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# Travel Daily

First with the news

Monday 18th May 2015



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## ETG renew Sabre deal

**NOW** into its 11th year, Express Travel Group has re-signed its exclusive technology agreement with Sabre Pacific, the multi-year renewal announced to close its 2015 Select Travel Group conference in Manila.

Sabre Pacific vice president sales Brett Henry flew in to announce the deal alongside Express Travel Group ceo Tom Manwaring.

The deal will ensure continued access to more than 200,000 suppliers, including 400 airlines, for ETG's 600+ agency members.

"We are committed to providing our agents with seamless, time-efficient processes which save them time and lead to productivity gains," Express Travel Group executive general manager Ari Magoutis commented.

More from Select on **pgs 3 & 6**.

### Today's issue of TD

**Travel Daily** today has nine pages, including a photo page from **Dubai Tourism**, a front cover page for **Pinpoint** plus full pages from: (click):

- AA Appointments jobs
- Travel Trade Recruitment
- Renault Eurodrive

## AFTA teams with CHOICE

**THE** Australian Federation of Travel Agents (AFTA) is playing a close consultative role alongside consumer advocacy group CHOICE with a range of mutually beneficial objectives clear in mind.

A series of forthcoming research projects on the table by CHOICE will see AFTA closely involved, largely from an ATAS perspective, **Travel Daily** can reveal.

The consumer rights trumpet organisation last year secured rights to \$2.8 million over four years from Travel Compensation Fund reserves to set up the Consumer Travel Hub (**TD** 11 Aug).

Objectives of the portal include shining a warning spotlight on less credible or dodgy travel products, intermediaries or services through advisories and educational campaigns.

AFTA general manager of accreditation Gary O'Riordan told **TD** in Manila last weekend that AFTA most recently met with CHOICE around two weeks ago.

"They have a new team in there who are funded through the [TCF] grant. They've got a whole range of research projects lined up.

"We'd certainly like to see elements of ATAS and the accreditation scheme included in some of their research projects, ascertaining consumers' views around accreditation, the ATAS scheme and brand awareness."

O'Riordan said several meetings had already taken place between AFTA and CHOICE, many of which involved educating about the ATAS Accreditation Scheme and its background.

"They're looking after the consumer and we're very interested in the consumer as well, but we've also got scheme participants and members of the scheme so we've got to keep their interests at heart as well in what we do," O'Riordan added.

### Freestyle in fashion

**A GLOBAL** collection of some of the world's most fashionable and stylish properties feature in a new 2015/16 brochure from Freestyle Travel and Rosie Holidays.

Dubbed The Collection, the guide is available to order now. See the **cover page** for details.

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Monday 18th May 2015



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## Westend Hotel sold

**CHINESE** & Malaysian investors circling Sydney's Westend Hotel in the CBD have been held at bay, with the property sold to a "domestic group" for \$19 million.

Selling agent CBRE Hotels today revealed more than 300 enquiries were received via an Expressions of Interest campaign for the 13-level tower at 412 Pitt Street.

Currently, the 86-room site is home to a 359-bed backpacker hotel which is trading under the Nomads brand.

CBRE Hotels' Andrew Jackson said the Melbourne-based buyer plans to refurbish and reposition the property as a "limited service hotel offering, to take advantage of the strong Sydney hotel market fundamentals".

Jackson said that with minimal new supply mooted in the short term in Sydney, the hotel market is ripe for investors, with average daily rates (ADR) likely to continue to increase in the future.

## Air NZ extends TNZ pact

**TOURISM** New Zealand and Air New Zealand this morning announced a joint investment of \$20 million in NZ tourism marketing, in an extension of their existing partnership through the 2016 financial year.

The announcement will see a significant increase in marketing in South America as well as the USA, in conjunction with NZ's new direct flights to Buenos Aires and Houston which are set to take off in Dec.

It is not just the Americas, with the carrier and Tourism NZ also carrying out successful

promotions in China, Japan, Hong Kong, the UK and Europe as well as Australia.

TNZ ceo Kevin Bowler says the longstanding partnership, which has now seen \$60 million jointly committed over three years, has seen "tangible results in terms of visitation to New Zealand.

"Inbound tourism reached a new high in the past financial year, with 2.94 million visitor arrivals, up 7% on the previous year," Bowler said.

Key successes include a winning bid to host top Chinese reality show 'Dad, where are we going?' to film in New Zealand, which saw the destination showcased to more than 400 million people in China via TV and social media.

As well as showcasing New Zealand's year-round offering, campaigns and activity will also focus on encouraging visitation to NZ during spring and autumn.

