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# Travel Daily

First with the news

Wednesday 24th August 2016

**PERSIA & THE CAUCASUS**

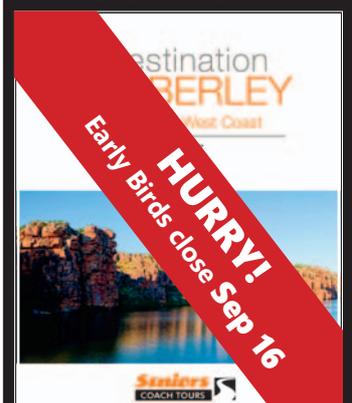
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## Record result for Qantas

**QANTAS** today reported the best ever profit result in its 95 year history (**TD** breaking news), with an underlying profit before tax of \$1.53 billion for 2015/16.

CEO Alan Joyce paid tribute to the company's staff, saying the strong result was a "true team performance which shows that our strategy is the right one for the tough markets we're operating in and the long-term opportunities we see ahead of us".

QF domestic recorded underlying EBIT of \$578 million, up 20%, despite a \$121 million drop in revenue from resources markets.

Qantas International also reported a record, with a 92% increase on underlying EBIT to \$512 million - improving over \$1 billion on the result in 2013/14.

Joyce said QF International's "agile approach to growth" which has seen it reallocate capacity across the network, would continue "as the group monitors broader economic conditions while continuing to deepen strategic partnerships with American Airlines, Emirates and China Eastern".

The Jetstar Group's EBIT profit almost doubled to \$452 million, with Jetstar airlines in Asia improving performance by \$85 million including a first full-year profit for Jetstar Japan.

A record EBIT was also recorded by Qantas Loyalty, which was up 10% to \$346 million and increased Qantas Frequent Flyer membership to 11.4 million.

Qantas Freight's EBIT was \$64 million, down 44% year on year. More from QF on **page five**.

**Today's issue of TD**

*Travel Daily* today has ten pages of news & photos including a photo page from **helloworld**, along with full pages from: (**click**)

- Leading Hotels of the World
- AA Appointments jobs
- JITO

### SQ, TK boost c'shares

**TURKISH** Airlines will codeshare on the new Singapore Airlines 'Capital Express' route to Canberra and Wellington, under an expanded partnership between the carriers.



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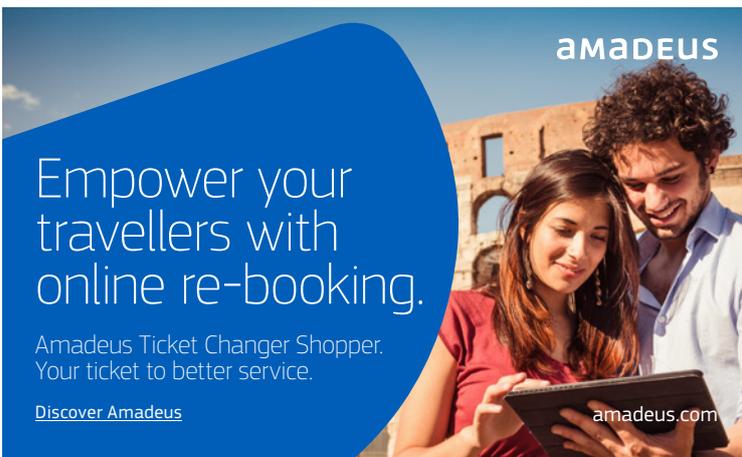
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## New Hurtigruten GSA

**BENTOURS** was this morning announced as Hurtigruten's General Sales Agent and Preferred Travel Partner for the Australian and NZ market.

The move is effective 06 Sep, with Bentours taking over from Discover the World which has represented Hurtigruten in Australia since 2009 - ironically assuming the Hurtigruten GSA role from Bentours which was at the time part of the TUI Travel-owned MyPlanet group.

The new arrangement sees Bentours, which is now owned by Cox & Kings, "fully responsible for the brand voice, PR, distribution partnerships across the industry and marketing of Hurtigruten".

A dedicated Hurtigruten team will be embedded within the Bentours business, supporting an expansion in opportunities for famils and industry partnerships across wholesale, retail and OTAs.

Bentours ceo Damian Perry said: "we are thrilled that we can partner with this exceptional market leading business, brand and product".

More details in tomorrow's issue of **Cruise Weekly**.

## Flight Centre most used

**CONSUMERS** were over four times more likely to book a holiday with Flight Centre than through fellow bricks-and-mortar travel agencies from Helloworld, a new report from Roy Morgan Research shows.

The study, based on Australian holiday-goers who booked at least one vacation with a travel agent or tour operator in the past year (to 30 Jun), identified Flight Centre as the most used source, at 12.6%.

Helloworld by comparison, the only other retail agency network in the top 10, was used by 2.8% of Australian holidaymakers.

Booking.com (at 11.4%) held the second largest slice of market share, according to Roy Morgan Research, followed by fellow OTAs Wotif.com and Webjet (with 6.8% and 6.1% respectively).

