



Beyond Beautiful

Thursday 8th June 2017

QR reassurance

QATAR Airways Australia has issued a formal statement confirming operations are running normally, with no disruption to flights apart from those to the four countries which have suspended diplomatic relations with the country.

Earlier this week the United Arab Emirates, Saudi Arabia, Bahrain and Egypt banned the carrier over claims Qatar had destabilised the region by supporting terror groups (*TD* Tue) - a claim the country denies.

QR is repatriating passengers stranded in Saudi Arabia by organising charter flights, and has implemented refund and rebooking policies to support travellers affected by the bans.

The airline said it was constantly monitoring developments in the "dynamic situation".

"Flights to all other destinations including Europe, America, Africa and Australia are operating as normal," the carrier said.

Norwegian Joy unveiled

IT'S TOUTED as the world's first cruise ship to be customised for Asia - but Norwegian Cruise Line believes its new *Norwegian Joy* will also appeal to passengers from Australia.

Joy was launched to the Hong Kong market yesterday with a lavish open day event at the city's Kai Tak Cruise Terminal, which followed a similar showcase in Singapore last month.

NCLH regional chief Steve Odell told *Travel Daily* that although the company's China team believes it will be able to fill the ship as it homeports from Shanghai and Tianjin, a decision was made about six weeks ago to also make berths available to cruisers from Australia.

Already there has been interest in the new vessel, with a number of wholesalers offering short cruises ex China as part of packages, and Norwegian expects a select group of Aussie

agents will also capitalise on the opportunity, targeting Australians with Asian backgrounds.

The new ship, which boasts a host of "firsts at sea," will be formally christened in China on 23 Jun by "King of Chinese Pop" Wang Leehom.

Norwegian Joy is truly an 'east meets west' experience, with a whopping 28 on board dining experiences, a wide array of upmarket retailers and activities to suit all tastes.

One of the major features is an onboard go-kart track and there are also bumper cars, karaoke rooms & a laser tag battleground. More from *Joy* on page four.

Today's issue of TD

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

- AA Appointments jobs
- JITO networking night

Cruise Weekly CLIA partnership

WE ARE thrilled to announce today that the *Travel Daily* group of publications has been confirmed as the official media partner for the upcoming Cruise Lines International Australasia Cruise360 conference.

The agreement includes sister publication *Cruise Weekly* as well as *TD* and *travelBulletin*, with the event expected to produce plenty of news and commentary on the fast-growing cruise sector.

"Our partnership with *Travel Daily* and *Cruise Weekly* will see detailed coverage of the conference and provide exposure for our exhibitors and sponsors," said CLIA Australasia md Joel Katz.

This year's Cruise360 will feature the event's largest ever line-up of international cruise line speakers as well as local trade and industry leaders, with tickets now available for purchase online at www.cruising.org.au.











Thursday 8th June 2017



Emirates lifts Seoul

EMIRATES will add an eighth weekly service between Dubai and Seoul Incheon from next month, with the additional flight operating ex DXB each Fri.

All eight weekly Dubai-Seoul Incheon flights utilise a three class A380 superjumbo.



Hayman, One&Only split

EXCLUSIVE

GLOBAL hospitality group One&Only is no longer managing Hayman Island Resort in the Whitsundays, with Kerzner International and resort owner Mulpha overnight confirming a mutual decision to part ways.

One&Only took over Hayman three years ago (*TD* 01 Jul 2014) in a blaze of publicity following a massive \$80 million upgrade.

The Hayman debut of One&Only was followed by the group also taking on the management of Emirates One&Only Wolgan Valley in the Blue Mountains, which remains in the brand's portfolio.

However the latest development in the Hayman saga follows the damage incurred to the resort by Cyclone Debbie, forcing it to close until mid-2018.

"The mutual decision has been made that One&Only will no longer be managing Hayman Island as of 05 Jun 2017," according to a joint statement obtained by *Travel Daily*.

