

# 2016 *Year in review*

What a year!

2016 has seen the *Travel Daily/travelBulletin* team produce more than 3,600 pages of editorial, so no wonder we are looking forward to a break. We've also given away more than a dozen overseas trips in our popular competitions, and enjoyed entertaining the industry with famil photos, incentives and more.

This special publication gives a summary of some of the top travel industry stories of the last twelve months, along with some of our favourite industry photos.

We have loved bringing you the latest in news and information and look forward to continuing in 2017 which also promises some major initiatives from the Travel Daily group.

Thanks for your ongoing support.

*Thanks from the team at Travel Daily, travelBulletin, Cruise Weekly and Business Events News: Bruce, Jenny, Jon, Sean, Guy, Lisa, Jasmine, Bonnie, Sarah, Nathalie, Rowena, Christian, Mal, Melanie & Lisa.*



**Smaller is Better!**

**Bunnik Tours**

Dear Travel Partners

**Thank You**  
For All Your Support

It's been a great year of small group touring and we couldn't have done it without you.

We'd like to wish you all a **Happy Christmas & New Year**

Europe • South & Central America  
Asia • Africa • Middle East

# January 2016

Travel Daily

## Webjet mocks travel agents

**TRAVEL Daily** led the charge in bringing to light the controversial TV advertising campaign sledging bricks-and-mortar consultants by online travel company Webjet.

The campaign mocked travel agents by suggesting not all options were provided to a customer who had booked her holiday flights through a frontline consultant.

Our exclusive on the story opened the floodgates across the industry to rip into Webjet for its poor customer service, and resulted in a tirade of negative commentary being dumped on the OTA's Facebook page.

Not intent on having separated itself from the industry it relies on, Webjet went on to release another anti-travel agent TVC in late July.

Meanwhile January also saw the formal approval of the Helloworld-AOT Group merger, seeing Andrew and Cinzia Burnes become directors and 40% shareholders of the firm.

In other big news for the first month of 2016, Tourism Australia launched a new campaign starring much-loved Aussie superstar Chris Hemsworth.

Around \$40m was spent over the next six months promoting the push.

### Other stories this month

- STA reports 26% sales hike
- Expedia merges hotel brands
- New international campaign for Tourism Australia
- TA and Qantas make up
- CATO plans crisis forum

### Breaking news

- Flight Centre secures Tigerair Australia deal
- New NTIA People's Choice Award Voting now open
- Singapore Airlines announced Canberra services
- Malindo air paying 10% commission

### Scenic heads to sea

**CRUISE Weekly** announced Scenic's entry into ocean cruising on board its new "discovery yacht" *Scenic Eclipse*.

The 114-suite ship will feature two twin-engine helicopters, custom-built zodiacs, a 240-seat theatre and its own submarine.

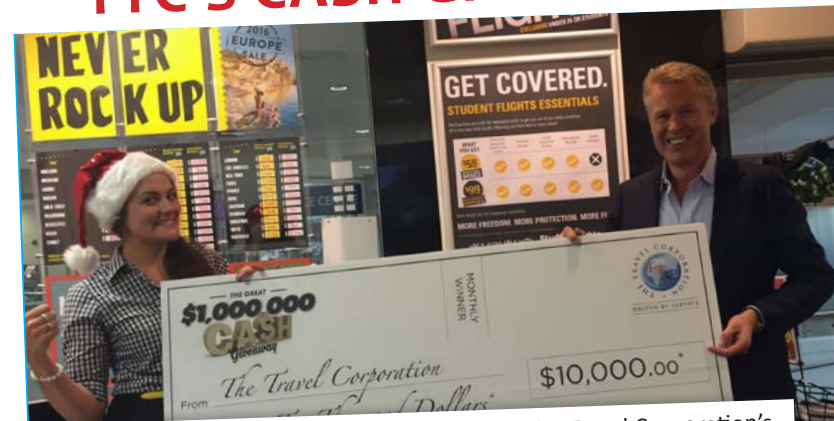
### travelBulletin's rollercoaster year

IN THE Dec/Jan edition of *travelBulletin* industry leaders provided their prognostications on what the future held as part of a cover story on 2016 trends.

It also included wrap-ups from conference season including Travellers Choice, Independent Travel Group and Helloworld.



## TTC'S CASH GIVEAWAY



**ANGELA** Hale was one of the lucky winners in The Travel Corporation's Great \$1,000,000 cash giveaway, and is pictured receiving a giant \$10,000 novelty cheque from TTC Australia ceo John Veitch.



### Window Seat

**HIGH** school graduates in China were reportedly required to model in a bikini as part of a flight attendant selection process in Jan.

