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Travel Daily

First with the news

Wednesday 21st December 2016



DNSW Networks

NSW Minister for Trade, Tourism & Major Events Stuart Ayres yesterday revealed the six Chairs of the state's new Destination Networks (**TD** 06 Jul).

As flagged earlier this year, the Destination Networks will replace Destination NSW's regional tourism organisation structure.

The line-up consists of Stephen Bartlett, Destination Country & Outback; Cameron Arnold, Destination North Coast; Richard Beere, Destination Southern NSW; Genevieve Fleming, Destination Riverina Murray; David Fellows, Destination Sydney Surrounds North & Colin Waller, Destination Sydney Surrounds South.

More than 30 other applicants also secured roles across the Destination Networks.

"The successful applicants are passionate proponents of the State's tourism industry and have the skills and experience to deliver high quality governance, increase industry engagement & grow local visitor economies," Minister Ayres said yesterday.

Destination NSW chief Sandra Chipchase said the organisation would work in conjunction with the Boards "to grow local visitor economies", delivering destination management plans and support the development of tourism products, experiences and infrastructure".

View the full list of directors for each of the new Destination Network Boards [HERE](#).

thl acquires El Monte RV

NEW Zealand motorhome and RV specialist *thl* has unveiled an ambitious strategy to more than double its Net Profit After Tax (NPAT) over the next four years, today announcing the acquisition of North American company El Monte RV Rental and Sales.

El Monte, which was established in 1970 and has 26 locations in the United States, will elevate *thl* to the number two position, in terms of fleet size, in the market.

The NZ\$93.5m transaction aims to boost *thl*'s NPAT from NZ\$24.4 million in FY16 to NZ\$50 million by FY20, which will also be fuelled by a US\$6 million investment in the Roadtrippers USA travel app

Fiji Airways to ADL

FIJI Airways will launch new twice weekly services between Nadi & Adelaide starting 30 Jun (**TD** breaking news), bringing the first non-stop services on the route since Pacific Blue shelved the service six years ago.

Utilising Boeing 737-800s, FJ's flights will operate overnight from Adelaide on Mon and Fri.

Managing director & ceo Andre Viljoen said the ADL service will also offer a new option for South Australia residents flying to the United States, via Nadi.

The new route complements FJ's long-standing services to Sydney, Melbourne and Brisbane.

Economy class return fares lead in from \$799 per person.

and deployment of its 'Mighway' business and platform to the North American market in Q117.

The acquisition of El Monte will be funded by NZ\$82.2 million of debt and 3.4 million *thl* shares, and expected to close on 07 Jan.

Under a 50/50 joint venture with Roadtrippers, *thl* will launch the road travel application in New Zealand and Australia.

"We are positively resetting the expectations for *thl*," chairman Rob Campbell said this morning.

"These transactions and the operating plans, which they enable, leverage our current business, skills and balance sheet.

"We are making the right steps to be truly global in our platform," Campbell added.

Hogan to exit Etihad?

ETIHAD Aviation Group plans to remove Australian chief executive James Hogan following a spate of "failed spree of acquisitions in Europe," German news outlet *Handelsblatt Global* is reporting.

According to the media source, "Etihad has suffered 2.5 billion in losses from its investment in Europe" - more details [HERE](#).

Today's issue of TD

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

- Hawaiian Airlines
- AA Appointments jobs

HLO new share issue

HELLOWORLD Limited yesterday confirmed the issue of 666,000 new shares, in relation to the Helloworld Member Loyalty Share Bonus Scheme (**TD** 08 Nov).

Announced by ceo Andrew Burnes at the group's Owners and Managers Conference in Singapore, the shares are to be held in escrow until 31 Oct 2018.

Based on today's HLO share price of \$3.75 the total issue is worth just under \$2.5 million.

Franchisees of the group were invited to apply at no cost for varying numbers of shares "based on their level of contribution to the Helloworld business".

MEANWHILE recently appointed Helloworld chairman Garry Hounsell has put his money where his mouth is, having paid just over \$50,000 on the market over the last week to boost his stake in the company.

Hounsell, along with his superannuation fund, has bought 14,000 additional shares, more than doubling his shareholding in Helloworld to 32,000.