Mulpha Australia confirmed it would rebrand the resort when it reopens next year.

"While it is disappointing to have to close the resort after record trading that had been achieved, Mulpha are planning to undertake significant capital works to once again position Hayman as one of the most prestigious luxury resort properties in the Australian market," the companies said.

Mulpha plans to undertake a formal process in the coming months to select a "qualified luxury operator to assume the future management of the island".

One&Only says it remains committed to Australia, both via its long-term agreement to manage Wolgan as well as to continue to grow Australia & NZ as an outbound market to all of its properties globally.

InterCon appoints

DAVID Janz has been named as the new director of sales at InterContinental Sydney.

Janz has relocated to Australia from his former role as director of sales & marketing at W Bali.

More industry appointments on page seven of today's *TD*.







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Thursday 8th June 2017





Carnival Cruises Industry Rates
21AUG17 South Pacific, Balcony fr \$2,499* \$1,040*
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* Conditions Apply. Rates are pp including taxes & port

charges
CLICK HERE for further details

Travel Daily

en route from Hong Kong on Cathay Pacific

Today's issue of TD is coming to you courtesy of Cathay Pacific as we journey back to Australia from Hong Kong after the arrival of Norwegian Joy.

CATHAY Pacific operates A₃₃0 aircraft on its flagship flights CX100/101 between Sydney and Hong Kong, with the planes offering Economy, Premium Economy and Business class.

The CX lie-flat Business class suites provide a private haven for weary travellers, with each having aisle access, a large entertainment screen and plenty of nooks and crannies for storage.

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Whitsundays global campaign

AN INTERNATIONAL campaign designed to lure foreign travellers back to Queensland following the impact of Cyclone Debbie was unveiled in France last

Federal Tourism
Minister Steven Ciobo
(pictured) said the
first phase of Tourism
Australia's overseas push

night.

centred on over 500 billboards around Paris, showcasing the best of the Whitsundays and the Great Barrier Reef.

"We are letting the world know Queensland is open for business.

"The Great Barrier Reef and the Whitsundays remain beautiful; there has never been a better time to visit," Minister Ciobo said.

Ciobo said the campaign was launched in France, Australia's 15th largest inbound market, because French tourists were among those most likely to travel far & wide throughout Australia.

Australia most desired

AMERICANS have voted the land down under as their most dreamed about destination in the latest survey by North American travel agency, Travel Leaders.

The survey of 2,800+ consumers rated Australia the number one 'ultimate dream destination', with Italy, Bora Bora, Ireland and New Zealand also in the top five.



"This campaign will inspire them to visit regional Queensland, and the Whitsundays and Great Barrier Reef in particular."

The Turnbull Government has jointly funded a \$10m campaign to help the recovery of the tourism industry since Cyclone Debbie.

Speaking on Channel Nine's *Today* show this morning from Paris, Ciobo said it was important for tourists to "make sure they still took their holidays in the Whitsundays, at Airlie Beach... because there are so many businesses that rely on the tourism industry".

He said companies impacted by a "tragedy and trauma of a cyclone" tends to suffer from "months and months and months of not having business because tourists are staying away".

"And this is why I'm so determined, as Tourism Minister, to make sure we can entice not only domestic customers back, but international customers too," Ciobo said.



Window Seat

BOOKINGS for the 'zero-star' Nullstern open-air bedroom in the Swiss Alps (**pictured**) have opened for the 2017 season.

Built into the mountainside of an alp 6,463ft above sea level, the Nullstern lodging experience has no walls or ceiling, and sees guests sleep beneath the stars, exposed to the elements.

The experience is all yours for 295 francs (AU\$405) per night.









Thursday 8th Jun 2017

BA IT meltdown cost

BRITISH Airways has estimated it may have to pay as much as £100 million in compensation to passengers affected by the massive breakdown of its IT systems a week ago.

An independent probe into the incident has been launched, which is expected to focus on reports that a technician accidentally turned off the power to BA's data centre.

