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Wednesday 11th March 2015





# **NVS** shows domestic surge

**DOMESTIC** overnight trips rose 7% to a record 81.4 million during 2014, with new milestones also achieved for domestic visitor nights and spending.

The latest National Visitor Survey from Tourism Research Australia, released today, showed that the Visiting Friends and Relatives market was a key driver of the growth, with VFR trips and overnights both increasing 11%.

The news wasn't as good for the holiday market, with domestic overnight holiday trips down 1% to 32.7 million during the year and a 3% drop in visitor nights,

with spending steady at \$26.5b.

Corporate domestic travel recorded a rebound, with a 17% increase to 16.3m trips, and spending up 16% to \$13.3b.

All states and territories showed growth in overnight trips except the ACT, which declined 5%.

Tourism Research Australia's Spiro Kavadias said indicators were good for the sector.

"Further decreases in the value of the Australian dollar and lower petrol prices will also help encourage growth in the domestic holiday sector," he said.

The full report is at tra.gov.au.

# 'Howzat' for TD's celebrity interview?

**TODAY'S** issue of *Travel Daily* features an exclusive interview, our first for 2015, with Australian cricket identity Paul Reiffel.

The bowler turned umpire now sits on the Emirates Elite Panel of ICC Umpires and spared a few minutes to talk travel with *TD* recently - see **page 8** for Reiffel's insight and for a chance to win a great prize, courtesy of Emirates.

#### **Pinpoint Hawaii deals**

**PINPOINT** Travel is offering Hawaii packages including flights and five nights accommodation from \$1,509 per person.

The company also has a range of neighbourhood island stays and add-on experiences, with customisable flyers available - see the **cover page** of today's **TD**.

#### Bedarra trade offer

**BEDARRA** Great Barrier Reef is welcoming travel industry staff to experience a two-night package at the all-inclusive resort priced from \$749 per person twin share.

The offer applies to stays from 01 Apr to 31 Aug and is based on an Oceanview Villa, gourmet meals, activities, launch transfers from Mission Beach and more.

See the **back page** for more info.

#### Today's issue of TD

**Travel Daily** today has eight pages of news & photos, a front cover page for **Pinpoint** plus full pages from: (*click*):

- AA Appointments jobs
- Consolidated/Qantas
- C&M Recruitment
- Bedarra

#### Renault gift cards

RENAULT Eurodrive is offering \$50 Woolworths Wish Gift Cards as an agent bonus for any new booking made on its earlybird special through to 31 Mar.

Earlybird bonuses include seven free days, a three day past client discount, 50% discount on delivery fees outside of France and long term discounts of up to 30% for 90 day plus bookings.

Prices start at \$1699 for 28 days

- more info on 1300 55 1160.









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Wednesday 11th March 2015



#### Lindblad to go public

LINDBLAD Expeditions has confirmed a merger with US firm Capitol Acquisition Corp, with the US\$439 million transaction to see the combined entity list on the NASDAQ stock market.

The business will continue to be led by Lindblad founder Sven-Olof Lindblad and the current team.

"Expedition travel is among the fastest growing segments in the travel industry," said Capitol chief executive officer Mark Ein.

Sven-Olof Lindblad said the deal would allow the newly-merged company "to move into a new phase in our history and pursue future growth opportunities".

# PRINCESS CRUISES

#### CONGRATULATIONS!

We are proud to announce that Zuleika Gilbert from Cruiseabout Howick has won a 12-night Denali Explorer Cruisetour in a balcony stateroom for two, valued at AUD\$5,999. Plus, they have also received up to AUD\$5,000 eZAir® credit towards their flights. Zuleika was the lucky winner from our 50th Anniversary Sale promotion.

## **CATO** member concerns

THE biggest concern of Australian travel wholesalers is agents bypassing them and booking directly with destination management companies, according to a survey commissioned by the Council of Australian Travel Operators.

Unveiled at CATO's Melbourne meeting last week, the research sought to gather feedback from the membership to evaluate the organisation and how it can better serve their needs.

The StollzNow Research report also highlighted other key issues for CATO members, including the volatility of the Australian dollar, while some also cited industry

#### **Queen Vic on Today**

**CHANNEL** Nine's breakfast TV show *Today* will broadcast live from Cunard's *Queen Victoria* in Sydney Harbour tomorrow.

Coverage will include the Royal Rendezvous between *Queen Victoria* and *Queen Mary II*.

The live broadcast is part of a week-long Australian celebration in conjunction with Tourism Aus.

deregulation as a concern.

Of less worry to members were the rise of online travel companies, government tourism policy and relationships between wholesalers and airlines.

Most members said they were satisfied with CATO as an organisation overall, while there were some who felt it could do more and offered "a number of positive suggestions".

