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Thursday 16th July 2015

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Concierge, WTP switch to CT

CONCIERGE Travel Group and World Travel Professionals are no longer Associate Members of the Helloworld network, with the large corporate agencies both joining the CT Partners consortium, **TD** can reveal.

The Concierge move this month was described by CT Partners chairman Grant Wilson as "a strong addition to our group."

"With Concierge Travel Group following Pulse Travel (**TD** 02 Jun 14) and World Travel Professionals, our annual turnover now exceeds \$1.5 billion giving our members real leverage in the market," Wilson said.

Show kicks off today

THE second annual Travel Industry Exhibition kicked off with a bang at Sydney's Luna Park this morning, with hundreds of delegates lining up to enter.

Seminar sessions have been packed, with standing room only, while exhibitors have welcomed a steady stream of visitors.

The show continues tomorrow from 9am, with entry free for travel industry staff.

Concierge Travel Group ceo David Greenland said he had been attracted by CT Partners' "singular focus".

"We felt it important to be part of a group representing like agencies," Greenland said.

He said CT Partners' "transparent and value added model, along with their consistent strong growth provides Concierge Travel Group with the right platform for the next stage in our own commercial development".

Concierge Travel Group and WTP have been removed from the Helloworld website.

The move appears to have provided a major boost to CT Partners' TTV, with the \$1.5 billion figure quoted by Wilson a 50% increase on the \$1 billion turnover cited just over six months ago (**TD** 01 Dec).

Six pages of news!

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

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Mantra ready for China

MANTRA Group chief executive Bob East has said the organisation is in "an unprecedented position" to benefit from the steadily growing influx of Chinese tourists venturing to Australia's shores.

Speaking at the company annual conference at the Peppers Salt Resort in Kingscliff yesterday, East heralded upcoming new resort openings around Australia as being the perfect fit for what the Chinese market was seeking.

"Our brands fit well with this market - Peppers' alignment with food and wine experiences is key for the FITs and Mantra's central city locations offer the right price point and facilities."

Similar to AccorHotels' China Ready & Accredited program and the Hilton Huanying scheme, Mantra Group has in place a program of cultural training for front-line staff at hotels popular with the Chinese market.

Properties offer menus developed to cater for the Asia market, a spokesperson for the group told **Travel Daily**.

The Mantra conference has lured some high-profile keynote

speakers, including former Prime Minister of Australia Paul Keating.

Addressing the delegation of hotel owners and management, Keating said focusing on emerging Asian markets such as China and away from established markets was a priority as far back as when he held office in the early 1990's.

He urged Australia to continue to invest in new product to ensure we held China's interest.

"As an industry the exchange rate will only go so far - the big challenge for the industry is maintaining a standard that caters to [the] increasing wealth of the Chinese traveller, or they will move on to other things."

"There will be a need for more investment," Keating added.

Golden NTIA ticket

THE 2015 National Travel Industry Awards has been sold out for months - but today **Travel Daily** has a money-can't-buy opportunity to be there.

We have one "golden ticket" on the **Travel Daily** table at the awards up for grabs.

But you have to work for it, and it requires some poetic prowess.

We'd like you to create a poem or limerick saying why you deserve to be at the industry night of nights in Sydney this coming Sat night.

If you can include something about the **Travel Daily** 21st birthday that might help too!

We need your entries by 10am tomorrow so we can pick a winner to be at the event.

Send your entries ASAP to goldenticket@traveldaily.com.au.

PER-LEA deregulated

COMPETITION on the Perth-Learmonth (Exmouth) route is likely to heat up after the Western Australia Government announced it would allow other airlines to fly the route beyond Feb next year.

Currently, QantasLink is the sole carrier operating nonstop flights between the two cities.

The decision follows the release today of a report on the regulated regular public transport air routes in the state, opening the door for the likes of Virgin Australia Regional Airlines to compete.

"Passenger demand on the Perth-Learmonth route remains high and we see no reason to stop other airlines entering the route in the future," WA Transport Minister Dean Nadler said.

MEANWHILE, the WA Govt has announced it will soon call for tenders for a single operator to provide regular public transport air services on eight regional routes from Perth.

The five year tenders include routes from the WA capital to Albany, Esperance, Monkey Mia/Carnarvon and Derby, along with Laverton, Leonora, Mount Magnet, Meekatharra & Wiluna in the northern Goldfields region.

