

TD appoints new gm

TRAVEL Daily is proud to announce the appointment of Christian Schweitzer as the group's new General Manager.

Schweitzer is well known to the travel industry, having been marketing manager with the Globus Family of Brands across Australasia since 2004.

TD publisher Bruce Piper said the appointment of a general manager followed recent strong growth in the business, which is now indisputably Australia's largest travel trade publisher with titles including Travel Daily, Cruise Weekly, Business Events News and the recently acquired Travel Bulletin.

Schweitzer will commence with Travel Daily in early November.

More industry appointments on page 5 of today's TD.



(Average Age = 4 mths)

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TravelManagers TACTAFI

TRAVELMANAGERS has

collaborated with Gow-Gates Insurance Brokers to create a new Travel Agent Client Trust Account Fidelity Insurance (TACTAFI) product, specially designed to mirror the TCF's former consumer protection of client monies.

TravelManagers chairman Barry Mayo is claiming "market leading dominance in consumer advocacy," saying as the first and currently only company to commit to TACTAFI it can offer travellers "true peace of mind around client fund protection."

"TravelManagers has been passionately vocal around the need for mandatory consumer protection to form part of ATAS."

Client payments will henceforth be acknowledged with a written advice that payments are held in a dedicated Client Trust Account for which TravelManagers has taken out Fidelity Risk Insurance. Mayo said he approached Gow-Gates after concluding that

Six pages of news!

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

- AA Appointments jobs
- Traveltrade Recruitment
- Consolidated QF incentive

travel counsellors

the various optional products available with the demise of the TCF were not ideally suited to TravelManagers' requirements.

Gow-Gates ceo Chris MacKinnon welcomed TravelManagers' engagement with the project which has created "yet another tangible value proposition for travel intermediaries to be able to provide peace of mind to their customers."

TravelManagers will formally launch the product to members this weekend at the group's annual conference in Singapore.

AFTA ceo Jayson Westbury told TD he was pleased that the major reforms implemented this year were enabling the development of industry-led solutions, rather than adopting a "one-size fits all" approach as under the previous TCF arrangements.

Qld coach tender

THE Queensland Department of Transport is seeking offers for new service contracts on 20 regional coach routes, for a period of up to six years.

The move follows a recent review of subsidised routes. The Invitation to Offer is now

online at etender.qld.gov.au and closes on 19 Sep.

Tas Jetstar boost

THE Tasmanian government has confirmed a \$600.000 cooperative marketing campaign with Jetstar, with the carrier vesterday confirming a seasonal boost of Melbourne-Hobart over the Christmas peak.

The year-long TV, print, online and radio campaign will focus on the quieter spring and autumn periods, with Tourism Tasmania contributing \$350,000.

QF Asia incentive

CONSOLIDATED Travel has launched a new travel agent incentive for Qantas flights to Asia, with the five top performers winning a trip to Singapore staying at the luxury Capella Resort on Sentosa Island. For details see the last page.



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Counsellors to ACT

TRAVEL Counsellors will hold its 2015 annual conference in Canberra, with the event to take place on 28 Feb.

The conference will include a themed Fri night welcome bash, awards ceremony and gala dinner, inspirational sessions and a "supplier Pow Wow" where agents can meet with representatives of destinations, hotels and airlines.

Travel Counsellors will celebrate its 20th anniversary this year with its upcoming global conference taking place in Manchester from 14-16 Nov and a total of 1,300 delegates expected.

Kids learn to ski

MT Hotham and Falls Creek ski resorts in the Victorian Alps are giving all Grade 6 children the opportunity to hit the slopes free.

The offer includes free one-day child lift pass at each mountain for every Grade 6 child, when purchased in conjunction with a full priced 1 day lift pass.

Full-time tertiary students are also eligible for a 50% discount on a one-day lift pass on Fri or Mon all season long. **LOBBY** group TTF Australia will today launch a major report into trans-Tasman travel, with a range of measures which could boost NZ arrivals into Australia by up to 200,000 annually by 2020.

Dubbed Bringing our Neighbour Closer, the report recommends cutting travel times, reducing the Passenger Movement Charge from \$55 to \$25 and opening up more regional airports to trans-Tasman flights.