## HLO coming & goings

**HELLOWORLD** Limited today announced the appointment of Peter Spathis as a non-executive director, concurrently confirming the departure of Stephen Bennett as a non-exec director, effective immediately (**TD** breaking news).

Spaith is currently the cfo at Consolidated Travel & served on the Board of Jetset Travelworld from Jun 2002 to Nov 2012.

## \$1m Hunter funding

**THE** Hunter Valley has received a support & promotional package of more than \$1 million from the NSW Government to assist the region's tourism industry bounce back from recent storms.

Funds will be injected into new marketing campaigns & ramping up existing efforts to promote the region, in addition to extensive support on digital & social media.

Destination NSW will handle the allocation of funds.

## Revamped BQB debut

**THE** \$1.44 million upgrade and expansion of Busselton Regional Airport terminal has today officially been opened by the WA Govt.

New facilities include check-in & baggage areas & refurbished lounge.

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## Travel Daily

on location in  
**Rotorua, NZ**

Today's issue of *TD* is coming to you courtesy of Tourism New Zealand, which is this week hosting its annual **TRENZ** show in Rotorua.

**TRENZ**, or Tourism Rendezvous New Zealand, brings together almost 300 Kiwi tourism operators to meet with hundreds of targeted international travel and tourism buyers and media.

This year TRENZ is taking place in Rotorua, hosted by eExplore Central North Island which is a collective of eight regional tourism organisations.

As well as targeted 15-minute appointments, TRENZ includes a program of activities which allows delegates to sample the unique New Zealand tourism experience, while a series of networking functions and seminars round out the event - including a daily "Breakfast Speaker Series" supported by Auckland Airport.

Air NZ is the premier sponsor of TRENZ 2015.

## Scams run rampant

**AUSTRALIANS** lost more than \$100,000 over the past year on travel prize scams, a new report by the Australian Competition & Consumer Commission has found.

The competition watchdog's Targeting Scams Report for 2014 was released today, and identified that two consumers reportedly lost over \$10,000 apiece on fake travel giveaways.

In most instances, the dodgy dealings were based on "winning" a free holiday or travel related product, with the ACCC saying "all you have won is the chance to purchase accommodation or flight vouchers, which often fail to disclose that other terms apply and may involve additional costs, limited availability or other restrictions".

Over 1,630 travel scams were reported, but only a minority (4.8%) said they lost money.

A total of \$107,950 was lost in 2014, with the bulk of monies divulged from New South Wales-based consumers (\$44,832) and West Australians (\$27,074).

Across all fields, the ACCC said Australians lost \$81.8 million on scams in 2014, down 8% y-on-y.

## ATAS consumer flyers

**TWO** information flyers aimed at educating travel agents and consumers about the ATAS Accreditation Scheme have developed by AFTA, both now readily available.

Each document offers specific details for the two readerships such as benefits of a travel agency becoming a member through to consumers looking for accredited stores and basic program info.

AFTA general manager accreditation Gary O'Riordan told *Travel Daily* in Manila that the flyers were a collaborative effort with existing members.

From an agent's viewpoint, the flyer "outlines ways in which they can utilise their accreditation, from utilising the actual logo that they receive, and all their various communications".

For inexperienced agents who had not yet attended an AFTA workshop, "we developed a piece which the consultant can use to educate themselves about what it means but also relay those messages to a consumer".

O'Riordan said a third flyer for allied members was still being finalised, to be released soon.



## Window Seat

**VIRTUOSO** violinist Roddy Chong may need to work on raising his profile in Australia.

The Select Travel Group keynote speaker covertly joined delegates at the opening dinner, riding back to the hotels with agents in a jeepney customised with a karaoke machine, which was readily used during the trip.

Amusingly, none of the agents he rode with knew who he was.

Chong is one of the world's foremost violinists & musicians, has toured the world with music icons Celine Dion and Shania Twain and is part of the Trans-Siberian Orchestra, an elaborate, high-energy performance group.

After delivering his keynote presentation & performance, two Select agents felt compelled to apologise for not realising they were riding with the star.

Their reason for apologising - while performing in the jeepney, they unwittingly commented Chong "needed more practice".

Google him for all the proof.

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## High ATAS take up

**AFTA** says the sheer number of travel agencies which have embraced the ATAS Accreditation Scheme in its first ten months has been "really pleasing".

Less than a year after going live as the new industry-regulated governance, ATAS is steamrolling its way to 3,500 members.

