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Travel Daily

First with the news

Tuesday 26th May 2015

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Scenic river cruising

SCENIC is today highlighting its 2016 Europe River Cruising brochure, which reflects the company's new Scenic Wonders branding rolling out.

The tagline features in new TV ads, brochures and across the full touring and cruising portfolio.

See the **cover page** for details.

Club Med sun spots

CLUB Med is inviting Australian travel agents to discover some of its sun destinations in the Maldives, Mauritius and Phuket - see **page twelve** of today's issue for more information.

Today's issue of TD

Travel Daily today has nine pages of news and photos, a front cover page for **Scenic**, plus full pages from: (**click**)

- AA Appointments jobs
- inPlace Recruitment
- Club Med
- Renault Eurodrive

ATAS to tighten criteria

AFTA is acting swiftly to further strengthen the ATAS accreditation scheme after the collapse of two agencies in recent weeks.

The two failures are however very different, with one (Travel Rockhampton) being a helloworld associate member, meaning the company's Customer Protection procedures kicked in instantly to ensure no clients are disrupted.

Helloworld's David Padman said the "robust processes and procedures" under the policy worked well, with all customers contacted and supported by another helloworld member.

By contrast, the other failure of Melbourne agency CTS Travel has attracted widespread media attention, with a creditors meeting on Fri hearing that over \$340,000 is owed and the liquidator citing "evidence of large sums of money being transferred to unrelated bank accounts".

AFTA ceo Jayson Westbury said

the review of the ATAS criteria to be considered at the next AFTA board meeting next week will study the former TCF history of any participants so that previous collapses can be highlighted.

ATAS will also look at tightening up scrutiny of "associated parties" of applicants so their financial history can be highlighted as part of an application.

AFTA has asked Consumer Affairs Victoria, ASIC and the Vic police to investigate CTS Travel and its director, Jenny Stoodley.

Stoodley's husband David was the director of Williamstown Travel Services which was placed in voluntary liquidation last year, with Mr Stoodley then declaring bankruptcy, says the *Herald Sun*.

The pair's chequered history also includes being part of the 2008 closure of Just Travelling, which ran seven Escape Travel franchises on behalf of Flight Centre (**TD** 24 Sep 08).

Travel Daily on location in Niagara Falls, Canada

Today's issue of **TD** is coming to you from **Rendez-vous Canada**, courtesy of the **Canadian Tourism Commission**.

MORE than 440 buyers from 28 nations have converged in Niagara Falls this week to meet with representatives from 537 organisations at Canada's premier tourism showcase.

Rendez-vous Canada will run for the next four days, with Canadian travel companies showcasing the latest products.

Buyers are travelling from as far afield as France, Germany, the UK and Australia - all of which are core markets of the CTC.

Identified commonly as RVC, the show is expected to inject about \$1.2 million into the local economy, with plenty of events scheduled to showcase the eastern side of Ontario, Canada.

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THIS WEEK'S FEATURE AUCTIONS



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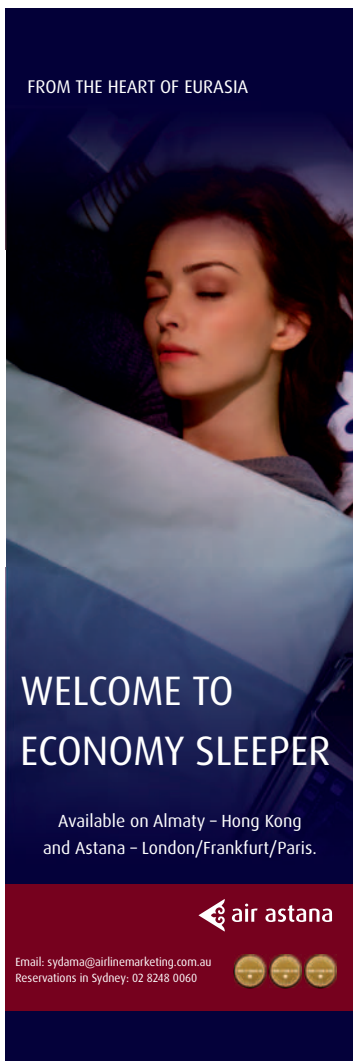
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NTA set for restructure

THE National Tourism Alliance is facing changes, with the resignation of ceo Juliana Payne after almost five years at the helm of the peak industry representative (**TD** 02 Nov 2010).

Payne told **TD** she is stepping down this Fri to take up a new role in the not-for-profit sector.