Four Points Bali open

THE 185-room Four Points Bali has officially opened in Kuta today, marking the entry of the mid-range Four Points by Sheraton brand to Indonesia.

Positioned on Jalan Benesari Banjar Pengabetan, the property is near the renowned Kuta Beach and its nightlife, shops & eateries.

It is Starwood Hotels & Resorts' seventh property in Bali.

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Boomers lean to packages

SENIOR travellers make up the majority market segment for Australian travellers seeking pre-packaged holidays, a new study from Roy Morgan Research tells.

The study polled 10,410 Aussies who went away on at least one holiday in 2014, finding 60.6% of

those born from 1960 and earlier went on a set itinerary or guided holiday as their last getaway.

Broken down, this figure was made up of 36.5% from the Baby Boomer generation born between 1946 and 1960, while 24.1% came from those predating 1946.

Still, the package tour market is relatively small, with only 1.6% of all Australians who holidayed last year going on a set itinerary.

Next in the ranking came what Roy Morgan described as the "Contiki generations", with Gen X, Gen Y and Gen Z in order.

Any typical perception that solo travellers tended to favour guided tours was firmly debunked by the study, with only 8.3% of people saying they set off alone.

Roy Morgan Research group account director Angela Smith said package tours were particularly popular for overseas travel, with over 60% of Aussies heading to foreign shores.

"Although package tours (such as Contiki tours) designed for young Aussies still have a place, older Aussies are the main market for this type of travel."

Canada top reputation

CANADA has returned to the top spot on Reputation Institute's Country RepTrak annual survey, toppling last year's number one Switzerland, which slid to fourth.

The study gauges the reputation of 55 countries based on safety, friendliness, social and economic policies and a number of other attributes, measured by a panel of 27,000 people in G8 countries.

Scandinavia's Norway & Sweden were second and third, followed by Australia, which retained the same ranking as achieved in 2014.

Canada was rated as having the most 'Appealing Environment,' followed by Australia in second.

Australia was the number one country for 'Internal Reputation' (self-image) in 2015, followed by Canada, Russia, India & Germany.

Sheraton re-launch

A **COMPLETELY** redesigned Sheraton.com website has been launched by Starwood Hotels & Resorts Worldwide as part of its Sheraton 2020 plan (**TD 03 Jun**).

Multimedia features heavily in the new portal along with a more user-friendly booking engine which has been optimised for use on devices of all sizes.

Users will be able to view hotel imagery throughout the site along with updated maps which offer information during a search.

Search Again functionality appears on every page, while the Sheraton Store website has also received a modernising facelift.

The site also includes a revised Sheraton corporate logo.

Tunisia warning boost

AUSTRALIA has followed the lead of the UK and increased its official travel warning for Tunisia following two terrorist attacks in the North African country.

The official warning level issued by the DFAT Smartraveller advice department for Tunisia overall is now listed as "reconsider your need to travel," with further attacks in tourist areas predicted.



Window Seat

APPARENTLY "cannabis-themed vacations" are a real thing in the USA, and they are growing.

Colorado-based hospitality management firm The MaryJane Group has officially opened a new 'Bud+Breakfast' location in Colorado Springs offering "breathtaking views" and joining two existing sites in Denver.

The new ex boutique motel offers "comfortable, cannabis-friendly lodging and amenities, such as a "Wake+Bake Breakfast" and the "4:20 Happy Hour".

Guests of Hotel San Ayre by Bud+Breakfast can "grab a fresh cup of coffee or an uplifting Sativa strain" with brekkie & are invited to consume "whatever recreational marijuana products you desire" in the afternoon.

The company also "highly" recommends guests experience its "cannabis-infused massage therapy" during a stay, with oils blended with CBD (cannabidiol), THC (tetrahydrocannabinol) and CBN (cannabinol).

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Thanks, Helloworld West Lakes!



ABOVE: The team from helloworld West Lakes in South Australia have joined in with the **Travel Daily** 21st birthday celebrations.

They posted the above picture on Instagram using the #traveldaily21 hashtag, and are now in the running to win a fabulous hamper including some French Champagne.

We note the careful attention to detail with the Statue of Liberty pose, the giant novelty "Birthday Girl" goblet, the beautifully created card - and are those pink light sabres?

The competition runs through until next Mon 20 Jul - post your celebratory pics on social media with the hashtag #traveldaily21 to help us celebrate.



NSW Business Development Manager

On The Go Tours is seeking a NSW BDM to join their dynamic international tour operations sales team.

