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# Travel Daily

## First with the news

Friday 28th August 2015

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## Travelzoo acquisition

**TRAVELZOO** Inc has acquired the Travelzoo Asia Pacific arm of the company which includes its businesses in Australia, China, Hong Kong, Japan, Taiwan & Southeast Asia for \$22.6 million.

The APAC division of the firm has been independently operated by Azzurro Capital Inc for six years but with option rights for Travelzoo Inc to reacquire the division "at a fair market value".

In a statement yesterday, Travelzoo Inc said "The acquisition positions Travelzoo to tap into opportunities arising from the fast-growing number of Chinese outbound travellers and to bring even more travel and lifestyle offers to Travelzoo's 27 million members around the globe".

Travelzoo Inc ceo Chris Loughlin told Skift the company had assessed the buy back annually.

"The Asia Pacific business is now showing meaningful revenue, the audience is over three million members and we are clearly past the start-up phase. In addition, the Asia Pacific travel market outlook is very positive," he said.

## Guillaume into R&C

**GLOBAL** hotel and gourmet restaurant collection Relais & Chateaux has welcomed chef Guillaume Brahimi's Sydney-based restaurant to its portfolio.

*Guillaume* opened 12 months ago in Paddington to rave reviews & follows other highly successful restaurants including the three-hatted *Guillaume at Bennelong* at Sydney Opera House which operated from 2001 until 2013.

Brahimi also operates *Bistro Guillaume* restaurants at Crown Resorts in Melbourne and Perth.

## Helloworld \$6.9 million 'adjusted profit'

**HELLOWORLD** today reported its results for the year to 30 Jun (**TD** breaking news), with the figures reflecting the ongoing evolution of the business.

The headline figure was a loss of \$198.4 million, due to the previously flagged \$205.3 million non-cash goodwill impairment (**TD** 04 Aug) which arose from the merger of Stella Travel Services and Jetset Travelworld in 2010.

Adjusting for this writedown the result was a \$6.9 million profit before tax, a turnaround from the \$1.7m loss in 2013/14.

However the "Adjusted EBITDAI" figure used by the board to assess the financials of the business dived 32% to \$27.5 million, with the result impacted by higher incentives to

member agents, marketing costs to build the helloworld brand, the development of the group's "omni-channel" online platform and an 8% decline in members following the helloworld rebrand.

CEO Elizabeth Gaines told **TD** this morning that while TTV was down 3% for the full year to \$4.7 billion, during the second half the company had actually increased its turnover 2% and it's expected this momentum will increase.

"We also maintained our revenue margin," she said.

There were also good results in the wholesale and QBT divisions both of which reported significant improvements in Adjusted EBITDAI.

The company confirmed plans to launch the helloworld brand in NZ, with ongoing discussions with

existing Harvey World Travel and United franchisees there.

In Australia there are now 285 fully branded helloworld outlets and 385 Associate members, with the rest of the group comprising 295 affiliates, 460 Concorde Agency Network members, 220 in NZ and 50 legacy branded agents.

Gaines said brand awareness for Helloworld had tripled to 34%, and is future proofing members & the business through "technology, training, product and profile supported by our omni-channel strategy remains HLO's priority".

### Today's issue of TD

**Travel Daily** today has five pages of news and photos, plus a full page from: ([click](#))

• AA Appointments jobs

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
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## Snow Conditions

**WELCOME** to **TD's** regular snow conditions update, providing info on the latest snow depths and lifts in operation across key Australia and NZ ski-fields.

Here's the latest snow reports:

- Falls Creek - 97cm / 14 lifts
- Perisher - 145cm / 47 lifts
- Thredbo - 145cm / 14 lifts
- Charlotte Pass - 145cm / 6 lifts
- Mt Hotham - 93cm / 11 lifts
- Mt Buller - 56cm / 17 lifts
- Coronet Peak - 120cm / 8 lifts
- The Remarkables - 138cm / 6 lifts
- Mt Hutt - 120cm / 4 lifts
- Cardrona - 153cm / 7 lifts
- Treble Cone - 140cm / 4 lifts

## Oman famil regos

**REGISTRATIONS** opened today for Oman Tourism's 2015 Mega-Famil planned for later this year.

To enter, agents must register and complete the online training modules before COB 18 Sep.