The "uncontrolled and uncommanded" restoral of power when it was switched back on damaged equipment and made matters much worse, according to ceo Willie Walsh.

Columbus joins CMV

CRUISE & Maritime Voyages (CMV) will today formally welcome *Columbus* as the line's new flagship, with a ceremony taking place in London Tilbury.

The ship - formerly P&O's Pacific Pearl - has undergone significant refurbishment including adaptation of child and teen areas to suit CMV's older market.

Best Western success

BEST Western Australasia has reported a strong result for the year to 31 Mar, with particularly heavy demand from international guests for the group's 'Hotel Pass' which saw a 35% sales increase.

Head of commercial Steve Richards attributed the result to the global strength of the Best Western Brand which is now operating in over 100 countries.

Corporate agency sales increased 10%, while the Best Western Rewards loyalty scheme saw 9% regional growth.

"It's been another huge year with lots going on at Best Western - we've broken revenue records, revamped our distribution technology network, overcome certain challenges and improved the overall quality of our properties," Richards said.

Seven new properties were added to the network during the year including the first Best Western Plus in New Zealand.

Currently there are 125 Australasian properties in the group, and Richards said growing further was a major priority with more than 50 potential additions in the pipeline.

Also on the agenda is a major transition to the global Bestwestern.com internet platform, set to occur in Aug.

So much Joy in Hong Kong



YESTERDAY'S inaugural arrival of *Norwegian Joy* in Hong Kong included an official ceremony in which the ship was welcomed with a traditional exchange of plaques and gifts.

The event was attended by scores of VIPs including travel agent partners, suppliers and government dignitaries who all were able to explore the many innovations of the vessel.

Norwegian Joy features a wide range of accommodation from standard cabins through to the exclusive 'Haven' - a separate enclave with its own pool, restaurant, bar and even casino.

The ship has also seen the

introduction of new Concierge Class cabins, along with two waterslides, the Galaxy Pavilion equipped with interactive games, and the 'Serenity Park' for those who want to escape all the action.

Pictured above are, from left: Norwegian Cruise Line Holdings (NCLH) Asia Pacific managing director Steve Odell; Norwegian Joy captain Carl Gunnar Hammorin; Hong Kong Commissioner for Tourism, Cathy Chu and NCLH exec vice president international Harry Sommer.

Lots more pics of the ship at facebook.com/cruiseweekly, with more from the launch in today's issue of *Cruise Weekly*.



Prince Harry launches Invictus



weather Sydney could muster, Prince Harry arrived in town yesterday to launch a 500day countdown to the fourth Invictus Games being held in the city next year (TD 14 Nov).

"Sydney will soon be the custodian of the Invictus spirit and the focus for hundreds of men and women using the Invictus Games to motivate their recovery from physical and mental injuries," Prince Harry said of the athletics competition for injured military servicemen and women.

"I know that people across the country - from Perth to Sydney, from Darwin to Adelaide - will embrace the Invictus Games and show their support for competitors from their local towns and right across the

country," he said.

"I have no doubt that the Sydney public will make these games their own."

As Patron of the games, Harry was joined at the launch by Prime Minister Malcolm Turnbull (pictured) and other guests including Governor-General Sir Peter Cosgrove and members of Australia's "Team Invictus" (top).

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New Airbnb product

AIRBNB users will be able to receive clearer check-in instructions from today under a new facility being added to the home-sharing site and app.

The change means guests will be able to view and swipe through a series of ready-loaded photos and instructions for things like key collection, security gates, lock codes and other details for arrivals and departures.

In the past, hosts and guests were required to communicate directly for instructions, but can now use an automated system and standardised format.

The instructions will also be emailed by Airbnb to guests three days ahead of their stay.

Mauritius swine flu

THE Department of Foreign Affairs & Trade has warned of a swine flu outbreak in Mauritius in its latest Smartraveller update.