NTA chairman John Hart added that policy manager Jonty Low is also moving on "to pursue other interests," with the departures meaning it is an opportune moment to "consider the optimal structure for the NTA".

The National Tourism Alliance was created in 2001 as a national forum for advocating to the federal govt on issues of common importance for Australian tourism and hospitality businesses.

Membership comprises the major industry associations as well as the various state tourism industry councils.

Hart confirmed that a search has now begun for a new head, while the Board will "review options for how best to manage the secretariat functions".

In the meantime, he said for all

stakeholders and sponsors it is business as usual for the NTA.

Key ongoing initiatives include the Friends of Tourism showcase events and industry roundtable in Jun next month; submissions to major reviews including the Productivity Commission inquiry into the services export sector and the annual Australian Tourism Awards, with planning already underway for the gala event in Melbourne in 2016.

"The Board is considering a number of options to ensure that the NTA puts the right model in place for its future activities, as it continues to work on behalf of Australian tourism," Hart said.

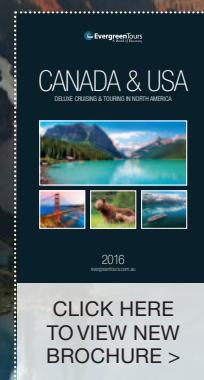
He said that queries about upcoming NTA events or other matters should be directed to admin@tourismalliance.org.

VN-Jetstar Pac pact

VIETNAM Airlines has launched a new codeshare partnership with Jetstar Pacific, with the VN code now appearing on a range of Jetstar Pacific domestic routes within Vietnam.


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Tuesday 26th May 2015

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Two million cruisers by 2020

CRUISE Lines International Association says the Australian cruising industry will achieve two million passengers in the next five years - double the previous target of 1 million which was achieved

MH in administration

THE next phase of the restructuring of Malaysia Airlines has commenced, with owner Khazanah yesterday formally appointing an administrator to the carrier (**TD** breaking news).

Under a 12 point plan, the existing business Malaysia Airlines Systems Berhad (MAS) will transition to a new company called Malaysia Airlines Berhad (MAB), effective 01 Sep.

The administrator will oversee the transition, but in the meantime all flights, schedules and reservations will continue as normal, according to ceo Christoph Mueller.

in 2014 (**TD** breaking news).

Heralding the stellar performance, CLIA chairman Gavin Smith said the 2014 figures show that Australians' enthusiasm for cruising was "unparalleled around the world".

In 2014, just over one million Aussies cruised - a growth of 20.4% - representing 170,000 additional passengers.

Australia is now the fourth largest source market in the world for cruise passengers, accounting for 4.5% of cruisers behind the US (54.2%), Germany (8%) and the UK/Ireland (7.4%).

"These figures show that more and more Australians are realising that cruising is an easy, relaxing way to holiday which represents incredible value for money," Smith added.

River cruising numbers surged over 60% to 79,530.

More from CLIA in today's issue of **Cruise Weekly**.

Wendy Wu relocates

ASIAN group tour specialist Wendy Wu Tours is relocating its Sydney office to Level 6, 20 Hunter Street in order to accommodate a staff increase.

The company now also operates Singapore Airlines Holidays, with md Alan Alcock saying the move will take place this Fri 29 May.

Skeleton staff will be in place during the relocation, which may result in longer than usual hold times, Alcock said.

Phone and fax numbers for both Wendy Wu Tours and Singapore Airlines Holidays will remain unchanged when the company commences operating at its new address on Mon 01 Jun.

More info on 1300 727 998.

BA 787s to Tel Aviv

BRITISH Airways will launch Boeing 787-8 operations on its London Heathrow-Tel Aviv route from late Oct this year, with the Dreamliner flying on BA162/163.



Window Seat

FII Airways has released a new instructional video which celebrates its partnership as the official airline of Fiji Rugby.

The video gives "seven tips on how to fly like a Fijian" and features the players getting up to inflight antics as they explain etiquette such as when to recline your seat, ensuring kids are kept occupied and being patient when exiting the plane.

Supported by Airports Fiji, the Biosecurity Authority of Fiji and the Fiji Revenue & Customs Authority, the video also reinforces the importance of exiting through customs and immigration, saying "there is no sidestepping this process".

View it by clicking on the logo or at traveldaily.com.au/videos.



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australia

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Tokyo tremor

EARTHQUAKE tremors were recorded in Tokyo, Japan yesterday, with a magnitude 5.6 quake having its epicentre in the Saitama-ken Hokubu region.

According to Destination Asia, no tsunami alert was raised and all travel in the region is operating as normal, apart from a temporary halt to the subway.