CATO gm Peter Baily said the organisation would now carry out the study each year so it could track ongoing performance and continue to work on issues that most concern members.

**MEANWHILE**, the recent CATO meeting was also addressed by Gary O'Riordan of AFTA, who confirmed that ATAS participation is now approaching 2,700 accredited locations.

In the 19 weeks since ATAS launched its digital marketing activity, more than 1.3 million impressions have been received.

ATAS members using the brand in their own marketing activity was also helping raise awareness among consumers, he added.





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#### **Record arrivals for US**

**AUSTRALIA** rounded out the top ten for overall visitor numbers to the United States in 2014, with more than 1.27 million arrivals recorded - up 5.9% year-on-year.

The final tally for the wider Oceania region closed at more than 1.55 million, itself an 8.6% climb on the year prior and ahead of regions such as the Caribbean, Middle East and Central America.

In total, 75 million int'l travellers visited the US over the year.

The country's top three arrival ports of New York, Los Angeles and Miami together accounted for 41% of all overseas arrivals.

US Under Secretary of Commerce for International Trade Stefan Selig said the US remained on track to achieve President Obama's goal of attracting 100 million int'l visitors by 2021.

#### **TFE Tactical Training**

**HOSPITALITY** and management qualifications will be conducted for in-house teams at TFE Hotels across Australia, the group said.

Following a new partnership between TFE Hotels and Tactical Training Group, the nationally accredited courses will form part of the company's TFEME Learning and Development framework.

Under the program, staff will be able to learn new skills in order to grow their career prospects and work up to more senior roles in the organisation.

Further, existing management teams will be able to bolster their skills in managing people for their own career aspirations.

TFE Hotels ceo Rachel Argaman said the group was happy to be able to help team members to continuously grow their careers.

#### Tshukudu upgrade

EXPANSION work at South African bush lodge Tshukudu scheduled to run from 01 May to 31 Jul - will see booked guests relocated to Bakubung Lodge, property owner Legacy Hotels has confirmed today.

Property extensions will see three new chalets with private plunge pools added, taking Tshukudu's chalet inventory to nine once completed by Aug.

#### Mammoth sale clears

**CALIFORNIA'S** Big Bear Mountain Resorts is now a part of the Mammoth Resorts portfolio after the acquisition to purchase the property was completed.

Other resorts owned by Mammoth Resorts include Snow Summit, June Mountain and its namesake Mammoth Mountain.



## Window Seat

**IF YOU** thought Etihad Airways set the benchmark for luxury aircraft product, think again.

American firm Greenpoint Technologies has completed the installation of a new interior fitout on a Boeing 747-8 jumbo for an unnamed private customer.

Traditionally, the 747-8 carries up to 450 passengers and sells for US\$368 million at list prices.

Artist impressions of the jet show the rich customer has a 'VIP Master Suite' stateroom up the front, a lounge, conference room with 12 seat table in the centre, restaurant & offices.





It also features the company's 'AeroLift' which descends from the main deck to the tarmac, ensuring a VIP entry for pax.

On the upper level at the front there are more lounge & office spaces along eight private berths, change room & wardrobe, in a zone referred to as 'AeroLoft'.

Coupled with the estimated US\$246 million installation, the 747-8 has a price tag of \$600m.



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\*Conditions apply. Freestyle Holidays is operated by Pinpoint Travel Group



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		Johannesburg	AUD 1450*	
75" pitch sleeper seat	Priority baggage delivery	Dar es Salaam	AUD 1450*	
		Addis Ababa	AUD 1450*	
		Entebbe	AUD 1500*	Γ
		Kilimanjaro	AUD 1750*	Γ

Above prices are per person return, exclusive of taxes and surcharges. Oneway fares are also available. Refer to your GDS for additional sale destinations in Africa.

\*Terms and conditions apply.

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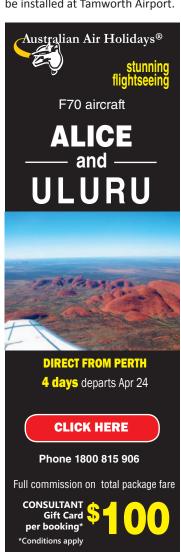
Wednesday 11th Mar 2015

#### Inland capacity praise

**REGIONAL** tourism advocacy group Inland NSW has welcomed recent announcements of boosts to air capacity to the port of Tamworth, saying the extra air capacity will help in peak periods.

Virgin Australia (TD Thu) and upstart carrier Jetgo Australia (TD Fri) last week confirmed their entries to the city, boosting flights to 96 services weekly alongside the existing QantasLink operation.

Inland NSW ceo Graham Perry said the services will complement the \$500,000 modification plan to be installed at Tamworth Airport.



