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## Travel Daily

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Monday 22nd May 2017

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## HLO wholesale evolution

**HELLOWORLD** executive director Cinzia Burnes has laid out a road map for the ongoing improvement of the group's wholesaling operations, including expanded destinations, more competitive pricing and improved call centre service.

Speaking on the Gold Coast to delegates at the group's Owner Managers Conference (OMC) on Sat, Burnes described the "good, bad and ugly" of HLO wholesale over the period since the last OMC in Singapore when a range of issues were highlighted.

Changes already implemented include a new remuneration model introduced on 01 Jan which means HLO members can "earn a lot more by supporting the in-house brands".

The group has implemented a 24/7 call centre service for customer care and booking queries and is now open all weekend to support agencies trading on Sun.

However other work in progress aims to address shortcomings in the in-house ReadyRooms accommodation platform which

is being revamped to the same system used for the AOT Group's Whole of Australian Government accommodation program and the new ReadyRooms for Business system (**TD Fri**).

Once complete, the technology makeover "will make competitors look prehistoric," she said, while content will expand with a new feed from GTA which will provide a guaranteed price match with Travelcube while also offering extras such as Trip loyalty points and status in the Global Stars rewards program.

Burnes noted that in its previous incarnation, when much of the platform's content came via HLO's now defunct Orbitz agreement, ReadyRooms had in fact been a loss-making area, "not surprising given some of the commercial contracts I have seen".

More from HLO on **page three**.

### Today's issue of TD

**Travel Daily** today has eight pages of news and photos, plus full pages from:

- Albatross Tours
- AA Appointments jobs

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# Travel Daily

First with the news

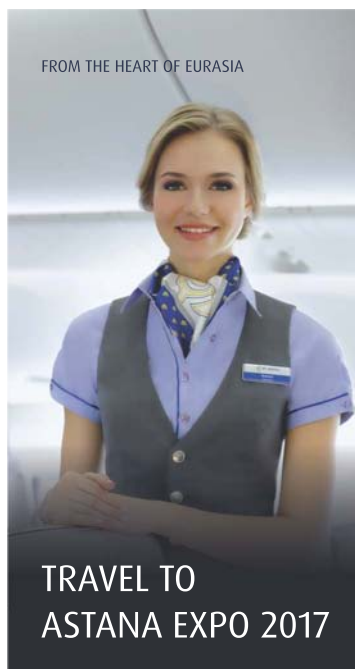
Monday 22nd May 2017



## EY CDG A380 boost

**ETIHAD** Airways confirmed it will deploy Airbus A380 aircraft on the Abu Dhabi-Paris route on a year-round basis, with the service to begin on one of its twice-daily frequencies to CDG, from 01 Jul.

Paris is EY's fifth superjumbo hub, joining LHR, SYD, JFK & MEL.



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## Cathay to slash workforce

**AROUND** 600 Cathay Pacific staff at its Hong Kong HQ will be without a job by mid next month as the airline takes further action to address recent massive losses.

Cathay Pacific this morning said that 190 management jobs (25% of its management) will be shed immediately, while a further 400 non-management positions will be cut by mid-Jun.

No frontline employees, pilots or cabin crew are affected by the latest redundancies.

Last month, Cathay announced a senior management shuffle which saw former ceo Ivan Chu replaced by chief operation officer Rupert Hogg, since 01 May (**TD** 13 Apr).

Just three weeks into the role, the workforce cuts are the first task overseen by Hogg who is in charge of Cathay's new three-

year corporate transformation plan, aimed at making the airline "more agile and competitive".

The program aspires to save the airline HK\$4b over three years.

"As we look to the future we will have a new structure that will make us leaner, faster and more responsive to our customers' needs. It is the first step in the transformation of our business," Hogg announced.

**MEANWHILE**, Cathay Pacific has inked a new codeshare deal with oneworld partner Iberia that will expand the Hong Kong-based carriers reach further in Europe.

The agreement will see the CX code added to Iberia-operated flights from Madrid to Alicante, Barcelona, Bilbao, Valencia and Palma, as well as Lisbon, Portugal.

## Outage hits airports

**AUSTRALIAN** and New Zealand airports have been hit by widespread disruption today caused by a computer outage affecting passport processing.

The Australian Border Force confirmed the outage had hit the external SITA system and that additional officers had been deployed to minimise impact.

