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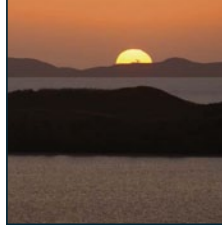


# Travel Daily

First with the news

Thursday 7th July 2016

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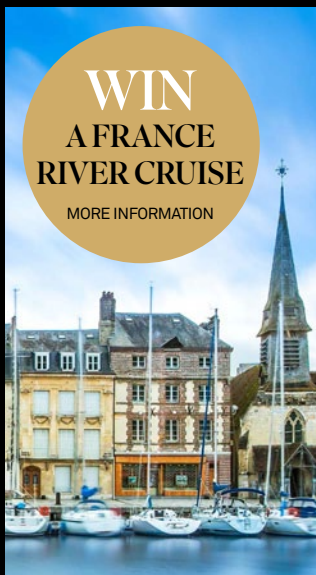
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## I Love Cruising launches

A NEW cruise-focused home-based agency group has been launched today, with the venture backed by Donna and Brian Meads-Barlow of DBT Travel.

Dubbed "I Love Cruising," the operation offers "unique benefits never seen before in Australia" with 100% commission fed back to consultants and no prior travel industry experience required.

An affordable start-up package includes full training, with members required to complete CLIA accreditation.

It's the outcome of a long-time project with Traveltek, which has developed a comprehensive website where the booking flow automatically includes a reference to an I Love Cruising "Personal Cruise Consultant" who

can earn passive income from the commission of online reservations, as well as providing an option for personal contact for clients.

Brian Meads-Barlow told **TD** this morning the business aims to provide a new option for travel consultants and others who want to tap into the cruise boom.

The [ilovecruising.com.au](http://ilovecruising.com.au) site offers live inventory from a range of cruise lines as well as individual pages for each consultant - more in today's issue of **Cruise Weekly**.

### AccorHotels + Hertz

**ACCORHOTELS** has launched a new partnership with car rental firm Hertz, with members of the Le Club AccorHotels loyalty program offered a 10% discount and are able to earn points on all car rentals globally.

### Voyages to Antiquity

**VOYAGES** to Antiquity is offering fly free deals, pre- and post-hotels and a range of other bonuses in connection with the launch of its 2017 programs - for details, see **page eight**.

### Today's issue of TD

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

- Voyages to Antiquity
- AA Appointments jobs
- JITO
- Greece & Med Travel
- The Travel Industry Expo

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## Quest readies for UK entry

**QUEST** Apartment Hotels is positioning itself for global expansion, with the appointment of a new chief commercial officer who will be responsible for the next stage of growth.

Craig Ryan, who joins Quest from his previous role as Asia-Pacific managing director for Oakwood Worldwide, will lead Quest's sales, marketing, brand and revenue strategies as the group "continues its rapid growth across Australasia and establishes a presence in the United Kingdom," the firm said yesterday.

Ryan's role with Oakwood saw him oversee 400 executive stay properties in 72 cities across 15 countries.

Quest ceo Zed Sanjana said he was enthusiastic about working with Ryan on the next phase of the company's journey.

"He brings a robust track record for achieving targets and creative strategies, in addition to an international perspective which will be a great asset as we expand into the UK," he said.

Quest, which is 20% owned by Singapore-based The Ascott

Limited, confirmed the UK growth plans late last year, with intentions to develop serviced apartments in the suburbs of London.

The company currently operates more than 150 properties across Australia, New Zealand and Fiji.

Ryan said expanding national and global market share would be a priority, achieved by "partnering with franchisees to deliver premium properties and personalised guest experiences".

## Cover-More surges

**SHARES** in Cover-More Travel Insurance jumped more than 13% yesterday after the company announced it had finalised a new underwriting arrangement.

The fresh deal changes the model for underwriter payments effective 01 Jul, as well as giving the company the option to appoint other underwriters who are "able to align their growth ambitions with those of the group," the company said.

Cover-More said it expects to commence a relationship with a new underwriting partner no later than 01 Jan 2017.

## Tauk appointment

**FORMER** Tauk European cruise director Nick Coward has been appointed as national sales mgr of the Tauk Australia operation.