#### VS returns to profit

VIRGIN Atlantic has recorded its first full-year profit in four years, citing new, more fuel-efficient planes and higher pax numbers.

Excluding one-off incidentals, the carrier reported a pre-tax profit of £14.4m (A\$28.4m) for 2014, a significant turnaround from a £51m loss a year earlier.

The carrier is gradually taking delivery of more 787 Dreamliner aircraft from Boeing and expects to see further financial improvement boosted from the closure of its failed loss-making UK domestic offshoot Little Red.

Chief executive Craig Kreeger said he was expecting underlying profits to be back at record-high 1999 levels in the next four years.

#### Naman under HRA

**HRA** (Hotels Representation Australia) has signed Naman Retreat in Vietnam to its suite of properties represented locally.

Located on the Central Coast of Vietnam, Naman Retreat is accessed from Hoi An and Da Nang and features 32 suites and 70 private pool villas - for more, see www.namanretreat.com.

#### **VA virtual lounge tour**

VIRGIN Australia is giving prospective lounge patrons a taste of what is ahead at its Sydney Airport lounge via Google Maps.

The "virtual" tour takes guests step-by-step through both levels of a VA's Sydney facility - take the tour at http://virg.co/ccpws.





Access to Virtuoso & Cruiseco

Melbourne Wed 18 March Wed 25 March

Future events in: Brisbane, Adelaide, Perth

# SeaLink opening up Tiwi Islands



**LISTED** travel company SeaLink has partnered with the traditional owners of the NT's Tiwi Islands to develop new tours to the area, establishing a Tourism & Transport Committee on the island.

Through Tiwi Island Adventures, visitors to the Northern Territory can stay in a coastal wilderness lodge, enjoy a smoking ceremony, Tiwi Art, join a sunset turtle discovery tour and more.

A new three-day Ultimate Tiwi Island tour running from 24 Jun to 11 Sep will see guests based on remote Bathurst Island Lodge

#### **Epic Pass on sale**

**VAIL** Resorts says it is offering the lowest guaranteed price on its 2015/16 Epic Pass, priced at US\$769 per adult and \$399 per child (5-12), on sale until 12 Apr.

The Epic Pass can be used at 11 US resorts covering 32,000 acres of terrain at locations including Beaver Creek, Breckenridge, Park City, Keystone, Heavenly & more. More at www.epicpass.com.

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explore the wilderness of Melville Island, with a max of 12 per tour.

The trip includes SeaLink ferry transfer or flights from Darwin and is priced from \$2,545ppts.

Pictured at the unveiling of the product in Sydney on Fri from left are SeaLink's crew of Paul Victory, Angela Panagopoulos, Anthea Somerville and Richard Doyle.



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## Queen Liz II christens Britannia



HER Majesty Queen Elizabeth II officially welcomed P&O Cruises World Cruising's newest ship, the 3,657 passenger Britannia, into the line's fleet at a gala ceremony in Southampton overnight.

The naming ceremony featured all the glitz and glamour reserved for royalty, with guests of honour including British entertainers and performances from the Royal Marines Band Service, the Band of the Irish Guards, English soprano Laura Wright & a Strictly Come Dancing cameo show.

In attendance for the ceremony was Arnold Donald, president and ceo of Carnival Corporation (parent company of P&O Cruises World Cruising), David Dingle, Carnival UK chairman and David Noyes, Carnival UK ceo.

Britannia becomes only the fifth passenger ship Queen Elizabeth II has christened.

The 143,000-tonne vessel has been tailored specifically to British tastes and will operate its maiden voyage to the Mediterranean, with other destinations during its launch season including the Norwegian Fjords, Canary Islands, Baltic Sea and a selection of short-breaks &



"round-Britain" cruises.

Pictured is the celebration after the traditional bottle breaking on the ship's hull and inset, HM Queen Elizabeth II with Britannia Captain Paul Brown.

#### Ardent ceo retires

**DREAMWORLD** owner Ardent Leisure has today announced that ceo of nearly 13 years Greg Shaw will retire from the group at the end of the financial year in Jul.

Taking over the reins from Shaw will be non-executive director of Ardent Leisure Group, former The Australian Woman's Weekly editor. Deborah Thomas.

Group chairman Neil Balnaves AO lauded Shaw's "exceptional leadership & commitment" to the firm, at the same time exulting having an executive of Thomas' calibre available to take the role.

# **Best travel website**

VIRGIN Australia has been deemed to have the best website for online flight & travel bookings in the country, a study of more than 2,000 Australians has found.

According to data collected from Engaged Marketing's 2014/15 Travel Website Consumer Recommendation & Loyalty Study of six of the nation's major flight websites, Virgin Australia led in the categories of overall value, ease of navigation, customer service and support.