Other top booking channels included Airbnb (5.5%), Expedia (5.0%), Stayz (3.2%), Hotels.com (3.1%) and Lastminute.com.au with 2.2%.

Roy Morgan Research int'l communications director Norman Morris said the data

does not show which particular platform a specific demographic is likely to book through.

"Of course, it's no secret that the travel industry has been transformed by digital technology, with the rise of online agents, booking services and tourism operators being a logical outcome of this," he said. "For bricks-and-mortar travel agents, this has meant adapting to the changing markets or risk losing relevance.

"Flight Centre's continued popularity indicates it has done this effectively," Morris added.

## Booking.com growth

**BOOKING.COM** has today announced the opening of a new permanent office in Brisbane, its third operational base in Australia.

The new team will provide on-the-ground support for the company's Queensland property partners, as well as being tasked with increasing Qld inventory.

Booking.com says it's doubled the number of properties on the platform in the last two years.

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# Travel Daily

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Wednesday 24th August 2016

**Australia's newest airport!** WTB

**FLY DIRECT TO TOOWOOMBA**

## Big VisitBritain Aussie push

VISITBRITAIN is increasing its investment in the Australian market by 60%, with the tourism board expecting its spend in the country will exceed \$2.7 million this financial year.

The extra funding is due to Australia's elevation to one of seven "GREAT" tourism markets (TD 09 May) and has allowed VisitBritain to make some "strategic shifts".

VisitBritain has sharpened its marketing, segmented its target audiences and will be zoning in on "the affluent trendsetter" and the "buzzseekers" in Australia, Su Ramanathan, regional director APME told media last night.

"The affluent trendsetters are the ambitious, successful travellers," Ramanathan said.

"They seek luxury bespoke experiences, whisky masterclasses or castle stays, the fine dining, those experiences which are uniquely British."

Buzzseekers are a slightly younger demographic.

"A lot of the boomer market are going out there, they are becoming adventurous and exploring so instead of segmenting the audience by age, we are looking at some of the experiences they are seeking," Ramanathan explained.

The extra funding has allowed VisitBritain to grow their team, with the new country manager for Australia, David Nye, (TD

yesterday) set to be joined by a digital marketing executive.

Nye told TD last night the push will allow VisitBritain to "ramp up" their work with trade partners and pitch the destination over a broader period of the year.

"That's the flexibility that it gives us, whereas in the past we've maybe been a bit more restricted to short, sharp bursts," Nye said.

Earlier this year, VisitBritain held its first trade mission to Australia in a decade (TD 02 May), and while Nye said there's nothing concrete yet, it's something the tourism board will look towards doing again.

"Whether we do it annually is maybe a big ask but certainly something that we will possible look at every two years. That funding gives us the ability to consider that."

For more from VisitBritain, see page five.

## Expedia under fire

TWO small independent hotels in California are suing online accommodation giant Expedia, alleging it undertook a 'brazen bait and switch scheme'.

The hotels, which are not listed with the OTA, claim Expedia and its other branded sites are falsely advertising the properties with fake phone numbers and no availability in an attempt to get customers to book alternatives.

## Bunnik South & Central America

BUNNIK Tours today launched its new South & Central America touring program for 2017/18, which includes Antarctica and Cruise Tour programs.

The brochure includes eight new tours in the 'Small Group' and 'Cruise & Tour' categories, along with seven existing trips across three continents from Havana to Antarctica.

One of the additions is 'Costa Rica, Nicaragua & the Panama Canal', while 'Antarctica, Atacama & Buenos Aires' combines an Antarctica expedition with land touring in southern Patagonia.

Maximum group sizes of 20 apply, and there's also an increased early bird saving of \$500 per person for bookings by 30 Dec - 1300 125 007.

## New Perth hotel

THE WA government today announced the sale of two lots of land to developer Far East Consortium, for the construction of 350 apartments and a new 250 room Dorsett Hotel.

The \$219 million project is the second WA development for the Hong Kong based company, which is currently working on the new Ritz-Carlton Hotel and apartments at Elizabeth Quay.

The Perth Dorsett would be the 18th hotel for the brand, joining others in China, Hong Kong, Malaysia, Singapore & the UK.



## Window Seat

THESE airport souvenirs may be a little difficult to bring home.

Russian weapon manufacturer Kalashnikov - maker of the infamous AK-47 assault rifle - has opened a new store at Moscow's Sheremetyevo International Airport.

The store (pictured) sells a range of branded clothing items such as caps, bags and "I Love AK" T-shirts - along with special souvenir plastic weapons.

A Kalashnikov spokesman said the model pistols and rifles would "very clearly be imitations and would pose no security problems".



AMERICAN Airlines will today continue to mark the end of an era, retiring in a single day twenty of its MD-80 aircraft with an average age of 28 years as part of a fleet renewal plan.

The 140-seat jets will be landing at Roswell, New Mexico across the day, with aviation aficionados encouraged to follow the mass retirement on social media via the #Super80SendOff hashtag.

The final MD80 AA retirement is scheduled in 2018.

