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# Travel Daily

First with the news

Friday 20th May 2016

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## Albatross incentive

**ALBATROSS** Tours is giving agents the opportunity to win a Victorinox Swiss Watch by booking their clients on a range of Christmas and New Year tours.

The incentive runs between now and 10 Aug, with full details on **page seven** of today's **TD**.

## ETG launches Select TVC

**EXPRESS** Travel Group ceo Tom Manwaring will today unveil a new multichannel brand campaign for its VFR-focused Select Travel Group division at its annual conference (see **page 2**).

Manwaring told **Travel Daily** the backbone of the campaign is a multilingual video advertisement, highlighting the benefits of dealing with a Select member.

The Select Travel Group generally specialises in Asian markets, with around 350 Chinatown-based members nationwide, sitting alongside

other Express Travel networks including the Independent Travel Group and the fully branded italktravel franchise group.

"Our vision has been to be Australia's leading independent, integrated travel business, and today is another small step within that vision," Manwaring said.

"The Select Travel Group of agents is unique, not only in its travel markets but also in its customer travel needs.

"This campaign, as with many we have run across the last thirty years, will drive new business through our members' doors at no cost to them...they win, we win," Manwaring added.

### Today's issue of TD

**Travel Daily** today has six pages of news, a photo page from **Helloworld for Business** plus full pages from: (click)

- Albatross Tours
- Travel Trade Recruitment
- The Travel Industry Expo
- JITO

### AirAsiaX to Mauritius

**AIRASIA X** has filed a flight schedule for services between Kuala Lumpur and Mauritius, flagging thrice weekly A330 services effective 04 Oct.

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### MELBOURNE

Tuesday 24 May, 5.30-7.30pm  
RACV City Club, 501 Bourke St

### SYDNEY

Wednesday 25 May, 5.30-7.30pm  
Sheraton on the Park, 161 Elizabeth St

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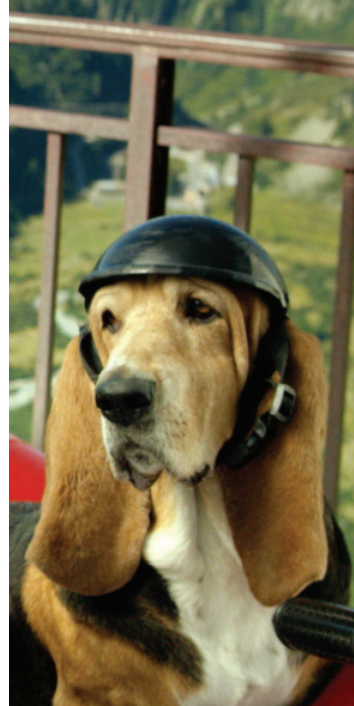
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## VA AUH cancellations

**VIRGIN** Australia will suspend its VA29/30 services from Sydney to Abu Dhabi from 26 Jul-08 Aug due to the refurbishment of its 777 fleet, with affected pax to be re-accommodated on to Etihad Airways' replacement flights.

✓ [FIND OUT MORE](#)

## Aussie AmaStella godmother

**EXCLUSIVE**

**APT** has this morning confirmed Perth travel agent Carole Smethurst will be the godmother of its latest European river cruise ship, the brand new *MS AmaStella*.

Smethurst (right) is the owner of Bicton Travel, and is recognised as one of the foremost cruise experts in Australia, with the agency and its staff taking out multiple CLIA and NTIA wins in recent years.

She will christen the vessel at a ceremony in Vilshofen, Germany



on 14 Jun, with local residents invited to join the festivities.

Smethurst said "for cruise enthusiasts such as myself, being invited to be a ship's godmother is the ultimate honour.

"I am looking forward to the blessing and most importantly to setting sail aboard this fine luxury vessel...clients will definitely be hearing all about this unforgettable experience".

The 158 passenger *AmaStella* will this year sail the Rhine, Main and Danube rivers.

## BARA navigation push

**THE** Board of Airline Representatives of Australia today released a new policy paper which calls for improved air navigation services in Australia.