VA achieved the 'highest net promoter score' of +15% (reflecting 15% more company promoters than detractors), trumping Qantas, Flight Centre, Webjet, AirAsia and Jetstar.



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#### Peru entry stamps

**THE** Dept of Foreign Affairs & Trade has updated its information for Peru, advising Aussie travellers to ensure an entry stamp is placed in their passport when entering the country through an official land border checkpoint.

"If you do not have an entry stamp from an official entry point, you may not be permitted to leave on your planned date of departure and instead could be fined", DFAT warns.

## Cruise Consultant Holland America Line and Seabourn

For 140 years, Holland America Line has been a recognised leader in cruising, taking guests to exotic destinations around the world delivered in a gracious and elegant style.

Seabourn pioneered small-ship, ultra luxury cruising, and continues to represent the pinnacle of that unique style of travel.

Our Cruise Consultants are the first point of contact for all customer booking enquiries, providing exceptional sales and service to ensure the attainment of sales targets and corporate objectives, focusing on driving cruise sales, encouraging customer loyalty and managing all pre-cruise booking enquiries.

If you have an undivided passion for cruising, pride yourself on your 5-star service levels and want to forge a successful career within a fun and dynamic environment, please visit

www.careers.carnivalaustralia.com for further information on this exciting opportunity!



The Lido Group are the leaders in providing TMCs as well as corporate and government clients with global hotel booking and payment solutions. We are currently undergoing rapid expansion and are seeking enthusiastic and ambitious candidates to fulfil either part-time or full-time roles in our Sydney office.

- Accommodation Consultants
- Contracting Specialists

To apply, please send your resume to careers@lido.com.au









Wednesday 11th Mar 2015

#### Alaska Air SEA/JFK

**ALASKA** Airlines is introducing new daily return services from Seattle to New York JFK starting 16 Sep, complementing its twice daily Seattle-Newark route.

## Perth tourism products on show

**SUPPLIERS** and resellers from across Perth will showcase their products in a special industry training and exhibition day taking place in the city tomorrow.

The one-day Perth Tourism Industry Exchange is supported by Tourism Council WA and Experience Perth, and will be held at the Perth Town Hall from 1pm, with entry free-of-charge.

Lord Mayor Lisa Scaffidi said tourism was vital to the city in order for it to keep up with the changing face of the city.

"We want to show our support for such a valuable and competitive industry sector by facilitating the opportunity for peers, clients, stakeholders and operators to meet and ensure they are up-to-date with Perth's latest offerings," she commented.

City officials have forecast an increase in tourism spending in the city from \$4.5b to \$7.1b from 22 million visitors annually by the year 2020, with export earnings climbing to \$3.1b, while employment will hit 47,000 jobs.

"The Perth Tourism Industry Exchange is an inaugural event and I am keen to make people aware of the strong investment in tourism going on in our city right now," Scaffidi said.

For more details, CLICK HERE.

#### QF incentive winner

**QANTAS** has awarded the third & final prize in its New Horizons Sale Incentive to Rebecca Crosbie, TravelManagers Cardigan, who has won a Grand Prix hosp pack.

#### Sales Executive NSW/VIC/QLD -Full Time - Sydney



Are you passionate about the travel industry and looking for that next step forward?

Are you someone who loves driving new market opportunities?

We are is seeking an energetic Sales Executive for a full time position located at our Sydney Office. The successful candidate will be a fun loving, business savvy, confident sales person to work with a portfolio of established agents.

The company is Tourism Holdings Australia Pty Ltd (thl), and the brands include Britz Campervans, maui Motorhomes, Mighty Campervans, United Campervans, KEA Campervans, Britz USA, RoadBear RV USA, Kiwi Experience, Waitomo Glowworm Caves, and The Legendary Black Water Rafting.

The role will involve generating new clients while managing existing clients in NSW, VIC & QLD. Your territory will include key retail agents with the challenge of continuing these long term client relationships while seeking new opportunities to

The role will suit someone with strong sales and presentation skills preferably with experience in the youth travel industry. You must have the desire and energy to make this job your own. A fresh, dynamic approach to the role is required, along with travel industry experience.

You will report to the Key Account Manager Australia based in Sydney, with regular intrastate and interstate travel required.

If you're ready to get out of the office and onto the road and think you have what it takes, please submit your application via the following link:

http://careers.thlonline.com/jobdetails?jobmc=20055THL

Applications close Friday 13th March 2015.

# **Massive night for Exotic Voyages**



**BURGEONING** Indochina tour operator Exotic Voyages recently hosted agents in Melbourne to the latest Travel Massive industry networking event to further make its growing mark on the trade.

The event at trendy Fitzroy bar Palookaville drew a strong crowd and offered an opportunity for the expanding tour operator to answer questions and speak about its touring collection.

