



Tuesday 16th Jul 2013







# Qantas inks \$7m NT pact

**QANTAS** has continued the rollout of partnerships with state and territory governments, with a new \$7m deal to promote the Northern Territory both domestically and internationally.

NT Minister for Tourism, Matt Conlan said the deal was the biggest airline marketing partnership in the Territory's history, spread over three year and targeting a range of markets including the United States, Japan, the UK and Australia.

"The deal also allows the Northern Territory to work with other states that have partnered with Qantas to promote Australia and encourage further regional visitation to the NT," Conlan said.

Qantas exec mgr international, Stephen Thompson, said the pact would include tactical campaigns as well as promotions around major events and activities, with a

#### Six pages of news

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

AA Appointments

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strong focus on digital platforms.

Thompson said that together with similar cooperative deals between Qantas and NSW and Qld, the airline's joint total investment in tourism is now \$49 million over three years.

Tourism Australia campaigns are no longer being funded together with Qantas due to the ongoing impasse between the organisations, but TA has announced a range of other airline pacts which have more than replaced the QF funding.

#### Travelport+Maxim's

TRAVELPORT and Sydnevbased TMC Maxim's Travel have renewed their long term partnership, with the move also set to see Maxim's join the Travelport Developer Network, which facilitates collaboration with third party developers to build new applications.

Travelport gm Pacific, Alex Fitzpatrick, said this would see the GDS firm "provide them with the local development support they need to build innovative travel solutions".



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#### EY signs KE codeshare

ETIHAD Airways has signed a new codeshare agreement with Korean Air which will see the KE code placed on EY's daily services between Seoul and Abu Dhabi.

The pact comes into effect on 22 Jul and will bring to 46 the number of codeshares operated by the Abu Dhabi-based airline.

Reciprocal frequent flyer benefits are included, with EY ceo James Hogan saying the deal was a "significant development".



#### TAUCK��



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### Ascend descends on Aus

**CHOICE** Hotels Australasia has introduced a fifth hotel brand to the region, with the Ascend Hotel Collection making its debut in Australia and New Zealand.

The move was announced by ceo Trent Fraser at Choice Hotels' Conference in Darwin vesterday.

Ascend joins CHA's existing stable of brands - Econo Lodge, Comfort, Quality and Clarion starting out with four members, Castlereagh Boutique Hotel in Sydney, Denison Boutique Hotel in Rockhampton, Gibraltar Hotel Bowral & Metropolis in Auckland.

Of these, Castlereagh Boutique & Gibraltar Hotel Bowral are brand new member properties,

#### Samoa high-end hotel

**DEVELOPMENT** of a new \$60m luxury resort featuring hotel suites and private villas near the capital of Samoa has commenced.

Taumeasina Island is expected to take three years to build and will consist of 80 rooms, 25 villas, a wedding chapel, restaurants and retail outlets, along with conference facilities.

with the two other five-star hotels previous CHA members.

Fraser said the Ascend brand was unique as each property retained its own individual name, but has access to CHA's distribution channels, global network, reservations and marketing resources.

Members must meet a number of specific requirements, such as a historic & boutique aesthetic and be committed to service excellence

The Ascend Hotel Collection was first launched in the US in 2008 and now has members in North & Central America, the Caribbean, Norway and Sweden.

A spokesperson for CHA told TD the group has aspirations to lift the local Ascend Hotel Collection count to 10 over the next year.

Fraser also used the conference to encourage members to deliver the "highest possible personal tailored service" to guests, with a new initiative to see senior staff stay at member properties to gain a deeper understanding of daily operations & an increased focus on the customer experience.

#### Malolo reopening

MALOLO Island Fiji will reopen its doors on 19 Aug, nine months after its forced closure due to the impact of Tropical Cyclone Evan.

The resort will feature a new and larger 100 seat Terrace Restaurant for families, as well as a 60 seat adults only dining venue, dubbed Treetops.

Also new is a fourth Family Bure (which can accommodate up to seven people), boosting inventory at Malolo Island to 46 bures.





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## Skywest website evolution

VIRGIN Australia will wind up sales on the website of Skywest Airlines next month, with all flight bookings to be handled through the VA portal.

Identified since 07 May as Virgin Australia Regional Airlines (VARA) after it was acquired by VA, the switch will result in a number of adjustments.