The Association of Flight Attendants (AFA) condemned Oriental Beauty for organising the event.

Oriental Beauty said their ideal candidates were to be elegant and slim with no scars and to be at least five foot six in height with a sweet voice a desirable attribute.

In a statement, AFA said "If discrimination exists anywhere, it is a threat to women everywhere. "This is not a fight just for the women of China."



**EMIRATES** treated these Tasmanian travel agents to the Australian Open.



**HUNDREDS** of guests gathered for Elements of Byron's pre-opening party.

1 *travelBulletin* airline guide produced in 2016

Travel Daily

# February 2016

Travel Daily

## travelBulletin examines evolution

FEBRUARY'S edition of *travelBulletin* looked at the evolution of the Australian travel industry over the past 18 months since the advent of ATAS and the demise of the TCF.

It was also filled with features and agent selling tips for the Cook Islands, Malaysia & more.



## Flight Centre diversifies

FLIGHT Centre's diversification was big news for February, with *Travel Daily* reporting on the company opening up its product range to other travel agents and chains as part of a new agency partnership.

The initiative effectively allowed agents from outside the business to take advantage of FLT's buying power to access products and rates that hadn't previously been available.

The new "unbranded buying group" attracted its fair share of criticism with Helloworld boss Andrew Burnes saying the initiative was a "slap in the face to other retailers".

### Other stories this month

- Virgin Australia forms strategic partnership with aviation alliance
- Webjet reports "exceptional half year"
- ACCC renews QF/AA alliance

## Cruise economy boom

CRUISING in Australia delivered a record economic contribution of \$3.6 million in 2014-15, up 11.6%, according to CLIA report, *The Contribution of Cruise Tourism to the Australian Economy in 2014*.

Burnes said Flight Centre had "done everything it possibly could to close out anyone else's content range from being sold through their own retail distribution".

Meanwhile, Qantas announced inflight trials of a new free wi-fi service on-board domestic flights.

The super fast service will feature speeds up to 10 times faster than "conventional on-board wi-fi".

The month also saw Air New Zealand's first half financial year profit "skyrocket" a whopping 154%.

The carrier more than doubled its H1 earnings to \$338 million after tax.

### Breaking news

- Nominations open for NTIA
- Virgin Australia pre-tax H1 FY15 profit
- Sintack boosts Helloworld stake to 19.1%
- Mantra profit jumps 11%
- 4 million visitors to Bali

## SUPERMODEL'S MAORI HERITAGE



MEGAN Gale reconnected with her Maori heritage as she became the first ambassador to promote the New Zealand Cycle Trail to Australians.



## Window Seat

AIRBNB has dashed a Brooklyn man's dream of turning the pile of snow in his backyard into a "desirable getaway".

The "Boutique Winter Igloo for two," was listed on the room-sharing website for six hours, before being taken down as it didn't comply with occupancy standards.

"We are happy to see that you guys are staying busy and having fun during Blizpocalypse," Airbnb wrote in an email.

They offered the man a \$50 coupon and advised he "pick a place with running water, electricity, and a roof that doesn't melt."



ROCKY Mountaineer's new president Steve Sammut and his team visited Sydney and climbed the bridge.



BIG prizes were up for grabs at Visit USA Australia's annual agent Expo.

4 events of which *Travel Daily* was the media partner in 2016

Travel Daily

# March 2016

Travel Daily

## Helloworld rings in changes

**BEFORE** the dust could settle from its 01 February merger with AOT, Helloworld began restructuring and announcing new initiatives just weeks later in March.

An initial round of post-merger changes in its wholesale division saw the departure of product chief Lindy Christian after more than 30 years at the company, along with new roles for figures including Leanne Chard (gm wholesale product), Andrew Johnstone (gm wholesale content) & Joe McCormack (gm land purchase).

The IT and systems divisions were next, with AOT's Yusuf Ahmed

becoming group gm IT services.

Later in the month Helloworld ceo Andrew Burnes announced the creation of My Travel Group through the combination of the Helloworld Affiliate Network with the Concorde Agency Network.

The merger resulted in the creation of "the largest independent agent consortium in Australia", boasting almost 800 members and a total transaction value of over \$1 billion.

Other news during March included the terrorist bombings in Brussels, setting the tone for a tragic year in Western Europe.

