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Travel Daily

First with the news

Thursday 11th September 2014

COOK ISLANDS

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Six pages of news!

Travel Daily today has six pages of news and photos, including a front cover page from **travelBulletin** plus full pages: **(click)**

- AA Appointments jobs
- Tempo Holidays

Qantas, WestJet c'share

A **NEW** codeshare agreement between Qantas and WestJet on select North American routes has been announced by the airlines (**TD** breaking news).

Subject to regulatory approval from the US Department of Transportation, Qantas intends to place its 'QF' designator code on WestJet metal from Los Angeles to Vancouver, Calgary & Edmonton and from Honolulu to Vancouver.

Qantas will also place its code on 20 domestic routes operated by the LCC from Vancouver, Calgary, Toronto and Edmonton.

The Canadian carrier has sought a fast-track for authorisation of the alliance to launch on 15 Oct.

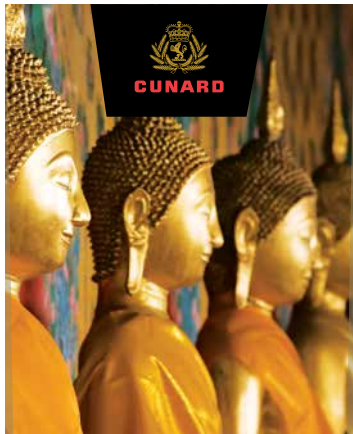
The carriers "respectfully request expedited approval for this application to enable Qantas

and WestJet to begin marketing and sales activities without delay," WestJet told the DOT.

WS has proposed a blanket codeshare authorisation with QF, saying it is in the public interest because they allow codeshare partners to develop the full range of services permitted under applicable air services pacts.

"The services contemplated by WestJet and Qantas will provide a more efficient use of capacity in the marketplace and will help maximise the service options available to the travelling and shipping public," WestJet said.

QF exec Stephen Thompson said the new seamless one-stop travel options from Australia to more Canadian hubs was "great news for customers."



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Win a trip to Thailand


THE launch edition of the new look *travelBulletin*, to be published next week, will include an opportunity to win a Business class trip for two to Thailand, courtesy of THAI and Sofitel.

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Thursday 11th September 2014



BEST OF THAI'S EUROPE ON SALE

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UA downgauges MEL

UNITED Airlines has confirmed it will operate smaller (in size and range) Boeing 787-8 *Dreamliners* on some of its frequencies on the Melbourne-Los Angeles route.

The brand new route will debut on 28 Oct, with UA initially having planned to utilise the slightly larger 787-9 *Dreamliner* variation.

However "aircraft availability" has seen UA deploy the -8 model on three of its six weekly flights between 29 Oct and 16 Nov, the Star Alliance carrier told *Fairfax*. "Interest in the nonstop service from Melbourne to Los Angeles has been meeting our original expectations and we anticipate continued strong demand going forward," United added.

The 787-9 accommodates 252 pax whereas the 787-8 offers seating for 219, and due to its shorter range will require a small number of seats to be blocked.

River cruise bargains

TEMPO Holidays is offering a 10% discount across a range of river cruise itineraries departing on specific dates between 01 Oct & 31 Mar - see **page 8** for details.

AFTA targeting TCF funds

AFTA is developing a state-by-state advocacy campaign to convince governments to hand over some of the surplus funds from the Travel Compensation Fund wind-up, with an estimated \$20 million set to be returned to the various jurisdictions under the TCF Trust Deed.

Speaking at the Sydney Skalm monthly meeting yesterday, AFTA gm accreditation Gary O'Riordan said a series of submissions are already "ready to roll," with the case to be made in the context of boosting domestic tourism via sales through travel agencies.

It's believed this will resonate with the states, particularly given that Tourism Australia is no longer involved in domestic tourism marketing.

With Western Australia the last mainland state to repeal its travel agent licensing legislation, the final hurdle is Tasmania where the process has been delayed due to an election earlier this year.