Gary O'Riordan, ATAS general manager accreditation said the tide of applications has never really subsided since Day 1 but that the member base now was "above our initial expectation".

"There's still another 300-400 applications in process so we're starting to push up towards that 3,500 mark which is a good critical mass for the industry."

## IHG rooms on sale

**INTERCONTINENTAL** Hotels Group is offering up to 30% off all its 251 properties in Australasia, the Middle East and Africa for stays from 01 Jun to 04 Sep.

IHG Rewards Club members will receive an extra 5% off, on sale from now until 01 Sep.

## KLM 787-9 routes

**KLM** has revealed a number of additional routes which will see the deployment of its new Boeing 787-9 aircraft from Oct this year.

The inaugural will take place on 25 Oct on the Amsterdam-Abu Dhabi-Bahrain route, with GDS screens now also showing the *Dreamliner* flying to Cairo from 30 Nov, Quito & Guayaquil effective 02 Dec and Xiamen from 03 Dec.

In 2016, additional 787-9 routes for KLM will include Fukuoka effective 28 Feb, Rio de Janeiro from 01 Mar, and Chengdu effective 27 Mar 16.

## SYD, TripAdvisor pact

A 'FIRST' of its kind partnership with an international airport has been struck between Sydney Airport and TripAdvisor to provide destination guides to travellers departing the facility.

The pact will see TripAdvisor provide tailored editorial content and user-generated reviews and ratings on the Sydney Airport website, mobile website and departure gate lounge screens.

Hotel, restaurant and attraction information will be targeted to the flight destination of travellers.

SYD ceo Kerrie Mather said the joint venture would help customers plan their journey to destinations around the world.

# NZ on track for tourism 2025

**FIGURES** released at TRENZ in Rotorua this morning reveal that the NZ tourism industry is "tracking well towards its Tourism 2025 goal" of lifting total tourism revenue to \$41 billion.

A research study carried out by the NZ Institute of Economic Research forecasts that up to 36,000 additional full-time workers will need to be directly employed in tourism over the next decade - making a total of about 130,000 staff.

Government forecasts show visitor arrivals are expected to climb to 3.75 million by 2021, up from 2.9m in 2014.

The growth forecast "presents us with challenges," according to NZ Tourism Industry Association (TIA) ceo Chris Roberts.

Roberts said as well as adding about 3,600 full-time workers a year for the next decade, "there will need to be significant job growth in sectors that indirectly

support tourism".

There will also be regional issues, with areas such as Auckland and Otago attracting a large proportion of international visitors, driving localised labour demands higher.

"And as our visitor mix continues to evolve, shifting towards increasing numbers of visitors from the Asian region and China in particular, we expect increased demands for language skills," Roberts added.

He said TIA was working with industry to develop a People & Skills Strategy, which looks at how to attract more people to work in tourism in the short, medium and long term.

## CX premium loads soft

**ON FRI**, Cathay Pacific Airways reported its combined traffic on CX and Dragonair flights during Apr had increased 7.7% year-on-year, carrying over 2.91 million passengers during the month.

Demand was boosted due to Easter and Ching Ming holidays, with "high load factors" (up 2.5% to 87.2%) to Japan, Korea, Thailand, Australia and NZ, however demand in premium cabins was "behind expectation, particularly on long-haul routes".

## Scenic C&A deadline

**SCENIC** is reminding agents that there are only three weeks left to lock in pre-release prices on its Canada, Alaska and USA itineraries for 2016.

Prices have been frozen at the 2015 level - call 138 128 to book.



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To be successful in the role you must possess a Bachelor's degree in Business or Marketing field, with strong academic performance. You must have at least 5 years of sales and/or marketing experience in the travel and tourism industry. You must have experience in an agency environment and exposure to a range of selling methodologies, especially B2B relationship management. You must have a strong analytical skills and willingness to learn. You must have sound business acumen. High level of proficiency in Excel, Word, PowerPoint and other business tools. Excellent written and verbal communication skills. You must be able to embrace change with an innovative approach to problem solving. You must enjoy presenting and be able to manage your own time and task.

To be successful in the role you must have been active in the Sales & Marketing field for at least 3 years. Possess strong communication, interpersonal and negotiating skills with proven ability to communicate effectively at all levels. Must be a self-starter and revenue driven individual. Must demonstrate sound knowledge of GDS, Fares & Microsoft applications. Should maintain high level of motivation in reaching specific growth goals. Able to operate independently, work under pressure and deliver within expected timeframes. Possess a valid driving license.

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Fiji Airways thanks all applicants, however, only those qualified will be screened and only those selected for an interview will be contacted.