It says the H1N1 virus has been reported and travellers should discuss vaccination requirements with a doctor prior to travel.

Wharf Hotels roll out

NICCOLO and Marco Polo Hotels have been brought together under a new management company brand, Wharf Hotels Management Ltd.

Based in Hong Kong, Wharf Hotels manages 14 properties in China, Hong Kong and the Philippines, with another four currently in development.

The company said its new name was in line with an expansion plan for the Asia-Pacific region and would allow its two hotel brands to be clearly differentiated.



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BridgeClimb tender

BRIDGECLIMB'S hold on the Sydney Harbour Bridge is coming up for renewal after almost 20 years, with NSW Roads and Maritime Services launching a two-stage tender for future operations on the iconic span.

Having been a runaway success since its launch by founder Paul Cave in 1998, BridgeClimb's exclusive rights on the bridge will be offered to other bidders ahead of their expiry later this year.

"Roads and Maritime are encouraging innovative new tourism experiences whilst seeking to achieve the best value for the people of NSW," the tender call says.

Expressions of interest are due by 27 Jul - MORE DETAILS HERE.

3 Capes Track rev up

THE popularity of Tasmania's Three Capes Track has exceeded government expectations, with more than 15,800 people completing the walk since its opening at the end of 2015.

The state's Minister for **Environment and Parks Matthew** Groom says revenue received from the walk is expected to be more than \$4.1 million this financial year and approach \$4.5 million next financial year.

The Overland Track through central Tasmania has also increased revenue 2.5% to \$1.2 million this financial year, with income reinvested in the Parks and Wildlife service.

Complimentary Day Use Hotel in Singapore



Singapore Airlines is providing complimentary day use hotel/lounge access in Singapore to eligible passengers flying from Canberra to Europe, except London or Frankfurt, with more than 15 hours transit time.

> Valid for sale until 30 June 2017 Valid for travel until 31 March 2018

> > FIND OUT MORE









AFTA update

From AFTA's chief executive, Jayson Westbury



THIS week's Travel Daily column is a few days late as a result of a fast paced visit to the IATA AGM in Cancun Mexico this past Sun-Tue. The AGM is the real highlight of IATA conference events each year with a great number of airline CEOs and senior executives all getting together for the once-a-year "off the record" chit chat about the industry and the important policy issues that the

aviation industry should tackle now and in the future.

This year's event brought with it a star-studded line up of airline CEOs who mixed and mingled with the common people, like me. As my first ever trip to Mexico, Cancun is the type of place that you would be very happy taking the family for a beach holiday, perhaps a romantic getaway or honeymoon or that discreet interlude with a special friend.

It would not be where you would expect to find 800 people in business attire, the likes of an IATA AGM. But nevertheless, the AGM took place in such a place and there were some key outcomes and learnings that I am sure IATA wants to share.

Firstly, in 2016 the average profit per passenger across the IATA airlines was only US\$7.69. Secondly, that in 2016 a total of US\$125.9b was paid by passengers for the use of airport and air navigation services. Thirdly, that a total of US\$117b was paid by passengers in the form of taxation paid to governments. And from my seat, it was made clear that Australia as a country collects more than its proportional share of these revenues if by no other means than the over-collected, disproportionate and high passenger movement charge (PMC), the second highest in the world.

The total numbers particularly the taxation number is ridiculously high and there is clearly a joint effort mounting within the aviation sector to see how this might be able to be controlled more. A joint effort is needed and with Alexandre de Juniac at the helm of IATA as the recently appointed director general and ceo, they might just have a chance of making a difference. Mr de Juniac is an experienced political operative and aviation ceo, so perhaps with these two excellent skill sets we may see some change for the good within the industry.

On a final note about the IATA AGM, the new director general invited two speakers to present the growing global challenge of human trafficking. A confronting issue without a doubt and the numbers are staggering. It is estimated that some 21 million people are being trafficked each year and this number is on the rise. The presentation from the CNN initiative The Freedom Project was definitely confronting to watch and I would recommend everyone in the travel industry to stop and take a look at just how serious this issue is. For more details go to: http://thecnnfreedomproject.blogs.cnn.com.