It also suggests the introduction of common visas to encourage more Asian visitors to combine Australia and NZ in one trip.

"New Zealand is our number one international source market, but we could see even more

NZ Ebola screening

HEALTH authorities In New Zealand have flagged "targeted screening" for any arriving passengers who have visited West Africa in the last three weeks. Although no formal screening

has been announced here, the NZ changes "are in line with similar targeted screening measures in Australia," according to NZ Health. New Zealanders visit Australia by making it quicker, easier and cheaper and by opening up new points of entry," said TTF acting ceo Trent Zimmerman.

Travel Daily

Thursday 14th August 2014

TTF urges Tasman reform

First with the news

He said NZ arrivals growth had been flat for some time.

"It's a market we have tended to take for granted," he added.

In particular streamlining checkin and customs and quarantine procedures could cut travel times by around 25%, making the doorto-door journey under five hours.

A common visa could attract an extra 187,000 visitors from China, India, Indonesia, Thailand and the Philippines, with a boost of \$280 million in expenditure, he said.

Direct flights from NZ to Hobart, Canberra, Newcastle and the Whitsundays would also open up these ports for leisure travel.

Travellers Choice live

TRAVELLERS Choice has launched a new "live online community" via its Members Extranet (MEX), allowing participants to discuss issues, ask for recommendations and conduct "virtual networking."

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Thursday 14th August 2014

CWT forecasts travel price rises

CARLSON Wagonlit Travel has released its 2014 Global Travel Price Outlook in partnership with the Global Business Travel Association, which reveals that travel managers expect price increases across the board next year in airfares, hotel room rates and rental cars.

Upward pressure will come from demand in emerging markets such as China, India and Brazil as well as improved economic growth in advanced economies.

Capacity growth is expected to remain slow, with airfares felt to have the biggest impact on overall corporate travel costs.

GBTA Foundation vice president of research, Joseph Bates, cited a number of other factors which may affect the forecast including the escalating crisis in Ukraine, burgeoning debt in China and potential oil price shocks.

Airfares are expected to rise gradually across 2015 by up to

2.2%, while hotel room rates are also forecast to lift by 2.6%. An "abundance of supply" in ground transport will see prices in this sector flat across 2015.

Virtuoso partnerships

THE Virtuoso agency group has announced new "lead generation" partnerships with a range of organisations including National Geographic, Cunard Line and eight destinations, which will all provide leads from their own marketing to Virtuoso members.

The move was unveiled by ceo Matthew Upchurch in Las Vegas yesterday during Virtuoso Week.

Virtuoso members will have to undergo training in order to qualify to receive leads from the program.

Destinations participating in the scheme include Fiji, Austria, Germany, Hawaii, Peru, Spain, Switzerland and New Zealand.

Helloworld NZ review

HELLOWORLD has confirmed that it's still "working through a number of strategic considerations" in relation to its business in New Zealand, where the Helloworld brand has not yet been rolled out.

After a comprehensive implementation in Australia, the Retail Boards of the group's New Zealand brands - which include Harvey World Travel, United Travel and The Travel Brokers - are being consulted about Helloworld expanding into NZ.

"No decision has been made at this stage and this will only be communicated once the review has been completed," a company spokesperson told *Travel Daily*.

MEANWHILE Helloworld has also reiterated that yesterday's \$60m goodwill writedown is definitely not related to the retail brand names, which comprise around 1% of the total intangible assets on the HLO balance sheet.



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taxes and port charges.

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AUTHORITIES in Paris have issued a desperate plea to lovers, urging them to immortalise their romance with a selfie rather than a padlock.

A craze, which started in 2008, has seen thousands of love-struck couples pledge their eternal devotion by attaching a "love lock" with their names on it to the Pont des Arts bridge and then throwing the key into the Seine River.

Two months ago part of the bridge collapsed under the weight of the padlocks.

The locks are also proliferating on other bridges across the city.

To combat the problem notices have this week been erected encouraging people to take a selfie and upload them to a specially created website at lovewithoutlocks.paris.fr.



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Thursday 14th August 2014

Scenic world tour

IN PARTNERSHIP with local travel agents, Scenic Tours will be holding a series of free world info sessions in Brisbane, Perth, Adelaide, Sydney, Canberra and Melbourne throughout Sep.