Airports including Sydney, Melbourne, Brisbane and Auckland are understood to have been hit, causing delays to the passport process at check-in.

A Melbourne Airport spokesperson said the outage had affected the Advanced Passenger Processing system.

"Delays will take a little while to work their way through the system and we thank everyone for their patience," she said.

## Economy X fleetwide

**VIRGIN** Australia yesterday launched Economy X fleetwide.

The product provides travellers in the new class with an extra 3" of legroom, preferred overhead locker space and priority boarding & security screening (**TD** 30 Mar).

Under the introduction, the first three rows of the Economy cabin have been reconfigured on the majority of VA's Boeing 737 fleet.

Group exec John Thomas said since it went on sale earlier this year "we have had incredible demand from our guests".

Economy X is free of charge for Velocity Platinum members.

# SNO'NSKI

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## Qantas Hols range expanding

**HELLOWORLD** wholesale is undertaking a gap analysis of its product offering in



# HOLIDAYS

all destinations, with the aim of being able to offer an expanded range to meet agents' needs.

One of the first outcomes of this process is the launch of a new Qantas Holidays 'Luxury Collection' of four programs: a 52-page Maldives brochure to be released last next month, followed by a Unique Rail Journeys program, a Weddings & Honeymoons brochure and a 'Global Signature Collection' portfolio which will emulate the existing Sunlover Holidays Signature Collection on an international basis.

All new brochures produced will also feature a new Qantas Holidays logo (pictured) incorporating the revamped QF tail branding which is rolling out

across the carrier.

Helloworld executive director Cinzia Burnes revealed the plans to members at the Owner Managers Conference over the weekend, confirming that a "Helloworld Travel - The Travel Professionals" range of brochures will also be produced for Helloworld fully branded stores.

Also on the drawing board are new destinations for 2018 including a separate Italy, Greece & Spain program and a dedicated UK, Scotland & Ireland brochure; Central Europe & Scandinavia; Africa; the Indian Ocean; India; Japan; and South America.

Burnes also noted the group's "unbeatable" domestic range featuring 14 different brochures dedicated to Australian product.

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## Insider Journeys platform update

**HELLOWORLD** has changed its IT strategy in relation to Insider Journeys, with a previous plan to develop a new platform halted about six weeks ago.

HLO executive director Cinzia Burnes told delegates at the group's Owner Managers Conference (OMC) on Sat that the Insider Journeys product range will instead be loaded into Calypso so it can be booked alongside other Helloworld wholesale content using the Tango platform.

Currently a team in New Zealand is loading the product, while on the operational side, Insider Journeys/Travel Indochina offices in Saigon will switch to Tourplan, which Burnes said had served the AOT inbound business well for two decades.

## Advisory brand panel

**THE** insights of Helloworld member agents will feed into future developments within the company's wholesale division, with executive director Cinzia Burnes flagging the establishment of new brand advisory panels dedicated to the in-house brands.

To be implemented from Jul, the panels will formalise a method for franchisees to provide feedback and input into the group's wholesaling operations which comprise brands such as Qantas Holidays, Viva!, Rail Tickets, Insider Journeys & more.

## Window Seat

**THE** quest to create increasingly lifelike exhibits at dinosaur attractions has taken a new turn in Canada, where the Manitoba Museum in Winnipeg is demonstrating bodily functions on a Jurassic scale.

Among a dozen robotic dinosaurs in the museum's latest exhibit is a Protoceratops that urinates "like a water fountain" and a Dilophosaurus that farts when visitors pass by.

According to Canadian broadcaster CBC, the flatulent dinosaur is only capable of making noise at the moment, but will be fitted with a scented cartridge if it proves a hit.

"They're kind of testing out how offended people get," said the exhibition's creator "Dino" Don Lessem.

## HLO refinancing

**HELLOWORLD** Travel has refinanced \$60 million in secured debt, confirming late on Fri that Westpac Banking Corporation will provide a new facility with a five year term.

The company's existing line of credit was due to mature in Apr 2019, with HLO cfo Michael Burnett saying the refinancing had been "successfully executed on attractive terms that will deliver further cost savings to the business".

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Monday 22nd May 2017

## Etihad 777 to Munich

**ETIHAD** Airways is launching Boeing 777-300ER aircraft on the Abu Dhabi-Munich route.

From 02 Jun, EY5/6 will utilise 777s and EY4/3 from 01 Jul.