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## Sabre partners with Serko

SABRE Corporation has announced an agreement with NZ-listed travel technology firm Serko, which will develop the next generation of the Sabre Online corporate booking tool.

The new version will combine Sabre's "end-to-end offering" with Serko's established cloud-based booking platform, giving Sabre Online clients the ability to combine add-ons from Serko such as expense management.

The deal will also provide a more scalable online booking tool with the "unique opportunity to upgrade to a premium offering," according to a statement issued by Sabre yesterday.

Sabre Travel Network South Pacific, Richard Morgan, said the



relationship would allow agents to tailor the offering to corporate customer needs, giving TMCs a "unique competitive advantage".

Serko ceo Darrin Grafton said the pact was a really exciting opportunity, "giving Sabre access to a broader corporate online booking portfolio and gives Serko access to a market of mid-sized organisations, which is growing faster than any other market".

The pair are **pictured** above sealing the landmark deal.



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## Qatar takes on the Swans



**QATAR** Airways has unveiled a three-year sponsorship of the Sydney Swans which will run until the close of the 2019 season.

The pact, which was announced at the Sydney Cricket Ground (**TD** yesterday), marks the carrier's debut into the AFL scene.

Attendees included Qatar Airways country manager of

Australasia Adam Radwanski, Sydney Swans chairman Andrew Pridham, chief exc and managing director Andrew Ireland, coach John Longmire, co-captain Kieren Jack and members of the Sydney Swans team.

**Pictured** are representatives from the Qatar Airways together with some of The Sydney Swans.



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## VB champions new CM



**THE** newest recruit for VisitBritain, David Nye, regional director APME, was introduced to media last night in Sydney.

Nye told **TD** he plans to look at what VisitBritain has done in the market so far, take a step back and see where the additional funding "can really take us".

Commenting on the potential future impacts of Brexit, Nye doesn't anticipate there will be any dramatic change.

"The currency is a major benefit at the moment, the airlines have

been quite aggressive on London in terms of having special airfares out around that time so there's a real impetus to get people into Great Britain," he said.

"I think the Australian market is smart enough to realise that travel isn't going to be impacted in the short to medium term, or if at all. Our heritage is there, our culture is there, it'll always be there," Nye added.

Su Ramanathan, regional director APME is **pictured** above with David Nye.

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## QF plots international wi-fi

**THE** record Qantas profit result (see p1) will allow the carrier to continue investing in the customer experience, including the planned installation of free in-flight wi-fi on its domestic 737 and A330 aircraft - as well as on the Qantas International fleet.

Speaking at the QF results announcement this morning, ceo Alan Joyce confirmed the airline was "exploring a partnership with Cricket Australia to live stream cricket on board the aircraft involved in our technology trial this summer".

That would be just one of a range of content partnerships, which would complement the streaming services that customers will be able to access "just as you do on the ground".

Joyce also said Qantas was in the final stages of "scoping wi-fi" for its international fleet, as well as the QantasLink 717, F100 and turboprop aircraft.

"Our plan is to provide wi-fi to all our customers as soon as we can," he said, with more details to be provided following the initial domestic trial later this year.

Joyce also announced some of the features of the cabins in the airline's new 787-9 *Dreamliner* fleet which will commence delivery in about 15 months time.

"Customers should expect the best in class on every part of the Qantas *Dreamliner*," he said, including luxury suites in Business class, Economy seats with more room and better entertainment options, and "a revolutionary Premium Economy that is streets ahead of anything else out there".

Other initiatives planned include the new flagship QF International lounge for London Heathrow as well as three new Brisbane lounges opening from Oct 2016.

**MEANWHILE** Joyce also highlighted the growth of QF international via its "three cornerstone alliances" with Emirates, China Eastern and AA.

Last financial year the number of Qantas passengers on partner aircraft was 2.3 million, up 69% since 2012/13, and revenue as a result of QFF members earning points by flying on partner airlines has doubled over the same period.

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## Oakwood APAC boost

**SERVICED** apartment operator Oakwood has announced plans to grow its Asia-Pacific portfolio by 40% in the next two years.

The company said this would include “significant expansion” of its key markets such as China and Japan and continued growth in new markets including Australia, Singapore, Malaysia and Vietnam.

“We are observing an increasingly mobile workforce and a heightened awareness of serviced apartments and its advantages over hotel rooms,” md of Oakwood Asia-Pacific, Dean Schreiber said.

“Asia also presents great potential as it continues to be one of the key drivers of the global economy,” He continued.

Oakwood Apartments Minami Azabu, is scheduled to open in Tokyo tomorrow.

## Paris attacks loss

**PARIS'** tourism sector is currently facing “an industrial disaster”, according to an official statement released by head of the Paris region tourist board Frederic Valletoux.

It follows last Nov’s attacks on the city by Islamic extremists along with flooding in Jun.

According to *The Australian*, officials are reporting a €750 million (\$AUS1.11 billion) loss in revenue for the Paris region tourism industry in the first half of 2016.

“This is no longer the time for communication campaigns but to set up a relief plan,” Valletoux continued in his statement.