Do you love working as part of a happy focused team of travellers? Do you bring passion and enthusiasm to educating travel agents about far flung destinations? Are you highly organised, driven and self-sufficient to get results and hit sales targets?

Last date for applications is 25th July 2015. For more information about this career opportunity - <http://www.onthegotours.com/Join-our-team>

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Noumea \$449 return

AIRCALIN is offering its lowest airfares ever to Noumea from Sydney, Brisbane & Melbourne during a seven-day 'flash sale'.

Prices start at \$449 (ex SYD and BNE) and \$499 (ex MEL) - a saving of up to 35% off regular fares.

Fares are based on W class and based on a maximum stay of five days, when booked by 22 Jul, for travel up until 15 Aug.

The fares must be purchased as 'Air' only - phone 1300 655 737.

Scenic China/Japan

FOUR new itineraries and eight new destinations have been built into Scenic's 2016 China & Japan program launched today.

In China, options include a new 20-day land-only China Revealed tour & a 13-day Natural Wonders of China journey between Chengdu and Shanghai.

In Japan there are two new trips between Tokyo and Osaka, a 12-day Japan Highlights and 17-day Essential Japan, which feature new Scenic Freechoice options.

New NYC properties

INTERSTATE Hotels & Resorts & Meadow Partners have opened a brand new boutique property in Manhattan, New York City.

The Gregory features 132-rooms and is located at 42 West 35th St, with rates from US\$379/night.

A second property called The Renwick will open later this year at 118th East 40th Street.

Iditarod for Mt Buller

THE Victorian Alps will play host to a localised, albeit shorter, version of Alaska's annual Iditarod dog mushing race with the Mt Buller Sled Dog Quest set to take place on 28 and 29 Jul.

Up to 30 teams are expected to compete in the event over two courses, designed for teams with two or four dogs and a longer track for six and eight dog teams.

The race adds a new & exciting element to Mt Buller's calendar of events in 2015, said Mt Buller Mt Stirling Resort Management ceo John Huber.

More info at mtbuller.com.au.

Hound enters Mexico

US-BASED intercity bus firm Greyhound has launched services across its southern border into Mexico, connecting San Antonio, Austin & Dallas in Texas to Nuevo Laredo, Monterrey and Laredo.

QF SCL upgauge nod

THE International Air Services Commission has given Qantas a green light to consolidate its allocation of seats on the Chile route to a capacity of 1,847 seats per week in each direction.

The Determination includes an extra 364 seats, enabling QF to increase frequencies to Santiago to five weekly (**TD** 25 Jun).

Qantas also received approval to renew its allocation of capacity on the Taiwan route for less seats from 2,121 seats to 1,260/week.



Thursday 16th July 2015



Win tickets to see Manchester City FC

This week, **Abu Dhabi Tourism & Culture Authority** is giving two **Travel Daily** readers the chance to test their knowledge of Abu Dhabi and win one of two great prizes:



1. a double pass to see Manchester City FC vs Roma at the Melbourne Cricket Ground on Tues 21 July OR
2. a double pass to see the match between Manchester City FC vs Real Madrid at the Melbourne Cricket Ground on Fri 24 July.

To win one of these prizes, answer each daily question correctly and have the most creative answer to the final question. Send your answers to abudhabicom@traveldaily.com.au

4. What is the name of the national airline of the UAE?

Air India plot SFO,YYZ

THRICE weekly services from Delhi to both San Francisco and Toronto are in the pipeline for Star Alliance carrier Air India.

According to an airline exec, Air India are mulling operating the expanded North American routes from later this year using Boeing 777-200LR aircraft, India's *Financial Express* reports.

Famil to Silver State

EXCITE Holidays is giving agents an opportunity to win a spot on a famil to Nevada in partnership with Nevada Tourism.

Agents can earn a chance by selling the most room nights in the state before 14 Aug, with at least one night outside Las Vegas.

The winner will join agents from around the world on a five-night adventure in Nevada with their local Excite Holidays BDM.

Agents can also earn 1,000 bonus points per night booked.

Whale watch dramas

OPERATORS of whale watching tours have slammed a proposal to double the minimum approach range of boats to dolphins from 50 to 100 metres, saying it would significantly harm the industry.

A review of the Australian National Guidelines for Whale & Dolphin Watching is suggesting the larger gap for all pods, regardless of whether or not it contains calves.