### Other stories this month

- Jetstar long-haul revamp
- Pacific Pearl to leave P&O
- Virgin revamps Velocity
- NT agent found guilty
- SYD Airport \$1b earnings
- Virgin borrowing \$425m

### Breaking news

- Fiona Dalton to be new Uniworld md
- FC expands in Europe
- Sunlover expands to Sth Pac
- FC and ACCC to High Court
- NTIA 2016 nominees
- Bestjet takes AFTA to court
- Gavin Smith global RCL role

## TAHITI COMES TO TOWN



**ATOUT** France director Patrick Benhamou with Tahitian dancers at an event hosted by the South Pacific Management hotel and resort group.



### Window Seat

**TWO** travellers have been arrested in South America after taking naked pictures of themselves while visiting Machu Picchu.

The pair were spotted by Peruvian Culture Ministry guards stripping off for the nude selfies, with officers arresting the 28-year-old Frenchman and 23-year-old Briton and taking them to the local police station while they were still unclad.

After questioning, police also released nude photos of the men taken on their cellphones as a warning to other potential exhibitionists of the embarrassment and legal consequences.



**AT THE** Mobile Travel Agents annual conference: Karen Merricks, Li Cunxin, Jonica Gilbert and Roy Merricks.



**KYLIE** Minogue joined celebrations for Qatar Airways' new Sydney flights.

### Carnival to Cuba

*Cruise Weekly* reported Carnival Corporation's approval to operate the *MV Adonia* to Cuba, heralding the launch of its Fathom brand from 01 May.

Itineraries included Havana, Cienfuegos & Santiago de Cuba.

### travelBulletin gets the merger low down

**IN HIS** first major interview since the merger between AOT Group and Helloworld, ceo Andrew Burnes gave his insight into the rationale for the deal and his plans for the future. "We do now need to focus on growing our profitability now the brand transition is complete," Burnes said.

### travelBulletin



### TRAVEL'S NEW POWER COUPLE

EUROPE SMALL GROUP TOURING USA JAPAN SOUTH PACIFIC DRIVE

5 publications in the Business Publishing Group stable

Travel Daily

# April 2016

Travel Daily

## SIA Hols shutdown and FF action

THE month got off to a false start for some, with Singapore Airlines Holidays shutting up shop for an indefinite period at the beginning of April.

SIAH confirmed the decision came as a “mutual agreement” with Wendy Wu Tours, which had operated the arm for two years after taking over from Pinpoint Holidays.

“The decision to cease operations will allow Wendy Wu Tours to focus on providing customers with high quality packages to the Maldives, Singapore and Singapore Grand Prix alongside its core business offering,”

a Singapore Airlines Holidays spokesperson told *Travel Daily*.

Meanwhile, the tug-of-war to acquire Starwood ended with China’s Anbang Insurance Group pulling the pin, paving the way for the eventual Marriott International merger.

The evolution of Australian loyalty schemes continued, with CTM debuting a site in partnership with the Coles fly buys scheme, while Qantas Frequent Flyers were given the option to have a “parental pause” on their membership.

April also saw Qantas warning of a “softness in demand”.

### Other stories this month

- Inland NSW administration
- Taronga eco-retreat plan
- The year of Australia-China tourism
- Big fines for drip pricing
- AFTA reveals NTIA finalists

### Breaking news

- Royal Caribbean’s *Ovation of the Seas* to return in 2017/18
- BestJet injunction application refused by Supreme Court
- Another US acquisition for CTM
- Helloworld & Orbitz part ways
- AFTA announces NTIA finalists

### Ovation’s mega hype

*OVATION of the Seas* was the hot topic for much of April in *Cruise Weekly*.

During the month the megaliner was delivered, a godmother was revealed and the vessel was scheduled for a return Aussie season in 2017/18.

### travelBulletin domestic travel boost

APRIL’S cover story dove right into the nitty gritty of domestic tourism, unpacking the stats and examining the role of the travel agent.

While it has been suggested agents may be “not so necessary” for Aussie breaks, the article unpacked ways agents can make the most of domestic.



## PHT BOYS NUDE UP ON THE RHINE



SOME Phil Hoffman Travel participants on the APT Diamond VIP achievers European river cruise raised a chilly glass on the *MS AmaVenita* sundeck.



### Window Seat

LUCKILY for the team at *Travel Daily*, the Travel Corporation caught wind of a little air conditioning issue at our new Macquarie Park office.

The team were able to keep their cool with a collection of handheld fans, which arrived as a much appreciated welcoming gift from TTC.



SKYTEAM opened a lounge at DXB for Elite Plus, First and Business class passengers.



ETG agents got another use out of their Qantas PJs in San Francisco.