SilkAir to Karratha?

THE West Australian mining city of Karratha has pitched plans to entice international flights from Singapore to the Pilbarra region. with a 12-month trial earmarked to commence in Mar next year.

Singapore Airlines' regional subsidiary SilkAir is reportedly mulling the new Australian route, taking advantage of the \$35 million upgrade of Karratha's int'l terminal in late 2015.

Negotiations between SilkAir and the City of Karratha are "ongoing", ABC News reports.

Scenic free flights

FREE return flights are offered when booking any cabin category on Scenic's 2018 16-day Danube Delta Discovery cruise, if paid in full by 31 Oct - phone 138 128.

Legend dry-dock

CARNIVAL Cruise Line has released its 2018/19 program offering more than 70 sailings from Sydney and Melbourne.

On sale from 15 Jun, the program includes a record 19 short cruises, such as weekend samplers and local itineraries.

Fares on the four-night cruise to Moreton Island from Sydney on 21 Nov, 2019 start from \$699ppts.

Carnival has also bolstered its "longer cruise" program by 13% compared to 2018 sailings, with 43 departures to the South Pacific and New Zealand.

The program confirms that both Carnival Spirit and Carnival Legend will enter dry-dock in May 2018, and will emerge with new features ahead of a bumper season from Carnival.

More info at carnival.com.au.



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Helloworld IPW accolade



HELLOWORLD Travel has been recognised as one of America's top travel buyers at the recent Chairman's Circle Honors Event, held as part of the annual IPW conference in Washington DC.

Held at the Washington National Cathedral and co-hosted by Brand USA, the elite awards event honours international travel buyers for their efforts to bring the world to America.

Pictured from left: Christopher Thompson, president & ceo of Brand USA; Mark Brooker, destination & procurement manager, Helloworld Travel Ltd; Joe McCormack, gm procurement, Helloworld Travel

Limited and Roger Dow, president & ceo of US Travel Association.

Eco conf for Adelaide

THE Global Eco Asia-Pacific Tourism Conference will be held on 27-29 Nov in Adelaide.

Now in its 25th year, this year's event will focus on transforming urban and regional tourism through ecotourism.

Conference organisers are now seeking papers for its workshops and masterclasses, with desired topics incl tourism in protected areas, geotourism, community based ecotourism, technology & more - submissions close 17 Jul.

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Thursday 8th Jun 2017

ONYX's OZO Pattaya

ONYX Hospitality has revealed plans to open a new 406-room OZO hotel on a site adjacent to the existing Ocean Tower of Amari Pattaya, Thailand in 2019.

As part of a US\$100m investment to redevelop the North Pattaya site, the group will also launch a new premium allsuites Amari wing at the location.

Citroen Europass deal

CITROEN EuroPass has some last-minute short-term pricing deals in France.

The deal is valid for the rest of month with prices from \$949 for a C3 Picasso diesel manual, with collection and return from France. Prices are subject to availability. **CLICK HERE** for more info.

Limited Edition sale

G ADVENTURES has launched a deal on Limited Edition itineraries this month.

Throughout Jun, the adventure company is offering travellers up to 10% off select Limited Edition departures until 31 Jul 2018.

G Adventures Aus & NZ manging director Adrian Piotto said the collection of trips was designed to get travellers more immersed in the countries they visited.

Itineraries covered by the deal include a seven-day Halloween in Transylvania tour from \$1,439pp and a nine-day Japan's Winter Highlight itinerary, priced from \$3,014pp - **CLICK** from more.

ITP Ivory Coast pact

INTERNATIONAL Travel Partnership (ITP) has announced the appointment of Capital Connect, Côte d'Ivoire, to its corporate travel network.