Silverneedle loyalty

SILVERNEEDLE Hospitality has launched a new "Silverneedle Select" loyalty scheme which is described as a "100% eco-friendly frequent guests reward program".

Announced at the opening of the NEXT hotel in Brisbane on Fri, the scheme rewards travellers who book direct - either on the Silverneedle website or by contacting hotels themselves - with "Silver Dollars" which can be redeemed on a variety of rewards including movie tickets, shopping and fuel vouchers, hotel stays, adventure trips and "exclusive closed-door privileges".

Three Silver Dollars will be on offer per A\$ spent, with earnings on the total bill at check-out.

Brands to offer the scheme will include Silverneedle Collection, NEXT, Sage, Chifley, Country Comfort, Australis and Sundowner Inns.

SuperStar Virgo to cruise Australia

STAR Cruises' flagship *SuperStar Virgo* is set to visit Australia later this year for the first time in a decade as part of an extended 48-day voyage from Hong Kong.

The cruise is also being sold in segments, with passengers able to book Hong Kong/Singapore/Fremantle, Fremantle/Sydney or Sydney/Hong Kong sectors.

Other ports in Australia to be visited include Adelaide, Melbourne and Tasmania, with full details of the itinerary not yet available.

Star Cruises vice president of sales Braydon Holland said the company had seen an increasing appetite for longer cruises among its Asian and Australian clientele.

"We are thrilled to have Australia play such an important role in this inaugural itinerary, with more than half the schedule showcasing some of her best cities," he said.

The full voyage will also visit Jakarta, Bali, Cambodia, China, Malaysia, Thailand and Vietnam.

SuperStar Virgo offers a range of accommodation from suites, balcony staterooms and budget friendly inside cabins.

More details along with all of the latest cruise news in today's issue of **Cruise Weekly**.

UA 787-9 HOU-LHR

UNITED Airlines is set to deploy a Boeing 787-9 aircraft on one of its three daily Houston-London Heathrow services from Mar 2016, according to GDS screens.

Lining up for APT



ABOVE: The team from helloworld Melville - Lee Moore, Margaret Rodrigues, Teena Hall and Elin Routley - showed their strong support for the upcoming APT Expos, which will take place around the country next month.

The nationwide events aim to showcase the APT and Travelmarvel portfolio for prospective consumer clients, while at the same time building increased business for agents.

The free events will take place in Hobart (03 Jun), Canberra (11 Jun), Brisbane (16 Jun), Melbourne (18 Jun), Perth (23 Jun) and Sydney (29 Jun), with APT directing all bookings and commission to its agent partners.

Space is limited and agents are urged to register their clients to attend the events as soon as possible to allow time for APT to link attendees back to agencies.

See aptouring.com.au/expo.

THE COLLECTION

The Sands Khao Lak by Katathani epitomises The Collection, a stunning compilation of luxurious and boutique properties. Stay 8 nights, with return flights, breakfast daily, return transfers and four free nights from just \$1,449pp.



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Air Canada BNE progress

NEW nonstop services between Australia and Canada are tipped to open by next year, bringing new capacity and connections to North America, Air Canada's local boss Paul McLean has confirmed.

The Canadian national carrier currently operates daily services between Vancouver and Sydney, using Boeing 777-200LRs.

While Melbourne remains a logical choice for Air Canada, Brisbane is on Air Canada's more imminent radar, with McLean saying talks with the airport and tourism groups are progressing.

"Brisbane is probably the one that would be the more likely one of the two in the short-term," McLean told *Travel Daily*.

The Queensland capital is within range of new Boeing *Dreamliner* jets which continue to be phased into Air Canada's fleet.

"We have our 787-8s coming in and Melbourne is probably the best market to access, but Brisbane makes sense from a route perspective and range."

McLean flagged the possible launch of Brisbane 787 flights a number of years ago (*TD* 25 Jul 13), shortly after being promoted to country manager Australasia.

He now says it is his desire to see the Vancouver-Brisbane route debut next year sometime.

"I hope to see it announced very soon officially," he told *Travel Daily* in a wide ranging interview.

The intention for Brisbane is to introduce a few weekly services initially before moving to daily frequencies as more *Dreamliner* aircraft become available.

"But we still have some work to do in terms of working with the airport for an aeronautical pricing agreement & also working with tourism bodies to help us promote it down here - it sounds like there is a lot of good movement there," he revealed.

"There are a few steps that need to be put in place before we can actually officially announce it, but it is something that we are all really excited about locally."