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## WIN TICKETS TO AN EXCLUSIVE SCREENING

This week *Travel Daily* and *Princess Cruises* are giving readers the chance to win two tickets to the exclusive screening of 'Women He's Undressed' onboard *Sun Princess* on June 10.



'Women He's Undressed' takes an intimate look at the life of Academy Award winning Australian designer Orry-Kelly. Unfamiliar at home, the Kiama born designer created wardrobes for the silver screen from the 1930s to 1960s. Kelly's design credits include; Hollywood's biggest studios, memorable stars, and film hits such as 'Some Like it Hot' and 'An American in Paris'.

To win, answer each daily question and have the best answer to the final question. Send your answers to

[princess@traveldaily.com.au](mailto:princess@traveldaily.com.au)

*How many nights is Princess Cruises new Circle South America voyage, round trip from Sydney?*

# Travel Daily

First with the news

Monday 18th May 2015

## Avalon engine woes

**AVALON** Waterways is advising future *Avalon Vista* guests that it does not anticipate future cruises being impacted by engine issues, as was the case last week.

The Globus-owned river cruise company confirmed on social media last week that *Avalon* required a new engine, which put the ship out of action temporarily.

"We are working with all affected guests, including providing them alternate hotel and itinerary options, as well as compensation, given this unforeseeable and regrettable situation," *Avalon* said.

## Viking Star christened

**BERGEN** City Mayor Trude Drevland has become godmother of the 930-passenger *Viking Star* during a gala ceremony timed to Norway's Constitution Day.

Held overnight, the christening ceremony of *Viking Ocean Cruises'* 47,800-tonne ship featured a mix of world-renowned artists and musicians who have a connection to *Bergen, USA Today* reported.

# Insignia's World Cruise Record

**OCEANIA** Cruises' *Insignia* will be the first ever cruise ship to sail two back-to-back World Cruises, it has been confirmed.

The 680-pax ship spent Sat docked at Sydney's Overseas Passenger Terminal before continuing on for the final leg of her first 180-night World Odyssey cruise this year.

Director of Key Accounts & Comms at Oceania Cruises, Craig Owens told **TD** 420 of the passengers onboard had booked for the full world cruise, of which 12% were Australians.

While Australia continues to remain the largest source market for Oceania Cruises outside North America, Owens said the firm had responded by "doubling its NSW sales team to manage the growth from the region".

Oceania will take delivery of *Ocean Princess* in Oct, making it the fourth vessel in their mid-sized ship range (**TD** 26 Nov 14).

The ship will undergo a \$50 million refurbishment in Marseille, France and officially join the fleet as *Sirena* for its first cruise in Apr 2016.

Resembling *Insignia*, *Sirena* will be fitted out with four unique, open-seating eateries including specialty dining restaurants - Toscana and Polo



Grill, a fitness centre and spa, gymnasium, library, casino and 342 staterooms.

Agents onboard *Insignia* on Sat were reminded of the benefits of booking an Oceania voyage for their clients such as offering the finest cuisine at sea and a causal country club ambience.

Owens reminded agents the company is the only cruise line that doesn't take direct bookings & 100% of their sales and marketing budgets are directed to driving sales back to the travel agent.

Owens is **pictured** in *Insignia's* Grand Dining Room with Joyce Weir from Joyce Weir Associates.

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## Select bands play on in Manila

**MUSIC** formed a big part of the Select Travel Group conference in Manila last week.

The Welcome Dinner featured a cacophany of drums, bands, singing & dancing.

From marching bands, cheerleader troupes, warrior percussion bands & high-energy dance groups, the beat had everyone moving along.

See tomorrow's **TD** for photos from the Gala Dinner, also featuring a bevy of energetic musical talents.

**RIGHT:** Quynh Giang, Express Travel Group hanging loose with Lawrence Sattrukalsinghe from Hawaiian



**ABOVE:** Melanie Carazza, Cathay Pacific; Jonathan Nelson, Express Travel Group and Liliana Suarez, QBE.



**BELOW:** Tracey Zhang, GrandCity Travel with Chris Petty, United Airlines.



**ABOVE:** One Direction in 30 years. Patrick Marshall, Sabre Pacific; Derek Morris, Express Travel Group; Jason Aghan, Cathay Pacific and Cameron Brown, Korean Air.



## Legoland hotel opens

**FLORIDA'S** Legoland theme park in Orlando has opened its first hotel, the property offering 152 rooms and benefits including build workshops & disco elevator.