Based in Hanoi, Exotic Voyages launched into Australia last year (TD 01 Sep), but has been in operation in the US and UK markets for a number of years.

Its local market push is being spearheaded by business development manager Joy Sharrock-Melrose.

The firm offers independent and escorted adventures in Vietnam,

Thailand, Cambodia, Myanmar, Bhutan, Laos, China and Sri Lanka.

Pictured from left is Katherine Kearsley, Kapcha the World; Aga Kozmic, A Matter Of Taste; Stacey Farley, Adventure Stacey and Joy Sharrock-Melrose, Exotic Voyages.

#### Lembongan inferno

SIXTEEN villas, a restaurant and an administration building at the Vila Lembongan Beach Club & Resort in Nusa Lembongan, Bali have been destroyed by fire.

No tourists staying at the resort were reported to have suffered any injuries from the emergency.

Efforts to extinguish the blaze proved futile, with a lack of fire fighting equipment on site seeing the fire burn itself out four hours after it began.

#### **Head of eCommerce**



At Sabre Pacific, we connect people with the world's greatest travel possibilities. We are progressive technological thinkers and innovators of IT solutions for the travel industry.

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You will increase online market share by providing technical and eCommerce support, advice and counsel to the Online Account Manager. In this role you will act as a pioneer of Sabre's web services suite of products and work with Sabre Pacific's strategic accounts to leverage customer information to shape the future of Sabre Pacific Online Product offerings.

The ideal candidate will have proven experience as a Product Manager with a focus on eCommerce or Online Products and well as Development experience for online products within the Travel Industry. You will also be able to demonstrate the importance of business partnerships and meeting the needs of partners.

For a full Position Description, please email sandrab@sabrepacific.com.au. Please note, applications close 20th March 2015.

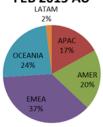


Wednesday 11th Mar 2015



#### THE TAAP TOP TEN Brought to you by Expedia

#### **Expedia TAAP Destinations FEB 2015 AU**



#### **Expedia TAAP Worldwide** Super Sale is on Now.

Expedia TAAP continued its outstanding results with another record trading month in February. 596 destinations were booked through Expedia TAAP through February. The top ten destinations booked were Sydney, London, New York, Melbourne, Singapore, Paris, Kowloon, Los Angeles, Rome and Oahu. Venice, Dubai and Vegas were just outside the top 10. EMEA continued to be the dominant region lifting to 37%, OCEANIA held steady at 24%. USA up 1% to 20% last month while APAC was down 2% to 17% of the destination mix.

With six destinations in the top 20 EMEA continued to be the stand out region with Italy very strong with Rome, Venice and Milan all in the top 30. Istanbul made it into the top 20 for the first time and hundreds of smaller provincial destinations across EMEA.

Some of the out of the way destinations last month included Yellowknife Canada, Sandusky Ohio, Ischia Italy and Jeolla South Korea. Your great service and our great rates, keep your customers coming back.



Keep your customers coming back

#### Subsidy defence talks

**EMIRATES** president Tim Clark will aim to meet with government officials in Washington to respond to allegations made by three US carriers of unfair govt subsidies awarded to Arabian carriers.

In an increasingly acrimonious exchange, the three US carriers -American Airlines, United Airlines and Delta Air Lines - have accused the Gulf carriers of pitching for more than US\$40 billion in govt incentives for service expansion.

The alleged recipients - Etihad Airways, Emirates and Qatar Airways - have denied receiving any government assistance.

QR ceo Akbar Al Baker has joined Clark in counter-accusing the US carriers of themselves taking advantage of "backdoor subsidies" in the form of regulated Chapter 11 bankruptcy protection.

"I'll talk to some of the players in the government there, I'll establish how this is being dealt with. After that, we'll formalise our response," Clark said.

He reiterated that Emirates had never received any government subsidies and would defend the carrier and provide evidence.

#### Bali seeks rebranding

TOURISM officials in Bali will attend a series of focus groups aimed at identifying a new brand under which to promote visitation to Bali in foreign markets.

Bali Tourism Service head Anak Agung Gede Yuniartha Putra told state news agency Antara that a portion of promo funds allocated by the Ministry of Tourism would go on developing the new brand.

He added the current brand of "Bali Shanti, Shanti" was no longer compatible with the rebranded national tourism image under the tagline of "Wonderful Indonesia" (TD 07 Jan).

The organisation will spend RP50 billion (A\$5 million) on repositioning Bali under the new tag once it is decided.

### **Rotana spreads wings**

**ARABIAN** hotel management brand Rotana has signed a deal to open its first property in the East African nation of Tanzania.

The 254-key Rotana property will offer 191 hotel rooms and 63 serviced units, six F&B outlets, business centre and gym, forming part of a new landmark development in Dar Es Salaam.