Nightly hotel stays were down 8.5% in the Paris-Ile de-France area in H1, with an 11.5% drop from foreign tourists and 4.8% from the domestic market.

## &Tokyo’s brand launch



**FOUR** years out from playing host to the 2020 Olympics, the Tokyo Metropolitan Government has unveiled new branding to promote the Japanese capital city to the world.

The new logo, &Tokyo, was officially launched in Australia yesterday at a media event held at Toko Japanese restaurant in Surry Hills, Sydney.

&Tokyo acts as a platform to communicate the city’s unique and varied attractions with any word to be inserted in front of the ‘&’ to bring the phrase to life.

At the core of the brand is the idea that “Every time you visit Tokyo it wows you in more ways than you could imagine”.

The launch saw host of *SBS’s Destination Flavour* and former *MasterChef* winner Adam Liaw speak about Tokyo’s rich and expansive food culture.

“Tokyo is undoubtedly the best food city in the world,” Liaw told the audience.

**Pictured** are former *Masterchef* winner Adam Liaw and Sydney’s City of Tokyo Tourism representative Katsuji Tochino.

## Corporate Travel Consultants – after-hours team



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# Accommodation Updates

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed 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](mailto:accomupdates@traveldaily.com.au).



**Holiday Inn Express Cheltenham** in the UK is undergoing a revitalisation of its premises to bring it up-to-date with the Holiday Inn Express Next Generation redesign. Some 40 rooms are set to receive a makeover, which will see improvements across fixtures, fittings, furnishing and bedding.



The **Montebello Villa Hotel** in Cebu, Philippines is in the midst of a P\$100 million upgrade. The revamp will see its rooms renovated, function rooms spruced-up and its gardens further enhanced. The Luis y Mercedes Ballroom will also receive a fresh lick of paint. Additionally, the lodging will open an in-house wellness space by 2017.



**Courtyard by Marriott Brownsville** in Texas has completed a major renovation of its facilities. The go-room hotel now sports a completely refreshed interior, an upgraded lobby and guestrooms with modern furniture and decor. An additional bistro has also been added to create an inviting gathering space for guests to socialise.

## Football touchdown

**COLLEGE** Football athletes from the University of California and the University of Hawaii have touched down in Sydney, ahead of Sat's match at ANZ Stadium.

Minister for Sport Stuart Ayres greeted the college stars yesterday and encouraged the players to "Enjoy their time in the harbour city".

"The event will showcase Sydney to the world, with the game being broadcast live on the ESPN network in the United States and on Fox Sports here in Australia," said Eyres.

Some 60,000 tickets have already been sold.

## New Fiji positions

**OUTRIGGER** Resorts has made two key management appointments for its Fiji resorts.

Daniel Roy has been named director of revenue management for Outrigger's two Fiji resorts, commencing from 01 Sep.

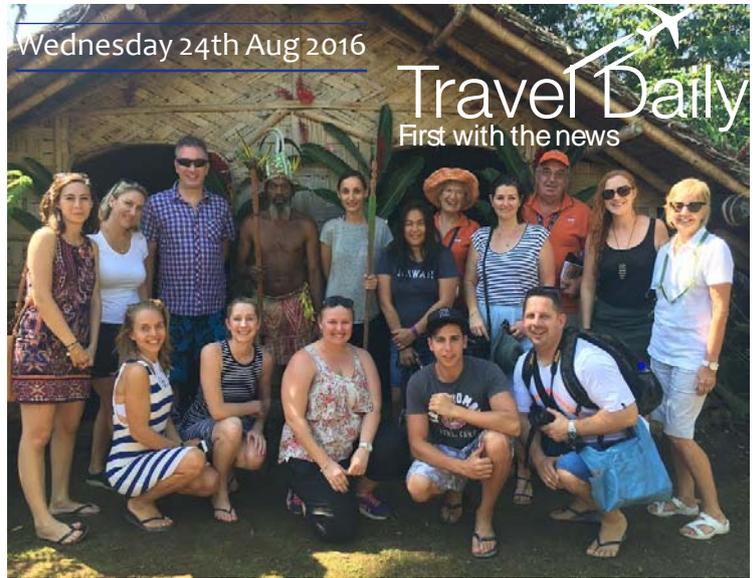
He will be tasked with managing distribution strategies across all channels, as well as communicating rev management to the resort leadership team.

Outrigger is also welcoming Marian Khan as the new resort manager for Castaway Island, Fiji.

She was formerly a revenue analyst at Ahura Resorts Fiji and resort manager at Malolo Resort.

Wednesday 24th Aug 2016

Travel Daily  
First with the news



**WHOLESALE**RS from all across Australia, New Zealand, New Caledonia, Europe, USA and Asia are set to gather at Iririki Island Resort & Spa today for the official kick-off of Vanuatu's tourism industry trade show, Tok Tok.

Meetings have been set up between attendees and local suppliers to exchange ideas and learn about upcoming opportunities in Vanuatu.