## Express back to school

**MODULES** allowing members of the Express Travel Group to hone product knowledge and pick up new general business skills is in the final stages prior to launch.

Introduced to the Select Travel Group over the weekend at the brand's annual conference in the Philippines, the syllabus will feature a mix of in-person training and modules to complete online.

Initial content will be a precursor to the eventual rollout of Express Academy diplomas, an internally recognised qualification awarded as a result of gradual progression through all courses.

Express Travel Group CEO Tom Manwaring told **Travel Daily** the idea was also about harnessing the vast training of its preferred partner suppliers and combining it with new, useful everyday skills.

"It's all about using our preferred partners' expertise where we can, [who will] develop some training modules in-house and then combine those in-house modules with some external providers so they can provide a variety of

courses and proficiencies.

"It's personal development as well as professional," he added.

Consultants joining the academy will still be able to remain part if they change jobs within the membership, such as join another group agency or a head office.

Modules will include basic skills such as professional conduct through to fares, ticketing and office management such as HR.

Preferred partner suppliers of the group will be able to develop their own modules and in time, even put their own staff through the academy, for a nominal fee.

"There's a lot that can be done but we've got to do it in a gradual sense," Manwaring said.

## ETG still clean bowled

**EXPRESS** Travel Group has reaffirmed a pledge to continue supporting the Shane Warne Foundation (**TD** 08 Sep).

The organisation's independent board uses donations to support a variety of causes and charities.

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## Cairns Pullman sold

**THE** 321-room Pullman Cairns International hotel has been sold for just over \$75 million to Melbourne's Shakespeare Property Group, with the deal including an adjacent retail area and a commercial carpark.

## Building hub of DRW

**NEW** Malaysia Airlines ceo Christoph Mueller will today meet with Northern Territory Minister for Transport Peter Chandler for talks on reinforcing Darwin as a major aviation target for Asia.

Talks will focus on growing the service, with Chandler joined by NT Airports and Tourism NT.

## Kenya cholera worry

**HEALTH** authorities in Kenya have confirmed an outbreak of cholera throughout the country, according to a new update released by DFAT late last week.

Thousands of cases have been reported so far, the update read, "resulting in many deaths".

Australians are being urged to reconsider their need to travel to the Kilifi/Malinda region due to a high threat of violence, however the official warning level for Kenya overall remains at High.

## UA plans LAX upgrade

**UNITED** Airlines is set to spend more than \$500 million on improvements to its facilities at Los Angeles International Airport.

The massive project is expected to include a new United Club lounge in Terminal 7, as well as self-service check-in and a refresh of "virtually all" of its customer-facing spaces at LAX.

A UA spokesperson confirmed that the project was supported by the City of Los Angeles and would help ensure the key United hub "remains one of the country's premier global gateways."

## KWI 3 hour check-in

**KUWAIT** International Airport is recommending travellers flying out of the gateway to arrive at least 3hrs prior to departure time due to increased pax traffic.

## Brochures

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



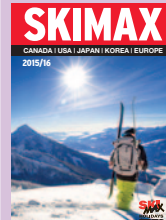
### Infinity Holidays - Brisbane & Sunshine Coast 2015

A heavy family angle features in the new guide to Southeast Queensland released by Infinity Holidays, with a number of family packages offering accom, car hire and attractions. Around a dozen new tours have been added in Brisbane, taking guests to the Lockyer Valley, wineries in Stanthorpe and on a walk around the Qld capital itself. The guide also includes Outback Queensland for those keen to rustle up a dusty adventure on the plains.



### Singapore Airlines Holidays - Singapore 2015/16

Celebrating a half-century of independence from Malaysia in 2015, Singapore is showing off its progress as one of the world's foremost cities in the new guide from Singapore Airlines Holidays. The new-look book has been greatly expanded in terms of cruise product thanks to new key partnerships. Voyage prices blend with airfares and pre/post accom to build a holiday. Rev-heads will also relish in new Grand Prix packages.



### Skimax - Canada/USA/Japan/Korea/Europe 2015/16

Just as ski season in Australia cranks into gear, Skimax is ready for the northern winter with a comprehensive detailing of product in Asia, North America and Europe. Cutting through the jargon on the different passes and tickets available, the guide features the varied accom offerings both on and off-mountain, as well as transport to and from. Lessons and equipment hire also feature.



### Nitmiluk Tours - Australia's Timeless North 2015/16

Those considering a camping holiday in the Far North of Australia this summer will benefit from the newly published guide of touring in Nitmiluk (Katherine) Gorge. The brochure introduces the local Jaowyn tribe and part of their story. Guests are invited to immerse themselves in their culture and discover the highlights of the Top End. Flightseeing tours, cruising & canoeing on the many rivers, driving adventures and guided walks are covered.