The *Safe and efficient air navigation services* document urges the adoption of a performance-based system that can adapt to current and emerging technologies, to handle an expected doubling of flights and passenger numbers over the next 15 years.

BARA is calling for seamless airspace for international flights, improved airspace management around Sydney Airport, customer-driven procedures and outcomes-focused economic regulation for Airservices Australia.

The paper is now available for download at [www.bara.org.au](http://www.bara.org.au).

## #tasteUSA famil starts

**AGENTS** from across Australia departed yesterday for this year's Brand USA #tasteUSA mega famil which is being conducted in partnership with Air New Zealand.

After spreading out across the US participants will gather in Houston, Texas later next week for the trip's grand finale.

**Travel Daily** will be there too, so keep an eye on our issues next week for on location reports.

## Travel Daily on location in Ho Chi Minh City

Today's issue of *TD* is coming to you from Vietnam courtesy of the Express Travel Group which is hosting its annual Select conference here this weekend.

**MEMBERS** of the Select Travel Group have gathered in Vietnam along with key air and land suppliers for the network's 15th annual conference taking place at the InterContinental Asiana Saigon Hotel.

The theme for the Ho Chi Minh City event is 'Learning, Engaging and Succeeding' with hands on workshops on new products and technology, an interactive Select Product Market and plenty of networking opportunities.

Today the conference opens with a presentation by Express Travel Group ceo Tom Manwaring and a number of announcements about new products and services for the group, while this afternoon Wide Eyed Tours will take delegates on a City Cyclo Tour before a welcome event at Binh Quoi Village.

After more sessions tomorrow the event will wrap up with a fabulous gala awards dinner.

Select is one of the biggest buying groups in Australia with a membership base exceeding 350 agencies across the national Chinatown market.



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# Travel Daily

First with the news

Friday 20th May 2016

## DISCOVER THE DIFFERENCE

THE DIFFERENCE IS INCLUDED ON  
ALL OUR 2017 EUROPE RIVER CRUISES

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## Webjet claims strong growth

**WEBJET** this morning said it continues to see continued bookings growth in both its retail and wholesale divisions, with managing director John Guscic saying Total Transaction Value was up about 28% year-on-year.

Guscic said despite various commentary on trading conditions in the travel industry, "we continue to achieve market share gains underpinning the strength of the Webjet business, with performance consistent with our expectations".

He said the company was benefiting from investments made in its B2B operations, with the TTV growth of Europe-based Sunhotels ahead of expectations "which is particularly pleasing leading into the European summer holiday period".

## ATE 2017 to Sydney

**SYDNEY'S** new International Convention Centre will play host to next year's Australian Tourism Exchange, which has been scheduled for 14-18 May.

Tourism Australia md John O'Sullivan said with ICC Sydney coming on line "the timing of ATE couldn't be better for shining the spotlight on the harbour city's stunning new attributes & further cementing Sydney and Australia's status as a world class destination for leisure and business".

## Emirates \$100 add-on

**EMIRATES** is offering travellers the opportunity to travel beyond Dubai to selected European destinations for just \$100.

The deal is on sale until 09 Jun and includes fares ex PER to DXB for \$1,299 in Economy class, or \$1,399 ex ADL, SYD, BNE or MEL.

Eligible ports include Amsterdam, Athens, Dublin, Lisbon, Madrid, Milan, Vienna and Zurich, with travel dates 27 Sep-23 Nov 2016 and 16 Jan-28 Mar 2017.

## New careers report

**A LACK** of certainty about career paths in the hospitality sector has been highlighted as an area of concern for enticing people into the industry, according to a report released by the govt yesterday.

Federal Tourism Minister Richard Colbeck said the Tourism & Hospitality Careers Report showed there is a perceived lack of professionalism across the sector and "no clear linkages between formal industry training and job outcomes."

"Managing the supply side across all elements of the industry is going to be very important for us if we maintain the quality of our offering and meet the demand that's going to be coming for us."

"We need to turn the perception around," he admitted.