6 travel writers in the TD team in 2016

Travel Daily

## Virgin makes May headlines

IN MAY *Travel Daily* brought you the breaking news that Chinese travel giant HNA was acquiring a 13% stake in Virgin Australia, in a deal the carrier said would help it capitalise on the growing Chinese travel market.

The alliance saw HNA invest \$159 million in the Virgin Australia group, in the form of a placement of new shares at 30c per share.

Virgin and HNA Aviation Group will fly directly between Australia and a number of Chinese cities starting from 2017, co-ordinating code-sharing, frequent flyer points & lounge access.

In August we saw HNA group up this share in Virgin Australia to 19.2% under a "top-up placement", investing a further \$89 million in the Aussie carrier.

In other significant news for the airline in May, VA reduced its domestic capacity by 5.1%.

VA said it was a result of experiencing weak consumer demand, with factors including uncertainty around the federal election and the resources sector downturn, with the fleet changes centering on its ATR aircraft used in regional areas.

### Other stories this month

- Garuda Orient Holidays shuts down
- DNSW review underway
- QF Americas tariff review
- Another Chinese carrier
- ABS addresses missing cards

### Breaking news

- Virgin to reduce domestic capacity
- Six new Australian sailings for *Ovation of the Seas*
- China's HNA to take 13% stake in Virgin Australia
- Livn withdraws proposed deal

### CLIA changes

MAY saw a significant reshuffle in the Cruise Lines International Australasia committee, including the departure of Carnival Australia executive director Ann Sherry and former chairman Gavin Smith, to be replaced by NCL's Steve Odell.

### travelBulletin's big cruise issue

MAY'S *travelBulletin* contained the results of Australia's most comprehensive survey of cruise sellers - detailing the key findings from the sector.

The issue also included big industry stories and features on South Korea, Abu Dhabi, Canada, Hawaii and more.



## AIR NZ/BRAND USA HOME RUN



**PARTICIPANTS** in the 2016 USA mega fam enjoyed plenty of treats on their trip including an evening at the baseball in Houston.



### Window Seat

TRAVEL agents participating in this week's #tasteUSA mega-fam are sure to be bringing lots of souvenirs of the educational home - but one gutsy participant has a somewhat more permanent memorial of the trip.

The agents are split into various teams, with Team Texas member Meets Patel from Parnell Flight Centre in New Zealand showing extraordinary commitment when he got his first ever tattoo on the trip.

Tastefully located just above his ankle, the tattoo design was a simple outline of the Lone Star State - complete with the fam's #tasteUSA hashtag as a lasting memento.



**LATAM** celebrated its new livery and uniforms with a South American-themed event.



**CHRIS** Hemsworth made a surprise appearance at ATE.

# 7 Chinese airlines flying direct to Australia in 2016

# June

# 2016

Travel Daily

## travelBulletin young guns special

THE industry's up and comers were spotlighted in the June *travelBulletin*, sharing tales of their careers so far with tips and advice for staff who aspire for greatness.

There was also a wrap up of the Helloworld for Business and Select Travel Group conferences held in Singapore and Vietnam.



## Virgin Australia targets China

**VIRGIN** Australia made its intentions clear for China in June when it sought authorisation from the government to commence daily flights “between an Australian major gateway” and both Beijing and Hong Kong using A330-200 aircraft.

VA gave plenty of forewarning for its new service, which it said was planned to be up and running & utilising full capacity by 01 Jun 2017.

The strategy also saw Virgin Aus announce an alliance with China's HNA Group (which owns Hainan Airlines, Beijing Capital Airlines and a number of other carriers), to

### Other stories this month

- AirAsia X shelves Bali routes from Sydney and Melbourne
- Disneyland Resort unveils plans for a fourth hotel
- Nanshan to invest in Virgin Aus
- FC refreshing quickbeds

## NCL's Jewel to Sydney

Norwegian Cruise Line revealed plans to capitalise on growing cruise passenger numbers from the Australasian market by deploying *Norwegian Jewel* to its new year-round homeport of Sydney, effective Oct 2017.

accelerate its access to the “rapidly growing Chinese travel market”.

Virgin's deal with HNA also spanned an equity investment.

By mid-Jun, one of Virgin Australia's largest shareholders, Air New Zealand, revealed it was selling off its 19.98% stake in the Aussie carrier to Chinese conglomerate Nanshan Group which owns Qingdao Airlines.

Elsewhere, controversial online travel company Webjet acquired NZ-based B2C company Online Republic, marking its push into the online car rental, cruise and high-growth motorhome rental markets.