Coward possesses over 30 years industry experience and has relocated from Vancouver to Sydney to take on the position, which is effective immediately.

His promotion comes as Tauk opens a dedicated Sydney-based call centre within the offices of Travel the World Group.

Tauk vp of global sales Steve Spivak said Coward's extensive background positions him ideally for the Australian role.

"Nick has worked domestically and internationally, he's worked with travel agents and with our guests, and he has 'inside' experience with Tauk as well as broader experience across the travel industry," Spivak remarked.

More appointments on **page 7**.

## CZ cans Istanbul

**CHINA** Southern Airlines has confirmed the cancellation of its thrice weekly flights to Istanbul via Urumqi, with the Airbus A330 operation closed for reservations, effective 20 Jul 2016.

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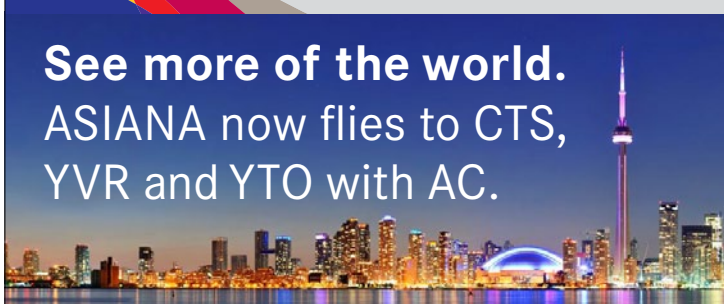
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\* Conditions Apply.

**CLICK HERE for further details**

## QF/MU audit nod, but...

**INDEPENDENT** Australian accounting firm BDO has advised the ACCC Qantas & China Eastern have successfully complied with the requirements of the minimum seat capacity conditions on the Australia-China route.

BDO East Coast Partnership told the Australian Competition and Consumer Commission after an extensive review, QF and MU had complied with the 'Conditions of Authorisation' as outlined when it approved the alliance, for the period from 01 Nov 15-31 Mar 16.

However, in its 15-page report filed with the ACCC last week, BDO did highlight China Eastern's processes or reporting systems will require some fine-tuning "to improve the integrity of the auditing process".

BDO made four best practice recommendations for the Chinese carrier to the regulator, focused on data collection to the Bureau

of Infrastructure, Transport and Regional Economics (BITRE).

It said it was unable to reconcile data provided by MU with operated flight data by 989 seats.

"Based on our review procedures performed, we understand the difference stem from China Eastern providing saleable and scheduled seat data to BITRE rather than the actual operated seats during the period however we have not been able to confirm this is the case for the differences noted," BDO told the watchdog.

It made recommendations China Eastern adopt and modify reporting tools to ensure there are no differences.

BDO added it was also "unable to verify major changes to planned schedules to supporting evidence", saying relevant documents were retained for just 90 days, recommending the info be held for the reporting season.

## TC's consumer app

**TRAVEL** Counsellors in the UK has confirmed it will deploy its first consumer app, "developed to further strengthen the home working agency's core principles of customer care".

Called 'my TC', the app was soft launched to 80 Travel Counsellors across the firm's global operation last month, with the app already accessed 1,300 times and viewed in 25 countries.

Using 'my TC', Travel Counsellors are able to personalise booking information with images, names and trip notes on each stage of the itinerary.

Customers can share details of their trip via email and social media, the travel company said.

"This is the first phase in an ongoing program of development for the app, with further features and functionality planned for roll-out over the coming months, said Travel Counsellors IT director Rob Snelson - more on 'my TC' **HERE**.



## Window Seat

**AAT Kings'** md Anthony Hayes did his best Billy Joel 'Piano Man' impersonation when unveiling the World's First Mobile Piano Bar in Sydney yesterday (below).

The retro-fitted AAT Kings coach has been decked out with an upright grand piano and bar setting and will spend the next four weeks travelling to over 30 major and regional cities.

Hayes said the Mobile Piano Bar aims to recreate a sense of "community spirit and good old-fashioned fun" across the nation. More at [aatkings.com/piano](http://aatkings.com/piano).