Chinese NY welcome

NEW York's Metropolitan Museum of Art is allowing UnionPay cardholders to visit free by presenting their cards at the entrance, with Chinese tourists now comprising the largest share of foreign visitors to the museum.

Tahiti winter sale

TAHITI Travel Connection is offering specials to Tahiti, Moorea and Bora Bora, with \$100 off fares and free transfers for bookings made by 31 May - 1300 858 305.

Travel Daily
First with the news
Tuesday 26th May 2015

Looking stunning in Sabah



ABOVE: These Melbourne agents flew Royal Brunei Airlines to Sabah last week, where they were lucky enough to spend four nights at both the Bunga Raya Island Resort & Spa & the Gayana Eco Resort on Gaya Island.

The sister properties are located on Pulau Gaya, the largest of the five islands in the Tunku Abdul Rahman Marine Park in Sabah, Malaysian Borneo.

They can be accessed by a 15-minute ferry ride from Kota Kinabalu and are just ten minutes by boat apart from each other.

Activities include kayaking through mangrove swamps, jungle trekking and of course lots of diving and snorkelling.

Special rates valid until 30 Jun include 50% off the second and

third night at Gayana Eco Resort, and 30% off the second and third night at Bunga Raya.

Pictured at the overwater Alu Alu Seafood Restaurant at Gayana Eco Resort are, back row from left: Dan Darby Ng, Sabah Tourism; Duncan Hong, Bunga Raya & Gayana; Catherine McHenry, WOW Travel; Leah Keenan, Royal Brunei Airlines; Barbara Taylor, Bayview Travel; Lina Maddalena, Travelcall; Jacinta Moore, Jigsaw Travel; Rachel Barnett, helloworld South Melbourne; Junei Voo, Bunga Raya & Gayana and Yvette Larsson, Toorak Travel.

Seated: Liz Rodgers, Luxury Resorts; Mandy Ward, Lidstrom & Clyne; Vicki Zwar, Where2Travel and Kirilly Plum, Beaumaris Travel.



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ABOVE: This group of Flight Centre agents recently took part in a five day Hong Kong familiarisation courtesy of Cathay Pacific Airways and the Hong Kong Tourism Board.

They took part in a variety of "insider activities" to experience the destination like a local, with one of the highlights being a Wing Chun kung fu class.

They also took in the 360 Lantau Sunset tour, an evening experience at the Peak and Hong Kong Disneyland where they were treated to the new "Disney Paint the Night" evening spectacular.

They stayed at the Novotel Nathan Road and Novotel Century, courtesy of Accor Hotels.

Pictured taking in the scenery at Hong Kong's delightful Nan Lian Garden are, from left: Melanie Donaldson, Flight Centre First and Business Travel; Simone Stirton, Cathay Pacific; Amy Jennings, Wolf and Turner Travel Associates; Melissa Byrne, Flight Centre VIC/TAS; Alicia Williams, HKTB; Marissa Kyriacou, Flight Centre Kew; Amy Ki, HKTB; Patrick Doyle, Flight Centre North Brighton; Emin Jeka, Flight Centre Travel Group; Sarah Flynn, Flight Centre Ivanhoe; Sherman Cunden, Flight Centre Glen Waverley; Liam Hawkes, Flight Centre Camberwell and Barbara Johnson from Flight Centre at Flinders Lane.



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Applications close 31 May

Tempo and Bentours go green for docs

BENTOURS and Tempo Holidays have announced they will now distribute all booking documentation electronically, in response to industry requests.

The change means faster and more secure receipt of documents for agents and clients, as well as the ability to store docs electronically for quick recall.

Agents will also have immediate access to documents, reducing problems related to lost or stolen documentation.

"We have listened to our agents call for this process change and responded," said new Cox & Kings ceo Australia Damian Perry.

"We live in a digital age and this simple yet effective change will give our agents and their clients peace of mind," he said.

Spanish roadshow

THE Tourist Office of Spain will host an Australasian roadshow next month, with the event supported by Rail Plus.

Events will take place in Auckland on 15 Jun, Melbourne on 17 Jun and Sydney on 18 Jun, with agents encouraged to register fast due to limited space.

The program will include presentations and product updates from Spain, Rail Plus, Emirates and Galacia, while there will also be a B2B session for agents interested in working with Australia's key Spanish suppliers.

RSVPs via EventBrite or to richard.leonard@connexu2.com.

Airports conference

THE Australian Airports Association has released the agenda for its next National Conference taking place at the Hotel Grand Chancellor in Hobart from 12-14 Oct - airports.asn.au.