The consumer shows focus on destinations and new products in Africa, Antarctica, China, Japan, Europe and France river cruising and South America.

Special offers will also be extended during the sessions, that will be held from 03-23 Sep.

Webinars will be held for clients unable to make the presentations - for more details, **CLICK HERE**.

Indochina earlybird

WENDY Wu Tours is reminding agents of its earlybird specials to Vietnam which end on 27 Aug.

Savings of between \$420 and \$820ppts are available on new bookings on select itineraries, travelling between 20 Feb-30 Jun. **CLICK HERE** for full information.

Free PAL add-ons

PHILIPPINE Airlines is offering free return sectors to 19 domestic destinations on its network when booking fares from Sydney.

The promo is available to popular tourist spots such as Boracay, Cebu and Palawan. Fares are priced from \$810 for

sale to 15 Oct and valid for travel between 09 Sep (when rival Cebu Pacific launches Sydney flights) & 31 Oct - details 02 9249 9900.

Virtuoso 'hot list'

NEW Zealand has topped luxury travel network Virtuoso's 'Hot List' of global destinations to have experienced the largest year-onyear growth with the company.

Virtuoso reported a 196% jump in growth to New Zealand, almost double the growth to Chile and Indonesia which were both up 103%, followed by Hungary (86%) and Hong Kong (72%).

Australia was ranked seventh on the 'Hot List', with growth of 58%.





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ROYAL BRUNE

Retail therapy for QF Loyalty



QANTAS Frequent Flyer has opened a new online hub for its members, as well as a new internet-based shopping centre stocked with "premium global brands" (*TD* breaking news).

Officially launched yesterday by Qantas Loyalty ceo Lesley Grant, the new qantaspoints.com site links to various elements of the QF Frequent Flyer Scheme including Qantas Epiqure, Qantas Cash, Qantas Restaurants, Qantas Golf, the Woolworths Everyday Rewards program, the new online mall and of course Qantas flights.

Rival Virgin Australia's Velocity scheme has had its own "e-store" for some years, but Qantas Loyalty executive manager customer strategy & online, Paul Smitton, told **TD** the organisation believed e-commerce has now evolved to the point where the online mall can now provide an exceptional shopping experience.

The online store is for members to earn points, with up to five points per dollar on offer from with retailers such as David Jones, Apple, eBay and US department store giants Neiman Marcus and Macy's as well as Pottery Barn and online brands like The Iconic.

The online shopping centre complements the existing QFFF redemption store, where members can use their points for a range of items.

For example, Smitton revealed that Qantas Loyalty is Australia's largest seller of Bose headphones which are particularly popular with scheme members.

Grant said Qantas Loyalty had "a really straightforward goal of being the best loyalty program in the world."

Smitton and Grant are **pictured** above at yesterday's event.

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EK A380 Rome shift

EMIRATES has cancelled its planned second daily A380 flight to Moscow, with the superjumbo to instead be deployed from 29 Aug as a second daily Rome flight.



ABOVE: A site inspection at the new Quest Serviced Apartments in the Sydney suburb of Chatswood yesterday revealed the development proceeding ahead of schedule.

Quest Chatswood will open in Dec 2015 with 100 studio, one and two bedroom apartments with an on-site carpark, gym and al-fresco dining and bbq area.

Pictured above at the building site are, from left: Greg Sear, Quest; Alex Wu, Wu International; Willoughby City Council's Greg Woodham and Mayor Gail Giles-Gidney; Andrew Weisz, Quest gm of locations; and Richard Lennox of Probuild.

Choice China deal

CHOICE Hotels Australasia has announced a major development agreement with Hangzhou-based Boli Hotel Management Co, which will see 30 newbuild properties across China in the next 5 years.

The first Clarion property is already under construction in Hangzhou, with Choice senior vp international Mark Pearce, saying the partnership "will allow a wellknown Chinese operator to focus on the day-to-day challenges of running a hotel while capitalising on the many benefits afforded by Choice Hotels' recognisable brand and robust distribution platform."

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You will have a real passion for travel, be pro-active, self motivated and enthusiastic, and have an established work history.

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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.