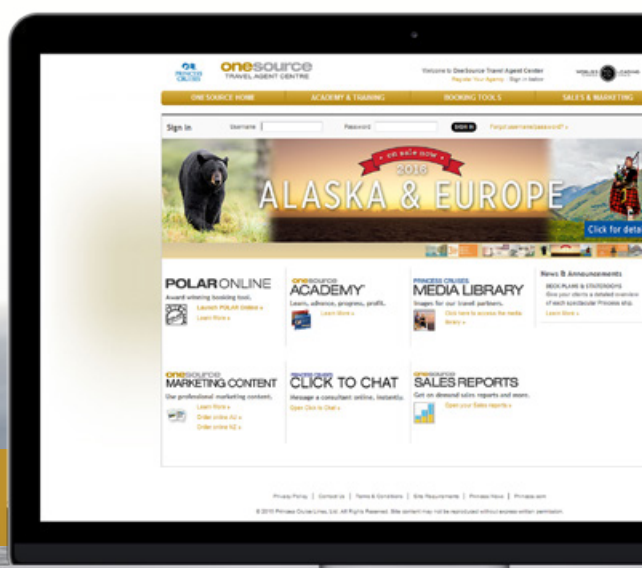
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Thursday 7th July 2016

## Agents catch crabs on Xmas Is.



**PHOTOS** of crabs, that is!

Some of Christmas Island's 41 million red crabs were among the highlights of a fam to the Indian Ocean destination for a group of travel consultants, hosted recently by Broome, Kimberley & Beyond and Virgin Australia.

Over four days, the agents from Western Australia and Victoria snorkelled Christmas Island's reef, swam with pods of dolphins and spotted wildlife, including

boobies (birds) and robber crabs.

Christmas Island is compared by some as the Galapagos Islands of the Indian Ocean.

**Pictured** above following the crustacean's march (from left) are Amanda Reynolds from Broome, Kimberley & Beyond; Mark Drew, Bicton Travel; Helen Rolton, TravelManagers; Brydie Hargadon, RACV Club and Tours; Mathew Hollis, Cathie Rice Travel and Julie Taylor, Virgin Australia.

## travelBulletin

Is space travel the future?  
Find out in the July issue  
of *travelBulletin* out now

**CLICK HERE to view**



## Silkari Suites debut

A **BRAND** new luxury residential & hotel operator has opened its first property in Australia.

Silkari Hotels is an "innovative" Australian brand "that will weave the world's finest elements to create experiences without parallel", the company said today.

Established by the Visionary Investment Group (VIG), the firm's first hotel is *Silkari Suites at Chatswood* on Sydney's Northshore which is slated to welcome guests from Q4 of 2016.

Open for bookings this month, Silkari at Chatswood is an all-suite apartment, comprising 212 studio, one- and two-bedroom executive and balcony suites and a penthouse.

A resort and spa project is also in development on the NSW South Coast, incorporating a championship golf course, has also been flagged by VIG.

Residential sites include *Silkari on Castlereagh* and *S Pagewood* by Silkari - see [silkari.com.au](http://silkari.com.au).

## Air NZ defers Manila

"ADMINISTRATIVE delays" have been cited as a root cause for Air New Zealand to shelve its planned services between Auckland and Manila (**TD** 06 Apr).

The MNL route was earmarked to commence in Dec, but has now been deferred indefinitely, the Kiwi carrier told travel agents.

Air New Zealand said it required a "traditionally longer booking window" to promote and sell seats on the route, with a Dec start now too short a period.

## New tourism survey

**THE** Asia-Pacific Economic Cooperation (APEC) is conducting a survey to address tourism workforce challenges.

Research is being undertaken to identify and benchmark skills shortages limiting the tourism sector's future growth across the APEC region, focused on young people, women and SMEs.

To participate, click **HERE**.

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Incentive applies to new bookings made 28 June 2016 - 19 August 2016, flying Air Canada from Australia to Canada for outbound travel any date from 01 July 2016 onwards.



Thursday 7th Jul 2016

## Hong Kong May stats

**THE** number of Aussies visiting Hong Kong climbed to 48,768 in May, up 4.1% on the same time last year, Hong Kong Tourist Bureau data shows.