### Breaking news

- Virgin requests allocation for daily HKG and PEK flights
- Royal Caribbean cancels five Brisbane *Legend* sailings
- Webjet to purchase Cruise Republic
- Helloworld secures deal with Qantas, Jetstar

## INDUSTRY NETWORKS IN MELBOURNE



## Window Seat

THE dream of spending a night in a petrol station may be over before it began.

A 'Gas Station Stay Over' in California's Salinas is no longer listed on the Airbnb website after local media reported the first stay had been booked.

For US\$89 per night, the gas station was listed as “central to town & easy freeway access, all you can drink”.

Guests were advised they would have to bring their own air mattress to camp in and check-in was from 10pm, when the store closed, and check-out was at 5am when the store re-opened for trading.



**INFINITY** Holidays top sellers got a taste of Mexico on an Epic Mexican Fiesta.



**AIR** Canada inaugurated its new route to Brisbane.

11 issues of travelBulletin produced in 2016

Travel Daily

# July 2016

Travel Daily

## Industry celebrates success

**THE** 2016 NTIA was a night to remember, with Helloworld taking away both the Best Travel Agency Group and Best Non-Branded Travel Agency Group.

Deryk Neighbour from Flight Centre MET Centre NSW was named best Travel Consultant Retail, while Kobi Henderson from Flight Centre Sydney Airport was awarded Best Travel Agency Manager Retail Single Location, and Corporate Travel Management once again took out the Best National Travel Management Company award. Spencer Travel added another

Best Travel Agency Corporate Single Location award to its pool room, while helloworld Hunter Travel Group won Best Travel Agency Retail Multi Location and co-owner Louise Dann was named Agency Manager.

Meanwhile Webjet took another shot at travel agents, with a new ad ridiculing front-line agents and copped the backlash, with angry agents taking to Facebook to vent.

Also in July, VA revealed a restructuring program to raise \$1.1b and later announced an after-tax loss of \$224.7m, while Wicked Campers was also heavily criticised.

### Other stories this month

- TA/NZ strengthen alliance
- Keeler exits Tourism Aus
- Magellan \$10m prediction
- Adventure World to represent Lindblad Expeditions
- Travel Industry Exhibition in Sydney and Melbourne

### Breaking news

- Major restructure for NSW regional tourism
- Qantas to rejig surcharges
- Swiss-Belhotel accom brand to debut in Brisbane
- NTIA winners
- Tourism minister switch
- VA wi-fi and \$228m loss

## SPIRIT OF NANUKU FOR MTA



**NANUKU** Auberge Resort Fiji welcomed this group of MTA members with a traditional Fijian warrior greeting.



### Window Seat

**A MAN** arrested on suspicion of criminal damage in Birmingham has surprised police with a TripAdvisor-style review of his stay in the cell. "I was pleasantly surprised by the cleanliness and décor...neutrally decorated to please all parties but done to a high standard," scribed the 24-year old prisoner.

The hand-written report raised concerns about a hair found near the toilet, and brought to attention that cups of tea should have been provided to detainees more efficiently.

He rated the experience 3 stars.



**REPS** from Starwood Hotels & Resorts undertook a four-city roadshow.



**HUMAN** Nature performed in the Qantas business class lounge in Sydney.

### Pacific Explorer detail

A **SNEAK** peek at the features Pacific Explorer will offer pax when she debuts next year was revealed in *Cruise Weekly*.

The vessel will feature an elegant supper club, a barefoot bowls green and a waterpark.

### travelBulletin space special

**THIS** month's *travelBulletin* looked to the stars, examining which businesses are venturing into travel beyond earth and whether any of these ventures will actually take off.

Steve Jones unpacked the elements of safety, cost and the various emerging operators in the field.



# 15

times Travel Daily provided expert commentary on Sky News in 2016

Travel Daily



# August 2016

Travel Daily

## travelBulletin Winners are Grinners

THE August edition of *travelBulletin* uncovered intriguing trends in our annual industry salary survey, which found higher pay doesn't always equate to better job satisfaction.

The edition also included a full wrap-up and photo special from this year's National Travel Industry Awards.



## Billions flow in profit season

**FLIGHT** Centre Travel Group announced record turnover of \$19.3 billion in its annual results, just one of several major landmarks in this year's reporting season.

The group revealed it had been selling \$50 million worth of travel each day over 2015-16, though profits were down 5.6% on the previous year to \$345 million.

Webjet also broke records, with turnover up 29% to \$1.63 billion and a profit of \$22 million.

The company said a shift to online bookings was accelerating, with its international bookings up 30%

### Other stories this month

- HNA boosts Virgin stake
- Webjet in Thomas Cook deal
- Jetstar to target corporates
- Qantas seasonal Bali boost
- Aus visits to US jump
- Inbound spend up 14%

## Opera House plans

THE Sydney Opera House revealed plans for a \$200 million upgrade including new function spaces, *Business Events News* reported during August.