### Albatross Tours - Christmas & New Year Tours 2015

Winter in Europe can be a magical time of year. Guests can revel in the jolly times with Albatross Tours' range of specially designed tours for Australians. Itineraries travel at a slow pace to allow for time to explore each stop, with guests staying in fine hotels & experiencing festivals and celebrations, such as the fireworks in Venice. Tours can spend up to a whole week in one spot, in destinations dotted across Germany, Austria, Italy and more.



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## CONGRATULATIONS

**Julian Mark**

from *Flight Centre*

Julian is the top point scorer for Round 14 of *Travel Daily's* Super XV Rugby industry footy tipping competition. Julian has won a gift pack from Emirates.

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# Sizzling sessions on Dubai!

**AFTER** a sensational welcome reception at Fairmont The Palm (**TD Fri**), the several hundred Australian travel agents went straight into product education on the Ultimate Emirates Famil, with a day of workshops, presentations, partner promotions, destination experiences and hosted dinners.

Dubai Tourism and Emirates are once again hosting Australian travel agents on the Ultimate Emirates Dubai Famil and day two of this five-day event started with presentations and speeches from Julie King, Director Asia Pacific, Dubai Tourism; Shahab Abdulla Shayan, Regional Manager Asia Pacific, Dubai Tourism; Graeme Lunn, Director of Business Development and Strategic Accounts, Jumeirah Hotels and Resorts; Russell Dillon, Director of Sales Leisure - Address Hotels and Resorts; and Kyp Charalambous - Director, International Leisure Sales, Atlantis, The Palm Dubai.



**LEFT:** Famil participants sit transfixed by one of the presentations.

**RIGHT:** Dubai Tourism's Julie King tells travel agents about the latest in the emirate.



Hosted at the Dusit Thani hotel, the agents were given an overview on the new developments within the destination, as well as what Dubai has to look forward to in 2016, before the chance to meet with leading attractions, hotels and suppliers. Highlights included a presentation and video on the Dubai Parks and IMG Worlds of Adventure developments, with four world-class theme parks all set to open by the end of 2016, opening the market for even more families seeking an Arabian stopover en-route to Europe.

With IMG Worlds of Adventure, the largest indoor theme park in the world set to open early 2016, the attraction is expected to be a major drawcard for families looking for indoor and outdoor kid-friendly activity at affordable rates in year-round sunshine. In addition, agents learnt about the Dubai Parks and Resorts development taking shape at Jebel Ali, which will comprise three theme parks: motiongate™ Dubai, Bollywood Parks™ Dubai, and LEGOLAND® Dubai. The development will also feature Riverland – a grand entrance plaza and Lapita, a family themed hotel, and will open in the third quarter of 2016.



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**ABOVE:** After lunch, the agents (including Merran Anderson from Maria Slater Travel ACT, left) headed to Dubai Marina to enjoy the Dubai Ferry, a recent addition to the city's growing public transport system, before enjoying hosted dinners at their respective hotels.



## Agents' night out on the reef



**EIGHT** retail consultants have recently surfaced from a fam to Tropical Northern Queensland which had a major difference.

Hosted by Infinity Holidays and Cruise Whitsundays, the eight spent two days out on the Great Barrier Reef - sleeping there too.

The remainder of the first day was spent examining their remote location, enjoying fine food and snorkelling above the reef.

Other activities prior to guests

visiting only for the day included a trip below in the submersible.

The agents inspected the only cabin available for couples before a two-course BBQ dinner was served prior to the swags for the night being distributed.

The group enjoyed a BBQ breakfast prior to a second day of reef activity, then packed up and headed back to dry land.

The group are **pictured** above admiring their unique bedroom.



## Win a trip to Egypt

This month **Travel Daily** and **On the Go Tours** are giving the travel industry a chance to win a trip to Egypt.

This awesome prize includes:

- Return flights for two
- 14 day King Ramses Tour for two



To win, answer every daily question and have the most creative answer to the final question.

Send your answers to [onthegotours@traveldaily.com.au](mailto:onthegotours@traveldaily.com.au)

What is On the Go's 5-star tour in Egypt called?

Need a hint? [CLICK HERE.](#)



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## LST Master Plan tick

**MINISTER** for Infrastructure & Regional Development Warren Truss has given the green light for Launceston Airport's 2015 Master Plan & infrastructure investment.