Win a Rocky Mountaineer hamper

As of June 1, guests can book Rocky Mountaineer packages for travel in 2016. To celebrate the exciting enhancements available to guests travelling next year, including the much-anticipated launch of the extended Rainforest to Gold Rush route, **Travel Daily** and Rocky Mountaineer are giving one lucky agent the opportunity to win a luxury hamper, including Veuve Clicquot Champagne, Unforgettable Journey book, binoculars, fridge magnets, Jade carved bear with fish, Eat Play Love cookbook signed by Executive Chef, Jean Pierre Guerin and seaweed sea salt, valued at \$250.

To win, answer each day's question correctly and have the best answer to the final question. Send your answers to

rocky@traveldaily.com.au

Which US city does Rocky Mountaineer's Coastal Passage Route go to?

Hint: CLICK HERE

QF reduces NRT fares

QANTAS is introducing new reduced year-round fares for travel between Australia and Tokyo Narita, with new prices valid for Economy and Business Class tickets issued or reissued on/after 22 May 2015, for travel from 01 May 2015.

QF customers can choose to travel to Narita at the new reduced fare levels, in addition to flying into Haneda on its new direct flights from Sydney.

Fares between Australia and Haneda remain unchanged, the carrier said.



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Applications close Fri 29 May 2015. Please [click here](#) for more details.



Exclusive Alaska from APT

A 12-NIGHT luxury Alaska cruise onboard Ponant's *Le Soled* will be available exclusively through APT as part of the firm's new 2016 Canada & Alaska program, now on its way to agency shelves.

The full charter sailing will take guests on the 115-stateroom ship to the isolated corners of Alaska.

Cruising on Holland America Line or Princess Cruises also stars on select APT itineraries in the region, with three ships from both lines sailing in the region.

Back on land, APT's new season guide also features for the first

time the Coastal Passage route with Rocky Mountaineer between Vancouver and Seattle, which forms part of a new 16-day Rockies, Rail & Alaska Cruise tour.

APT's most popular tour in the region returns, with the 22-day Rockies Odyssey & Alaska Cruise trip priced from \$12,095ppts.

On-tour inclusions have been boosted further, with four new Signature Invitations such as a 'Sail Away' dinner on Princess voyages, dinner in the Denali National Park or at Niagara Falls.

Guests can also extend their holiday with an exclusive wildlife experience or a new five-day Northern Lights trip in the Yukon.

"Our program has every element and travel style covered.

"Travel agents love it because it ticks all the boxes for their guests," APT chief marketing officer Debra Fox commented.

Qantas/Emirates premium review

QANTAS and Emirates have announced changes to international premium cabin fares on their joint network.

The move follows a review of Business and First Class fares for point of sale Australia routes and will see new fares applied to UK/Europe, Asia (Singapore, Thailand and Malaysia) and New Zealand routes, effective immediately.

Changes have been published in the GDS today, with the alteration following similar updates made to premium cabin fares from Australia to the Middle East and North Africa last month.

Qantas said it would continue to offer "competitive advance purchase fares in premium cabins on selected routes and flights.

"These types of fares allow customers who are certain of

Magellan hits 122

THE Magellan Travel Group has now hit 122 member locations, with the latest listing confirming the addition of Stuart Coffield and the team from Geelong Travel.

Travel Daily
First with the news
Tuesday 26th May 2015



PINPOINT Travel took this group of top selling agents to Las Vegas as part of a megafam which saw them treated to the full VIP Vegas treatment by the Las Vegas

Convention & Visitors Authority.

As well as a twilight helicopter flight over the Strip, the group took in the Mob Museum, stayed at the Venetian Palazzo and Treasure Island, with plenty of chances for shopping as well.

Pictured after some retail therapy are Fausta Pellegrino, Pellegrino Travel; Jodee Sorrell, Globetrotter Travel; Robyn Potgieter, Warrnambol Travel; Irena Bryant, TravelManagers North Epping; Melodie-fair Sorbello, TripAway Tweed City; Philippa Sardelic, Surf Travel; Bart Druitt, LVCVA and Natalie Armour and Nadia Giusti of Pinpoint Travel Group.

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BY NOW most within the travel industry would be aware that a travel agent in Melbourne by the name of CTS Travel Services has gone into liquidation.

CTS was an ATAS accredited agent and this business failure has prompted AFTA to review the way ATAS accreditation is awarded.