Works at the 43-year-old icon will finish in early 2018.

against more modest growth of 6.7% in the wider industry.

Among the airlines, Qantas announced a best-ever profit of \$1.53 billion in a much-celebrated turnaround for the carrier.

Air New Zealand posted a best too, with a profit of NZ\$463 million.

Virgin Australia, however, bucked the trend with a \$225 million loss after writing off restructuring costs.

In other news during Aug, AFTA lodged its complaint with the Australian Competition and Consumer Commission over Webjet's television advertising.

## Breaking news

- Scoot confirms Europe expansion
- Webjet in Thomas Cook deal
- ACCC proposes re-authorising VA-SQ alliance
- Helloworld \$3.45m profit
- CTM earnings up 60% to \$42.1 million

## CAPA CONFERENCE



**INDUSTRY** leaders Graham Turner, David Scowsill, John O'Sullivan, Michael Burke and Peter Harbison presented at the CAPA Asia Pacific Aviation Summit in Brisbane.



## Window Seat

**A DETERMINED** traveller who was running late for his flight on Irish low-cost carrier Ryanair made a mad dash for the plane, evading security protocols to run across the tarmac in a desperate bid to flag down the leaving aircraft.

Footage of the incident at Adolfo Suarez Madrid-Barajas Airport was posted by workers on Facebook and depicts the Bolivian national jumping from a boarding bridge and running after the jet.

Amazingly, the passenger was allowed to board the plane, reported *The Guardian*.



**BRITISH** Airways brought actor Will Smith to an exclusive agent event.



**THE** African Safari Co. won "Business of the Year" in Sydney's Sutherland Shire.

27 times edible goodies were delivered to our office in 2016

Travel Daily

# September

# 2016

Travel Daily

## travelBulletin spotlight on women

THE focus of September *travelBulletin* was girl power - with the lead story telling the stories of some of the travel industry's female leaders.

The issue also included features on Berlin, Mongolia and adrenaline-pumping activities on offer in the UAE.



## Gurney to lead oneworld

**TRAVEL Daily's** big news for the month was Australian travel and aviation industry veteran Rob Gurney taking the reigns as the new ceo of the **oneworld** alliance.

He joined **oneworld** after leaving his position with Emirates as senior vice president commercial operations The Americas.

Gurney's new role is based in New York, reporting to the **oneworld** Governing Board which comprises the ceos of all alliance members including Qantas, Cathay Pacific, British Airways, Malaysia Airlines, Qatar Airways, American Airlines,

### Other stories this month

- **TD** launches airline survey
- Virgin Australia debuts new velocity events partnership
- OTAs seal deal with ACCC
- Hayes leaving AAT Kings
- BA/QR joint business tie-up

## Newcastle's new port

IN **SEPTEMBER** *Cruise Weekly* reported on the NSW Govt's pledge of \$12.7m to build a cruise terminal in Newcastle.

The new terminal is set to be completed by 2018, with the hope of boosting cruise arrivals.

airberlin, Japan Airlines and more.

Gurney succeeded Bruce Ashby who announced his intention to step down as **oneworld** ceo in January after more than five years in the role.

We also broke news of Flight Centre acquiring a 49% stake in Gold Coast-based Ignite Travel Group.

Flight Centre said the tie-up was "an exciting opportunity" with the pact to help Ignite grow by diversifying its distribution network.

Also in September, the Travel Corporation took fly-free deals to touring, offering flights with its Trafalgar, Insight and Contiki brands.

### Breaking news

- Virgin Australia to fly Perth-Abu Dhabi and Melbourne-Los Angeles
- Qantas adds new route from Melbourne to Japan
- ACCC authorises Virgin Australia Singapore Airlines alliance

## SERENADING AT BNE



QUEENSLAND's Symphony Orchestra musicians conducted pop-up performances at Brisbane Airport.



## Window Seat

A **FERAL** cat at Breakas Beach Resort gave one unsuspecting delegate at the Vanuatu Tok Tok trade show more than she bargained for.

Pauline from Agoda heard the puss scratching and meowing at the door of her room in the middle of the night.

Unable to sleep through the ruckus she decided to let her inside, only to be awoken again shortly after to the shocking realisation that her new feline friend had given birth to kittens on her bed.

Pauline managed to remain "quite chilled" about the scenario.



UTRACKS partied it up Eurovision style to celebrate the firm's tenth birthday.



MAGELLAN members and suppliers gathered in NZ for their conference.