Carlah Walton resigns

TOURISM Fiji regional director for Australia, Carlah Walton, has resigned after just over three years in the role.

Walton told **TD** she was pleased at the achievements during her tenure including winning the 'Best Tourist Office' NTIA Award as well as record numbers of visitation from Australia in 2015.

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Sabre fined US\$15m

A US\$15 million fine has been slapped on Sabre after a jury found the tech company restrained trade by forcing unfavourable contract terms on US Airways, *Law360* reports.

Despite the ruling, Sabre said in a statement it believed they acted fairly and lawfully.

"We will continue to defend the interests of consumers who seek transparent and efficient shopping, booking and servicing of travel," Sabre said.

The tech solutions provider said it will file a motion to set aside the verdict immediately which would award \$5.1 million in single damages to US Airways.

"To the extent the court declines to grant the motion to set aside the verdict, we will pursue an appeal," Sabre said.

Cruise360 date set

THE 2017 Cruise360 Australasia conference will be held in Sydney on 25 Aug at the new Hyatt Regency Hotel.

Cruise Lines International Association (CLIA) Australasia md Joel Katz is urging industry members to mark the date in their 2017 calendars before the year gets underway.

"Cruise360 is a must-attend event for the cruise industry and our 2017 conference will include engaging seminars and opportunities to hear directly from cruise line members and industry leaders," said Katz.

Dom. spend nudges \$60b

AUSTRALIANS are increasingly choosing to holiday at home rather than overseas, with domestic overnight trips up 5% in the last 12 months ending 30 Sep, to a record 89.4 million.

The figures released today in Tourism Research Australia's latest *Travel by Australia* study revealed that overnight domestic spend in the last year was up 5% to an all-time high of \$59.8b.

Minister for Trade Tourism and Investment Steven Ciobo said the

record spending by local tourists was an "early Christmas present for Australian tourism businesses and the hundreds of thousands of Australians they employ".

"Australians who holiday at home put money straight into the back pockets of local tourism workers," he said.

Aussies took a total of 66.6 million trips in the last year for a holiday or to visit friends and relatives - equating to more than three trips per year per person.

The number of days Australians are spending away has also increased with the average length of holidays up 5% over the last three years to 3.7 nights.

New South Wales saw the highest number of visitors recording 29.1 million overnight trips and a \$16.5 billion spend, followed by Victoria at 21.7 million overnight visitors and a \$12 billion spend.

Queensland's spend was up at a healthy \$14.7 billion with 20.1 million overnight visitors.

QF appoints new cio

SUSAN Doniz has taken on the role of chief information officer at Qantas, commencing late Jan.

The SAP exec will relocate from Canada to take on the role with QF and brings to the table several years of experience working on major projects with senior leaders at the tech company.

Dubai Parks open

DUBAI Parks and Resorts officially opened all three theme parks over the weekend.

The DH13 billion integrated attraction was inaugurated by His Highness Sheikh Mohammad Bin Rashid Al Maktoum, vice president, UAE Prime Minister and Ruler of Dubai.

Spread over 2.8 million square metres, the attractions include Legoland Dubai, Bollywood Parks Dubai and Motiongate Dubai.

IASC tick of approval

THE International Air Services Commission (IASC) went on an approval spree on Mon.

Qantas has been allocated 852 seats of capacity per week in each direction on the Fiji route, while Virgin Australia has claimed 907 seats on the journey, both for five years from 05 Nov 2017.

IASC gave Fiji Airways the thumbs up to codeshare with Qantas on the Singapore route and Virgin Australia has been allowed 360 seats per week on the Solomon Islands route for five years from 10 Dec 2017.

On the UAE route, Qantas has been allocated 14 frequencies each week, valid for five years from 13 Nov 2017.

Kiwi/South Africa row

NEW Zealanders planning to travel to South Africa will require a visa to enter the country from early next year after a 20-year visa-free travel arrangement was scrapped between the New Zealand and South African govts.

Effective 16 Jan, Kiwis will be required to obtain a visa from the South African High Commission in Wellington prior to boarding a flight to the African nation.