Guests are being advised that bookings for travel on or before 01 Aug will not have any changes, however those beyond that date "will change slightly."

From 02 Aug, VARA services will be rebooked onto Virgin Australia flight numbers and reservation references, with new itineraries to be emailed to passengers.

Origin, destination, flight departure and arrival times and



dates will remain the same.

Passengers with bookings that cross the change over dates will be required to make two separate bookings via the respective websites.

Changes to bookings originally made via Skywest will not be able to be changed online but must be made via the Virgin Australia Guest Contact Centre with standard service fees waived.

Guests rebooked will be entitled to Virgin's checked bag allowance of 1 piece at 23kgs, or the allowance of the corresponding Velocity membership at the time of travel - whichever is greater.

**MEANWHILE**, Virgin Australia is continuing the rebranding of Skywest Airlines terminals with signage already modified at Albany, Broome, Busselton, Esperance, Geraldton, Karratha, Perth (T2), Port Hedland and Ravensthorpe.

Airport terminals in Darwin, Denpasar, Derby, Exmouth, Kalgoorlie, Kununurra, Melbourne and Newman are yet to be rebranded as Virgin Australia.

#### qualia appointment

**HAMILTON** Island has named Matthew Taverner as the new general manager of the luxurious qualia, effective 01 Aug.

The industry veteran has nearly 30 years experience spanning Australian, Fiji, Bali, Indonesia, Seychelles Islands & Hong Kong.

#### **Rendezvous listing**

**RENDEZVOUS** Grand Hotel in Adelaide's CBD has been put up for sale by owners, the Mattioli Group, with interest in the hotel expected to come from abroad.

Marketing agent CBRE Hotels says the 202-room five-star hotel would appeal to international investors as it can be acquired with vacant possession.

"Several major hotel operators are not presently represented in the Adelaide 5-star hotel market.

"On that basis we expect significant competition between owner operators keen to gain a foot hold in the Adelaide market and a range of local and overseas buyers, including a number of increasingly active Chinese investors," said CBRE Hotels senior director Wayne Bunz.

Expressions of Interest will close on 15 Aug.

#### EK A<sub>3</sub>80 to Barcelona

BARCELONA has been added to Emirates ever-growing list of A380 destinations, with daily superjumbo services slated to be introduced from 01 Feb 2014.

The upgauge from Boeing 777-300ERs on the non-stop Dubai service will result in a 44% spike in capacity, delivering nearly 2,200 extra seats per week on the Spanish route.

Emirates introduced services to Barcelona 12 months ago and has proven to be "one of the most successful new destinations of 2012," said exec Hubert Frach.



## Window Seat

WANT to sleep with a stranger?
A new service called EasyNest is offering the opportunity for travellers to cut their accommodation bills in half - by finding someone to share the cost of a twin share room.

"Why pay for x2 occupancy when travelling solo," is the company's tagline, encouraging road warriors to "Share Cost. Make Friends".

Users who have already booked a hotel room can list availability, and other travellers can search for a bed in their desired destinations.

After a May launch the site now has about 400 members.



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**TEN** lucky Western Australia agents were recently whisked off to the Top End of the Northern Territory to soak in some of the area's plethora of local highlights.

Hosted by AAT Kings along with Virgin Australia & Great Southern Rail, the group flew into Darwin



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where, after a city tour, partook in an indigenous sunset cruise ahead of dinner and drinks at SkyCity Darwin.

The next day, a tour of Litchfield National Park beckoned, with many taking an opportunity for a cool dip in Florence Falls before later boarding The Ghan for two nights of Gold Service as they headed south to Adelaide.

Pictured above at Wangi Falls in the back row from left is Karen Hawkins, Orba Travel; Tracey Walkley, Australind Travel; Kim Ashby, HWT Narrogin; Leah Monaco, Travelworld Bullcreek; Teresea Mason, RAC Joondalup; Melissa James, RAC West Perth and Shannon Monga from HWT Currambine.

Front and middle rows: Raylyn Pascoe, Jetset Albany; Victoria Turnbull, AAT Kings; Matt Dommenz, GSR; Carolyn Oakley, HWT Victoria Park and Fiona Greed from HWT Booragoon.