O'Riordan said it was hoped that the Tasmanian repeal could be finalised in the next few weeks.

Outstanding TCF money may

not become available until Jun next year when the final amount of is determined after taking claims this year into account.

AFTA proposes to use any monies received to further boost its marketing campaign promoting the benefit of booking with an ATAS accredited agent.

O'Riordan confirmed that currently there are around 2,000 ATAS participants already, with a further 400 in the pipeline.

NRL footy tip winners

TRAVEL Daily's annual NRL Footy Tipping competition for 2014 has been taken out by Michelle Angeli from itravel Penhurst.

Michelle accumulated a massive 257 points, pipping second placed Suzana Nikolaras from Qantas by just one point.

For her efforts, Michelle has won return Economy Class return tickets to Dubai for two, courtesy of Emirates.

Suzana has won a great Vanuatu prize package for two, consisting of Air Vanuatu flights to Port Vila and a stay at Hideaway Lodge.

Intrepid crash action

INTREPID Travel has reiterated passenger welfare remains the firm's "first priority" following a crash in Kenya that saw two Australian passengers killed.

The firm yesterday said its "primary concern has been to ensure the welfare and comfort of the injured passengers and to support the families of the deceased. We will continue to do all possible to that end."

Intrepid co-founder Geoff Manchester is in Nairobi providing support and assistance to the 22 travellers and staff involved.

Fifteen passengers remain in hospitals in Nairobi and Bomet with a range of injuries.

A preliminary police report into the cause of the accident suggest the vehicle's tyre blow out was caused by something on the road.

An Intrepid spokesperson told **TD** travellers have been given the option to either return home or to continue with their ongoing travel - after heeding advice of medical experts - an opportunity two guests are taking up.

Intrepid is actively liaising with passengers' travel insurance firms to ensure they return home safely.

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Patagonia unleashed by Evergreen

EVERGREEN Tours has this week dispatched its 2015 South America product offering, with new touring in Patagonia and cruise options on large ships to Antarctica developed to provide passengers with more ways to explore the continent.



"Following the success of our 2014 South America program, we're already seeing strong demand for our new 2015 brochure," gm Angus Crichton told *Travel Daily*.

Crichton said Evergreen saw double-digit growth from the program over the past two years, due to a "very competitive" price-point of around \$400pp per day.

The program is billed as a 'one-stop-shop' for South America & Antarctica and features 12 tours with internal flights included.

Visits to Torres del Paine and Los Glaciares National Parks - home of the spectacular Perito Moreno Glacier - have been incorporated in the new 31-day South America & Patagonia Explorer itinerary between Lima and Ushuaia.

The trip includes a *You're Invited* welcome "baqueana" (Patagonian BBQ) in Torres del Paine and a four-night Patagonian Fjords and Glaciers cruise onboard the

luxurious *MV Stella Australis* through the Strait of Magellan & Beagle Channel where guests can take zodiac excursions.

The program includes a Celebrity Cruises 14-nt voyage on *Celebrity Infinity* to Antarctica (that is sold as an add on to Evergreen's core 20-day tour), on 01 Feb 2016.

The Celebrity product provides Evergreen with another style of travel to explore the destination, complementing adventure cruise options with Quark Expeditions on *MV Sea Adventurer* on 10 Nov.

"Agents can seamlessly book unique cruise tour packages with confidence knowing their clients will experience something very special - more choice and exclusive discoveries with true Evergreen value," Crichton said.

Product manager Justin Ewin (left) is pictured with Crichton showing off the new brochure.

AAT rekindling r'ships

RE-ESTABLISHING closer ties with travel agency groups has been high on the agenda for The Travel Corporation's AAT Kings.

Managing director Anthony Hayes says the support of major retailers such as Flight Centre and helloworld has been vital to growth for the firm.

"We have spent a lot of focus over the last 12 months on building new relationships with the distribution channels," Hayes told *Travel Daily* this week.

"We have been absolutely thrilled with the response."

