation information.

The breach hit 11 Hard Rock properties in Chicago, Las Vegas, Palm Springs, San Diego, Biloxi, Cancun, Goa, Panama, Punta Cana, Rivera Maya and Vallarta.

Guests who booked a stay at affected properties between 10 Aug last year and 09 Mar are advised to visit a Sabre advisory website - **CLICK HERE**.

## New SLH members

**SMALL** Luxury Hotels of the World is adding three new properties this year in Greece, Japan and Austria.

They include the Mr and Mrs White New Style Hotel which opened last month on the Greek island of Paros and the Karuizawa Prince Hotel East, a 70-room resort set to open this week in the Karuizawa Mountains of central Japan.

They will be followed in Dec by Severin's The Alpine Retreat, a mountain chalet in the Austrian ski village of Lech am Arlberg.

## Roam Europe move

**ROAM** Resorts & Hotels' Sydney-based representative arm ROAM Represents has expanded in Europe through a collaboration with Ameri International.

The deal gives ROAM associate offices in London and Munich.

ROAM represents 28 resorts in Asia and Australia, while Ameri has clients across Asia and the Middle East, including Hong Kong, Singapore, Indonesia and Dubai.

## Air NZ MCY restart

**THE** Sunshine Coast on Fri welcomed its first Air New Zealand flight from Auckland for 2017, marking the start of its sixth year of seasonal trans-Tasman services.

The winter flights will operate four times per week until 29 Oct, serving the Sunshine Coast's biggest international market.

Visit Sunshine Coast ceo Simon Latchford said recent investment in New Zealand was paying off, with a recent "Sunshine by Lunchtime" campaign with Air New Zealand and Tourism Events Queensland boosting bookings.

More than 13,500 passengers travelled on the winter services last year, a 12% increase on 2015.

# AFL

## Round 16 Winner

Congratulations  
**ALEXANDRA PAXINOS**  
from South Australian  
Tourism Commission

Alexandra is the top point scorer for Round 16 of Travel Daily's AFL footy tipping competition. She'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.

NSW permit LTFS-17-1499, ACT permit TP-17/00255

## NT song of the year

**THE** Northern Territory has announced its song of the year - Northern Residential, by Col Infinity - which will be used in upcoming tourism campaigns.

The Tourism NT Song of the Year competition was held on Sat and aims to engage local musicians.

## Industry Sales Executive

American Airlines are recruiting for an Industry Sales Executive to be Sydney based, but with plenty of travel domestically and internationally. The role will be assigned a designated territory in Australia and be responsible for all trade relationships in this area, predominantly focusing on travel agencies.

The successful applicant will be passionate about all things air, have solid relationship building skills and be comfortable networking with travel industry and agency staff of all levels.

A good knowledge of the travel industry and fares along with minimum 2 years travel agency experience would be advantageous. You must also be willing to travel frequently both domestically and internationally sometimes for several days at a time.

It's an exciting time to be part of American in Australia as we continue to grow revenue and market share, this is a very rare opportunity to join a great team and be part of a success story for the largest airline in the world.

Applicants must have the legal right to work full time in Australia without sponsorship.

**Please send your cover letter outlining your skills, experience and why you would be suitable to the role along with your resume to [jobs.aa.com](http://jobs.aa.com) by Monday 26th July.**

## Round 18 Winner

Congratulations  
**ELENA TALEVSKA**  
from Uearth-Ed

Elena is the top point scorer for Round 18 of Travel Daily's NRL footy tipping competition. She'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.

NSW permit LTFS-17-1499, ACT permit TP-17/00255

## Table Tennis Cup winners!



**TEN** teams cracked out their paddles for the first ever Malaysia Airlines and The Grace Hotel Table Tennis Cup last month.

Over 90 attended the event, where teams competed for the prize of return Malaysia Airlines flights and three nights' accommodation at the Federal Hotel Kuala Lumpur.