International buyers spent the beginning of the week on pre-

tours to experience the culture and scenery of the outer islands to learn more about what Tanna and Espiritu Santo can offer to those traveller there.

**Pictured** are a group of Australian buyers on the Espiritu Santo famil at the Chief's Nakamal (men's house) at the Nanda Blue Hole.

## TTF says no to backpacker tax

**THE** Tourism and Transport Forum Australia is urging the Federal Government to abandon the proposed 32.5% backpacker tax, following a survey undertaken by Monash University and YHA.

The study found that the Government is risking a 60% slump in the number of working holiday makers coming to Australia should the controversial tax come into play.

It also found that 57% of working holiday makers said they would spend less time travelling in Australia, and 69% would spend less on tours.

A total of 335 working holiday visitors were surveyed.

## Pax traffic up at DWC

**PASSENGER** traffic at Dubai's second airport, Dubai World Central, has surged by more than 95% in the first half of the year, according to the latest traffic report issued by Dubai Airports.

For the first six months of the year, passenger traffic totalled 410,278 - a 95.4% uptick compared to 209,989 passengers the year prior.

Dubai Airports ceo Paul Griffiths said he was "Pleased with the way DWC has performed in the first half and looked forward to all round growth during the remainder of the year".



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Applications Close: 6 September 2016



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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 branded retail network by driving company initiatives.

If you are interested in applying for this role, please send your resume to [Cath.Bisaro@helloworld.com.au](mailto:Cath.Bisaro@helloworld.com.au)

# Exploring Hobbit taverns in NZ



**SIX** Travellers Choice agents who recently enjoyed a family to New Zealand now know why the destination is promoted as "100% pure magic".

The five-night journey, organised by Kirra Holidays and Air New Zealand, saw the lucky agents explore the best of the country's North Island.

The group witnessed Rotorua's boiling mud pools, explored Lake Rotoiti's coves on luxury catamaran *Tiua*, flew back over the spectacular lake in a floatplane, bathed in the Manupira Thermal Pools and dined at a traditional hangi.

They also experienced the Waitomo Glow-worm Caves and

Coromandel Peninsula, a sail across Auckland Harbour on an America's Cup yacht and a visit to Agroventures Adventure Park.

The trip was topped off with a tour of Hobbiton and lunch next to The Green Dragon.

**Pictured** above are the happy Travellers Choice agents paying their respects to Bilbo Baggins from left: Gabrielle Tomlinson, Windsong Travel; Lisa Carter, Capricorn Travel; Kristy Collingridge, Panorama Cruise & Travel; Amanda Depiazzi, Australind Travel & Cruise Centre; Calypso Ayres, Travel With A Cause; Wendy Lloyd, Kirra Tours; and Allison Norfolk from Travel Design.

## Le Méridien Malaysia

**MALAYSIA'S** latest newbuild, Le Méridien Putrajaya has opened in the centre of Putrajaya, around 40km south of Kuala Lumpur.

Offering 353 rooms, the hotel has 15 venues for meetings, including a grand ballroom with nearly 2,500m<sup>2</sup> of space, two restaurants and a pool.

## Fusion Saigon deal

**FUSION** Suites Saigon in Vietnam is offering a 20% discount on stays booked 21 days or more in advance.

Breakfast and one spa treatment per guest per day is included and the offer is valid for stays 01 Nov-31 Oct 2017.

## Air NZ last 767 flight

**THE** last 767 service for Air New Zealand has been scheduled for 31 Mar, GDS displays show.

A Boeing 767 will fly Auckland - Sydney, with NZ108 departing from Sydney at 1850 penned as the last scheduled 767 flight.

## Club Med Earlybird

**BOOK** by 15 Sep and save up to 40% on Club Med's sun resorts and 30% on snow resorts.

Participating resorts include Bali Nusa Dua, Indonesia; Kabira Beach, Okinawa, Japan; Beidahu, China; Val Thorens Sensations, France and more.

The deal applies to travel from 1 Nov-30 Apr 2017 and blackout dates may apply.

## NZ website upgrade

**TOURISM** New Zealand's consumer site newzealand.com, will undergo a significant technology upgrade over the next two years.

A Register of Interest has been posted calling for tech partners.

## Rex loses \$9.6 million

**THE** Regional Express Group today announced a statutory after-tax loss of \$9.6 million for the year to 30 Jun, after writing off \$15m in goodwill and assets.

The operating profit was \$4.3 million before tax, achieved on turnover of \$261.9 million.

CEO Nevill Howell said the non-cash impairments were due to the cessation of a significant Defence contract.

It was the first full year statutory loss Rex has reported since 2002/03.

Howell foreshadowed improved results for the current financial year, with new WA routes which commenced on 28 Feb expecting to contribute as much as 9% of total passenger numbers.

This together with the reduced fuel costs from hedging initiatives should see Rex post better results in FY17," he said.

## Tianjin to Auckland

**CHINESE** full service carrier Tianjin Airlines has announced the debut of three weekly flights to Auckland from Dec this year.

The service will operate year round between Tianjin, Chongqing and Auckland using A330 aircraft.