Travellers without the visa will be refused entry to South Africa.

In Nov, Immigration NZ ended visa-free movement for South Africans into New Zealand.

The South Africa visa costs NZ\$90, *Stuff.co.nz* reports.

Air NZ adds Haneda

AIR New Zealand will add Tokyo Haneda in Japan to its network from Jul when it splits services from Auckland to Narita Airport.

The Kiwi carrier currently offers daily flights to Narita, increasing to 10 weekly over peak months.

From mid-2017, Air NZ will assign the additional peak flights on Wed, Fri and Sun to HND.

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Amadeus carbon report

AUSTRALIA'S travel and tourism sector is lagging behind other industries in its disclosure of greenhouse gas emissions, according to a report by Amadeus and Griffith University.

Despite benefits from carbon reporting including reduced operating costs and enhanced brand value, the report says disclosure levels in travel and tourism are still comparatively low and that the quality of information is often insufficient.

Written by Griffith University professor Susanne Becken and Amadeus IT Group's Lucas Bobe, the paper says tourists are generally aware of the carbon impact their travel has.

Specific knowledge, however, is often lacking, and tourists misjudge the extent of their carbon footprints.

A fly-cruise trip to Antarctica

can involve up to 600kg of CO₂ emissions per person each day, the report says, while a domestic traveller in New Zealand might only result in 13kg of CO₂ per day.

Amadeus IT Group vp industry affairs Svend Leirvaag said a consistent and transparent approach was needed.

"We believe that addressing climate change in the travel and tourism industry requires all those involved in this sector to work toward reducing emissions," Leirvaag said - to download the full report [CLICK HERE](#).

Halfpenny to Aurora

ROCKY Mountaineer regional director of sales Robert Halfpenny is leaving the company to take up a new Sydney-based role as global managing director of Aurora Expeditions.

Halfpenny takes up his new position effective 01 Feb 2017.

Rocky Mountaineer vp of sales Karen Hardie told **TD** the company would begin a search for Halfpenny's replacement.

"Robert has been a tremendous contributor to Rocky Mountaineer's success during his tenure and he leaves with our gratitude and best wishes for continued success," she said.

SYD traffic rise

PASSENGER numbers through Sydney Airport continued to rise during Nov, resulting in 5.8% growth in the year-to-date.

Almost 3.6 million passengers passed through the airport during Nov - a 4.7% increase on the same month of 2015 - bringing the total this year to 38 million.

Domestic traffic increased 3.2% over Nov 2015, while international traffic was up 7.5%.

Airport md and ceo Kerrie Mather attributed the international increase to double-digit capacity growth and strong load factors.

"The Chinese market continues to perform well with three new routes commencing in Nov," Mather said.

Keneally at sea

AUSTRALIAN writer Thomas Keneally will be a guest lecturer on board Silversea Cruises' *Silver Whisper* next year.

The *Schindler's Ark* author will join a world cruise sector between Melbourne and Bali (Benoa), departing 09 Feb.

EK Fort Lauderdale

EMIRATES has boosted its US network with a daily direct service from Dubai to Fort Lauderdale, its second Florida destination after Orlando.

The new service is operated by Boeing 777 and is the 11th US airport in the Emirates network.



Window Seat

BRITISH Airways has brightened up its drinks trolley with the introduction of its own brand of specially made gin.

Blended by the Cambridge Distillery, it has been created after extensive taste tests involving First class customers rounded up in the Concorde Room bar in Terminal 5 at London Heathrow.

Their tastes showed a preference for botanicals including basil, rosemary and thyme, in addition to the prerequisite juniper.

BA says gin and tonic is one of the most popular alcoholic drinks served on its flights, with passengers succumbing to more than three million a year.

Sadly the new British Airways Gin won't make it into the air for now - only Concorde Room customers will have the exclusive privilege.

Fantasea addition

FANTASEA Cruising has added a new vessel to its Sydney water taxi fleet.

The new 16-seat water taxi will be aimed at the groups market and offers a bar fridge and toilet.

"This is the most luxurious water taxi ever launched on Sydney Harbour," said Fantasea ceo Anthony Hayes.