## **Accommodation Updates**

WELCOME to Accommodation Updates, Travel Daily's Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Three funky new Penthouse and Terrace Suites have been opened at Ovolo Laneways in Melbourne, offering an interior design inspired by the contemporary boutiques so synonymous with creative Melbourne culture. The vision behind the look was to encourage quests to feel a sense of continuous discovery

during their stay. The two-bedroom rooms bask in natural light and feature bright artworks and doors contributed by talented local artists.



Overlooking the championship Vines Golf Course near Perth, the Sebel Swan Valley now boasts 32 newly redesigned apartments - the product of a \$2.5 million renovation. Managed under Accor Vacation Club, the new apartments utilise natural elements to create a warm and homely touch. Each offers

a feature wall covered in an image of a wine cave, while gas fireplaces, timber floorings and sandstone tiles feature in two-bedroom apartments.



Perched across the road from Disneyland in Anaheim is the new Courtyard Waterpark Hotel, the latest offering from the owners of the nearby Howard Johnson. The property is the first Courtyard in the Marriott chain designed specifically for visiting families, offering larger rooms with sound-proofing

walls, bunk beds and maximum occupancies of six people. Bathrooms feature two separate showers, double vanities & shallow tub for babies.

#### Daintree commentary

**VISITORS** to Daintree Walkabout in northern Queensland can now enjoy GPS commentary in six languages following the rollout by AAT Kings business partner Down Under Tours.

The service itself is offered FOC, enhanced with music and sound effects, however earphones are pre-sold by tour operators or available on the day for \$5.

Languages available include German, French, Spanish, Italian, Japanese and Chinese, with English provided in person.

Tour groups are also joined by an Indigenous Kuku Yalanji guide.

#### Apple Pay into hotels

**MARRIOTT** International will gradually roll out Apple payment technologies into its portfolio of US hotels, becoming the first hotel group to offer the service.

A phased introduction of the technology will be brought in at the flagship Marriott brand, Ritz-Carlton, EDITION & Renaissance in popular tourist and business locations, beginning mid-year.

Contactless readers will be installed at selected hotels to take payment for rooms if required and card pre-authorisations by floating an iPhone 6 or the soonto-launch Apple Watch overhead.

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# Celebrity Interview with **Paul Reiffel**



**CRICKET** has always played a big part in the life of 'Pistol' Paul Reiffel.

Following success as a player at national level, Reiffel decided to move into umpiring and is now part of the Emirates Elite Panel of ICC Umpires. Ahead of his first appearance in the centre during the 2015 Cricket World Cup, we interrupted Reiffel while he was reading his copy of *Travel Daily* (pictured left) to discuss his

career and travel habits from years playing cricket all over the world.

What has been the highlight of your career so far?

Umpiring my first Test match. It was a milestone I had set after I retired from playing and it was a great feeling to accomplish it.

What is your favourite holiday spot? My favourite holiday spot is actually where I live, the Sunshine Coast. We travel all over the world with Emirates to so many amazing destinations, but it's always nice to come home. I love being at home and living on the Sunshine Coast. It feels like you're on holiday all the time - it's that relaxing. Who is one person you wish you could sit next to on a plane? Not (fellow umpire) Billy Bowden! What is your favourite part about flying all around the world? My favourite thing about flying around the world is that it is never boring, especially with Emirates' 2,000 channels. It's always exciting to travel somewhere new, meet new people and see something unique. What is one of the most exotic destinations you have travelled? The most exotic destination I have

travelled to would be the Caribbean

many unique and beautiful places. Sri

Islands and Sri Lanka. There are so

Lanka has many exotic parts.

What is one thing you cannot leave home without when you travel? I can't leave home while travelling without my passport! I have never forgotten it thankfully.

Do you have an embarrassing travel story that you can share with us? My most embarrassing travel story would have to be when I took a sleeping pill onboard a flight and when we landed we had a connecting flight to catch and while I tried to run to meet it, my legs just wouldn't work and I kept falling flat on my face in the airport.

What features do you look for when choosing a hotel?

While working, our hotels are usually chosen for us and are always great. I'd look for comfort and service if I was choosing myself.

Have you ever been on a cruise holiday, and if so, how do you spend a day at sea?

I actually haven't been on a cruise holiday but I would like to. I can see how it would be a relaxing way to spend a holiday.

Do you have a travel tip for our readers?

My travel tip for readers would be to fly Emirates; they're the best in the

## Travel Daily Exclusive

#### **HILTON** Worldwide is set to expand its presence in Africa with the debut of its full-service DoubleTree brand into the Democratic Republic of Congo.

**DoubleTree to Congo** 

The hotel giant has signed an agreement with Africa Hospitality Investments to open DoubleTree by Hilton Kinshasa - The Stanley.