## 'Sandstone' hotel tick

**NSW** Planning & Infrastructure has approved concept plans for the development of a luxury boutique hotel on the site of the heritage listed Sandstone Precinct in Circular Quay, Sydney.

The site is located on Bridge St within the historic neighbouring NSW Lands & Education Buildings.

"The proposed adaptive reuse of the heritage items for tourism and visitor accommodation will support the growth of tourism in the Sydney CBD and provide improved opportunities for accessibility and use of the historical buildings," the NSW Government said in its decision handed down yesterday.

"The proposal will also activate this part of the Sydney CBD at night time hours through increased patron activity. The proposal is therefore consistent with the objectives of 'A Plan for Growing Sydney', the govt added.

At this stage, a hotel partner has not been named for the project.

## Echo Ent plan to rebrand

**ECHO** Entertainment Group will seek shareholder approval to rebrand the group as The Star Entertainment Group at its next annual general meeting.

The proposal was revealed this morning by Echo Entertainment, and would see the company ditch the Jupiters Hotel & Casino name on the Gold Coast and Treasury Casino Hotel in Brisbane, creating a single identity as used in Sydney.

"The intention is to change the parent company name...with the properties to be known - via a staged rebranding process - as The Star, Sydney; The Star, Gold Coast and The Star, Brisbane," Echo chairman John O'Neill said.

Managing director & ceo Matt Bekier said the name change has followed considerable research including guest feedback.

"We have created stability and momentum in the business, and are embarking on significant capital works programs at all our properties to ensure that as a group we will own and operate truly world-class integrated resorts," Bekier said.

The projects include the Queen's Wharf Brisbane project which Echo Entertainment is involved in to bring to life in partnership with

Far East Consortium and Chow Tai Fook Enterprises.

One of the five hotels planned for the Queen's Wharf Brisbane project (approved one month ago) is The Darling at The Star, which would likely adopt The Star name.

While on the Gold Coast, ground was broken last week on a new accommodation tower adjacent to Jupiters Hotel & Casino.

Bekier said with a single ID, the group can "build further brand equity and loyalty.

"We can be greater than the sum of our individual parts".

Should shareholders vote in favour of the rebrand at the AGM in Nov, Echo will adopt the new name immediately, while Jupiters & The Treasury will transition to the name at a later date.

"The transformation at Jupiters and work on Queen's Wharf need to be well advanced to ensure that when the properties do rebrand they meet the world-class standards the company wants The Star Entertainment Group to represent," Echo said.

New visual identity and logos will be released in Nov.

## Asiana dropping First

**STAR** Alliance member carrier Asiana Airlines has confirmed it plans to remove the First class cabin across the bulk of its fleet in an effort to reduce costs.

"We will change the current three-class seating system into a two-class one, keeping first-class seats only on Airbus A380 airliners," ceo Kim Soo-cheon said.

Asiana is set to take delivery of its first superjumbo from 2017.

"The conventional growth strategy no longer works. We must focus on improving profitability by drastically changing the way we operate," he added.

Kim admitted to employees OZ's pointy-end status is in an "absolutely inferior position" compared to its prime rival, understood to be Korean Air.

## EY's White promoted

**ETIHAD** Airways' exec Lindsay White continues to rise through the carrier's ranks, today named vice president for Australia and Asia Pacific.

The new position will see White responsible for all of Asia Pacific, expanding his current portfolio of Australia, New Zealand, Indonesia, Malaysia, Philippines, Singapore and Vietnam to also cover China, Japan, Korea and Thailand.

White joined EY in 2008 as gm Australia/New Zealand, based in Sydney and was promoted to vp Asia Pacific South & Australasia four years later.

He said he was "excited" to expand his focus to North Asia.