## Lindblad director

**FORMER** Celebrity Cruises ceo Daniel Hanrahan has been named as an independent director of Lindblad Expedition Holdings and a member of the audit committee of the board.

Hanrahan was Celebrity's chief for seven years (until 2012) & oversaw the development and launch of its Solstice-class fleet.

He was most recently ceo of beauty salon and cosmetology firm, Regis Corporation.

"Dan comes to us with a deep knowledge of the cruise industry and the hospitality industry at large, and will bring an array of insights and experience that will be extremely instructive as Lindblad continues to grow and expand our operations," Lindblad president and ceo Sven-Olof Lindblad said on Fri.

## Rhodium rentals

**DRIVEAWAY** Holidays is now able to offer car rentals in France, Italy and Spain through premium supplier Rhodium.

Rates start at \$30 per day in Nice, Bordeaux and Toulouse, \$39 in Barcelona and Madrid and \$42 per day in Rome, Florence and Milan, including a nil excess.

Book before 30 Jun & customers receive a free GPS.

DriveAway Hols md Chris Hamill said the nil excess available in the USA had been well received by customers, "so we're thrilled to be adding Rhodium...with a similar great value nil excess option for France, Italy & Spain".

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## SQ Masterpiece exhibition



**SINGAPORE** Airlines hosted an exclusive cocktail evening for 100 of its top Victorian and Tasmanian agents at The National Gallery of Victoria last Tue night.

The gallery's senior curator Dr Ted Gott regaled the guests with entertaining anecdotes about Van Gogh and also said the exhibit had been a major success so far

with over 85,000 visitors since its opening on 28 Apr.

Agents had the entire gallery to themselves as they took in the masterpieces, including one of the painter's famous self-portraits.

**Pictured** above among the crowd, from left are Hayley Kerruish and Martin Rowe from Webjet, Patrick Biggerstaff, SQ manager Victoria/Tasmania, Inci and Sam Duru, Freebird Travel & David Galt, Webjet.

## Wong's China saving

**HELEN** Wong's Tours is marking the China-Australia Tourism Year 2017 with a discounted nine-day tour to Beijing and Xian.

The tour is available with a \$500 discount and is priced from \$1,999 per person twin share.

Departing Australia on 09 Sep, the tour explores Beijing and Xian before travelling to Hangzhou for a cruise on West Lake.

The package includes China Eastern flights.

## Hurtigruten specials

**SELECT** journeys to Svalbard, South America and Antarctica with Hurtigruten & Bentours have been reduced by 20%, when booked by 30 Jun.

The deal is valid for travel between Jun to Nov on select itineraries including the six-day Spitsbergen Adventure Voyage.

For info, call 1800 221 712.



### Round 11 Winner

**Congratulations**

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from **Tramada Systems**

Mark is the top point scorer for Round 11 of Travel Daily's NRL footy tipping competition. He's won a \$100 travel voucher courtesy of Expedia.





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Monday 22nd May 2017

## AF will Boost it off

**AIR** France plans to launch its low-cost subsidiary, currently known as 'Boost', with five Airbus A320s in winter 2017.

Announced at its investor day, chairman Jean-Marc Janaillac said Boost was intended to be used to capture new customers, specifically the millennial market.

The new carrier, which will be rebranded at launch, will wet-lease aircraft from AF including 18 medium-haul aircraft by 2018 and 10 long-haul aircraft by 2020.

Under the plan, the airline will begin with a fleet of five A320s and A321s and serve routes to possible destinations in Germany, Italy, Spain and Turkey.

For long-haul aircraft the startup airline will use A340s as interim aircraft before taking on A350s.

France's largest airline hopes to achieve up to 18% in cost savings in the new carrier from revised labour agreements and the introduction of paid on-board food and drink options.

## Japan visitor record

**JAPAN** welcomed more than 2.57 million visitors during Apr, up 24% on the same time last year.

For the year-to-date, the total number of foreign visitors to Japan jumped to 9.12 million - up a healthy 16.4%.

According to preliminary data released by Japan National Tourist Office, the number of Australians visiting the country skyrocketed 41.8% in Apr to 56,200.

Year-to-date Aussie arrivals were up 14.2% to 198,000, the JNTO figures indicate.