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Neelia marks 50 years in travel



NEELIA Rixon from Summerland Travel Lismore has this week clocked 50 continuous years in the travel industry.

Neelia's colleague Jackie Sneath, who made **Travel Daily** aware of the mammoth milestone, said their whole team was so "proud of this achievement and her dedicated service to all her past

and present clients".

In celebration of her anniversary, beloved clients Noel and Kate Doyle paid a visit to the office with their Kenyan friends whose travel to Australia is arranged each year by Neelia.

Neelia is **pictured** centre with baby Barkley the youngest member of the visiting group.

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Oz summer sport win

ONE in five Australians (19%) have indicated they will be attending a major sporting event over the holiday period, according to a national poll by the Tourism & Transport Forum Australia (TTF).

Of those polled, Victorians were the biggest sports lovers with 27% planning to cheer from the sidelines, while Queenslanders were the least likely to shout their support from the stands at 13%.

TTF ceo Margy Osmond said the thousands of Australians attending matches was "great news for the visitor economy".

"The Australian Open is estimated to inject more than \$278m in the State's economy and 50% of the 730k attendees are from outside Melbourne - that's a win win for everyone from sporting fans to airlines, accommodation and hospitality," she said.

Movenpick new logo

MÖVENPICK
HOTELS & RESORTS

MOVENPICK Hotels & Resorts has unveiled a refreshed logo (**pictured**) which the company said reflected the brand's "characteristic Swissness".

Cebu adds two routes

CEBU Pacific's subsidiary Cebgo is launching daily flights between Manila and Masbate and four new weekly services between Manila and Tablas using newly acquired ATR 72-600 aircraft. Services start from 15 Feb.

Oroton opens at SYD

OROTON has opened a new boutique location at Sydney Airport's T1 Int'l terminal, within the fashion precinct.

The latest addition offers a selection of luxury leather goods, accessories, jewellery, apparel, travel essentials and more.

Travel now, pay later

ZIPMONEY has partnered with Luxury Escapes to present a new buy now pay later option.

Travellers interested in the new payment feature can activate it during checkout, with the remaining balance to be paid off over time in interest-free instalments.

Commenting on its latest payment option, Luxury Escapes gm Blake Hutchison said, "innovation and financial technology are now pervasive".

"Customers have come to expect flexibility as part of everyday life and this technology in particular is designed to make high priced and desirable produce and services more approachable," said Hutchison.

WIN MARK CARTER'S NEW BOOK

This week *Travel Daily* and Mark Carter are giving five lucky readers the chance to win an autographed copy of his newly published book, *Ignite Your Potential*.

Ignite Your Potential is a development book that offers practical advice through a combination of memoir, emotional intelligence and practical tips from a variety of programs and accredited models. Each chapter centres on a theme of personal improvement, through insight or entertaining story, that is then summarised in three quick tips. These can be applied to all areas of life but geared more towards peak performance, personal development and business improvement. The book has been beautifully illustrated with a bespoke set of 25 pieces brought to life by artist Deborah Gillham.



To win, simply be the first person to send through the correct answer to the question below to markcarter@traveldaily.com.au

Who was the old school Hollywood Actress who Mark Carter would have loved to have met recently featured on a motivational piece in his G-spot blog?

Hint! Visit markcarter.com.au



TEN lucky agents recently enjoyed a Hurtigruten and Bentours famil to Norway. The group experienced 'Norway in A Nutshell', a classic journey by rail, bus and ferry showcasing incredible scenery and towns. Next up, the agents boarded Hurtigruten's *MS Trollfjord* to cruise from Bergen to Kirkenes over seven days. The Arctic Circle is a border crossing that was incredibly significant and a moment to remember with the group being baptised on board with ice cold

water from the sea. Highlights of the journey included spotting the Northern Lights and going dog sledding. The agents **pictured** in Norway include Rebecca Bell, host for Infinity Cruise; Stacey Devine, Flight Centre; Esther Lee, Escape Travel; Kristy Powell, Infinity; Kimberly Green, Infinity; Luke Kearney, Flight Centre; Karen Quelch, Escape Travel; Christine Berrick, Cruiseabout; Anna Whatling, Escape Travel; Ashley Van der Veer, Cruiseabout; Sarah Field, Hurtigruten team leader.