Overall, arrivals to Hong Kong fell 6.4% to 4.45 million in May, with a sharp decline (-8.3%) from mainland China, however Thailand visitors surged 25%.

## WYSE Travel on Brexit

**THE** World Youth Student & Educational Travel Confederation (WYSE) said the outlook from the youth travel community is "pessimistic" following Brexit results, with 45% of its travel community believing business prospects will be worse off.

WYSE is expecting between a 12% and 19% decrease in business volume over the next year, commented director general David Chapman.

"It should come as no surprise that the WYSE Brexit Survey found that au pair and work experience businesses - some of the sectors dealing with visas - are expecting the biggest decreases in business volume as a result of Brexit," he remarked.

## Underground motel changes hands

**THE** White Cliffs Underground Motel in New South Wales has changed ownership, with Out of the Ordinary Outback's Scott Smith announced as the new owner of the property.

## Spring Airlines layby

**SPRING** Airlines has become the first Chinese carrier to offer travellers a layby option.

An upfront deposit is required, however the remaining balance can be paid off in monthly installments.

Travellers start their online booking as per normal, however when it gets to the payment screen the option "payment in installments" will pop up, allowing options of two, six and 12 months.

In addition, passengers who pay in up to three installments this month will not incur interest, the low-cost carrier said in a statement.

## India Unbound footy journey



**IN A** bid to give back to the communities it works with, Melbourne-headquartered tour operator India Unbound has flown two young Mumbai-based Aussie rules players to Australia to raise awareness and funds to further develop their footy programs in India.

Working in partnership with Reclink Australia, a not-for-profit organisation committed to "rebuilding lives through sport and arts"; India Unbound founder Lincoln Harris has spent five years developing the program at a grassroots level, all with the aim of bringing diverse communities together in India.

"For me personally, it gives me a great amount of joy and is one of the biggest motivations for being involved in the travel industry," enthused Harris.

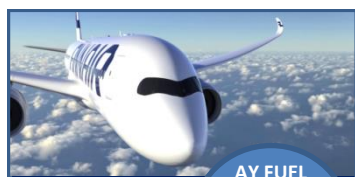
It all started when Harris serendipitously met a Mumbai-based tea seller in 2010.

"I have always been interested in cricket but when I met Lincoln and saw the ugly ball he was holding, I was intrigued and now I love the sport and I'm encouraging more people to participate in Mumbai and wider India," said Sumesh Sawant, the former tea seller, turned footy player from Mumbai.

Today, the Aussie Rules event has grown exponentially, now involving eight teams and 150 players vying for the title.

The two players have spent the last 10 days meeting footy industry reps and conducting radio interviews about the program.

**Pictured** above are Madelene Pearson and Quynh Nguyen from India Unbound; Saurabh Bhandekar, Mumbai footie player; Peter Powers, India Unbound; Sumesh Sawant footie player from Mumbai, and founder Lincoln Harris.



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# Bench visits TD headquarters



**BENCH** International's new NSW/ACT sales manager, Matt Symonds, has hit the ground running, yesterday showcasing the company's latest collateral in a visit to meet the **Travel Daily** team in Sydney.

Symonds arrived with some tasty treats along with Bench International marketing manager Lara Behrens, who also confirmed that the Africa specialist is collaborating with Nat Geo Live in a series of upcoming events.

Coinciding with the release of the 2017 Bench International

brochure, the Nat Geo Live partnership gives viewers the chance to experience the rebirth of Africa's last wilderness through the eyes of Emmy-winning film maker Bob Poole.

Poole will appear live on stage at the "Nature Roars Back" events in Melbourne (10 Aug), Sydney (19 Aug), Perth (21 Aug) and Adelaide (24 Aug) - for more info search 'Nature Roars Back' or call Bench on 1300 237 422.

Symonds and Behrens are **pictured** above at the **TD** office with the new brochure.

## Oaks Woolloongabba

**OAKS** Woolloongabba has joined Oaks Hotels & Resorts' growing Brisbane portfolio, taking the group's property count in the city to ten hotels.