## KU Altea switch-over

**KUWAIT** Airlines migrated its ticketing & reservations systems to the Amadeus Altea platform last weekend.

The switch-over is the latest step taken by KU to broaden its accessibility and optimise sales, revenue generation and growth across multiple distribution channels, the Gulf carrier said.

## WA tourism consortia

**THE** first of the Western Australian Government's Industry Engagement Consortia kicked off on Fri, with a focus on tourism.

Designed to create jobs and economic growth in WA, the scheme involves events to gather feedback from industry stakeholders on the government's election commitments.

An event on Fri was attended by Premier Mark McGowan, Tourism Minister Paul Papalia and industry leaders.

McGowan said it was fitting tourism was first cab off the rank, with the Government committing \$425m to destination marketing & events over the next five years and elevating its importance in diversifying WA's economy.

Industry Engagement Consortia are also planned in Defence industries, agribusiness, international education, manufacturing, aquaculture and creative industries and mining, engineering tech and energy.

## Oosterdam reposition

**HOLLAND** America is ramping up its Mexican Riviera options by deploying the 1,964-passenger *ms Oosterdam* to San Diego for the 2017/18 cruise season.

Joining *ms Westerdam* in the region, *Oosterdam* will operate 11 seven-day voyages from the California city, with calls at Mazatlan, Cabo San Lucas and Puerto Vallarta, from Sep to Feb.

"We are adding capacity for the next season so that more guests can enjoy these itineraries that truly showcase the allure of the destination," HAL president Orlando Ashford said.

## Parks Canada app

**A NEW** mobile app showcasing Canada's natural and cultural treasures has been released by Parks Canada.

The app features interactive maps, info on places to go and what visitors will need to enjoy a camping trip - full details [HERE](#).

## 2018 Classic Italy

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Monday 22nd May 2017

## JetBlue slams DL/KE

**US CARRIER** JetBlue has urged the US Government to probe the proposed fully-integrated joint venture arrangement between Delta Air Lines and Korean Air.

B6 says that since the alliance was initially struck there have been "fundamental changes that have occurred in the international aviation landscape", calling for a de novo review by the US Dept of Transportation (DOT).

"JetBlue is keenly aware of the threat that immunised alliances pose to the ability of small airlines to compete in the global marketplace...it should be granted only in the most deserving of circumstances" B6 told the DOT late last week.

In its submission, JetBlue raises recent antitrust proceedings by the authority, including Qantas' rebutted tighter alliance with American Airlines, also noting the Australian Govt's requirement of regular updates on alliances.

## Eclipse famil opp

**AGENTS** can win a spot on an Eclipse Travel famil to the Galapagos Islands and Ecuador, which will take place 16-25 Oct.

The trip is in partnership with LATAM and participants will visit Guayaquil, Cajas National Park, Chimborazo National Park and embark on a five-day cruise of the Galapagos Islands.

To be in the running, email [enquiries@eclipsetravel.com.au](mailto:enquiries@eclipsetravel.com.au) with the subject line "Galapagos Famil" and to triple your chances, make a minimum \$2,000 booking with Eclipse Travel by 01 Sep.

## Renault Europe deals

**GLOBALCARS** is offering savings of \$1,040 on delivery fees for Renault leases in Europe of at least 28 days.

Rates start from \$30 a day based on a six-month lease.

Book by 31 May for pickup anytime until 31 Dec.

## Barnesy wraps up HLO OMC



**HELLOWORLD** Travel's 2017 Owner Managers Conference (OMC) finished on Sat night with a farewell event at Movie World on the Gold Coast, with delegates kicking up their heels and making the most of the photo wall (**above**).

The much anticipated event included an exclusive appearance by none other than Aussie rock legend Jimmy Barnes - but unfortunately we weren't able to get a classic "Barnesy and Burnesy" shot of him with HLO ceo Andrew Burnes.

The evening was sponsored by Etihad Airways, with the EY team **pictured inset** enjoying the Helloworld frivolities - more pics at [facebook.com/traveldaily](https://facebook.com/traveldaily).



## VA Biz on BNE/LST

**VIRGIN** Australia is now offering Business class on direct Brisbane-Launceston services operated by Boeing 737 and Embraer 190 aircraft.

The BNE/LST route is seasonal and subject to change.