38 times Travel Daily was 'on location' in 2016

Travel Daily

# October 2016

Travel Daily

## MTA sells 50% stake to HLO

**HELLOWORLD** grabbed headlines again in October when it announced it would buy a 50% stake in MTA Travel, giving it a footprint in the growing home-based arena.

The deal involved MTA founders Roy and Karen Merricks maintaining their involvement as 50% shareholders, though Helloworld has an option to acquire the remaining half after five years.

A share issue later raised \$30 million for Helloworld, which put \$14 million in cash towards MTA and used the remainder to fund costs and retire debt.

At its Singapore owner's conference HLO also announced a co-investment program in which it would purchase up to 25% of its travel agent franchises, as well as a share giveaway in which members will receive about \$2.5 million in shares.

**TD** also exclusively revealed high-profile Bicton Travel was leaving Helloworld to join Express Travel's Independent Travel Group.

Other news in October included Qantas announcing a return to the Sydney-Beijing route, shortly before it unveiled its new livery and Boeing 787-9 *Dreamliner* cabin layout.

### Other stories this month

- Qantas Airbnb partnership
- Departure tax Senate inquiry
- FC "hyperstore" opens
- Dreamworld tragedy kills four
- Scenic's 30th anniversary
- Carnival backflips on China

### Breaking news

- Qantas tips near-record profit
- New owner for Freestyle Holidays
- Air NZ targets Aussies to Americas
- Flight Centre buys Indian travel group

### \$360m MICE windfall

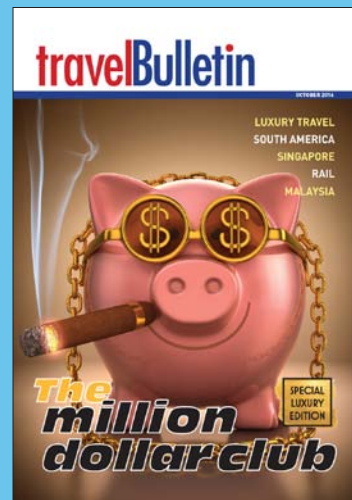
**BUSINESS Events News** reported on \$360 million worth of MICE events due in Sydney between now and 2023.

At its AGM, Business Events Sydney said it had secured \$212 million worth of events during the 2015-16 financial year.

### travelBulletin chases the big bucks

**IN OCTOBER**, *travelBulletin* published its annual wrap-up on the salary packages of top travel executives, with significant changes at the big end of town.

Pay packets were examined for entities including Helloworld, Flight Centre, CTM, Webjet, Mantra and more.



## ITRAVEL CELEBRATES FABULOUS FIJI



**A GROUP** of itravel agents visited Fiji where they explored several islands by land and sea before making friends with the kids at a local school.



### Window Seat

**THINGS** were hotting up in Canberra when AFTA delivered face washers to every member of Parliament.

The bathroom accessories were embroidered with a reminder of the government's insistence that an increased Passenger Movement Charge had to "wash its face".

In its campaign against the increase, AFTA argued a higher PMC wasn't justified and was unreasonable in comparison to the actual cost of border controls.

Wash your face with this  
**NOT THE PMC**



**QANTAS** unveiled its updated livery ahead of the introduction of B787s.



**INSIDER** Journeys and A&K's Sanctuary Retreats hosted 10 agents in Myanmar.

**105** breaking news bulletins sent in 2016

Travel Daily

# November 2016

Travel Daily

## PMC, accom & air shake up

**THE** “cup of coffee” Passenger Movement Charge (PMC) dominated headlines in Nov, with the industry up in arms over a \$5 hike.

Late in the month a sigh of relief was exhaled (especially from AFTA’s Jayson Westbury) when the Senate committed to a five-year freeze on any future increases in the charge.

“A freeze on the holiday tax at \$60 is the second best outcome we were hoping for but it nevertheless will provide the travel and tourism industry with certainty that there should not be any surprise holiday tax hikes on Budget night over the

next five years,” Westbury said.

In the accom sphere, Marriott set the goal of overcoming a “significant shortage” of hotel rooms by aiming for 50 hotels in the Australia, NZ and Pacific region by the end of 2020.

Airbnb confirmed its move into the touring and sightseeing space, launching Airbnb’s Trips, with flights and services to be added later.

Virgin continued its losses, confirming a statutory loss after tax of \$34.6m for Q1, while Qantas revealed a 3% decline in revenue, but still forecasting a first half pre-tax profit of \$800-\$850 million.