Tianjin is the largest coastal city in northern China, with a population of over 15 million, while Chongqing is the major economic centre of the Yangtze basin with over 30 million people.

The new route is estimated to inject NZ\$102 million annually into the New Zealand tourism industry.



### Reservations, Ticketing, Administration Assistant | Sydney

Aircalin, the international airline of New Caledonia, is seeking a dynamic individual with a passion for customer service to fill a full-time position of Reservations, Ticketing, Administration Assistant at their central Sydney office, reporting to the Country Manager.

#### Responsibilities will include (but are not limited to):

- Reservations, ticketing for all customers (trade and consumer)
- Group quoting, reservations, ticketing for all group bookings
- Daily and monthly reporting processes
- Participation in trade shows if required
- Airport back up if required
- Office administration duties as required

#### Applicants must possess the following attributes:

- Excellent customer service and communication skills
- Good knowledge of Altea DCS and Reservation system
- Good knowledge of fares and ticketing processes
- Fluent French speaker an advantage
- Ability to work efficiently at all times

If you think you have the skills for this job please send your CV and Cover Letter to: [sophie.nicouleau@aircalin.nc](mailto:sophie.nicouleau@aircalin.nc)

Applications close: 10 Sep 16



### Ever wanted to go behind the scenes of the cruise tourism sector?

Australian Cruise Association  
20th Anniversary Conference  
and Celebrations  
September 7-9, 2016  
Four Seasons Hotel Sydney

Learn more and register now **HERE**

Members and non-members welcome

# Helloworld top achievers recognised

THE helloworld Frontliners Forum finished off with a glamorous Gala Awards Dinner in the beautiful, recently renovated Brisbane City Hall which was sponsored by Qantas and pre-dinner drinks in King George Square sponsored by American Express.

Over 600 attended the dinner, which featured high energy dance act the EQUALS, the Qantas choir and party band 'Vegas Please'.

Helloworld top achievers were recognised on the night with crystal trophies, with national winners also guaranteed a place on an exclusive luxury trip to Africa with Qantas & Africa Safari Co.



**CELEBRATING** their accolades are helloworld Silver, Gold, Diamond and Platinum Achievement Award Winners.



**STEVIE** Jacobs, MC; Breeanna Perez, Globenet Travel, winner of helloworld Associate Rising Star Award; David Padman, Helloworld.



**STEVIE** Jacobs, MC; Cassidy Lombardo, helloworld Karratha, helloworld Branded Pursuit of Knowledge Award winner; Julie Primmer, Helloworld.

**STEVIE JACOBS**, MC; Angela Kaluzyn, Skilled Travel, winner of helloworld Associate Top Revenue Award; David Padman, Helloworld.

**TARA** Wells-Boyer, helloworld Emu Plains; Brett Jardine, CLIA; Marisa Lucas, Travel on Capri, helloworld ScholarSHIP winners.



**FRAN VILLEGAS**, Qantas; Amy Henry, helloworld Mount Isa Qantas prize winner; Stevie Jacobs, MC; Jane Royce, Qantas.

**STEVIE** Jacobs, MC; Pip Smith, Experience Travel & Cruise Toowoomba, helloworld Associate Customer Service Hero Award winner; David Padman, Helloworld.



**STEVIE** Jacobs, MC; Ellie Buchhorn, helloworld Albury, helloworld Branded Rookie of the Year Award winner; Julie Primmer, Helloworld.



**STEVIE** Jacobs, MC; Daniel Beard, helloworld Bankstown, winner of the helloworld Branded Hero Award Retail; Julie Primmer, Helloworld.

**STEVIE** Jacobs, MC; Corinne Ellis, helloworld Strathpine, helloworld Branded Team Spirit Award winner; Julie Primmer, Helloworld.



## AirAsia X results

**LOW** cost carrier AirAsia X has recorded its first ever second quarter profit since its initial public offering.

AAX posted an operating profit of RM20.0 million while Net Profit After Tax sat at RM1.0 million, compared to losses of RM132.9 million from the corresponding period last year.

Revenue growth surged 35% year-on-year to RM883.2 million.

## AirBerlin millionAIR

**AIRBERLIN** is giving away five million topbonus award miles everyday from now until 26 Aug as part of a new promotion.

To register for the jackpot draw **CLICK HERE**.

## Ireland compensation

**MORE** than 3,000 Irish victims of the Lowcostholidays.com collapse (**TD** 16 Jul) have filed claims under Ireland's consumer compensation scheme.

Although the company was registered in Spain, under Irish legislation it was required to be licensed and bonded in Ireland meaning customers who booked flight-inclusive packages should get a full refund.

It's definitely a case of the "luck of the Irish," with these clients just a tiny minority of the over 140,000 travellers impacted by the company's failure.

## QR SA partnership

**QATAR** Airways was last night announced as the State Theatre Company South Australia's first International Airline Partner.

It was a busy day for QR which was also announced as a partner of the Sydney Swans AFL team through to 2019, see **page 4**.