Hayes admitted in recent years AAT Kings perhaps had some "different messages" with the trade, "but we've made it very clear now that travel agents deliver the vast majority of sales.

"Those relationships we needed to put a bit of energy and a bit of effort into rebuilding.

"I am very relieved they have responded in a positive manner."

Hayes told *TD* the support from larger bricks-and-mortar agencies "has been a real key in us getting up & running again and making some real money now."

BA A380s to San Fran

SAN Francisco will become British Airways third US gateway serviced by Airbus A380s starting Apr, the carrier has announced.

The nonstop route from London Heathrow using the superjumbo will operate five times weekly as flight number BA286.

Window Seat

AIR Canada has added a taste of its own inimitable style to the ubiquitous ice bucket challenge everybody has been doing lately.

The carrier's general manager Australia & New Zealand Paul McLean performed the ALS snow challenge, standing under a zamboni as it dumped a huge amount of snow on top of him.

Check out the video at *Travel Daily TV* - click the logo.

HOTEL aggregator

Wego has compiled a hilarious list of guests who provide just a tad too much detail in their submitted hotel reviews.

Along with data review firm TrustYou, comments by guests included appreciation at the separate bedroom, bathroom and lounge, but not having an in-room toaster was "horrible".

Another guest asked a hotel to look into the matter of a nightclub across the road having "too many women".

One guest had an encounter with the supernatural, saying her friend was touched on the leg by a "friendly" ghost, who promptly left when asked.

Another was told by hotel staff the hotel had a history of ghost sightings, leading him to watch a series of horror movies to put himself into a suggestible state of mind, but "not even a teacup was thrown across the room".

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Avis 2014 scholars

AVIS Australia has today named four finalists for its annual Travel Agent Scholarship.

The finalists represent home-based agencies, corporate travel & retail agencies and include Paul Mirabito from Corporate Travel Management, Jodie Gonzales from American Express Global Business Travel, Meagan McLeod from Escape Travel and Melanie Whyte from TravelManagers.

All finalists will congregate in Sydney on 21 Oct to participate in final judging sessions and the announcement of the winner at the Four Seasons Hotel Sydney.

New Finnair routes

ONEWORLD carrier Finnair has announced new seasonal services to Dublin, Athens and Malta.

Six weekly services to Dublin will launch on 30 Mar, followed by twice weekly frequencies to Malta starting 02 Apr and Athens on 05 Apr.

AU, Spain agreement

TOURISM Australia advises that a new reciprocal work & holiday visa arrangement has been signed between Australia and Spain.

The deal enables up to 500 young adults (aged 18-30) from Spain and the same number of Aussie youths annually to experience a holiday in each other's backyard, during which time they are entitled to engage in short-term work or study.

A commencement date is yet to be finalised for the agreement.

The Australian Govt has similar pacts with Argentina, Bangladesh, Chile, Indonesia, Malaysia, Poland, Thailand, Turkey, United States of America and Uruguay.

Tiwi trail investment

THE NT Govt has awarded Tiwi Enterprises \$40,000 to develop a new tourist walking trail on Bathurst Island to showcase the destination's cultural, historical and wildlife landmarks.



EARLY EARLYBIRD SPECIALS

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SYDNEY'S Dendy Cinema was transformed into a slice of France this week for Atout France's private screening of *Magic in the Moonlight* - the latest blockbuster from Woody Allen.

With all the glamour of the Cote D'Azur, Antibes and Cannes, the industry gathering saw 250 guests enjoy Ghumm & French pastries, whilst standing on the red carpet.

The event was jointly hosted by Emirates, Qantas, Club Med, Rail Plus and Lancome, as well as other industry partners.

Between 2011 and 2013, the French Riviera witnessed a jump of some 10,000 Australians, due to Emirates flights into Nice.

Pictured from left are Tim Harrowell, EK regional manager, NSW/ACT; Claire Kaletka-Neil, Atout France & Mark Letourneau, Club Med national sales manager.