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## India & Beyond

**EASTERN** Europe specialist Beyond Travel has broadened its horizons to create an India and Sri Lanka division, India & Beyond.

General manager sales and marketing Bryce Crampton said "India fits with the company's mission" and that extending operations to the sub-continent was an important part of Beyond's growth strategy.

The company had partnered with a ground operator with more than 22 years' experience and would offer a selection of private tours, river cruises, luxury rail, escorted tours and pre- and post-packages to add to cruise and rail products.

The new brand will be managed by Kellie Blackett and will have a dedicated India team including reservation staff and a product team, with its own website.

Contact 1300 599 005 or refer to the soon to launch website - [www.india-and-beyond.com.au](http://www.india-and-beyond.com.au).

## Wolgan heli changes

**EMIRATES** One&Only Wolgan Valley has sought permission to increase its number of helicopter services from its existing four movements per week.

In an application to the NSW Govt, the Blue Mountains-based resort said it wants to reposition its current (one) helicopter pad to two possible new sites, located much closer to the property.

"Minor modifications" are also planned for the Pool House building which will see the current gym space to be divided into two zones: a guest gym and an activity centre.

In further additions, One&Only Wolgan Valley wants to introduce six bee hives for local production of honey "to be used in the resort and as a guest interaction with the culinary team".

General manager James Wyndham told *Travel Daily* the resort is "always looking for ways to enhance the experiences available for guests".

"The recent increase of helicopter frequencies, gym facility improvements and ever evolving list of activities are prime examples of our dedication to our valued visitors," Wyndham said.

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Applications close: Friday, 2 June 2017.

Only short listed candidates will be contacted.

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## Brochures



**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure of which you'd like to make the industry aware, 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).



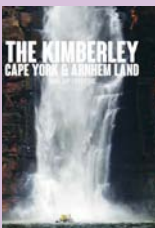
### APT - Russia 2018

APT's 2018 Russia brochure includes river cruising options ranging from 13 to 28 days within its 24 pages. Two departures are scheduled for Aug 2018 including the 13-day Russian Waterways Luxury river cruise which travels from St Petersburg to Moscow. Signature experiences are included such as touring a World War 2 bunker in Moscow and watching a private performance by a military choir.



### Abercrombie & Kent - Hosted Small Group Journeys 2017/18

Abercrombie & Kent has unveiled its Hosted Small Group Journeys brochure for Europe, India, Africa & The Indian Ocean & Latin America. New this year is the Breathe, Savour, Encounter and Move concepts. These elements allow travellers to immerse themselves in the holiday, explore different cuisines & see the destination at the ground level instead of from a vehicle.



### Coral Expeditions - Kimberley and Cape York & Arnhem Land 2017/18

Coral Expeditions 2017-18 Kimberley and Cape York & Arnhem Land brochure includes updates such as the multi-million dollar refurbished *Coral Discoverer* as a permanent fixture on sailings in these regions. Trips include a 10-night Sacred Lands of the Kimberley itinerary and an 11-night Cape York & Arnhem Land tour that travels to the Great Barrier Reef and across the top of Queensland and the Northern Territory.



### Voyages to Antiquity - Summer Cruises program 2018

Voyages to Antiquity has added new destinations to discover within its 2018 summer cruise program. Updates include an inaugural voyage to the fjords of Norway, plus a combined small-ship experience to the great rivers of France, Spain and Portugal. A range of itineraries has also been developed to Classical Greece and the Greek Islands.



### Tucan Travel - Tailor-made brochure 2018

Tucan Travel's 2018 Tailor-made brochure covers the Central America region, South American areas like Peru and Bolivia and Asia including India and Nepal. Within the 87 pages are tour tips for honeymoons and sample itineraries of Sri Lanka, Costa Rica and Galapagos. Adventurers will enjoy sample itineraries of Peru and Patagonia & there's also Wildlife trips for nature lovers.

## Above Aus winners

**TOURISM** Australia and SkyPixel have announced the three winners of 'The Australia From Above' contest that asked photographers to showcase the country's beauty from an aerial view using drone technology.

Kyle Bowman from WA took out the competition's first prize, followed by Al Edgar, also from WA and Peter Yan from Victoria. View the winning entries [HERE](#).

## Macao ferry links

**MACAO'S** Taipa Ferry Terminal was launched on Thu ahead of its opening on 01 Jun, improving the city's connections with other parts of the Pearl River Delta.