PTMs in Qld celebrate 2017



TRAVELMANAGERS rounded off its final state meeting for 2016 with their Queensland personal travel managers (PTMs) in Brisbane. Collectively, over the recent six state meetings throughout Australia, there was an opportunity for more than 256

PTMs to celebrate a successful year amid Christmas festivities. A number of virtual state meetings were also held via webinar for those who could not attend in person. **Pictured** above are Queensland PTMs all smiles following a successful state meeting.

Lets fly Air Canada to the US!



SOMEONE loves collecting souvenirs! Swansea Travel and Cruise's Sue Paul has cobbled together her collection of trinkets from New York and Canada for her entry (**pictured** above) into the annual Air Canda Christmas competition. Her whole journey is mapped out in imagery here, including the Air Canada aircraft which will get Sue to her desired destinations in

true comfort. For your chance to be in the running for return Economy class Air Canada tickets from Sydney or Brisbane to New York and two CityPASSes for Big Apple attractions, simply enter the competition on the **back page**. All you need to do is combine Air Canada, Canada and New York together in one creative picture or meme.

Maple soaked NYC

THE Statue of Liberty's golden torch has been replaced with a bottle of pure Canadian maple syrup, in Sandra Reucker's impressive entry into the Air Canada Christmas competition. The Travel Managers' employee has also swapped the statue's tablet engraved with roman numerals for the Sydney, Brisbane, Vancouver and LaGuardia airport codes.

And we're pretty certain that's an AC flight depicted to the right. Now that's creativity! If you think you can challenge Reucker's out-of-the-box thinking then scroll down to today's **back page** for full details on how you



WE'VE BEEN EXPECTING YOU
Thanks to Air Canada's Canadian connection Sydney or Brisbane to New York via Vancouver

could win a return Economy Air Canda flight from Brisbane or Sydney to New York. We love seeing your quirky entries and are looking forward to announcing the winner in Jan.

Rocky Board growth

ROCKY Mountaineer's board of directors has announced the appointment of three members to its panel - Tristan Armstrong, Ashley Armstrong and Chelsea Armstrong.

Each of the Armstrongs hold senior executive roles internally and externally to the iconic rail company.

The addition of the next generation of the Armstrong family aims to, in part, support the long term plans of the firm.

"These appointments capitalise on multi-generational experience and demonstrates Rocky Mountaineer's commitment to its history as a family run business," said board chairman John Furlong.

Four Seasons Hoi An

THE Nam Hai has reopened in Hoi An, Vietnam and been renamed Four Seasons Resort The Nam Hai, Hoi An, Vietnam.

Refreshed resort and hotel villas have been unveiled, including eight new family villas and a beach bar has been added.

Also new is the Heart of the Earth Spa and a cooking school.

Kangaroo Island trail

A FIVE-DAY, wilderness trail through south-west Kangaroo Island has recently launched on the South Australian island.

Pitched towards experienced bushwalkers, the 61 km trek offers a unique nature-based experience, taking in the rugged, remote and spectacular coastline of the Southern Ocean.

Available between Nov and Mar the self-guided walk using campgrounds is priced at \$161 per adult - [CLICK HERE](#) for more.



Accommodation Updates

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



A casual beach restaurant and bar, Kastaway Beach Bar has opened at **Four Seasons Resort Nevis** in the West Indies. Serving light "hook-to-table" food and cocktails, the bar spills from the Reflection Pool onto the sands of Pinney's Beach. The bar features teak tables and chairs which surround a handcrafted Caribbean fishing boat.



Best Western Brook Hotel in England has undergone a £100,000 renovation of the rooms, bar and restaurant area. The aim of the works was to provide the hotel with a more modern and practical design. The bar and restaurant area was redone to include seating for coach tour groups.



On Christmas Eve, a new waterpark in **Maidens Inn, Moama, NSW** will open. The 500m² waterpark will be one of the biggest of its kind in Australia and is designed for young families with children aged 0-12. It features a zero depth splash pad, allowing minimal opportunity for evaporation, and water will be recycled back into a balance tank where it will be treated and reused.