## Win a SWATCH watch



This week, Switzerland Tourism is giving away a funky Swatch watch valued at \$75 to one lucky agent. At the end of the four-week competition (24 Aug - 18 Sept), the agent with the best answers over that time will win the ultimate prize hamper comprising a Victorinox suitcase, a beanie, mittens and flip-flops, valued at \$900. Don't miss out!


The charming and historical city of Luzern is one of the most visited cities in Switzerland, where ancient customs and traditions are still being practiced.

To win the watch have the best answer to all the questions. Send all of your answers to [switzerland@traveldaily.com.au](mailto:switzerland@traveldaily.com.au)

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a) 50min b) 1.5hrs

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## Carstensen top earner at Helloworld

**RUSSELL** Carstensen, gm of air services for Helloworld, was the company's highest paid executive in 2014/15, with his remuneration outstripping that of ceo Elizabeth Gaines.

Carstensen's total package of \$667,938 was lifted by a \$100,000 bonus he received with the awarding of the Whole of Australian Government contract to QBT (**TD** 12 Dec 2014).

According to the HLO annual report Gaines took home \$640,204 while head of wholesale Peter Egglestone received \$347,804.

Apart from the \$100,000 bonus paid to Carstensen, no other executives received any incentive payments during the year, with senior staff all taking home significantly less than in 2013/14.

Former ceo Rob Gurney, who resigned in Mar 2014, received \$253,467 during the year as part of his initial sign-on bonus.

## Aircalin agt incentive

**AIRCALIN** is offering an agent incentive from 01 Sep to 01 Nov, with a major prize of two return Economy tickets to Noumea for agents who sell 30 sectors.

Agents who sell 10 sectors will receive a bottle of French Champagne and those who sell 15 sectors will be given one return Economy ticket to NOU.

Prizes are redeemed through Aircalin Sydney office - for more information, call 1300 655 737.

## LON Cruise term tick

**A CRUISE** terminal on the River Thames has been approved by London Mayor Boris Johnson, despite protests from residents.

The facility will be built at London's Enderby Wharf and include restaurants, cafes, bars and homes, accommodating up to 55 cruise ships annually.

The terminal is expected to be completed by 2017 & will be large enough for mid-size cruise ships.

## Qantas hangar tours

**TRAVEL** agents in Brisbane have an opportunity to go 'behind the scenes' at Qantas' Brisbane A330 aircraft hangar next month.

Participants will be privy to the heavy maintenance work carried out on the aircraft during the three exclusive tours which are being held on Thu 24 Sep.

Spaces are limited for the 2hr tours, scheduled for 9am, 11:15am and 1:30pm.

To register for the hangar tour, see [www.qantas.com.au/agents](http://www.qantas.com.au/agents).

## Gold/SilverLeaf vids

**NEW** videos showcasing Rocky Mountaineer's GoldLeaf and SilverLeaf services have been rolled out internationally.

The 2-minute clips preview the "world class experience" aboard the train in each class to assist guests determine the service level that best suits their needs.

To view the promotion videos, click **GOLDLEAF** or **SILVERLEAF**.



## Window Seat

**EVERY** adult wants to be a kid again sometimes, and such a trend is paying dividends as the simple joys of colouring books continue their revival into the unlikely mature-age market.

Ever quick to capitalise on the latest trends, Tourism New Zealand is inviting travellers to "colour their journey" through a series of four sketches designed to be coloured in - the first ITO to embrace the colouring craze.

The line-art sketches have been drawn by Kiwi artist Gabby Malpas and allow adults to embrace their creativity while mindfully planning their next visit to New Zealand.

Images include a couple exploring Waiheke Island, the Hobbiton movie set, Milford Sound and Cathedral Cove.

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Today's Technology Update is brought to you by Tramada Systems Pty. Ltd.

Security features top of mind....



With any number of security incidents featuring in the news it's not

surprising our clients are asking how to limit the chance of their businesses being compromised. The latest breach of travel firm Thomson's in the UK was reported in the mainstream UK press as consumer news.

Tramada takes data security very seriously and as an ongoing, iterative process. **We have recently implemented two-factor authentication (2FA) which provides an additional security step during the user log-in process.** Whilst available to clients on an 'opt-in' basis it is a step we highly recommend.