### Other stories this month

- FCTG low-cost sales solid
- QF trialling agent rewards
- APT corporate rebranding
- Webjet blockchain technology
- TNZ: don’t cancel visits
- New CATO crisis insurance

### Breaking news

- FC issues profit downgrade
- Helloworld invites franchisees to apply for free shares
- Webjet sells Zuji Hong Kong and Singapore
- GBTA to launch in ANZ
- Qantas and American Airlines withdraw alliance application

## TRAFALGAR’S NEW LOOK



**THE** Trafalgar team showed off their commitment to Movember.



### Window Seat

**ONLY** the thick-skinned with “saint-like patience” need apply.

RyanAir has advertised what it calls “the worst job in Ireland”, calling for an ambitious accountant to take on the position of assistant to its ceo, Michael O’Leary.

Those interested in applying should have an “aversion to bolloxology, ego massage qualifications and an ability to operate without sleep or contact with the outside world”.

The posting cautioned: “Dubsfans, Man U supporters and cyclists will not only be automatically excluded, but will be tracked down, tortured and shot”.



**LA TOURISM & Visit California**  
Australia hosted nine agents on a whirlwind trip to the US west coast.



**THESE** Magellan members attended the World Travel Market in London.

## Cruise industry thrives

IN **CRUISE** news, CLIA unveiled the *Contribution of Cruise Tourism to the Australian Economy 2015-16* report, revealing cruising’s economic output has reached \$4.58 billion, up 43% since 2013.

### travelBulletin star power

**THE** November issue looked at how travel brands harness the marketing power of local identities and Hollywood Stars. It explored the value the brands receive in return for getting the likes of Nicole Kidman, Bryan Brown and Jennifer Aniston on board their campaigns.



**228** years to spend one night in every hotel in Las Vegas

Travel Daily

# December 2016

Travel Daily

## travelBulletin: The good, bad and ugly

THE Dec/Jan edition of *travelBulletin* brought clarity to what has been a tumultuous year in the Australian industry.

Stories featured include Helloworld's pairing with AOT and its 50% acquisition of MTA as well as the mega merger of the Marriott and Starwood hotel groups.



## CTM set to expand in UK & Oz

**CORPORATE** Travel Management this month announced a \$71 million capital raising to fund the acquisition of British corporate agency Redfern Travel and Andrew Jones Travel.

The Hobart-based agency, which is owned by Magellan Travel Group founding member and chairman Andrew Jones, was purchased by CTM for \$5.265 million (including \$1m in shares), whilst the deal for Bradford-headquartered Redfern Travel closed for an initial consideration of £40 million.

A spokesperson for CTM said the Redfern purchase would leverage

the company's scale in UK/Europe, boosting annual TTV to as much as £550m and making the company a top seven TMC in the UK.

Following the acquisition, Jones confirmed he would continue in his role as chairman of Magellan.

Elsewhere in the industry, P&O Cruises Australia downsized its plans for the Australian market, with its previously announced newbuild to join Carnival Cruise Line instead.

In its place, P&O will receive a makeover *Carnival Splendor* in 2019, a 3,000 passenger vessel which will become the line's largest ship.

## Other stories this month

- Air New Zealand axes AKL-NLK
- TA signs 3 year MoU with CZ
- HLO completes 50% purchase of MTA
- TTC nabs Globus executive
- Hyatt Regency Sydney debuts

## ICC Sydney debuts

THE brand new International Convention Centre Sydney officially opened this month.

Situated in the revamped Darling Harbour precinct, ICC Sydney will generate \$5b in economic benefit for NSW over the next 25 years.

## Breaking news

- Fiji Airways to Adelaide
- Virgin Australia's codeshare pact with Air Canada
- Flight Centre competition case overturned again
- QF Dreamliners on MEL/LAX
- Helloworld sells air representation business

## FIELD OF LIGHT EXTENDED



**TOURISM** Australia's md John O'Sullivan is pictured left with Ray Stone, Lisa Ronson and Karena Noble at a event celebrating the extension of Uluru's Field of Light display.



## Window Seat

**AIR** Services Australia has revealed



its plans for Santa's visit this year and will again post news and updates on the jolly chap's progress via a dedicated Facebook page.

"We have used

a number of initiatives including the use of tailwinds to lessen the effort for the reindeers to keep them fresh for the long trip," said ASA's executive general manager of navigation services Stephen Angus.



**HYATT** Hotels' president APAC David Udell with Hyatt Regency gm Malcolm Zancanaro.



**JEMMA** Lavell-Darken, Air NZ's Do Dave's Itinerary winner, celebrates.

3,600 pages of editorial produced in 2016!

Travel Daily