#### G launch Polar guide

ADVENTURE travel tour firm G Adventures will this week release its 2014/15 Polar Expeditions brochure, celebrating with a 15% discount offer on a mix of its Antarctica tours to encourage travellers to explore the region.

The reduced rate applies on cabin categories 3-5 on four of its itineraries departing between 17 Nov 2014 and 07 Feb 2015.

For more details on reduced trips, see www.bit.ly/GAdvonice.

#### Now 14 flights each week to Manila

4 x B777 direct flights from SYD 3 x A340 direct flights from MEL 4 x A320 flights from PER/DRW 3 x A320 flights from BNE/DRW

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## Cooks lands extra funding

**NEW** Zealand has pledged an extra NZ\$6.5 million in funding for the Cook Islands tourism sector over the next two years, NZ High Commissioner John Carter has announced.

According to Cook Islands News, the new funds will support the implementation of the Cook Islands Tourism Corporation's destination development and marketing strategies through until 30 Jun 2015.

"Tourism is the backbone of the Cook Islands' economy [accounting for between 60-70% of GDP], so we are pleased to continue our involvement in the sector," Carter said.

Cook Islands Tourism Corp ceo Halatoa Fua said the NZ Aid

#### **Self-made TNQ movie**

**AUSTRALIANS** will be invited to contribute to a new movie-script style promotional campaign for the Whitsundays region through submissions via social media.

The 'Whitsundays Pictures Presents' campaign will be run by Tourism & Events Queensland and Whitsundays Marketing Development Ltd and will be overseen by Aussie screenwriter Craig Pearce.

Each day, a photo of the region will be loaded on Facebook and Instagram, with the public invited to write the next scene based on the images - for more details, see facebook.com/WhitsundaysQLD.

Program funds would help to capitalise on rising Kiwi visitor numbers by funding a raft of initiatives including tourism events, infrastructure, education, training and more.



The Top 3 agents with the greatest sales between 24 June & 21 July 2013 will win great prizes



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#### Mercure Int'l Sydney

ACCOR has rebranded another property following a facelift of the Mercure Sydney Airport, now identified as Mercure Sydney International Airport.



#### **AFTA UPDATE**

The latest updates from AFTA's Chief Executive, Jayson Westbury

**BY NOW** the travel industry would be aware of the confirmation by the Consumer Ministers that a one off grant for the establishment of an industry-led accreditation scheme has been awarded to AFTA in the amount of \$2.8million from the TCF reserves.

This is a very important step in the Travel Industry Transition Plan (TITP) as it will ensure AFTA is appropriately resourced to deliver on the accreditation scheme and can engage in a very wide ranging and broad consultation process.

Realistically we are in a period of history making times, as was the case 25 or more years ago when the TCF was first established. The creation, development and implementation of the new accreditation scheme for travel agents will be the way the industry regards itself going forward.

Over the next twelve months or so we will be building something together for the future and this is not to be easily disregarded. This is important ground breaking stuff and I encourage everyone in the travel industry to get on board and get involved in what we are doing.

AFTA has been driving this reform for a very long time. And now we are set on a new path. A path for the future and a path that will bring a new value proposition for travel agents, agency owners and the travelling public as we start to convert our thinking from being a licensed travel agent to being an accredited travel agent.

With the funding now confirmed, we are ready to roll out a range of projects between August and December of this year and I am sure once you get involved and see the benefits being developed and discussed, you will be pleased with the outcome.

As it is just five days until the AFTA NTIA I would like to send a big thank you to all our sponsors including Qantas as our major sponsor. This year's NTIA has been a very big undertaking and the event this weekend (Saturday 20th July) will be our biggest ever, with 1,200 attending.

Good luck to all our finalists and I wish all those attending a really enjoyable evening. I would also like to send a big thank you to Singapore Airlines, the sponsor of our AFTA party, and for those attending the Gala Dinner – everyone gets to go this year. We have much to celebrate in 2013 and I am really looking forward to sharing in a few refreshments with the industry.

#### New TripAdvisor tool

TRIPADVISOR has launched a new 'Dashboard' tool that ties in with its Review Express function, providing businesses with performance intel on email campaigns and reviews.

The tool offers companies the ability to send bulk emails to past guests, asking them to write a review about their experience.