When 2FA is first enabled, a QR (Quick Response) code will display, then it is scanned into a mobile app called Google Authenticator. The app generates a six digit code which is entered into tramada® completing the log-in process. The code is valid for 30 days when logging in from the same browser and PC. The app is simply downloaded from the app store related to the user's device.

Other existing security features align tramada® with the Payment Card Industry Data Security Standards (PCI DSS). This includes password management and restriction by IP address or range.

Travel agents do need to ensure their security goes way beyond passwords to protect their clients - data security and privacy is now front page news.

For more information email [sales@tramada.com](mailto:sales@tramada.com)

Jo O'Brien, Chief Executive Officer, Tramada – your technology partner



## Progress at Lindeman

**TERMS** of Reference for an Environmental Impact Statement on a proposed \$600 million resort development on Lindeman Island have been set, marking the next step in the island's revitalisation.

Once complete, the draft EIS will be released for public consultation, Queensland Minister for State Development Dr Anthony Lynham said.

Island owner White Horse Australia Lindeman Pty Ltd is planning on building 335 suites and villas in five complexes including a five-star eco-resort and six-star spa resort encircling a central village & recreation area.

According to the Qld govt, the resort is tipped to open in 2020.

## Dreamtime opens up

**EXHIBITOR** applications to Dreamtime, Tourism Australia's biennial MICE industry showcase have now opened, with the event on from 06-09 Dec in Adelaide.

TA are hosting the event in conjunction with the Adelaide Convention Bureau, with multiple sessions aimed at facilitating appointments with int'l buyers.

Dreamtime 2015 is targeting to reach approx 120 qualified int'l business events decision makers from 10 key markets, including Greater China, India, Indonesia, Japan, Malaysia, NZ, Singapore, South Korea, United Kingdom and North America - more **HERE**.

## AUH traffic record

**PASSENGER** numbers at Abu Dhabi Int'l Airport skyrocketed more than 23% year-on-year during Jul to a record 2.1m, Abu Dhabi Airports reports.

The figure was fuelled by a 14% increase in aircraft movements, to a shade over 15,000.

London Heathrow was the top route from AUH, then Bangkok, Doha, Manila and Mumbai.

## Sheraton Bucharest

**STARWOOD** Hotels & Resorts has entered the Romanian market following the opening of the 270 room Sheraton Bucharest Hotel.

Centrally located, the property is positioned near Piata Romana subway station and close to upscale dining, shopping and entertainment options.

It offers 10 conference rooms, catering for up to 400 people.

## Zabeel Wadi inclusion

**EFFECTIVE** 01 Sep, guests of Jumeirah Zabeel Saray in Dubai will be provided unlimited access to Wild Wadi Waterpark, with free shuttle service transfer.



**WORK** has begun on the \$150 million Brisbane Airport Hotels & Conference Centre, which is due to be completed by Sep 2017.

The development will feature the five-star Pullman Brisbane Airport and the 3.5-star ibis Brisbane Airport, which will be bridged by the Brisbane Airport Conference Centre (**TD** 31 Jul 14).

The Pullman will have 130 rooms including two presidential suites, 10 junior suites and 45 executive rooms, a restaurant, lounge bar, executive club lounge and leisure and lap pools.

The ibis will offer 243 rooms including 99 superior rooms, alfresco dining and a rooftop bar.

Friday 28th Aug 2015

## Oaks Elan opens

**OAKS** Elan Darwin has opened, bringing Oaks Hotels & Resorts' property count to 52.

The hotel was previously Elan Soho Suites & was purchased in Jul for \$57.1 million.

## Transaero A380 delay

**RUSSIAN** carrier Transaero has had the delivery of its first of four Airbus A380s postponed by the aircraft manufacturer.

The negotiated delay aims to aid Transaero cope with a slow down in travel market in the country "given the turbulence in the Russian market overall over the last two years", Airbus executive Chris Buckley commented.

Initially, Transaero was planning to receive its first double-decker superjumbo this year.