The Master Plan provides for airside, terminal and non-aviation development at LST, which is expected to address forecast growth over the next 20 years - from 1.3m currently to 2.5m pax annually by 2035.

## Phuket mates rates

**OUTRIGGER** Laguna Phuket Beach Resort has industry rates priced from THB1,999 (AU\$75) plus tax & service charges per room per night, valid for stays up to 15 Dec and 01 Apr-31 Oct.

The promo is based on deluxe rooms and includes daily brekkie for two people, for a maximum of four consecutive nights.

## EY names Indo gm

**ETIHAD** Airways has promoted Iwan Kip as gm for Indonesia, reporting to vp for Asia Pacific South & Australasia Lindsay White.

Kip has over 10 years travel industry experience and was most recently the carrier's manager direct sales and operations for the Netherlands.

## Pullman into Cuba

**FRENCH** hotel giant Accor will introduce a fourth brand into the Caribbean nation of Cuba, with a Pullman branded property set to open on Las Coloradas Beach.

The Pullman Cayo Coco will offer 518 rooms, located on the beachfront, with Accor saying the property will be open by Nov.

## Explora agent push

**MARKETING** development firm NOMADE Unique Experiences has been appointed by eco-adventure operator explora to promote its properties to the Australian trade, the move effective immediately.

Returning to head the company account will be sales & marketing director Benjamin Garcia, who previously worked with explora.

Monday 18th May 2015

## AFL Rd 7 Winner



**Sponsored by:**



## CONGRATULATIONS

**Samantha Pedley**

from *helloworld Daisy Hill*

Samantha is the top point scorer for Round 7 of **Travel Daily's** AFL industry footy tipping competition. Samantha has won a Lonely Planet guide and gift pack from Tourism Ireland.



## Major Prize:

Two return Economy Class airfares to Dubai with **Emirates**

## Fare blunder reversal

**AMERICA'S** Department of Transportation has removed the onus of responsibility on airlines in honouring erroneous fares due to human error or IT problems.

The move gifts airlines a get-out clause on super-low fares picked up by consumers, such as United's recent \$51 First tickets on its transatlantic services.

However, in addition to refunds, airlines must reimburse pax for "verifiable" related expenses, the ruling from the DOT advised.

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Looking after the VIC/QLD market, you will be responsible for developing strategies to increase sales, growing sales revenue & building strong ongoing relationships with key clients. Working as part of the business development team you will be on the road frequently & will be required to travel interstate regularly. Strong presentation skills together with extensive travel experience throughout China, Vietnam and/or the USA is req'd. Sales experience essential.

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This leading specialist travel company provides a diversity of products to suit the discerning traveler. The role is responsible for increasing growth through effective use of online marketing and social media channels. You will be a proven and driven digital marketer with experience in the travel market or similar. With 2 direct reports you will be confident in communicating effectively and able to increase demand. Great career progression and development.

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If you are an experienced BDM who can find new leads and win new business, this role will suit you. You will establish, maintain and grow commercial relationships through the travel agency channel. The role requires extensive travel around NSW, so you'll be flexible and you will need to be confident in delivering information and speaking in front of people. If you love life on the road and have proven experience in a similar role, please apply now.

### **RECIPE FOR SUCCESS!**

#### **CORPORATE BUSINESS DEVELOPMENT MANAGER**

**BRISBANE – SALARY OTE\$80K**

Reap the rewards by joining this dynamic travel management company as a BDM. You will be responsible for developing a pipeline & building relationships to acquire new business along with implementing sales strategies to optimise client spend. Attractive salary with uncapped earning potential. Experience as a travel BDM with a proven sales track record along with strong customer service, presentation, communication and negotiation skills essential.

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#### **JUNIOR ACCOUNT MANAGER**

**PERTH & SYDNEY – SALARY PACKAGE TO \$75K**

Are you looking to develop into an account manager role for a global company? Utilise your current experience and passion for delivering results in the travel industry. You will be focused on growing existing accounts for this global TMC with progression for growth. You will be a born networker who can demonstrate confidence and the ability to build and nurture relationships in a fast paced environment. Call the exec team and don't miss this fantastic opportunity!

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#### **BUSINESS DEVELOPMENT MANAGER – SA/NT**

**ADELAIDE – SALARY PKG \$55K + COMM PKG + MILEAGE**

Are you a proven sales professional in Adelaide looking for a new product to promote? Responsible for the SA/NT market, your primary role is developing strategies to increase sales, growing sales revenue, building strong ongoing relationships with key industry agents, together with attending trade shows/expos. Previous experience in the travel industry as a sales executive or solid sales consulting experience essential.