## Hotel staff ripped off

**AN INQUIRY** led by the Fair Work Ombudsman has revealed three major Australian hotel chains have been significantly underpaying dozens of their housekeeping staff.

The three chains investigated have been named as Starwood Hotels & Resorts Worldwide, AccorHotels and the Oaks Hotel & Resorts.

It comes after a tip-off suggested the housekeepers were being paid per room cleaned rather than by an hourly rate.

*The Australian* reports that in excess of 120 housekeepers across Melbourne, Sydney and Brisbane were left out of pocket more than \$57,000.

Of those affected, many were "vulnerable employees" including international students or were on working holiday visas and were also cheated on special clothing and leave entitlements.

The Ombudsman issued three enforceable undertakings with the employers, eight letters of caution, six compliance notices and two infringement notices.



## Window Seat

**ONE** night in Paris sounds swanky enough, but how about one night in the Eiffel Tower?

Thought it wasn't possible? Neither did we until today but holiday rental company HomeAway is giving travellers the chance to make history as the first to sleep over inside iconic landmark.

This Jun & Jul HomeAway is creating pop-up style accommodation on the first level of the monument for four lucky winners and their chosen guests to enjoy.

To be in the running, **CLICK HERE** and come up with the most imaginative answer to this question: "What would you do if the HomeAway Eiffel Tower Apartment was all yours for a night?"

Avoiding those lengthy queues to climb the tower could perhaps be the most gratifying aspect of the win!

## Corporate Travel Consultant

We are looking for a vibrant, outgoing consultant with 2-3 years experience looking to join a growing boutique team located in Sydney's CBD, close to Town Hall Station.

You need to have experience in corporate travel and a passion for delivering excellent service on a day to day basis. Sabre and Tramada Next Gen are preferred but not essential. Attractive salary for the right person.

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This role is primarily looking after high-end leisure clients, building complex but interesting itineraries.

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A healthy environment in a great atmosphere surrounded by a wonderful team of high achievers in a beautiful location.

#### Interstate applicants welcome.

Please email your application to [mike@mainbeachtravel.com.au](mailto:mike@mainbeachtravel.com.au)

Only candidates meeting the minimum requirements will be considered, and unsuccessful candidates will not be contacted.



Friday 20th May 2016

## MCY expansion nod

**THE** Environmental Impact Statement for the Sunshine Coast Airport Expansion Project has been approved by Queensland's Coordinator General.

Under the proposal, Sunshine Coast Airport (MCY) will receive a new 2,450m runway and control tower, expanded apron & terminal facilities and more.

"It will enable direct flights to more destinations across Australia, Asia and the Western Pacific, enhancing national and global connections," Sunshine Coast Mayor Mark Jamieson said.

## Switzerland shows

**SWITZERLAND** Tourism is holding a three city roadshow in Australia next month to ramp up awareness of the destination.

A contingent of tourism partners from across Switzerland will present at the shows, alongside Swiss International Air Lines.

Participants also have a chance to win a trip to Switzerland.

Events will run from 6-8pm in Sydney (06 Jun), Brisbane (07 Jun) and Melbourne (08 Jun).

To register, [CLICK HERE](#).

## 'Extra Comfort' FAQs

**HAWAIIAN** Airlines has issued a trade update to assist agents with selling its Extra Comfort Seats available on Airbus A330 flights.

Extra Comfort Seats are located in Rows 11, 12, 13 and exit rows 33 and 34, providing up to an additional 5" of legroom, priority boarding and more.

HA says the seats are not able to be booked via the GDS and can only be secured once Economy class tickets have been issued.

To then book the Extra Comfort Seats, agents need to go online on behalf of their clients at [hawaiianairlines.com.au](http://hawaiianairlines.com.au) and purchase via the seat selector.

To view the FAQs, [CLICK HERE](#).

## A&A 24hr call centre

**AQUA-ASTON** Hospitality has opened a 24hr call centre based in Hawaii to service agent and customer enquiries.

The move has seen Aqua-Aston boost its staff numbers by nearly 40% to handle demand.