# SINGAPORE AIRLINES



## Service Centre Officers – Temporary (2) - Sydney

Singapore Airlines has opportunities for two highly motivated individuals to join the South West Pacific Service Centre team in Sydney. These temporary, full time day work positions are offered on the basis of 12 months Maternity Leave replacements.

### The principal accountabilities of the role are:

- Investigate and respond to customer email feedback
- Coordinate special handling processes
- Liaise and assist with reservation vendor with escalation matters
- Internal reservation / ticket help desk support
- Handling of Customer Relations as required

### The successful candidate will possess:

- Outstanding Customer Service Skills with a strong service ethic
- Professional and efficient telephone manner
- Previous Reservations / Ticketing experience
- Able to work under pressure with minimal supervision
- Strong command of the English language, including clear verbal and written communication

The salary range is from \$49,327 to \$58,498 plus 10% super. Australian Citizenship, permanent residency status or appropriate work visa is required.

Qualified candidates are invited to submit an application by 5pm Monday, 29 August 2016 to Suzana Tirovski, Service Centre Supervisor via email to: [lyn\\_jarsen@singaporeair.com.sg](mailto:lyn_jarsen@singaporeair.com.sg)

Only suitable candidates will be accorded an interview and all applications will be treated in strict confidence.

**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](http://www.traveldaily.com.au).

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## WIN A LUXURY HOLIDAY

## WITH CLUB MED



This month *Travel Daily* and *Club Med* are giving readers the chance to win a trip to Indonesia. The luxury prize includes:

- An all-inclusive 7 night stay in Club Med Bintan Island Resort Indonesia.

To win this great prize, answer every daily question correctly and have the most creative answer to the final question. Send your answers to [clubmedcomp@traveldaily.com.au](mailto:clubmedcomp@traveldaily.com.au)

18. Name three of the fitness schools available at Club Med Bintan Island.

**Club Med** Premium all-inclusive resorts

## New MICE trade show

**GARY** Bender from World Corporate Travel and Tourism Portfolio's Donna Kessler today announced the launch of a new exhibition for the business events sector, with the Get Global event to take place at the new Sydney International Convention Centre on Jul next year.

Bender said the joint venture had identified a gap in the market for an outbound MICE show, "one that is cost-effective and only for international product.

"Our mission is to provide a platform for international suppliers to connect with corporate meeting planners, incentive houses, PCOs, travel companies and anyone that has international group business from Australia," Bender said.

He also flagged the potential expansion of the concept into Melbourne, with a key focus being sourcing high quality buyers to meet with international suppliers such as airlines, hotels, DMCs, venues, tourism boards & more - [garyb@getglobal.com.au](mailto:garyb@getglobal.com.au).

## Conrad Xiamen open

**HILTON** Worldwide has announced the opening of the new Conrad Xiamen, the first Conrad hotel in China's Fujian province and the sixth in China.

Conrad Xiamen occupies the 37th to 54th floors of the 300m tall Shimao Straits Tower, a "striking sea-facing landmark" with a sail-shaped design with view of Gulangyu Island.

The property has 241 guest rooms, more than 2,000sqm of flexible meeting space and five restaurants & bars.

## OneFineStay Miami

**BOUTIQUE** accommodation provider OneFineStay today announced it was adding Miami to its portfolio, with the Florida city its sixth global destination.

Represented locally by Masstige Moments, OneFineStay offers more than 2,500 upmarket homes and apartments with full service hospitality.

Miami is the first addition to OneFineStay since its acquisition by AccorHotels earlier this year.



## BOOK WITH LEADING HOTELS TO *WIN* FROM OVER 200 ROOM NIGHTS OF LUXURY ACCOMMODATION

At The Leading Hotels of the World we are thrilled to launch our Australian and New Zealand **Travel Agent MEGA Incentive**, with over two hundred nights' accommodation at LHW hotels available to *WIN*.

With nights available at the iconic *Villa d'Este* in beautiful Lake Como, the jewel of Positano, *Le Sirenuse*, the upper east side residence, *The Lowell* and many many more, this is your chance to experience the remarkably uncommon!

To *WIN* your complimentary nights at LHW member hotels, simply book your clients at a LHW member hotel between 8 August and 16 September 2016, for stays before 31 December 2016. The 81 travel agents with the highest revenue bookings will *WIN*!

Bookings can be made via GDS (LW chain code), LHW Reservations via phone or email [reservations.sydney@lhw-offices.com](mailto:reservations.sydney@lhw-offices.com) or visit [LHW.com](http://LHW.com)

Sydney (02) 9377 8444 • Australia-wide (1800) 222 033 toll free • New Zealand 0800-441-016 toll free

To register your booking to *WIN* simply visit <https://www.surveymonkey.com/r/lhwmegaincentive>

### Terms and Conditions:

- All bookings booked between 8 August and 16 September 2016 via LHW channels apply to register.
- Registrations to be completed by 22 September to win. Bookings must be for stays before 31 December 2016.
- Prize vouchers offer 1 to 3 nights' accommodation LHW member hotels with a 12 month validity – vouchers are transferable to colleagues and clients.
- One registration per booking applies. Agents can register unlimited times over incentive period.
- Prizes will be drawn on 23 September, winners will be advised via email.