Whales in Paradise and Dolphins in Paradise owner Anthony Arden said the recommendation adds more red tape & preventing any potential future dolphin watching operations as well as harming existing businesses.

EK resumes Erbil

FOUR weekly services between Dubai and Erbil will be relaunched by Emirates from 15 Aug, using dual-class Airbus A330-200.

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Westbury speaks at Skal



AFTA ceo Jayson Westbury was the special guest speaker at a combined meeting of the three Sydney Skal clubs yesterday.

Over a stunning Greek repast at Aesop's Restaurant in Macquarie Street, Westbury provided an update on various industry issues

including the IATA NDC, ATAS and of course the upcoming National Travel Industry Awards.

He also presided over a draw for an NTIA ticket, with a thrilled Walter Nand from MSC Cruises **pictured** above gratefully accepting his prize.

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Tourism Australia (TA) is a partnership marketing organisation, responsible for the global marketing of Australia as a leisure and business events destination. We work collaboratively with industry stakeholders to collectively achieve Australia's Tourism 2020 Strategy.

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- Well established network within the Australian tourism industry
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- Knowledge of the role of government authorities in the promotion and development of tourism
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- Well developed presentation skills

Please email your application (including a detailed resume and a cover letter that addresses the selection criteria) to vacancy@tourism.australia.com by 24 July 2015.



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SOARING high above, this group of Personal Travel Managers from home-based agent group TravelManagers saw Turkey from a new angle recently on an exclusive educational.

Hosted by On The Go Tours and Emirates, the group explored the highlights of Turkey over 10 exciting days.

Sites visited included the natural

wonder that is the Goreme Valley, while the Roman ruins of Pergamum and Ephesus were two particular favourites.

Ever patriotic, the PTMs also took time to visit Anzac Cove, particularly important during the current Anzac Centenary year.

The agents are **pictured** above preparing to set off high above the Cappadocia region, from left is Tracey Cosgriff, Kellie Browning, Leanne Johnston, Jo Geary, Zoe Hemming, Kristina Acevski, Antonella Damiano and Natasha Schurink.

Seminars by Treasures

TRAVEL agent information sessions in Sydney and Newcastle will be conducted by Treasures of the South Pacific - a collective of nine tourist bureaux promoting island nations.

The sessions will take place in Newcastle on 25 Aug at the Crowne Plaza and the next day at Wolfies at the Rocks in Sydney.

A lucky door prize of seven nights accom at one of the island destinations will be given away at each - visit www.tosp.com.au.

China hotel milestone

MARRIOTT International has opened its 80th hotel in China across six different brands, with doors now open at the Zhuzhou Marriott in Hunan province.

The 311-room hotel is the 20th Marriott brand property in China and features three restaurant and a 1,000sqm ballroom.



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 email appointments@traveldaily.com.au.

Youth tour firm **Contiki** has a new Head of Sales in **Nathaly Naughton**, who will be based in the Sydney office. Naughton brings over a decade in the industry to her new role, with Carnival Cruise Line and STA Travel.

Kim Tomlinson has been trusted with following the act of Simon Lang as Business Development Manager Qld/NSW for **Travellers Choice**. Tomlinson brings over 30 years industry experience with Qantas, American Express and Emirates and has begun in his new role this week.

Tourism Tropical North Queensland has appointed **Russell Boswell** as the General Director of the TTNQ Board. Boswell has been represented in the region for 20 years as the manager of Savannah Guides.

The first American female to take control of a cruise ship has been named by **Celebrity Cruises** as **Kate McCue**, who will take control as the Captain of *Celebrity Summit* next month.

Former Baja California Sur Secretary of Tourism **Ruben Reachi** has been appointed as Managing Director of the **Los Cabos Tourism Board**.

Two new Sales Executives have joined **Kuoni Group Travel Experts**, with **Leanne Maher** overseeing the NSW/ACT/Qld region. Elsewhere, **Keira Blake** will perform the same duties for the Vic/Tas & SA markets.

Future business performance travel data firm **ADARA** has recruited **Stuart Stacy** as its Commercial Director for the Pacific region. The firm is continuing its expansion in APAC with a Sydney office soon to launch.



Travel Daily is 21!

Help us celebrate by taking a photo and posting it on Instagram, Facebook or Twitter with the hashtag **#traveldaily21**

The most creative photo posted by Monday 20th July (includes the NTIA night) will win a bottle of champagne.

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Travel Daily is Australia's leading travel industry publication.

Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.

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