Lisa Pagotto, formerly National Sales & Marketing Manager for McLachlan Tours, has joined **Lindblad Expeditions** as its new Strategic Partnerships Manager.

MTA Mobile Travel Agents has appointed Kirsty Tate to the role of Training Manager. She has joined MTA effective immediately after three years with Escape Travel. Long-time MTA training manager Margaret Lange now takes management responsibility for promoting MTA's luxury product range including Belmond and Virtuoso.

Katie Lee has been named as Business Development Manager - Travel Distribution for **Hertz New Zealand**. She will be based in Auckland and report to Claire Reynolds, mgr of travel distribution for Australia/NZ.

Travel recruitment firm **TMS Asia Pacific** ceo **Helene Taylor** has announced her resignation. She will continue to work with the firm for the next few weeks while a replacement is appointed.

Locomote, the Melbourne-based travel technology firm in which Travelport recently took a stake, has announced the appointment of **Fiona Gribbon** as Director of Client Services.

The Taj Group of Hotels has announced that md and ceo **Raymond N. Bickson** will step down effective 31 Aug to "pursue his professional interests elsewhere." His role will be taken by **Rakesh Sarna** who brings 30 years industry experience with Hyatt Hotels Corporation.

Hawaiian Airlines has appointed Theo Panagiotoulias as its new senior vice president of global sales and alliances. Panagiotoulias has extensive industry experience, moving from his most recent role with Sabre in Singapore and prior to that over 15 years with American Airlines including roles in Australia, Japan, China and Singapore.

Rosewood Beijing

ROSEWOOD Hotels & Resorts has announced its first property in China, with the Oct 2014 debut of Rosewood Beijing.

The "ultra-luxury" hotel will offer guaranteed 24 hour check in/check out, airport limousine pick-up, complimentary mini-bar and breakfast.

Rosewood currently manages 18 properties include The Carlyle in New York, Rosewood Mansion on Turtle Creek in Dallas, Texas, with the group planning to double its portfolio within five years.

Africareps appointed

AFRICAREPS has been appointed to represent the Royal Zambezi Lodge, a privately owned luxury property in Zambia.

The lodge features 15 suites eight Classic Suites, four Deluxe Suites and three Presidential Suites, all comprised of large canvas tents positioned to capture the breathtaking views.

Royal Zambezi is a year-round destination serviced by private luxury aircraft with short flights from Lusaka and Livingstone. Info herbie@africareps.com.

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Booking.com claims online leadership

PRICELINE Group ceo Darren Huston says the company's Booking.com operation "has become the largest online accommodation service in Australia" according to the most recent online statistics.

Speaking as Priceline released its second quarter results, Huston said that "both Agoda.com and Booking.com continued to strengthen the group's position in the Asia Pacific region."

The company has grown its local market share rapidly over the last year, with rival Wotif.com citing aggressive foreign competition for its 9% decline in Australia/NZ room nights (TD Tue).

Priceline confirmed it would continue its heavy offline promotion in the coming months, with roughly US\$130 million in global TV advertising planned for the remainder of the year.

New Turkish rail

THE first high speed rail service between Istanbul and Ankara in Turkey has launched, allowing travellers to make the journey in about 3 and a half hours - about half the time it takes to drive.

The rapid rollout of high speed rail across Turkey will eventually see the network encompass 17 cities, with completion planned for 2016.

Crown profit up 35%

CROWN Resorts Limited today reported its results for 2013/14, with a full year normalised aftertax profit of \$640m, up 35%.

In its Australian properties nongaming revenue was \$635 million, up 4.5% while main floor gaming revenue rose 1.4% to \$1.5 billion.

Helloworld into UK?



WELL known Sydney travel agent Adrienne Witteman says she had to take a second look when passing through Birmingham Airport in the UK earlier this week.

She sent in the photo above of the welcome signs at the airport, saying they show that "Helloworld is certainly catching on in places unimagined."

QF groups launch

THE new travel agent focused Qantas Groups website (TD Mon) has gone live today, allowing consultants to obtain competitive group quotes in real time at gantasgrouptravel.com.

Amadeus Hainan deal

CHINESE carrier Hainan Airlines has renewed its agreement for Amadeus e-Retail to power its global online sales.