The Hawaii 5-0 team from Engencia were crowned the champions following a nail-biting final with a close 3-2 win against The Helloworld Kuala Lumpur

## IATA axes YY fares

**THE** International Air Transport Association (IATA) will rescind YY Fares from 31 Oct 2018.

The fares were established in 1945 and allowed consumers to purchase a single ticket in a single currency but today they account for just 0.03% of tickets sold.

Since their introduction, competition, deregulation, alliances, liberalised bilateral agreements and developments in anti-trust regulation led to YY fares being replaced by fares introduced by airlines.

"YY fares were the backbone of global airfares for much of the last 70 years," said IATA director general and chief executive officer Alexandre de Juniac, adding "But their relevance has been overtaken by changing markets and consumer demands".

Club team from Helloworld.

Flight Centre's "The Cockpit" team was named best dressed, while Satay The Adventure with STA took out best team name, best player went to Stuart Berry from Helloworld and loudest person to STA's Nathan Ndeira.

The Hawaii 5-0 team from Engencia is **pictured**.

## Grosvenor acquired

**THE** Grosvenor House Hotel in London was last week acquired by US real estate firm Ashkenazy Acquisition Corp.

Financial terms were not disclosed but Ashkenazy said in a statement the move reflected a "continued aggressive focus" to "deploy, over the next 24 months, an additional €2b of equity in acquiring global iconic assets".

Ashkenazy also recently acquired a stake in the Plaza Hotel in New York City.

## Airbnb F&B in Syd

**AIRBNB** has introduced food and beverage experiences in Sydney, called Flavours of Home.

The experiences are under Trips, which has more than 20 curated Sydney-based activities, one third of which are F&B related.

Food offerings in Sydney include a behind-the-scenes look at Rockpool Bar and Grill and a Vietnamese home cooked meal.



## Brochures

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



**Tauck - Cultural Journeys & Expeditions 2018**  
Tauck's latest brochure introduces a new cultural journey to Cuba, Ponant's brand new mega-yacht, *Le Laperouse* sailing in Iceland and an Earth Journey expedition to the Galapagos Islands aboard a Silversea ship. A range of exclusive experiences is also packed into 2018, including an after-hours visit to the Vatican Museum and Sistine Chapel, an early-opening visit to the palace of Catalan Music in Barcelona and crossing the Panama Canal during the day accompanied by a resident expert.



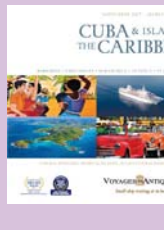
**Globus - North America 2018**  
Six new tours appear in the 2018 North America brochure from Globus. In US & Canada West there's the 17-day Western Canada Explorer and seven-day Seattle, Victoria & Vancouver and in US & Canada East the seven-day Colourful Newfoundland. In US South & Midwest, agents have the new choices of the seven-day Music Cities: Nashville & Memphis and the eight-day Southern Charms. Globus has also introduced a special events departure for the seven-day Quebec Winter Carnival.



**Scenic - Canada, Alaska & USA 2018**  
A new 21-day Breathtaking Alaska & Canadian Rockies journey has been introduced in Scenic's 2018 Canada, Alaska & USA program. The addition ventures from Calgary to Seward and includes a cruise on the 450-guest *Seabourn Sojourn* and a Rocky Mountaineer rail journey. The Scenic Enrich experiences of a helicopter flight, sleigh ride, snow shoe and ice bubble viewing at Alberta's Abraham Lake have also made their debut in the program.



**Qantas Holidays - Maldives 2017/18**  
Qantas Holidays had released the first brochure under its new brand, Luxury Collections. The Maldives is the first destination for the brand and the guide includes 31 properties from Noonu Atoll in the North to Addu Atoll in the South. Each hotel is detailed with information such as property rating, how to get to the hotel, meal plans, number of rooms, features, activities and a pricing guide. Handy travel tips, how to get to the Maldives and unique experiences are also included.