Some travel trade reporters have made no genuine enquiry as to what the full story is in relation to CTS and have misreported the situation significantly. It surprises me also that some (a very few) travel agents have engaged in public statements that suggest that they and the rest of travel agency owners in Australia should be responsible to bail out consumers when a person undertakes allegedly fraudulent activity.

Why would any industry defend this behaviour? The story around CTS is yet to fully play out, and so I can't comment on the specifics of this situation. However AFTA has been in conversations with the liquidator as well as taking part by phone in the creditors meeting held last week, and it is clear that a lot of money has disappeared.

The fiasco that CTS Travel Services has become demonstrates totally how agents that do the wrong thing and act questionably need to have the full force of the law come down on them like a tonne of bricks.

What good comes from the rest of the industry picking up the pieces in order to dust the problem under the carpet, which may well leave the proprietor of a failed travel agency in a position to re-enter the business?

If fraud is proven or even just incompetent business skills are to blame, then the proprietor needs to be brought to account and sent into bankruptcy. This is the only way to ensure that he/she can not arise from the ashes to do it all again.

And, to set the record straight, in the last year that was publicly reported by the TCF, there were 15 collapses. In the 11 months of ATAS there has been one, but clearly based on the liquidators report and the amount of companies and people that go well beyond consumers who booked holidays who are owed money, this appears to be at the very least a case of a business gone wrong.

For all of the flak that ATAS and AFTA receive from some within the industry, this is unequivocally a demonstration that ATAS has elevated the standard for travel agents. Further, there is no jurisdiction in the world that has worked out how to regulate or legislate against people who want to do the wrong thing.

I don't think any modern day person would condone this behaviour and I don't believe any modern industry in a globally competitive world wants to prop up this sort of behaviour.

As an industry we are better than this and I remain confident that the actions of CTS will do nothing to the reputation and good name that travel agents have - and particularly ATAS agents. For without ATAS, now in a deregulated market place, the industry is on its own.

I encourage travel agents to continue to support AFTA and ATAS to make our industry more professional and defensible.

Bali airport offshore

A SECOND airport being discussed for Northern Bali could be built on land reclaimed from the sea, with a Canadian firm submitting proposal for a design.

Construction on the mooted two-runway design could begin as early as next year on a 300ha site, the proposal outlined.

A total of 1,400 hectares would be needed for the entire project, to be built in three stages inclusive of terminals, roads and an airport city located nearby.

Investors in the project have so far raised RP30 trillion (AU\$2.9b) as initial funding for the project, with a final decision forthcoming.

World's biggest hotel

SAUDI Arabia has revealed plans to open the largest hotel in the world, consisting of 12 towers and 10,000 rooms, by 2017.

The gargantuan structure will also feature a residential complex in a mixed-use development close to the Holy City of Mecca.

Dubbed Abraj Kudai, the development will also house a shopping centre, 70 restaurants and food courts, bus interchange, convention centre & four helipads.

Estimated to cost US\$2.6 billion, the 45-storey property will be funded by the Saudi Ministry of Finance, with five floors reserved exclusively for the Royal Family.

Loads growing on NZ

AIR New Zealand has recorded double-digit growth of 11.2% in passenger numbers carried for the month of Apr, with 167,000 uplifted, official results show.

The smallest patronage growth figure for Apr was 5.1% on trans-Tasman routes, while Asia routes jumped 56.8% on the back of the new Auckland-Singapore service & larger jets on Shanghai flights.

Group-wide load factors jumped 2.4% to 85.5%, however overall yield was flat, climbing just 0.6%.

New Expedition guide

ACTIVE travel company World Expeditions has launched its new 2015-16 guide to the Himalayas, offering 71 itineraries ranging from family adventures through to more serious mountaineering.

Among the additions is an epic 152-day Great Himalaya Trail, which takes trekkers across Nepal from east to west.

Community projects aimed at helping with earthquake recovery also feature, run through the company's not-for-profit arm Community Project Travel.

Visitor's guide to LA

LOS Angeles Tourism and Convention Board has launched a new Visitor's Guide, featuring a more in-depth look at the city's regions and hidden highlights.

The guide offers suggested itineraries, lesser known shopping outlets, tips on using the city's metro system, trip planning info, local festivals, nightlife and more.

HK Disney specials

EXCLUSIVE discounts on hotel rooms and theme park tickets for travel industry personnel are on offer from Hong Kong Disneyland, with the park launching a 'Travel Industry Salute promotion.

Offers include up to 30% off room rates at Disney's Hollywood Hotel and Hong Kong Disneyland, valid for travel to 22 Dec 2015.

Bonafide agents can enjoy 10% off single & multi-day park tickets.