The \$47 million, 80-key new-build features one and two bedroom serviced apartments. Facilities include a rooftop lap pool surrounded by timber sun loungers, BBQ facilities, spas and a steam room.

The location is close to Brisbane's famous South Bank and just 5kms from the city CBD.

An opening special of \$119 is available - see [oakshotels.com](http://oakshotels.com).

## Reefworld II revamp

**CRUISE** Whitsundays Great Barrier Reef pontoon infrastructure is set to receive a revamp next month.

The Knuckle Reef pontoon will relocate to Hardy Reef, 300 metres south of Reefworld where Reefworld II is currently moored.

Reefworld II will be towed back to the mainland for refurbishment and will be relaunched in the new year.

New snorkel swim lines will also be installed at the site while the two pontoons both have underwater viewing chambers and full facilities for guests.

The changes will occur over the first two weeks of Aug.

## Continental with eRev

**LISBON-BASED** Continental Hotels Group has chosen eRevMax distribution solutions to manage its online sales systems.

Six properties within the group are using eRevMax's RateTiger to update tariffs and availabilities across OTAs.

They will also use rate data from RateTiger to monitor competitor rates in the local market.

## QF USA family promo

**QANTAS** is offering a family of four a group package airfare to Los Angeles, San Francisco and Dallas/Fort Worth priced from just \$3,660 as part of a new sale.

Packages are based on flights ex Sydney for two adults and two children aged 2-11 years.

Travel dates vary based on destination, but include 20 Oct-17 Nov, 15 Jan-17 Mar and 01-31 May to Los Angeles.

A similar package is available to New York priced from \$4,364.

Flights must be booked by 18 Jul.

## Accor Korea growth

**ACCOR** Ambassador Korea has launched two new economy branded hotels - ibis Ambassador Seoul Dongdaemun and ibis Ambassador Busan Haeundae.

The 242-room hotel in Seoul is located near the famous Jung-Gu and Gwangjang markets while the 237-room Busan property is positioned near Haeundae beach.

The new additions boost Accor's portfolio to 19 in South Korea.

## McKelson Raw guide

**RAW** Wildlife ceo Jess McKelson is set to lead a new tour to Sumatra, Indonesia in Oct.

The seven-day Sumatran Wildlife Fundraising Adventure is an intimate 10 person tour venturing through some of North Sumatra's most beautiful regions to witness wild Sumatran Orangutans in their habitat.

Book the tour before 31 Jul for \$2,000pp, a saving of \$200.

See [www.rawwildlife.com.au](http://www.rawwildlife.com.au).

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Thursday 7th Jul 2016

## Club Med Tomamu

**CLUB** Med is planning to open a second Snow Resort in Tomamu, Japan as a result of the "consistent growth of international tourism to Hokkaido over the past few years".

Club Med Tomamu Hokkaido which is currently being renovated will become Club Med's fourth ski resort in Asia.

The resort which is set to open next year spans across 145 hectares of ski slopes and will offer a wide range of accommodation complete with meetings and events facilities, a fitness centre, dining options, kids clubs and a wedding chapel.

It is located 30mins from Hokkaido's existing Club Med.

## easyJet Swiss jump

**EASYJET** is planning to launch seven new routes from Switzerland, upping its flights from Geneva to 74, from Basel to 54 and from Zurich to six.

The increase in frequency includes a new weekly Basel-Funchal service from 01 Dec, a weekly Geneva-Fuerteventur route from 01 Nov, four times-weekly Geneva-Munich flight from 21 Oct and a twice-weekly service from Geneva to Inverness from 01 Nov.

## Hyatt Wujiaochang

**THE** 306-room Hyatt Regency Shanghai, Wujiaochang has opened in East China's Wujiaochang district.

Guests can enjoy a 24 hour gym, an indoor infinity pool and a number of dining options.

The hotel also offers 2,858 square metres of event and meeting spaces including a pillar-free ballroom.



## Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Kevin Brown** has been appointed as the new ceo of **Perth Airport**, moving from his current role as head of North Queensland Airports, which operates Cairns and Mackay Airports. NQA chairman **Ross Rolfe** has taken on the role of Executive Chair while recruitment for a new ceo is under way.