The airline has also signed up for Amadeus e-Personalise and Award Shopper to "deliver a unique online shopping experience for travellers."

Outrigger Fiji rangers

FIJI'S Outrigger on the Lagoon has added a new experience for its younger guests - an opportunity for them to become Kula Park Rangers for a day.

For the cost of FJ\$120 (about A\$70) kids aged 7-12 travel to Fiji's only wildlife park where they can interact with the island's creatures including hand-feeding of baby animals.

The package includes transport, a Kula Park Ranger Uniform shirt, lunch and drinks plus taxes.

Outrigger on the Lagoon also currently has a pay four, stay seven deal for bookings made before 30 Sep.

WIN A LUXURY SOUTH OF FRANCE RIVER CRUISE

Throughout August, *Travel Daily* is giving readers the chance to win a luxury all-inclusive river cruise, courtesy of Scenic Tours.

The all-inclusive prize includes return economy class airfares to Europe, a 13 day South of France Luxury River Cruise for two adults with private butler service, all meals, complimentary beverages all day, all tipping and gratuities and airport transfers.

Every day this month **TD** will ask a different question about Scenic Tours France River Cruises. The subscriber with the most correct entries and the most creative response to the final question will win this prize. Email your answers to: scenictourscomp@traveldaily.com.au.

Q10: How will guests travel from Paris to Dijon on the South of France River Cruise?

Click HERE for hints



Ritz-Carlton in China

THE Ritz-Carlton Hotel Company has announced its first Golf Resort in China, with the Ritz-Carlton Mission Hills set to open late next year in Haikou on tropical Hainan Island.

The 201 room property includes 21 private villas and a dedicated club house.

It's part of the Haikou Mission Hills Golf Club project, which will include ten world-class courses and will be the largest public golf complex in the world.

Japan, Indonesia visas

INDONESIAN Foreign Affairs minister Marty Natalegawa has announced that he expects to introduce a reciprocal "visa free" policy with Japan effective from Jan next year.

He said the new arrangement was expected to significantly increase tourist arrivals in both countries.

Speakman firm sold

BRITISH online travel company Destinology - run by Dominic Speakman, son of Travel **Counsellors founder David** Speakman - has been sold to publicly listed Saga plc.

Saga, which specialises in "Over 50s" travel, has confirmed the acquisition of a majority stake in the business, which employs 110 staff in Bolton and was founded just ten years ago and recorded 2013 TTV of almost £1.2 billion.

UK reports claim that Saga paid £20 million for 75% of the company, with an option to buy the remainder.

Speakman and other executives will remain with the business.

MU to fly KMG-SIN

CHINA Eastern Airlines is set to resume flights on the Kunming-Singapore route, with GDS displays showing daily A320 operations effective 19 Sep.

Publisher/Managing Editor: Bruce Piper

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 for a free 14 day trial subscription at www.traveldaily.com.au.

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Adelaide \$DOE + Hotel Benefits Ref:1263LB1

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GLOBE

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Assistant Manager

Brisbane. \$DOE - Ref:1233PS1

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Part Time Corporate BDE

Sydney – Generous salary – Ref: 1192RF2

Are you looking for flexibility with your work days? Are you driven by sales? We have a fantastic opportunity for a Part Time BDE (2-3 days) to join an award winning independent corporate business. You will be responsible for the target and acquisition of new corporate clientele and in exchange for new business you will be rewarded with a very generous salary. The ideal candidate will have a history of corporate business development and be driven by success in sales.

For further information please call Rebecca on (02) 9113 7272 or click APPLY now

Assistant Retail Travel Consultant

Melbourne \$48-\$53k DOE Ref: 1202MD

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For more information please call Megan on (02) 9113 7272 or click APPLY now.

Corporate Travel Consultant

Perth \$Excellent! Ref:1228LB2

Rare opportunity for a service focused individual. If you are a multi-skilled corporate travel consultant this vacancy with a well-established TMC could be the opportunity you have been waiting for! Offering a highly competitive salary along with a fantastic work/life balance with Mon-Fri hours, this is a company that has very little staff turnover. Strong fares knowledge along with current corporate travel experience is required to be considered for this gem of a role!

For more information please call Lauren on (02) 9113 7272 or click APPLY now.



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