Tis the season to be creative Win tickets to New York with Air Canada

This month Travel Daily and Air Canada are giving readers the chance to win two Economy Class return tickets from BNE/SYD to New York (EWR) and two CityPASSes for NY attractions from NYC & Company.



To win, submit a photo, meme or similar which combines Air Canada with a Canadian and New York theme, showcasing "Air Canada's Canadian connection to NYC via Vancouver". Send your entries to aircanada@traveldaily.com.au



TERMS AND CONDITIONS APPLY

Victoria gyms coup

THE Gymnastics World Cup has been secured for Melbourne, to be held 21-25 Feb.

Gymnasts from 15 countries will head to Victoria for the FIG International Apparatus World Cup Series at Hisense Arena.

"Events like this attract competitors, coaches, fans and families from all over the world, which is great news for Victoria's major events and tourism sectors," said Victoria's Acting Minister for Tourism and Major Events Philip Dalidakis.

EK LA Dodgers tie-up

EMIRATES and the Los Angeles Dodgers baseball team have teamed up to sponsor the Dubai Little League Divisional Teams, which will go by the name of the Dubai Dodgers.

Sponsorship will give Emirates onsite brand visibility and the ability to run on-ground promotions at the Emirates Airline Dubai Little League Park.

The park was inaugurated on 16 Dec.

A&K safari freebies

ABERCROMBIE & Kent is throwing in a free hot air balloon ride over the Masai Mara and an extra night at Angama Mara for all guests booking the 10-day private 'Out of Africa' journey.

The bonus hot air balloon applies to travel 05 Jan-31 May & 01 Nov-21 Dec and the extra night is for stays 05 Jan-30 Jun and 01 Nov-21 Dec.

Enlighten back in 2017

ENLIGHTEN will return to Canberra for a seventh time from 03-12 Mar.

The event will feature the Enlighten Night Noodle Markets, a range of free and ticketed entertainment, as well as architectural projections that will light up Australian Parliament House, the National Portrait Gallery and more.

The full program will be revealed on 01 Feb, for more see enlightencanberra.com.au.

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WHOLESALE TRAVEL CONSULTANT

PERTH & MELBOURNE – SALARY PACKAGE \$75K+ (OTE)

These amazing roles 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 tours! With uncapped commission on offer, amazing famils 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!

JOIN THIS NATIONAL LUXURY TRAVEL COMPANY

HIGH END / LUXURY TRAVEL CONSULTANT

MELBOURNE (INNER) - SALARY PKG TO \$63K

With a fantastic new office just opened, from a larger national chain in one of Melbourne's affluent suburbs, you will be selling some of the most glamorous F.I.T and cruising products on the market. This is a fantastic opportunity to really be a part of the beginning of this agency in Melbourne and watch it grow. With a fantastic salary package being offered, Monday to Friday hours and selling to high end customers. To be successful in this role you will have a min. of 2 years Travel Consulting experience and strong GDS skills.

AWESOME AMADEUS TEMPS NEEDED

TRAVEL CONSULTANTS

BRISBANE & GOLD COAST – TOP HOURLY RATE ON OFFER

If you're an experienced travel consultant with top notch Amadeus skills – we need to talk ASAP! We currently have a number of assignments available on the Gold Coast and Brisbane for experienced Amadeus temps. Your duties will range from consulting to assisting with airfare amendments and cancellations. Mon – Fri hours, a top hourly rate, weekly pay cheque and superb working environments are on offer. All you need are strong native Amadeus skills and previous industry experience. Call today to take your pick.

SPECIALISE IN JAPAN

TRAVEL CONSULTANTS

BRISBANE – \$50-\$60K OTE ++

This is your chance to join a great team in Brisbane specialising in small groups, tailored packages & wholesale arrangements to Japan. You will be booking holidays to Japan for direct passengers & travel agents. Your first hand Japan travel & knowledge will ensure your clients have the best experience the country has to offer. Strong salary pkg. with bonus structure on offer. Must have exp. living & working in Japan or extensive personal Japan travel, basic Japanese language skills & high level customer service skills.