Capital Connect was established in May 2006 and is part of the Air France Club.



To celebrate 20 years of flying into Australia, the launch of new direct service between Melbourne and Shenzhen and the increased capacity between Guangzhou and London, China Southern Airlines is offering Travel Agents in Australia the opportunity to win a return Business Class ticket to any China Southern Airlines destination in China or to London!

To win, correctly answer each daily question in June and have the most inspired response to the final question.

The best response will be the winner of the CZ return Business Class ticket from Australia to London and the second best one will be awarded with the return Business Class ticket from Australia

4) How many flights per week does China Southern Airlines currently operate from Guangzhou to London? to any CZ destination in China. Send your entries to csair@traveldaily.com.au





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.

Joanne Karaboikis has been named as Nanuku Auberge Resort Fiji Retail Sales Executive. Karaboikis will help manage the resort's industry related sales and partnership activity within Australia. She has 12 years' experience promoting South Sea Cruises brands.

Singapore Tourism Board Oceania has appointed Fang-Xun Ong as Senior Manager and Joelle Vella as Marketing Representative to the expanding Oceania team this month. Ong will be based in the Sydney office, while Vella is based in Melbourne.

Singapore Airlines chief executive **Goh Choon Phong** has become the 76th chairman of the IATA board of governors, succeeding International Airlines Group chief executive Willie Walsh in the role.

Patricia Affonso-Dass is the new President-elect of the Caribbean Hotel & Tourism Association. Affonso-Dass was elected to the leadership role on Fri at the organisation's annual general meeting.

Captain Cook Cruises Fiji has announced the appointment of Ilisoni **Vebose** as Hospitality Manager on board MV Reef Endeαvour. Ilisoni was previously employed at Shangri-La's Fijian Resort & Spa in the position of Events Manager (MICE).

Six Senses has recruited Alistair Anderson as its General Manager for Krabey Island. Anderson has worked with international and independent hotel groups for over 25 years.

GTI Tourism has been appointed by Visit Seattle, Globus family of brands and Broadway Inbound to manage each organisation's public relations with consumer and trade media.

Travelport has named Ming Foong as the new Managing Director of Greater China and Online Business Group, APAC. Foong's appointment is effective immediately and he will continue to be based in Hong Kong.

Christian Yee has taken on the newly created role of Beach Club Manager for South Sea Cruises Fiji at the soon to open Malamala Beach Club in Fiji's Mamanuca Islands. Yee has over 10 years' hospitality and travel industry experience and was most recently Food and Beverage Supervisor at Novotel Tainui Hamilton in New Zealand.

Holiday Inn Resort Bali Benoa has welcomed Sheilla Andrade Cruz as the new Director of Sales and Marketing. Andrade Cruz joins the hotel with over 20 years of hospitality experience and is expected to expand the current client base and segment portfolio for the resort.

Airservices Australia has reappointed Sir Angus Houston to the position of Chairman for a further 12-month term.

Cebu A321ceo order

CEBU Pacific has placed an order with Airbus for seven A321ceo aircraft for its domestic and regional network.

The latest order comes on top of an existing order for 32 A321neo, with the aircraft joining the carrier's fleet next year.

Cebu flies to 60 destinations in Asia, Australia, USA and the Middle East.

Vail finalises Stowe

VAIL Resorts has finalised its acquisition of Stowe Mountain Resort in Vermont (TD 24 Feb).

As part of the purchase, Vail secured all of the assets related to the mountain operations, including food, beverage, retail, rental, lift offices, and ski and snowboard school facilities at Mountain Mansfield and Spruce Peak on the US east coast.

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A RARE FIND IN PERTH

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Our client is searching for a BDM who is passionate about increasing sales with the ability to source and secure new business. You will have a real drive, passion and understanding of the travel industry, along with the ability to establish relationships and conduct presentations to secure wins for the business. Be rewarded with a supportive team and be proud to walk through the doors with this product under your arm.

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