Expected to open next year, the new DoubleTree will see an existing property fully refurbished and offering 96 rooms, business centre and three restaurants.

Kinshasa is the third largest urban region in Africa.

#### Golf heaven in Vegas

LAS Vegas will soon be home to a four-level golf entertainment complex to be opened near MGM Grand by TopGolf International.

Opening in 2016, the complex will offer 102 hitting bays with water features, mini-golf & more.



Wednesday 11th Mar 2015

#### **Joyview by Club Med**

**ALL-INCLUSIVE** resort operator Club Med has launched a new short-holiday concept designed for the Chinese holiday market.

Dubbed Joyview by Club Med, the concept will be rolled out at two newbuild resorts currently in development at Changli in Qinhuangdao, Hebei Province and Anji, in Zhejiang Province.

The resorts will encourage visitors to immerse themselves in their natural landscapes, with programs aimed at short holidays.

Joyview by Club Med has been designed around consumer insights in collaboration with brand consultancy Labbrand.



This month *Travel Daily* is giving the travel industry a chance to win a trip to Ireland, courtesy of Tourism Ireland and Insight Vacations. The prize includes:

IN a trip to Ireland

- Return economy flights from Australia to Ireland for two people (including taxes)
- Pre and post-tour accommodation in Dublin, courtesy of Tourism
- Insight Vacations 7-day "Focus on Ireland" guided holiday for two (twin share)

To win this amazing prize you'll need to do two things:

- 1. Send us a photo that celebrates Ireland's national day by greening yourselves, your business, whatever you want, for St Patrick's day before COB 16th March and,
- 2. From 17th March answer the daily question correctly and have the most creative answer to the final question

Send your 'going green' photo by COB 16th March to: irelandcomp@traveldaily.com.au

how you can go green? Check



## EK Cricket World Cup merchandise!



To celebrate the Cricket World Cup, *Travel Daily* is giving away an ICC luggage tag and Emirates A<sub>3</sub>80-800 model aircraft combo. For your chance to win, be the first reader to email the answer of this question to:

> How many times has Australia won the ICC Cricket World Cup trophy?

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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Travel Daily





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# A NEW DIRECTION IN YOUR TRAVEL CAREER TRAVEL RECRUITMENT CONSULTANT SYDNEY & MELBOURNE SALARY PACKAGE circa \$70K + BONUSES

Due to the current demand, AA is expanding our Sydney and Melbourne offices. As a result we are in need of talented travel professionals to service the recruitment needs of our exclusive client accounts. You will enjoy interviewing candidates and assessing their career opportunities, short-listing talent, reference checking, account management and business development.

You will be rewarded with an excellent salary plus bonus structure, advanced on the job and professional training, opportunity to work with the best names in the industry and long term career prospects; as well as access to team perks including shopping vouchers & time off.

Ideally you will come from a strong corporate or retail travel background, with excellent industry knowledge, strong communication and interpersonal skills and the ability to work well in a team.

Interested? Apply now on apply@aaappointments.com.au Want to know more? Contact our MD today 02 9231 6377.

# BE QUICK TO SECURE THESE CORPORATE ROLES CORPORATE CONSULTANTS X 4 VARIOUS PERTH – SALARY PACKAGES UP TO \$60K (DOE)

Are you a corporate consultant looking to move away from commission based roles? We have 4 sensational corporate travel roles in the heart of Perth! These well-known organisations have just won new accounts and require multiskilled corporate consultants to join their growing teams. You will work Monday - Friday hours only and be offered a high set salary. If you have at least 2 years corporate consulting experience & knowledge of a GDS then we want to hear from you. Call us today to find out more.

#### CORPORATE OR LEISURE? TAKE YOUR PICK GROUP TRAVEL CONSULTANTS BRISBANE CBD – TOP SALARY PKG UP TO \$55K OTE

Do you enjoy booking group travel for events such as meetings, conferences and weddings? Then we have got the perfect role for you! This global travel company is searching for experienced travel consultants to join their corporate and leisure groups department. No two days will be the same; this is an exciting opportunity to work for a reputable company that provides a fun and supportive team working environment, career progression, a top salary pkg plus loads of industry benefits and discounts. Call now to learn more.

# FUN IN NUMBERS CRUISE GROUPS SPECIALIST SYDNEY CBD – SALARY PACKAGE UP TO \$60K

This pioneering family owned Cruise Company is looking for a talented Groups Consultant. Book all the world's best cruise lines from QE2 to deluxe River Cruising arranging cruise only, packages or extensive bespoke experiences including chartering an aircraft & arranging safari tours. You will need groups travel industry experience, preferably in cruise, strong GDS skills and solid organisational skills. In return enjoy onboard inspections/famils and ongoing career progression. Cruise into your new role today!