### **PICK OF THE BUNCH**

#### **LEISURE SALES MANAGER**

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Are you an experienced sales manager looking for that one amazing role? This is it! Due to growth we have a rare opportunity to join this luxury brand managing a territory, developing relationships & implementing sales strategies to grow revenue. You will be out and about seeing clients & this role requires interstate travel. Great salary package on offer. Must have previous experience within the luxury hotel & leisure segment to be considered.

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Do you know how to hit the ground running and make your mark on securing new event business? This fantastic new role gives you a great opportunity to get ahead with a high-end market leader. Your experience in corporate sales will have given you the skills in developing leads, creating unique proposals, building relationships and signing up valuable new business. A great opportunity for hunters with a love for the MICE market.

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### Cruise Travel Consultant

**Brisbane, DOE + uncapped com, Ref: 1733AW1**

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For more information please call Anna on  
(07) 3023 5023 or click [APPLY](#) now.

### Product Manager

**Sydney, up to \$80K + Super, Ref: 1574SZ5**

Are you an experienced Group Touring Product Manager and looking to work for a brand that is recognised across the nation? This is your opportunity to really establish yourself further and demonstrate your skills by working closely with the Director of Product and looking over a team of coordinators. Some travelling to the areas surrounding the Hunter Region will be required, this is a contract role until the end of July 2016 which then will see you potentially move within the company.

For more information please call Serena on  
(02) 9113 7272 or click [APPLY](#) now.

### South America Travel Specialist

**Melbourne, \$Competitive, Ref: 1726KF1**

Come and sell all the magnificent things that this amazing destination has to offer, from the adventure style trips to the high end luxury tailor-made itineraries. This expanding company needs a savvy Travel Consultant who is keen to grow with them and get stuck into this varied role. Serving clients to the highest level on a telephone and via email. Selling the magnificent South America and Antarctica, you will need to be up to date on your product knowledge of this amazing part of the world.

For more information please call Kate on  
(02) 9113 7272 or click [APPLY](#) now.

### Business Development Executive SA & NT

**Adelaide, \$50K, Ref: 1634LB6**

This first class tour operator is currently looking for a highly experienced sales representative, to promote their brand on the road to travel agents around Adelaide. Do you have sales & training experience within the travel industry? Are you often described as a very proactive person? Then this could be the role you have been waiting for!! Excellent benefits are on offer for a travel sales superstar that can effectively foster business relationships. Interviewing now so don't delay!

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

### Retail Travel Consultant

**Caboolture; Competitive salary, Ref: 1731PS1**

A rare opportunity has arisen at a well established retail travel agency for a Travel Consultant with excellent worldwide product knowledge. To be successful for this role you will have strong worldwide leisure product and destination knowledge, excellent GDS skills and experience of working successfully to set sales targets. If you would like to join a local reputable agency that offer a wonderful family feel working environment with 9-5 Monday – Friday hours, please contact me today.

For more information please call Peta on  
(07) 3023 5023 or click [APPLY](#) now.

### Travel Industry Support Coordinator

**Sydney, \$DOE, Ref: 1548MB1**

This is a new opportunity for an experienced Travel Consultant with strong attention to detail that is looking for their next challenge. This is a very diverse role for an ideal candidate who has exceptional attention to detail and can handle multi tasking in a large capacity. You will be working for a leading name in the travel industry and be well supported in this role. This is a fantastic career opportunity to expand your experience and knowledge within the industry.

For more information please call Marissa on  
(02) 9113 7272 or click [APPLY](#) now.

### Fares & Ticketing Travel Consultant

**Melbourne, Excellent \$, Ref: 2001MD1**

Our client, a leading wholesale travel agency are looking for another amazing person to add to their team ASAP. This new role is located in the CBD of Melbourne in a bright and airy office space. They offer excellent working conditions along with great salary and not to mention career progression !!! We are looking for a consultant that can combine their love of travel consulting along with their flare for fares and ticketing experience. If you fit the brief we would love to hear from you!

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

### Business Solutions Corporate Travel Manager

**Perth, \$75K OTE, Ref: 1734LB1**

Rare business development opportunity in corporate travel! Do you have a sound understanding of corporate travel, business development experience, ideally with a proven sales record? This leading travel company is looking for a business solutions manager to assist with their ongoing expansion across the travel market. You will be using your networks & initiatives to help grow and foster existing accounts in identifying areas for improvement. Excellent salary & career progression available!

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



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