Rd 11 Winner



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CONGRATULATIONS

Mane Esera from Uniworld

Mane is the top point scorer for Round 11 of *Travel Daily's* NRL industry footy tipping competition. Mane has won a double pass to Taronga Zoo.



Major Prize:

Two return Economy Class airfares to Dubai with Emirates



Business Manager NSW/ACT - Associate

A vacancy exists for a full time Business Manager NSW/ACT - Associate in the Associate division, located in North Sydney.

This position will play a key role in maximising both individual member and helloworld profitability and provide direction to the helloworld network. To be successful in this role you will be a results driven individual who is passionate, energetic, and able to communicate effectively at all levels and be able to deliver value to the membership network by driving company initiatives.

If you are interested in applying for this role, please send your resume to steve.brady@helloworld.com.au by close of business Friday, 05 June 2015.



Money

WELCOME to *Money*, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US0.782

AS MEASURES from the recent Federal Budget are starting to be tabled in parliament, commodity prices are back in the headlines with iron ore prices rebounding and positively affecting the AUD.

The local dollar has been strong on the US, British and European currencies, but struggling in Asia.

Wholesale rates this morning:

US	\$0.782
UK	£0.505
NZ	\$1.070
Euro	€0.713
Japan	¥95.142
Thailand	฿26.261
China	¥4.851
South Africa	R9.333
Canada	\$0.963
Crude oil	US\$59.72

Rezidor boosts Africa

CARLSON Rezidor will expand its footprint in South Africa from late next year, announcing it will open a new Radisson Blu branded property in Cape Town.

Cape Town's 'Triangle House' Foreshore office building will be converted into the Radisson Blu Hotel & Residence, offering 214 rooms and 124 apartments.

SQ full year profit up

SINGAPORE Airlines Group (SIA) has reported a SG\$410 million operating profit for the full financial year 2014-15, a S\$151m turnaround from the year prior.

The result was impacted by its full acquisition of Tigerair Singapore, which saw a \$9 million deficit since becoming part of the SIA Group as a subsidiary.

MEANWHILE, operating results for Apr were largely negative, with passenger numbers down 3.3% year-on-year, however loads for SW Pacific routes performed well, improving by 4.9% to 85.1%.

Ao Nang dinner bonus

GUESTS staying at Ao Nang Cliff Resort in Thailand will receive a free dinner or one-hour massage for every three nights booked during upcoming renovation work.

Tuesday 26th May 2015

Solomons to welcome 'Hapi' agt



THE Solomon Islands beckons for MTA - Mobile Travel Agents consultant Melissa Pointon, who won the major prize at a recent Solomon Islands product update.

Held at the Mercure Kooindah in Wyong on the Central Coast last week, the event drew agents

from around the local area, keen to learn more about the destination's hotels & attractions.

Pointon will fly to the Solomon Islands as part of her prize, staying at the King Solomon Hotel in Honiara and the Fatboys Resort in Gizo.

She is **pictured** above receiving her prize from Solomon Airlines marketing officer Edmund Devisi, while members of the Hageulu Panpipe Group of the Isabel province perform in background.

Conrad into Chicago

LUXURY Hilton Worldwide brand Conrad Hotels & Resorts will open a new property in the US city of Chicago in Q2 next year.

A 20-storey property will offer 287 rooms alongside fine dining and conference facilities, and will be the sixth Conrad in the USA.

Auto hotel reviews

TRIPADVISOR has launched a new tool allowing hotel owners to automatically contact a guest to request a review of their stay.

The new Review Express feature for accom partners already has over 100 property management systems and booking engines signed up to cooperate.

Review requests can now be sent to guests' email addresses two days after they check out, collating the data automatically.

Belmond offloads Ritz

BELMOND Ltd, formerly known as Orient-Express, has sold its 50% stake of Hotel Ritz by Belmond in Madrid, ending its arrangement to manage the Spanish hotel.

The property has been acquired by a joint venture between Mandarin Oriental International & The Olayan Group.

GA shoring up China

DIRECT flights between Bali and Guangzhou will be launched by Garuda Indonesia as the country aims to increase its slice of the Chinese outbound travel market.

The route will begin from 08 Jul.



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

What is On the Go's blog called?



Terms & conditions

Travel Daily is Australia's leading travel industry publication.

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Your day to day

You will enjoy interviewing candidates and assisting their careers, account management and business development.

Benefits

You will be rewarded with an excellent salary + bonus structure, as well as team perks including shopping vouchers, paid time off, full training and the opportunity to recruit for the best names in the industry.

What you need to succeed

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.