VP of Global Partnerships Severine Philardeau said Review Express was developed to enable business owners to gather reviews more efficiently.

"The dashboard enables them to track their Review Express campaigns and analyze how their efforts are helping their business," Philardeau said.

#### Show must go on

**CIRQUE** de Soleil will tonight resume its long-running *Ka* show at the MGM Grand Hotel & Casino in Las Vegas, 17 days after one of its acrobats fell to her death during a performance.

The final aerial battle scene has been removed from the show.

#### **Excite deals for Japan**

**SAVINGS** of up to 40% on retail hotel prices in Japan are on offer for three weeks as part of a new promotion by Excite Holidays.

Three, four and five star hotels in Tokyo, Kyoto and Osaka are valid under the sale, with booking to be made by 04 Aug, for travel until 31 Mar next year.

### **Party time for Travel Counsellors**



**NINETEEN** Melbourne-based Travel Counsellors emerged from their homely hives of productivity recently and into the company's local head office for a special day of celebrations.

The group were all marking their individual anniversaries with the organisation, with milestones of one year through to five years being highlighted.

In attendance at the event via webcam live from the UK was Travel Counsellors operations director Karen Morris, who commended the agents for their dedication and strong efforts.

Staff working at the local office also had a chance to meet face to face with the names they provide regular support to in the fields of WIN a double pass to Blue Man

development, also to join in and

"It was great that our Travel

Counsellors got to revisit head

support team and see our new

all to celebrate being 13% up on

sales which is a stunning result,"

developments and also for us

Travel Counsellors Australia

The attending group are

of celebrations.

manager Tracy Parkinson said.

pictured above enjoying their day

office to spend time with our

share the occasion.



Every day this week *Travel Daily* and **BLUE MAN GROUP** are giving you the chance to win a double pass to one of their wildly popular theatrical productions on 11th Aug at the Sydney Lyric Theatre.

Enjoy the stunning visuals, live band and comedic party



atmosphere for an unforgettable night out.

Book at ticketmaster.com.au

To win, be the first person to send in the correct answer to the question below to: blueman@traveldaily.com.au.

Which Hotel does the BMG play in in Vegas?

Congratulations to yesterday's lucky winner, **Trish Park** from **Wiltrans International**.

## Concordia stuck till '14

**STRICKEN** Costa Cruises vessel *Concordia* will now likely not be moved until next year, according to the salvage crew responsible.

Commissioner for the Costa Concordia salvage operation Franco Gabrielli told Italian news network RAI that the ship is likely to remain in its current condition until weather conditions permit rotating the vessel back onto its axis in complete safety.

#### Disneyland haunted

**DISNEYLAND** Resort in Anaheim has launched ticket sales for its annual 'Halloween Time' celebration, held over 13 nights between 13 Sep and 31 Oct 2013.

Highlights of the separate-ticket event include Space Mountain Ghost Galaxy and the Haunted Mansion Holiday.

Tickets are priced online at US\$59, or US\$74 for Mickey's Halloween Party on 30 & 31 Oct.

More details on the event at www.Disneyland.com/Halloween.



ABOVE: The Africa Safari Co. hosted this lucky group of agents on a famil to discover the beauty of Botswana in May and Jun.

Participants visited the Savute and famous Okavango Delta where they witnessed a pride of lions stalking a herd of around



CONGRATULATIONS

**Andrew Chapman** from Qantas Airways

Andrew is the top point scorer for Round 18 of Travel Daily's NRL industry footy tipping

competition, and has won a \$50 Coles/Myer voucher, courtesy of Compass Car Rental.



#### **Major Prize Sponsors**

1st Prize: 4-night holiday to Dubai, courtesy of Emirates and Holiday Inn





**2nd Prize:** 5-night holiday to Vanuatu, courtesy of Air Vanuatu & The Grand Hotel and Casino Vanuatu





500 buffalo on Chiefs Island.

Pictured enjoying a champagne breakfast in the Okavango Delta are Carole, Kira from The Africa Safai Co, Alicia, Julianne, Sarah, Leah & Jill with the group's rangers.

#### **Outrigger appoints**

**OUTRIGGER** Enterprises Group has appointed former US Congressman of 5 years, Ed Case as its senior vice president and chief legal officer, effective 22 Jul.

Case most recently was an attorney for Bays, Lung, Rose & Holma, focused on real property and development.