**Voyages to Antiquity - Cuba and the Caribbean 2017/18**  
Voyages to Antiquity's Nov 2017-Mar 2018 program in Cuba and the Caribbean features three fly-free grand voyages ranging from 21-29 days in length plus 11 cruises from 8 to 16 days. Highlights include Cuba's capital of Havana, the volcanic landscapes of St Lucia and St Barts, and Montego Bay and Port Antonio in Jamaica.



**Trafalgar - USA & Canada 2018**  
Six new trips and new Be My Guest experiences are inside Trafalgar's 2018 USA & Canada program, among a total of 43 itineraries. One of the fresh Be My Guest Experiences is a visit to the home of Rahaman Ali, the youngest brother of famed boxer Muhammad Ali in Louisville, Kentucky. A total of 28 unique Insider Experiences have also been introduced.



### US arrivals up 5%

**INTERNATIONAL** passenger traffic into the United States grew by 5.2% in May, according to the US Travel Association's latest Travel Trends Index (TTI).

The result was the 13th straight month of year-on-year growth for int'l arrivals in the US.

US Travel Association president & ceo Roger Dow said the market continued to be resilient despite the widespread talk of daunting challenges ahead.

Overall, travel is likely to grow 1.8% through Nov 2017, and domestic traffic will lead the US travel growth by year's end.

### Noosa campaign

**TOURISM** Noosa is branding itself as the relaxation capital of Australia in its newly launched winter campaign.

The organisation's ceo Damien Massingham said the winter campaign would target high-yielding interstate visitors.

"Our interstate visitor markets of Sydney and Melbourne are key for Noosa, spending more and staying longer than other visitors," he said.

The campaign will appear in cinemas, catch-up tv, digital and social media, plus across print.

View the campaign [HERE](#).

### New Design Hotels

**DESIGN** Hotels has added seven properties from across Europe to its inventory line-up.

The new members include the Ion City Hotel in Reykjavik, Iceland, which opens this month.

Also added are Hotel Viu Milan, Hôtel Les Roches Rouges in France's Saint-Raphael, Sir Joan Hotel, Iziba, and Myconian Kyma, located in Mykonos.

Sir Nikolai Hotel in Hamburg, and Oddfellows On The Park, which is located in the British town of Cheshire round out the seven hotels.

**TOURISM** WA recently hosted two trade familiarisations for German travel agents in partnership with airlines and other Australian tourism agencies, visiting northern WA.

The first trip was offered in partnership with Qatar Airways and FTI Touristik, with the group visiting places between Exmouth and Broome on their 10-day trip.

Separately, another 10 German agents experienced an itinerary between Broome and Darwin in partnership with Emirates, Tourism Australia and Tourism Northern Territory.

The second group focused on Indigenous products around the Kimberley region.

### BA LHR/FLL launch

**BRITISH** Airways started its new four-weekly London Heathrow-Fort Lauderdale service last week.

The flight is operated by a three-class Boeing 777-200ER, which can carry 275 pax across Business, Premium and Economy classes.

FLL is BA's fourth destination in Florida, joining services to Miami, Tampa and Orlando.

### West End digi hub

**LONDON'S** West End aims to showcase the best of the popular tourism and culture hot spot with its new online visitor hub.

The custom-built portal will be hosted on [visitlondon.com](http://visitlondon.com) and will act as one stop shop for shoppers and visitors to get the most out of their trip.

### Palau child entry

**DFAT** has advised those travelling with children to Palau will now need to have evidence of their relationship to the children when visiting the island nation.

The change means that if only one parent or guardian is travelling with a child they will need a notarised letter stating whom the minor has permission to travel with, the dates and places of travel.

### DL wants 9W stake

**DELTA** Air Lines is eyeing a 24% slice of Indian carrier Jet Airways.

The flagged plan comes on the back of a proposed joint venture between Jet Airways, Air France-KLM and Delta.

For a potential DL stake to be approved, 9W shareholder Etihad Airways would need to agree to the venture.

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Q6. True or false: a bag of clothes per suite will be laundered for you complimentary on your Scenic Europe River Cruise?



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