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CRUISE RESERVATION SPECIALIST

SYDNEY – SALARY PACKAGE UP TO \$55K

This growing cruise specialist is looking for an enthusiastic consultant. Enjoy booking all the world's best cruise lines and deluxe River Cruising packages to exotic worldwide destinations, from Africa to Alaska, including flights and pre/post accommodation. Be rewarded with amazing perks, fab famils and onboard inspections, plus grow and develop with this rapidly expanding team. If you have 3 years travel industry experience, strong GDS skills, cruise knowledge and a positive go get attitude, come on-board today!

**RIPE FOR THE PICKING
RETAIL TRAVEL CONSULTANT
BRISBANE – \$52K PKG**

A fabulous opportunity is now available for an experienced sales focused travel consultant to join this boutique agency.

This role will have you working in a small team handling enquiries for all types of leisure travel arrangements. No two days will be the same! A great salary is on offer plus incentives, travel discounts, enjoy Mon-Fri hours plus more. Strong GDS, sales, product knowledge, customer service & communication skills required. If you understand the importance of sales & networking we want to hear from you.

**ONLINE IS WHERE IT'S AT
ONLINE TRAVEL CONSULTANTS
BRISBANE CBD – OTE \$50K ++**

An exciting new opportunity exists to join this dynamic travel company as an online travel consultant. You will be working in a busy office where you'll be handling online enquiries and converting into sales. You will require strong communication skills, high level attention to detail along with delivering exceptional customer service. This position will require you to work weekend and after hours shifts.

Superb \$\$ package & benefits! All you need is 2 years consulting experience, proven sales skills & a great attitude!

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LEISURE TRAVEL CONSULTANTS
MELBOURNE – SALARY PACKAGE TO \$60K DOE**

This very experienced boutique agency is on the lookout for a leisure consultant with strong Italian product knowledge. Servicing both the FIT market and offering unique touring options throughout the region this is your time to join the professionals and let your passion for Italy shine. If you have a min. 3 years retail experience and strong GDS skills you could join a very supportive team offering an excellent salary package, high end famil offerings and a great city fringe location! This won't last, call us today!

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Ben Carnegie

Partnerships and Distribution Mgr - Sydney

- ▶ Rail product - AU & NZ territory
- ▶ Staff discounts & extensive famils!
- ▶ Salary from \$80K + super

Global rail business is seeking to further establish themselves in the Australian market and require a Partnerships and Distribution Manager to get the ball rolling.

The purpose of this newly created role is to develop relationships across Australia & New Zealand to increase the distribution channels. You'll have the opportunity to develop a strategy on who to target, who in the market will be best to approach and then manage the ongoing relationships with your soon to be established partners.

The ideal candidate will have a background in business development and sales strategy and be familiar with both B2B and B2C capacities.

If successful, you'll be rewarded with an excellent salary, staff discounts, a supportive team and extensive famil program to get to know your product inside out!

Call Ben or [click here](#) for more details

Work half the year! Online Customer Service

- ▶ **Work 7 days and get the next 7 completely off!**
- ▶ Good PC skills and reservations experience required
- ▶ Salaries \$45K pkg Start by 9th June! Sydney

Fun, dynamic company based in Surry Hills & close to public transport will see you work with an online booking tool servicing online enquiries from agents & the direct public.

Call Ben or [click here](#) for more details

Senior Corporate Travel Consultant - Sydney

- ▶ **Salary up to \$63K**
- ▶ Manage one high profile account
- ▶ Well established corporate travel manager

In this role you will be managing one customer within a team of expert consultants. Your knowledge of destinations & airfares must be strong as will your ability to build relationships.

Call Cristina or [click here](#) for more details

Senior Retail Consultant - Northern Sydney

- ▶ **High end boutique retail agency!**
- ▶ Above average salary & performance based bonus
- ▶ Free parking

Sound travel exp & strong communication skills with Galileo exp preferred. A passion for sales & customer service will open opportunities to be involved in marketing & events too!

Call Cristina or [click here](#) for more details

Client Relations Agent - Sydney

- ▶ **Start early, finish early!**
- ▶ Monday to Friday - Global brand
- ▶ Global Travel Co. Salary \$50K

This is a great opportunity for an experienced Client Relations Agent to join a highly regarded travel business. Still one position available to start by mid June!

Call Ben or [click here](#) for more details

FIT Inbound Travel Cons - Sydney

- ▶ **Stable company with low staff turnover**
- ▶ Boutique inbound travel company
- ▶ Salary starts at \$55K + super + incentives

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