The conference space will be able to host up to 600 guests across 13 conference and meeting rooms.

**Pictured** are: Julieanne Alroe, ceo Brisbane Airport Corporation; Graham Quirk, Brisbane Lord Mayor; Anthony Flynn and Scott, Flynn Developers/Owners.



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## Mantra clarification

**MANTRA** Group achieved a 9.7% increase in total revenue of \$498.8 million during FY2015 compared to the year prior, not \$9.7m as stated by **TD** yesterday.



## Travel Specials

**WELCOME** to Travel Specials, **Travel Daily's** Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

Hotel upgrades in Delhi are being offered on **Extreme Bike Tours' Mighty Himalayan** tours dep 18 Jun & 5 Jul. The offer will upgrade guests from three-star to five-star accommodation for one night before and after their tour. Book before 30 Sep. To redeem, email [info@extremebiketours.com](mailto:info@extremebiketours.com).

**Asia Escape Holidays** is offering a six-night stay at Outrigger Mauritius Beach Resort and flights with Air Mauritius and Virgin Australia from \$2059pp. An upgrade from the Deluxe Seaview room to a Beachfront Club Room can be added for \$140pp and airport transports for \$78pp. The offer ends 31 Oct, but seasonal surcharges apply 01-31 Oct.

**Falls Creek Country Club** is offering a Family Ski or Board Package, with a three-night or more stay midweek from 13 Sep-04 Oct for \$522 per adult and \$459 per child. To book, visit [fallscreecountryclub.com.au](http://fallscreecountryclub.com.au).

**Qantas** is offering frequent flyer members pre-sale tickets of Hugh Jackman's *Broadway to Oz*, until 30 Aug. Shows on sale are in Melbourne (24 & 25 Nov), Sydney (30 Nov & 1 Dec), Brisbane (5 & 6 Dec), Adelaide (10 Dec) and Perth (15 Dec). Use the password QANTAS at [ticketek.com](http://ticketek.com).

## Sequel to the Balkans

**TRAVEL** Directors has launched 'Sequel to the Balkans', a new all-inclusive tour aimed at supplementing its popular 'Soul of the Balkans' itinerary.

The new tour is designed as a follow-on for passengers keen to see more of the region.

Like its older sister, the 'Sequel to the Balkans' includes a cruise on the Dalmatian coast, however takes in the islands to the north as it cruises from Pula to Split.

The 29-day itinerary is priced from \$17,990pp twin share and is set to depart from all Australian capital cities on 13 Jul 2016.

## UA/ANA EZE c'share

**UNITED** Airlines is seeking approval from the US transport regulator to enable All Nippon Airways (ANA) to codeshare on the US carrier's flights between Houston and Buenos Aires (EZE).

The Star Alliance partners plan to begin codesharing on the city pair as early as next month.

## Better Homes & APT

**THE** fourth part in a series of episodes of *Better Homes & Gardens* filmed with APT will be broadcast on Ch7 at 7pm tonight.

The show will visit the annual Calgary Stampede event in Canada and meet wagon racing families, draft horses and watch camp drafting events.

## IHG Rewards Club

**INTERCONTINENTAL** Hotels Group (IHG) has announced an 'Accelerate' promotion, which will speed up point-earning for IHG Rewards Club members.

Members who register for the promotion will receive tailored offers and once each offer is achieved, the points are earned automatically.

Non-members who join the rewards club will receive one free night at any IHG hotel when they book and complete two separate stays at any IHG hotel brand.

To register for the promotion, **CLICK HERE.**

# GCC carriers hurt US industry

**AMERICA'S** "Big Three" airlines embroiled in the ongoing Open Skies debate have produced new research claiming to show the three state-owned Gulf carriers have not stimulated an increase in the local traveller pool.

Latest claims in the increasingly acrimonious stand-off are that Emirates, Etihad Airways & Qatar Airways have instead caused harm to US-based airlines by luring pax from other carriers.

The data features in a 400-page legal submission to the US Department of Transportation by United, Delta and American on behalf of *The Partnership for Open and Fair Skies*.