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# AA APPOINTMENTS

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QLD & NT - 07 3229 9600 - [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)

## FANTASTIC OPPORTUNITY \*AGENCY OPENING\* TRAVEL CONSULTANT

MELBOURNE (INNER) - SALARY PKG UP TO \$64K

A successful agency is opening a brand new store in Melbourne's affluent inner suburbs and they are looking for experienced and passionate consultants to join the new team. This is a fantastic opportunity you would be crazy to miss! Dealing with high end clientele for both land arrangements and luxury cruising, you will never be bored! If you are looking for a fresh start and the opportunity to be part of the growth and success of a new agency, this is your chance! Min. of 2 yrs Retail Consulting and strong GDS skills.

## BEHIND THE SCENES - AVOID THE PUBLIC CUSTOMER SERVICE TRAVEL AGENT

MELBOURNE (INNER) - SALARY PACKAGE OF \$56K

If you love to book amazing itineraries and helping your clients with all things travel but don't want to deal with the stress of meeting those sales targets every month, we have the job for you! You will be focusing more on the itineraries and fun side of travel, working as a customer service consultant to help the inbound customer calls with their travel details. There is no face to face sales, and to top it off when you're on your break head to the amazing break room to chill out. Min 2 years travel consulting experience req.

## NEED A LITTLE JOB SECURITY?

WHOLESALE TRAVEL CONSULTANT

PERTH (INNER) - SALARY PACKAGE TO \$75K+ (OTE)

This amazing role will see you moving away from face to face consulting and behind the scenes! You will be responsible for servicing your loyal agents with their worldwide holidays inclusive of land arrangements, flights and day tours! With uncapped commission on offer, amazing famils to worldwide destinations and a fun and social team, you would be crazy to miss this! If you have at least 2 years' experience as an international consultant, we can help you secure this position. Don't miss this exciting opportunity!

## PUT YOUR LEADERSHIP SKILLS TO THE TEST

TRAVEL SYSTEMS CONSULTANT/TEAM LEADER

SYDNEY - SALARY PACKAGE FROM \$65K + BENEFITS

This is your opportunity to test the waters in this leading role. Work for one of the global leaders in service providers to the travel industry. This client is looking for an experienced systems consultant to step into a Team Leader position for a 12 month contract period. You will be responsible for liaising with fellow travel industry personnel providing specialist support to their systems & assist with all system version upgrades. Calypso skills, working knowledge of a GDS & previous leadership experience in travel industry is req.

## GROUPS TRAVEL COORDINATORS

CORPORATE GROUPS

SYDNEY - SALARY PACKAGES STARTING FROM \$55K

Are you an experienced travel consultant looking to get out of the retail market? Our client is a well-respected Boutique Agency specialising in the Corporate and Sporting market. Work with some of Australia's most recognisable accounts and sporting stars. Be rewarded with a fantastic salary package and a nurturing environment with staff development and career progression opportunities. Strong GDS skills required, excellent communication skills, ability to multi task and work under pressure is needed. Apply Now!!!

## RETAILS AGENTS - MOVE INTO CORPORATE!

RETAIL / CORPORATE TRAVEL CONSULTANTS

SYDNEY - SALARY PACKAGE UP TO \$70K

This well-regarded global agency is searching for passionate consultants ready to move to Corporate. SME to large clients; dedicated consultant or varied portfolio, you will use your exceptional knowledge & customer service to secure all their travel requests. You need min 3 years consulting exp, solid GDS/airfares & passion to succeed. Corporate Perks include top salary pkg, high-end famils, M-F only, sociable/supportive team & ongoing progression. We have a rare opportunity just for you so upgrade your career today!

## PREFER LARGE NUMBERS

HIGH END CORPORATE TRAVEL CONSULTANT

GOLD COAST - UP TO \$60K PKG

Here's your chance to join a boutique travel team on the Coast whilst utilising your strong corporate experience. As part of this five star team you'll enjoy handling corporate accounts travel arrangements with a variety of domestic and international destinations. Not only will you be joining one of the best of the best but earn a strong set salary package with bonuses and have access to five star famils, unbelievable travel discounts and work rare Mon - Fri hours. Previous corporate consulting experience is a must.

## DEVELOP YOUR SALES SKILLS

BUSINESS DEVELOPMENT EXECUTIVE

BRISBANE - SALARY \$55K + SUPER + BONUS

Want to step up into a sales role and progress in your hotel career? You will be building & developing existing accounts whilst proactively identifying new opportunities across all market segments, negotiating new contracts, competitor analysis and management reporting are all part of this great role. Your strong sales, communication, presentation & negotiation skills along with the ability to close the deal will see you successfully achieve sales targets. Strong package including benefits and bonus plan on offer.

make the change today,  
take control over your career.



believe you're born to  
achieve great things

if you never believe in yourself,  
never take that first step to making it happen  
you will always be where you are right now.

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