MEANWHILE, Travel Daily TV is now hosting the second instalment of last week's Atout France Workshops in Sydney - click on the logo or see traveldaily.com.au/videos.

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Agts warm to Land of Rising Sun



JAPAN turned on its best for this group of top-selling Globus family of brands agents from Australia and New Zealand, who took part in the operator's 2014 Globus Supertour last month.

The group were treated to a truly authentic impression of Japanese culture, history and traditions over a ten-day itinerary.

Places visited included Osaka, Kyoto, Shirakawa, Mt Fuji, Tokyo & the spectacular Japanese Alps.

Exploring cities, quaint towns & tiny villages, the agents marvelled at the spectacular scenery on show and enjoyed experiencing time-honoured Japanese customs.

These included witnessing sumo wrestlers and geishas in action, participating in tea ceremonies & dressing in traditional kimonos.

The group is pictured above at Shirakawa, overlooking several UNESCO World Heritage list sites.

For many more photos from the trip, see www.traveldaily.com.au.

Productivity project

A RESEARCH project to examine trends, drivers and barriers to Australia's international tourism industry has been launched by the Productivity Commission.

The study will look at trends that affect demand for Australia's tourism products and their sensitivity to global events, the role of government in tourism & land management regulations.

Aviation policy and the extent authorities impact the decision of airlines whether to fly here will also be covered in the project.

Submissions by interested parties are being accepted by the Commission until 28 Nov 2014, with findings expected next year.

Win tickets to the new Aztecs exhibition

Everyday this week *Travel Daily* is giving away a double pass to the new *Aztecs* exhibition opening 13th Sept at the Australian Museum.



The exhibition features more than 200 priceless artefacts and multimedia touchscreens that tell the story of the spectacular and ultimately tragic rise and fall of the Aztec empire. Explore Aztec daily life with gods, demons, warriors, slaves, nobles, and human sacrifice. Discover more [HERE](#).

To win, be the first to answer the question correctly each day. Send your answers to: aztecs@traveldaily.com.au

How long will the Australian Museum's *Aztec* exhibition run for?

AZTECS

arrium

MINING AND MATERIALS

Arrium (Onesteel) have a new in house travel team. Their St Leonards based operation requires experienced:

- **Corporate Team Manager**
- **Multiskilled Consultant**
- **Domestic Consultant**

If you wish to be a part of something new, contact Sue Collins 02 9112 1638 or sue.collins@communico.com.au

Airline staff nursery

ETIHAD Airways has opened an aviation-themed nursery at its Abu Dhabi headquarters as part of an effort to provide supporting services for its employees.

Located across the road from Etihad Plaza, the carrier said the centre will provide the highest quality of care for infants of staff to assist in work/family balance.

An out of hours stay and play creche service is also available for parents to utilise on the weekend.

RWC tickets on sale

VISITBRITAIN is reminding fans of the Rugby World Cup to get their registrations in for access to the first global match ticket sales period, starting from 7pm AEST tomorrow - [CLICK HERE](#) for info.

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, send us an email at appointments@traveldaily.com.au.

The fast-growing **Independent Travel Group** has appointed three new Business Development Managers - **Sandy Battle** in Perth after four years at Helloworld/JTN; **Mick McFarlane** in Brisbane, joining from Adventure World and **Paul Groundwater**, ex Virgin Australia, based in Adelaide.

Shangri-La Hotel, Sydney has recruited **Natasha Granath** as its new Director of Communications, to oversee all communications activities.

Two new executive appointments have been made to the Operations team at the **Pan Pacific Hotels Group**. **Erik Anderouard** has taken on the role of Senior Vice President, Operations, while **Timur Senturk** will carry out the role of Vice President, Operations, ASEAN.

Mandy Lovell has taken on the role of Director, Member Services for Australia, New Zealand and Pacific Islands with **Relais & Chateaux**.

A former senior figure at both Qantas and Virgin Australia, **Stevan Sipka** has been named as the new Vice-President Asia Pacific for **Air Serbia**. Sipka will work alongside Aviation Online as the carrier's Australian GSA.