According to the research, booking volumes in four cities on US-based airlines and joint venture partners dropped by an average of 13.5% once Emirates entered the local fray.

The four markets examined

were Boston (-10.8%), Dallas Fort Worth (-7.6%), Seattle (-21.4%) and Washington DC (14.3%).

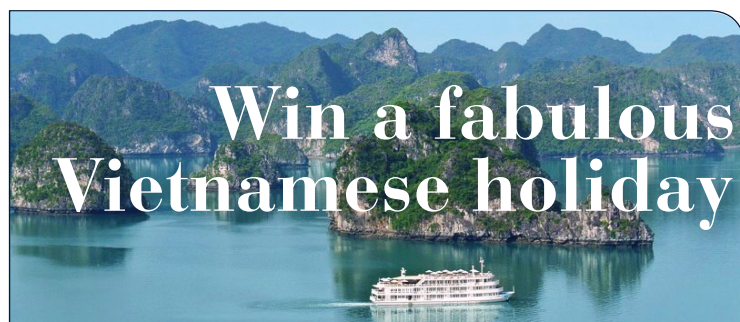
"The filing... demonstrates substantial harm to the US carriers & American jobs," the filing said.

Jill Zuckman, chief spokesperson for the Partnership for Open & Fair Skies said the numbers were concrete evidence of the harm being caused by the GCC three.

"Time and time again the Gulf carriers manipulate the facts in order to support their false claims."

Zuckman added the Open Skies violations had caused the exit of DL on its Atlanta to Dubai route and prevented the restoration of non-stop services back to India.

In another submission, the group says the UAE-backed US\$7.8b terminal at Dubai Int'l Airport is for the sole benefit of Emirates, and is "one of the most excessive & unapologetic violations of Open Skies policy to date".



## Win a fabulous Vietnamese holiday

This month, **Travel Daily** together with Bhaya Cruises Group, Vietnam Airlines, Hai Au Aviation and Sofitel Plaza Hanoi are giving readers the chance to win an amazing Vietnamese holiday. The prize for two includes:

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20. Name 4 wholesalers you can book Bhaya Cruises/Legend Halong/The Au Co with as part of an escorted tour or for independent travellers.



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You will be booking everything from luxury Australia packages to wonderful cruises to round the world airfares. This is your time to experience the high life! Minimum 2 years travel experience and a commitment to exceptional customer service is what you need to succeed. Apply now!!

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**LEISURE TRAVEL CONSULTANT  
ADELAIDE –SALARY PACKAGE \$55K + BONUSES**

This boutique agency located in the city centre, is seeking a well-travelled and experienced consultant to join their fun yet professional office. Servicing a diverse range of clientele you will draw on your vast destination and product knowledge to package unique worldwide journeys. You must have a min 2 years' experience and strong GDS skills.

In return an excellent salary package will be on offer, Monday to Friday working hours, luxury famils and ongoing support and training. Apply today!

### DO YOU HAVE A PASSION FOR PROJECTS?

**IMMPLIMENTATION CONSULTANT  
BRISBANE CBD –12 MONTH CONTRACT ROLE**

This industry leader is looking for their next superstar IT guru. You will utilize your project management and travel industry experience to transition our customers onto their new online booking tool. This autonomous role will see you gathering data, liaising with customers and suppliers, testing and go-live support. You will need previous project management experience, online booking tools knowledge in the travel industry. Mon-Fri roster, excellent \$\$, ongoing training and development and world renowned benefits. APPLY NOW!

### MONEY MAKES THE WORLD GO AROUND!

**CORPORATE TRAVEL CONSULTANT  
BRISBANE CBD – MONDAY TO FRIDAY ONLY**

Are you looking to revamp you travel career? Our global customer is looking for experienced retail or corporate consultant to join their successful team. You will be specializing in small business customers catering for their business and leisure travel needs. You will be rewarded with top salary package, endless career progression opportunities, educational leave, uniforms & ongoing training. Must have 2 years retail experience, GDS, attention to detail, corporate travel experience highly desired. Don't delay, apply today!