**South African Airways** today announced the appointment of **KJ Slater** as Account Executive for Victoria. KJ has extensive industry experience having previously worked for a number of airlines & ground operators.

**TripAdvisor** has appointed **Gary Fritz** as chief growth officer and president, Asia Pacific. Fritz previously founded the advisory and investment group Amanogawa LLC as well holding a variety of senior executive roles at Expedia.

Founder of AirAsia **Tony Fernandes** has joined **Amnesty International's Global Council** where he will help the organisation's Secretary General identify and engage new audiences to promote human rights.

**G Adventures** has welcomed two new Global Purpose Specialists. **Steph Beard** has joined the Victorian team while **Courtney Dailey** has come on board the NSW team. Beard has five years of industry wholesale and retail agency experience while Dailey has spent several seasons as a tour guide on the Greek Islands and across Asia.

**Amadeus** has appointed **Eugene Chan** as Chief Commercial Officer of Distribution, to lead its travel agency distribution commercial business in Asia Pacific. He will look after commercial P&L growth and leading the distribution commercial teams in the APAC region.

**Kathryn Robertson** has been appointed as **Air New Zealand's** new Regional General Manager Australia. Robertson who is currently based in London as General Manager UK and Europe takes up the position in the Sydney office in late July.

**Wilpena Pound Resort** is welcoming **Saqib Anwar** as its new General Manager. Anwar holds over twenty years' experience working across hotel management, operations, sales and marketing for organisations such as Starwood and Wyndham Hotel Group.

## WIN A LUXURY RIVER CRUISE

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This month, Scenic and *Travel Daily* are giving readers the chance to win a luxurious France river cruise valued at over \$15,000. The prize includes:

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Q5. True or false: bottled water is provided for all onshore excursions.

[Click here for a hint](#)

## Kerala's tourist map

**KERALA** Tourism in southern India has pinpointed 17 more locations to be developed as tourist hot spots.

The new destinations are spread across the Thiruvananthapuram, Kollam, Ernakulam and Malappuram districts.

## Taiwan typhoon alert

**DFAT** is warning Aussie travellers that Typhoon Nepartu is expected to impact eastern Taiwan today.

Transport links may be affected and tourists are advised to follow local media for advice.

## Sydney number one

**SYDNEY** has been voted the number one city among Australia, New Zealand and the South Pacific in the 21st annual *Travel + Leisure* 2016 World's Best Awards.

The accolade, as voted by readers of *Travel + Leisure* magazine, was welcomed by NSW Minister for Trade, Tourism and Major Events Stuart Ayres.

Ayres said today the award showed what an "amazing global city Sydney is with its iconic landmarks, stunning beaches and world-class events" which resonates strongly with international travellers.

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Our client is looking for an experienced travel candidate to assist them implementing travel and expense services to their clients. You will be responsible for working closely with sales & the client, configuring, project managing and implementing the new technology services along with providing training & ongoing support. Experience in travel management systems including GDS & OBT's, excellent organisation, time management & customer service skills.

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**MARKETING MANAGER**  
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Our client is looking for a marketing superstar to be responsible for but not limited to managing the end to end of marketing campaigns across all channels from strategy to implementation & measurement of results, working on strategy & branding, social media and EDM campaigns. Strong salary on offer. Previous experience in a similar role a must plus great communication, organisation & time management skills required.

**A GREAT OPPORTUNITY**  
**TECHNOLOGY SUPPORT MANAGER**  
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As Technology Support Manager for this top TMC you'll be responsible for assisting Account Managers and BDMS in the implementation of company's OBT for new clients, enhancements for existing clients and ongoing internal and external technology support and reporting. Previous experience in a similar role is a must along with the ability to communicate with internal and external stakeholders. This will start as an initial 12 month contract.

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Exciting opportunity to join this industry leader in their L&D department. You will be responsible for the entire training process from researching & recommending programs to developing & delivering to employees, maintaining the training calendar & evaluating their effectiveness. Strong salary & benefits on offer. Previous experience in a similar role within travel or hospitality essential along with great organisation, communication & presentation skills.

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**SYDNEY – SALARY PACKAGE \$80 + BONUS**

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