Lesser-known penthouse accom at select properties in Waikiki are only available through the office. Call (855) 945 4092.

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## GPT global South Island famil



**NEW** Zealand's South Island was the centre of attention for a group of travel agents who took part on a famil hosted by Grand Pacific Tours last week.

The group experienced coach touring first hand, enjoying the highlights of Christchurch, Milford Sound, Queenstown, Mt Cook and much more.

Participants came from a mix

of agencies in NSW, Vic, ACT, New Zealand and the UK and are **pictured** above at Queenstown's famous Minus 5 Ice Bar.

## Counsellors conf

**HOME-BASED** travel network Travel Counsellors Australia kicks off its 2016 annual conference on the Gold Coast today, which is this year focused on taking the brand from 'Good to Great'.

Management from Travel Counsellor's head office in the UK will be attending the 3-day event.

Managing director of Travel Counsellors Australia David Hughes said members will learn how to "build on the success of what we've created".

Hughes said it was key for the group to continue to "offer something special" to clients and take the business to "new heights".

## Unbound correction

**TRAVEL Daily** wishes to clarify that India Unbound's recent famil to Sri Lanka (**TD** yest) was hosted without the assistance of the Sri Lanka Tourism office.

India Unbound arranged the trip solo in order to create the "ultimate program for its guests" and to showcase the company's preferred style of touring and accommodation in Sri Lanka.

## PR Manager - The Travel Corporation

### The Company

The Travel Corporation (TTC) is a family-owned global travel company comprising well-known travel brands including Trafalgar, Insight Vacations, Contiki, Uniworld boutique river cruises, AAT Kings, Busabout, Adventure World, Creative Cruising, Spanning 40 sales offices and 10,000 team members globally, TTC serves more than two million customers annually across more than 70 countries.

### The Role

The purpose of this role is to create a favourable public image for TTC and its family of brands by working with the PR Director and the team to execute a robust PR strategy that positions our brands as the leading holiday companies of choice. The successful candidate will help fulfil the respective brand objectives, actions and experiences via a diverse and innovative range of external (and internal) PR endeavours.

To read more, and apply for this exciting opportunity, please following the below link:  
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## Peace-of-Mind Has A New Number



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# Helloworld for Business Summit hits Singapore

**120 helloworld for business** Members and suppliers attended the **helloworld for business** Summit at Shangri-La Singapore on 13th and 14th May.

The theme was "Evolution to Revolution" and attendees heard from keynote speakers including CEO of Qantas International and Freight Gareth Evans; Google Head of Industry Travel - Australia and New Zealand Dougal McKenzie and renowned financial journalist Ross Greenwood.

A number of initiatives were announced at the Summit to support **helloworld for business** Members as they target Australia's lucrative SME market.

**RIGHT:** David Padman, Head of Associate, Corporate and Affiliate Networks, Helloworld Ltd, Gareth Evans, CEO Qantas International & Freight, Qantas; Andrew Burnes, CEO and md Helloworld Ltd, Vanessa Hudson, Exec Manager - Customer & Commercial Relationships, Qantas and Neil Ager, Senior National Agency Manager, Agency Partnerships Customer & Commercial Relationships, Qantas.

**BELOW:** Brett Dann, Emily O'Shea and David Filmer from helloworld Hunter Travel Group.



**ABOVE:** Travelport's Ryan Davis and Kaylene Shuttlewood.

**RIGHT:** British Airways' Spencer Bladon and Karen Harrison with Nathan Burke from Etihad.



**BELOW:** Keynote speaker and MC Ross Greenwood with Michael Deering, Flightworld and Christian Blondeau, France at Leisure.



**RIGHT:** The Travel Authority crew - Peter Hosper, Hannah Moore, Sharn Parker, Rodrigo Teixeira, Craig Webber and Lisa Byers.



**BELOW:** Business Council - Peter Hosper, The Travel Authority; Peter Williams; Phil Hoffmann Business Travel; Karsten Horne, Reho Travel; Kate Cameron, helloworld for business; Tom Goldman, Goldman Travel; Richard Van Kempen, Orba Travel Brokers and David Padman, Helloworld Ltd.