Former Crown Melbourne CEO **Greg Hawkins** has commenced in his new role as the Managing Director of Sydney entertainment district, **The Star**.

Destination NSW has hired **Paul Hawes** as its new Regional Manager for the UK and Germany markets, based in the London office. Hawes has a history in destination representation, having worked for Travel Alberta.

Bringing more than 40 years experience in the ports, tourism & logistics industries, **Stephen Bradford** has been appointed as the new Chairman of **Cruise Down Under**, replacing outgoing chair Chris White.

Africa camp alternate

GREAT Plains Conservation is reminding travel agents that clients do not necessarily need to stay in Nairobi, Kenya while travelling to Donyo Lodge, Mara Plains Camp and Mara Toto Camp.

A flyer says "You don't always have to overnight in Nairobi..."

The company issued a statement in response to media "misperceptions" about safety in Kenya following this week's tourist bus crash in the country.

Africareps said guests should consider flying directly out of Nairobi Airport on a charter plane directly to its wildlife camps following their arrival in Kenya.

Mega FR Boeing deal

RYANAIR has signed a US\$22 billion deal with Boeing to buy up to 200 B737 MAX 200 aircraft, with 100 as a firm order and an option for a further 100 units.

The aircraft will be ready for delivery by 2019 and will fit eight additional seats than currently, via smaller toilets and galleys.

Adelaide Quest opens

SOUTH Australia Deputy Premier John Rau has officially opened the brand new Quest King William South property.

Located in the Adelaide CBD, the property offers 105 apartments.

CZ axe domestic First

CHINA Southern Airlines has removed its First class cabin from narrow-body aircraft on domestic flights in China, citing increased service quality on wide-body jets.

AAT Kings staff to the fore

A **CONCERTED** effort to show off the customer experience on tour & interaction with employees has laid the foundation for AAT Kings' 2015/2016 Australia brochure.

"The brochure is about the people, so every single shot is about our customers connecting with our staff because we figure that's where we differentiate our brand versus our competition," AAT Kings md Anthony Hayes says.

Staff photos, opinions and 'meet the team' profiles dominate imagery used in the guide.

Over 50 images appear in the brochure with bright and cheerful AAT Kings' employees talking, laughing, posing for photos and taking photographs of customers.

The same message is carried through on AAT Kings' website.

"We want to say, if you travel with us, you'll have more fun."

Hayes said if the company is going to use a tagline of 'Bringing Australia and New Zealand to life',

New Air NZ LA flights

A **NEW** third daily service will be introduced by Air New Zealand between Auckland & Los Angeles over the 2015 northern summer.

Offered on a thrice weekly basis, the new frequencies will boost capacity by 20% and will operate on Mon, Thu and Sat.

Specific flight times are yet to be announced, however Air New Zealand said the eastbound flight will depart earlier than its current daily service that lands in Los Angeles at 0900, "enabling same day connections with Midwest & East Coast USA destinations."

On the return leg from LAX, the new flight will arrive in AKL at 0700, enabling connections in New Zealand and to Australia.

then it is necessary to use every cliché that has ever been used to describe the country.

"It's about our warmth and friendliness and there is every chance that will include phrases like 'G'day love' or 'G'day mate' when you come on one our trips, and I reckon that is a good thing."

He told *Travel Daily* "the brand message is not so much about pushing the style & sophistication that other brands might spend a lot of time talking about.

"We are spending much more time focusing on 'you'll have a great time' with our team."

Meanwhile, staff are also the voice behind AAT Kings' radio ads which has been and will continue to feature on AM and FM bands.

"The ads have always involved our staff which allows us to introduce the brand to potential customers and has been really useful in helping to reinforce the message that the experience with us will be different compared to somebody else," Hayes said.

A&K Hosted Journeys

UPSCALE tour operator Abercrombie & Kent has launched a new range of educational tour products to be led by engaging and knowledgeable guides.