#### Topdeck price slash

SAVINGS of up to 25% on select Australia and New Zealand tours are being offered this month by youth tour operator Topdeck.

The 14-day Kiwi Encounter Reserve is now \$1,877 (a 10% discount), the seven-day Outback Gem Reserve is \$716 (25% off) & the 14-day Island Suntanner Reverse is \$2,257 (15% off).

Discounts are available until 31 Jul - phone 1300 886 332.

#### **Copa launch BOS/PTY**

STAR Alliance member carrier Copa Airlines has commenced daily non-stop services between Boston and Panama City.

The route provides connections to 64 destinations in Central, South and North America and the Caribbean from Panama.

#### Carnival safety board

**CARNIVAL** Cruise Lines in the United States has named four highly regarded maritime and transportation industry experts to lead its new Safety & Reliability Review Board (TD 19 Mar).

Joining three already appointed members from within Carnival on the board, are Rear Admirals from the US Navy, Mark Buzby and Joseph Campbell, aviation operations expert and former Delta Air Lines executive Ray Valeika, along with former senior vp and chief product safety officer for Airbus SAS, Dr John Lauber.

#### SAA best for on time

**SOUTH** African Airways has been rated the world's most ontime airline in the world in Jun by FlightStats, with an impressive 93.3% of flights arriving at their destination as scheduled.

Country Manager Australasia Tim Clyde-Smith said the result was "fantastic" and comes as SAA achieved its 5th consecutive month of 90% or above for ontime performance.

"This is yet another feather in our caps as we continue to be the leading airline to and on the African continent," he remarked.

### WIN A RIVER CRUISE FOR TWO IN EUROPE WITH APT



This month *Travel Daily* is giving one lucky reader and their friend the chance to win a 15-day European river cruise, including return flights, courtesy of APT.

The prize consists of:

- 15-day 'Magnificent Europe' cruise with APT in a Category E Twin Window Suite, including all accommodation, meals, activities and transfers on tour, as specified in the chosen trip brochure itinerary;
- Return economy flights for two on an airline of APT's choice from the winner's nearest capital city to and from the trip start and end destination.

Every day *Travel Daily* will ask a different question – just read the issue and email us your answer. There will be 23 questions in total, which will also be posted on our website.



At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this amazing river cruise holiday.

Email your answers to: APTcomp@traveldaily.com.au

Q.12: Name the 2 distinct balconies that both feature in an APT Exclusive Twin **Balcony Suite.** 

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# A RARE FIND! SENIOR RETAIL TRAVEL CONSULTANT BRISBANE – up to \$47K PKG + BONUSES

This exciting senior role is the rare find you have been searching for! Join this fabulous team in an existing and well established national travel brand and receive your just deserts! On a daily basis you will manage leisure travel arrangements for new and existing clients. This busy agency is located in the heart of a shopping centre in the southern suburbs of Brisbane. Free car parking, great benefits, excellent famils and a top salary package on offer. All you need is min 2 years retail consulting experience.

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Ben Carnegie

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If you have team leading experience, then we also want to hear from you as there are also opportunities at this level. Sydney CBD location. Take control of your earnings, the more you put in the more you'll get out of it.

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- ▶ Brisbane city fringe
- Interesting adventure itineraries, Galileo CRS
- ► Salary up to \$45K + commission + super

Established adventure agency with a small well travelled team. Excellent product knowledge needed to sell off the beaten track destinations in Africa, South America & Antarctica.

Call or email Kristi Gomm for more details

#### **Retail Leisure Consultant - Sydney**

- ► Highly regarded prestigious agency
- Located in Sydney's Eastern Suburbs
- Experienced team

Do you enjoy the intricate itineraries of affluent travellers? Have you got previous leisure or retail travel experience? Enjoy building the leisure side of the business in this role.

Call or email Kristi Gomm for more details

#### **Event Sales Manager - Wedding Specialist**

- Passion for creating unique weddings
- ▶ 5 star venue
- Generous remuneration package

This is a great opportunity to join a National hospitality group. Be responsible for attending industry trade shows plus the sales & marketing of this premium product.

Call or email Peter Jackson for more details

#### **BDM Corporate Travel - Sydney**

- ► Winner of multiple NTIA awards
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