# NEW CORPORATE ROLE JUST CALLED IN INTERNATIONAL & DOMESTIC CORPORATE CONSULTANTS SYDNEY - SALARY PKG UP TO \$55K PLUS BONUSES (DOE)

Stop wasting your talents and make the move working to this global TMC. This well-known company, who has built a reputation in the industry for looking after their staff, is now seeking a multi skilled consultant with a minimum of 18 months industry experience to join their team. Servicing a variety of accounts, you will book intricate & interesting itineraries to worldwide destinations. If this sounds like the role you have been searching for and you are ready for your next challenge in the industry we want to hear from you!

# LEAD YOUR NEW TEAM TO SUCCESS RETAIL TRAVEL MANAGER SE MELB - SALARY PKG UP TO \$65K (DOE) INCL BONUSES

Are you tired of the city commute? Looking for the opportunity to live & work close to home and enjoy a better work life balance? Our client, a successful agency in the South Eastern suburbs is looking for an exceptional travel manager to lead their team to even greater heights. With your previous management experience selling retail holiday packages & offering exceptional customer service skills, this is your opportunity to become a part of a team that is going places! If you have what it takes then contact us today!

# TRAVEL MANAGER, YOU CALL THE SHOTS TRAVEL MANAGER SUNSHINE COAST – SALARY PACKAGE DEP ON EXP

Are you an experienced travel consultant with management experience? If this is you then you will want to join this well-established retail agency centrally located on the beautiful Sunshine Coast. They currently need an experienced Travel Manager to train, motivate and oversee the staff along with the daily running of the store. This is a hands on management role that offers a fab salary package along with exotic famils, no Sundays and much more. Interviewing now so get in guick! Apply today to learn more.

# **Turn tickets into prizes with Qantas**

Consolidated Travel & Qantas would like to reward you with vouchers for new bookings ticketed during March 2015, plus



## Did You KNOW:

- Together with Emirates, Qantas offers one-stop connections to over 30 European destinations, from Sydney, Melbourne, Adelaide, Brisbane and Perth from Dubai
- New seasonal service to YVR between 20 June-18 July 2015 and 12 December-25 January 2016





\$40 voucher for every \$2000 in ticketed sales\* to Asia/SCL/YVR/LAX (QF17/18/95/96 only)







#### Qantas & Consolidated Travel Terms & Conditions

Valid for tickets issued by Consolidated Travel or via Quikticket between 1 and 31 March 2015 on QF itineraries ex Australia plated on QF (081) ticket stock on the Consolidated Travel IATA only. Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. \*Ticketed sales refers to the airfare component only, excludes taxes and surcharges. This offer is open to all full time international selling agents only. Vouchers (Coles Myer or David Jones) are capped, please email promotions@consolidatedtravel.com.au to claim your vouchers, claims will only be accepted by COB 08 April 2015. Consolidated Travel and Qantas Airways reserve the right to alter or cancel the promotion any time. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791. Date of issue 19 February 2015.





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# Meet the C&M Team

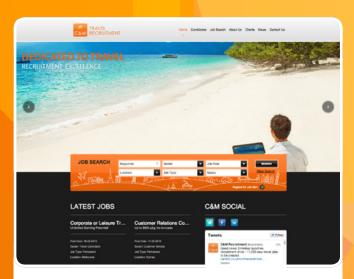
#### **SINEAD**

Sinead is C&M's fearless recruiter. Sinead has a great knowledge of the travel industry with a background in wholesale travel. Sinead has proven success in filling some amazing jobs already for 2015.

#### Sinead's Job of the Week:

- VIP/Corporate Travel Consultant Sydney
- 5 positions available
- \$60,000 \$65,000

Contact: sinead@candmrecruitment.com.au



# **New Website**

#### **CHECK OUT OUR REFRESHED WEBSITE**

www.candmrecruitment.com.au/

#### Features include:

- Register for job alerts by email
- Recruitment tips
- Live job vacancies
- Meet the team area.



# Recruitment Open Day

DROP IN TO THE C&M OFFICE FOR A CASUAL CHAT WITH A RECRUITER.

Career planning, current vacancies and job advice.

Date: 24th March

Time: 8am-7pm.

Appointments are preferred.

RSVP to jobs@candmrecruitment.com.au



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Offer valid for travel from 1 April 2015 until 31 August 2015 for travel industry employees. Offer is for a minimum of a two night stay and is subject to availability. Rate includes accommodation in an Oceanview Villa, all gourmet meals and snacks, selected alcoholic beverages, all non-alcoholic beverages, all activities and launch transfers from Mission Beach. Additional fees apply for any room upgrade requests. Booking requests must be accompanied by a company letterhead or email and photo ID may be requested at check-in. This offer may be withdrawn at any time and is subject to change.

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