**BELOW RIGHT:** Eliana Martinez; United Airlines; Russell Carstensen, QBT/Air Tickets; Hayley Thomas, Reho Travel; Annaliza Cruz and Kevin Headings from Sanford International Travel; Samantha Hay, Eden Corporate Travel and Georgina Byrt, Sanford International Travel.



**BELOW:** Marie Lombardi; Tertiary Travel; Linda Van Kempen and Richard Van Kempen from Orba Travel Brokers; with David Padman & Stan Scott from Helloworld & Nicole Burton, Total Travel WA.



**BELOW:** Rodney Davies, Orba Travel Brokers; Karen Harrison, British Airways; Marie Lombardi, Teritary Travel; Ray Whitten, Anywhere Travel; Chris Everden, Goldman Travel; Barbara Whitten, Anywhere Travel and Neil Ager, Qantas.







# Travel Specials

**WELCOME** to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to [specials@traveldaily.com.au](mailto:specials@traveldaily.com.au).

**The Golden Door Health Retreat & Spa** in the Hunter Valley has a long weekend escape package. The three-night long weekend rate will be reduced by 25% when guests bring a friend. Twin rate starts from \$1,310 for bookings made before 05 Jun. **CLICK HERE** to book.

**Radisson Blu Plaza Sydney** is offering a special Vivid Package including an upgrade to a Premier room, late check-out at 12 noon and a complimentary Vivid-inspired gift. Rates start from \$212 for bookings from now until 18 Jun. Call (02) 8214 0000.

**The Celebration Travel Company** has a six-night all inclusive deal at the five-star Grand Mirage Resort & Thalasso Bali resort in an ocean view room from \$1,179 per person for stays between 01-30 Jun and 21 Aug - 22 Dec, when booked before 31 May. Phone 1300 880571

Save up to NZ\$630pp on a NZSki package between 01 Sep & 02 Oct. The Ski into September deal includes seven-nights' accommodation at **Crowne Plaza Queenstown** with daily breakfast, and a five-day lift pass for The Remarkables and Coronet Peak ski fields. To book **CLICK HERE**.

## New San Pedro Public Market



**THE** Los Angeles Board of Harbor Commissioners has approved a 50-year lease to allow for the redevelopment of the 12ha Ports O' Call Village site into a retail and dining area renamed as the San Pedro Public Market.

The first phase of the proposed \$150 million revitalisation project includes 6has of restaurants, shopping, fresh food markets, creative office space, outdoor gathering areas, as well as an 800m waterfront promenade.

"We have dreamed for decades of an L.A. Waterfront that brings our entire city together - a place where families, friends, and neighbours can gather to eat, stroll, shop, and enjoy the water," Mayor of Los Angeles Eric Garcetti said.

"Today, I am proud to say that

we don't have to imagine it anymore," he continued.

The agreement was approved by the Los Angeles Board of Harbor Commissioners at its regular meeting yesterday, but still requires final approval by the Los Angeles City Council.

The expected completion date of the redevelopment is 2020.

## Supersize Ghan train

**GREAT** Southern Rail's (GSR) iconic The Ghan will set out on a record breaking journey from Adelaide to Darwin on Sun with 44 carriages and two locomotives making it Australia's longest passenger train in over a decade.

The train will stretch an epic 1,096m and reflects increasing demand for rail holidays in Australia, GSR said.

## KC suspends TSE/ULN

**AIR** Astana has been forced to cancel its 02 Jun launch of flights connecting Kazakhstan and Mongolia due to permissions being revoked by the Civil Aviation Authority of Mongolia.

KC says it started the flight permission application process that normally takes two months, eight months before the first flight with the company successfully completing the audit yet they say the CAA of Mongolia has now withdrawn permission "without any valid grounds".

KC is contacting affected pax.

## Elewana joins GHA

**ELEWANA** Collection with its 15 unique lodges, camps and hotels across Kenya and Tanzania is the latest group to join the Global Hotel Alliance, now featuring a network of 34 independent brands and over 550 hotels.