The facility is one of the largest ferry terminals in Asia and provides one-hour services to destinations including Hong Kong and Shenzhen.

It offers 16 ferry berths and 127 passenger passways.



# HKDL Explorers Lodges open



**HONG** Kong Disneyland Resort (HKDL) has celebrated the grand opening of Disney Explorers Lodge, a new 750-room resort.

The resort last week hosted its "Celebration of Sales Excellence 2016" event to recognise the support of the travel trade throughout HKDL's journey.

Terruce Wang, vp, sales and hotel operations, HK Disneyland Resorts said Disneyland was committed to investing in new

hotel experiences.

"The new Disney Explorers Lodge brings the best of our famous creativity and legendary guest service and delivers a resort hotel experience unlike anything we've ever created," Wang said.

**Pictured** from left: Philip Yung, HK Special Administrative Region; CY Leung, HK Special Administrative Region; Bill Ernest, Walt Disney Parks & Resorts and Samuel Lau, HK Disneyland.



This month, Travel Daily is giving travel agents the chance to win a trip to New Caledonia, courtesy of Aircalin, New Caledonia Tourism and Sheraton New Caledonia Deva Spa and Golf Resort.

The trip for two includes return economy class tickets flying with Aircalin from SYD/MEL/BNE, 4 nights accommodation and buffet breakfast at Sheraton New Caledonia Deva Spa and Golf Resort and return airport transfers courtesy of New Caledonia Tourism.

To win, answer each question correctly and have the most creative final answer. Send your entries to [newcaledonia@traveldaily.com.au](mailto:newcaledonia@traveldaily.com.au)

16) Name the three main Loyalty Islands which are part of New Caledonia.



**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](http://www.traveldaily.com.au).

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## Travel Daily

First with the news

Monday 22nd May 2017

### New Branson airline?

**BILLIONAIRE** Richard Branson may jump back into the US airline business after tussling with Alaska Air over how long the carrier must pay royalties on his Virgin America brand.

Speaking to *Bloomberg TV* Branson said Alaska Airlines has to keep paying "unless we decide to start another airline".

When asked if he would create a new US carrier, he said, "watch this space".

His comments follow VX's US\$2.6b sale to AS last Dec.

### Intrepid Arnhem Land

**INTREPID** Travel has partnered with the Yolngu people to launch a new community-based trip in remote East Arnhem Land in the Northern Territory.

The seven-day trip visits the remote coastal communities of Nyinyikay, Bremer Island and Nhulunbuy, with passengers able to hear Dreamtime stories and learn how to hunt, fish & forage.

Tours are planned for 31 Aug & 10 Sep, priced from \$5,995pp.

### S7 into St Petersburg

**ONEWORLD'S** Russian member carrier S7 Airlines is now flying from St Petersburg Pulkovo Int'l Airport to seven destinations.

S7's current route network from LED includes Berlin, Bryansk, Kaliningrad, Kaluga, Moscow, Novosibirsk and Yaroslavl.

### Fairfield Phnom Penh

**MARRIOTT** has announced the signing of Fairfield by Marriott Phnom Penh in Cambodia.

Scheduled to open in 2021, the hotel is the first Fairfield by Marriott hotel in Cambodia.

Situated 20 minutes from the airport, the property will have more than 300 rooms.

### Hogwarts after dark

**UNIVERSAL** Studios Hollywood is introducing its all-new "The Nighttime Lights at Hogwarts Castle," a light projection against the backdrop of Hogwarts School of Witchcraft and Wizardry.

The dancing light display will occur as night falls on Hogsmead village and will showcase the four houses of Hogwarts: Gryffindor, Ravenclaw, Hufflepuff and Slytherin.

The display will be accompanied by a special musical arrangement created by composer, John Williams.

The show will take place several times a night; with live rehearsals viewable by annual pass holders ahead of its launch on 23 Jun.



## Round 13 Winner

Congratulations

**CLAIRE DEAN**

from Qantas Airways

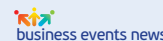
Claire is the top point scorer for Round 13 of Travel Daily's Super Rugby footy tipping competition. She's won a \$100 travel voucher courtesy of Expedia.



Major prize for the 2017 footy tipping competition is return economy class airfares to Dubai flying with **EMIRATES**. Emirates has 77 flights per week to DXB.

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