The 'Hosted Journeys' range will feature a new nine-day Botswana safari escorted by well-known TV presenter Matt Doran, departing 15 Jul & priced from \$13,795ppts.

Art enthusiast and National Gallery of Australia Assistant Curator Lara Nicholls will lead a journey to France on 04 Oct 2015.

Journeys to Mongolia, Morocco, Turkey, Japan and India are next to be developed, with departures scheduled for 2015 and 2016.

Infinity ATL's reach for the sky



ASSISTANT team leaders from Infinity Holidays have recently returned from their annual conference, this year held on the sunny sands of the Gold Coast.

Joined by their colleagues from New Zealand, the team leaders in waiting underwent a series of team building challenges on Surfers Paradise beach, hosted by Flight Centre's Healthwise crew.

Attendees represented Infinity's

domestic, international, cruise, rail and support divisions and travelled from across Australia to take part in the fun schedule.

It wasn't all work, as the group lapped up some luxury in staying at the Hilton Surfers Paradise.

The group immersed themselves in the region's relaxed lifestyle, enjoying some beach recreation and a spot of Surfers nightlife.

The group is **pictured** above.

WIN A TRIP TO VANUATU

In September, **TD** is giving readers the chance to win a holiday to Vanuatu, courtesy of **Vanuatu Tourism Office**.

The prize includes return economy class fares to Port Vila with Air Vanuatu, airport transfers, five nights accommodation at Grand Hotel and Casino and a Glass Bottom Boat Trip, for two.

Every day this month **TD** will ask a different question about Vanuatu. The subscriber with the most correct entries and the most creative response to the final question will win this holiday.

Email answers to: vanuatucomp@traveldaily.com.au

Q9: What is the name of Grand Hotel and Casino's casual, yet classy restaurant?

Hint: www.grandvanuatu.com



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*** NEW ROLE ***

SENIOR OPERATIONS MANAGER SYD - EXEC SALARY PACKAGE \$\$

These roles are far and few between these days. You will be required to lead and develop your team of leaders, managers and supervisor to exceed service levels within this call center environment. We are looking for someone who has worked in a true call center environment leading a large team. You will need to be organized with strong problem solving skills with strong project management skills. Executive travel package is on offer, interviews commencing now.

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NATIONAL BDM ACCOUNT MANAGER SYDNEY - EXEC SALARY PACKAGE

This fantastic new role has a vacancy open with your name on it. Looking after the Australian market, you will be self-motivated and utilise your strong negotiation and contracting skills to qualify opportunities and increase sales, growing sales revenue and build strong ongoing relationships with key industry personnel. Your friendly personality, presentation skills & creative ability is required here.

SERKO ONLINE IMPLEMENTATION

PROJECT & IMPLEMENTATION MANAGER PERTH - SALARY PACKAGE \$70K

Global corporate TMC is currently seeking an expert online support consultant to join their implementation team. Joining this leader in the corporate travel management field, you will be responsible for coordinating and executing the implementation of the online booking tool to new clients. In addition to training clients and internal staff on the OBT, you will create user guides and act as overall support. Experience with OBTs at a support level is essential.

NEW AUSTRALIAN OPERATION OPENING

TRAVEL OPERATIONS MANAGER MELBOURNE - SALARY TO \$95K PACKAGE

Rare opportunity exists for an Operations Manager experienced in the day-to-day running of a successful travel company. This global travel company provides a service like no other, and with an exclusive high end client base located across the world, your team of consultants will be responsible for their travel and lifestyle needs. Experience managing a successful travel operation is essential, together with high end product knowledge.

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CLIENT SERVICES EXECUTIVE SYDNEY - \$70K PACKAGE

Are you an escalation expert? This award winning GDS company is looking for your analytical and technical skills to join this growing department. You will be customer service driven, have the ability to multi task, resolve issues and have a thorough understanding of back office functionality. This is an exciting step-up from a support role! Don't miss out on this outstanding opportunity.

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