# Travel Daily

First with the news

Friday 20th May 2016

## Hyatt Place Heathrow

**HYATT** Place London Heathrow/ Hayes has now opened marking the brand's debut in the UK.

The 170-key hotel is located 20mins from London Heathrow International Airport and has free wi-fi, 24-hour food offerings, a coffee to cocktail bar, gym and meeting spaces.

## Oman Air to MAN

**OMAN** Air will start operating daily flights from its hub in Muscat to Manchester in the UK from 01 Apr in response to "strong demand" for flights between the two cities.

## WIN A TRIP TO NEW CALEDONIA

This month Travel Daily, New Caledonia Tourism and Aircalin are giving agents the chance to win a trip to New Caledonia. The prize includes:

- Two return economy class flights on Aircalin
- 5 nights at Ramada Hotel & Suites Noumea staying in a one bedroom apartment
- Daily breakfast
- One week unlimited golf for two at the Exclusiv Golf de Deva + Garden Golf de Dumbea
- Return airport transfers

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



Terms and conditions

Q15. Name the three main Loyalty Islands which are part of New Caledonia.

**CLICK HERE** for a hint



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## Book Switzerland with Albatross Tours for your chance to WIN!

Book your clients on any of the following Albatross Swiss Christmas and New Year tours and holidays before 10 August 2016 for your chance to win a Victorinox Swiss Watch valued at \$650 or 1 of 3 Swiss Cheese Hampers valued at \$150 each!\*



Celebrate Christmas in a first class spa hotel in the stunning village of Grindelwald. Shop at Christmas Markets and explore Montreux, Chateau de Chillon, Gruyères and the chic resort of Gstaad.



Relax this Christmas in snow drenched Zermatt surrounded by the soaring peaks of the Swiss Alps. Enjoy Christmas Markets, ride on the panoramic Glacier Express and see the mighty Matterhorn.



Celebrate Christmas or New Years in a delightful chalet style hotel in the stunning Swiss Alps. Savour Swiss hospitality with daily buffet breakfasts and 4-course dinners and travel independently with an included 8 day Swiss Rail Pass.

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on 1300 135 015 or visit  
[albatrosstours.com.au/switzerland](http://albatrosstours.com.au/switzerland)



**Switzerland.**  
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**ALBATROSS  
Tours**

Come share our love of Europe

\*Travel agents only will receive one entry per customer booked on any of these tours. The winners will be selected at random and announced at 10am on 12 August 2016. The winners will be notified by email.





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### Travel Team Leader

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For more information please call Hannah on (02) 9113 7272 or click [APPLY](#) now.

### Corporate Customer Data Expert

Melbourne, Up to \$90k package, Ref: 2309KF1

Strong technical and operational Corporate Travel experience? Can you deliver unique and sustainable customer data strategies to retain and grow the customer base for your company? Continue to grow your career in the challenging world of Corporate Travel Management with this unique opportunity. Strong GDS and corporate experience is required and experience on Tramada is essential. A competitive salary package is available in this leading travel management company, as is career progression.

For more information please call Kate on (03) 9988 0616 or click [APPLY](#) now.

### Cruise Travel Consultant

Adelaide, \$40-45k, Ref: 2254LM1

If you have a passion for all things Travel and would like to build your career further in a successful environment then this could be the role for you! If you have previous experience working as a Travel Consultant and you are hard working we would be happy to hear from you! Our Travel Consultants are known for their strong work ethic and superior customer service skills! If you think you have what it takes to be a successful Travel Consultant then this is the right role for you!

For more information please call Lia on (02) 9113 7272 or click [APPLY](#) now.

### Travel Store Manager

Brisbane, Great Package on Offer, Ref: 2274KH1

A super opportunity has arisen for an experienced travel consultant or manager to take the next step in their career and run your own store. The successful candidate will have a strong travel consultant background with the ability to run your own desk. We are looking for someone who is creative, innovative and looking to make a real impact with this travel company. If you can bring your own client base, then this is a plus! Don't miss out on a great opportunity. Interviewing now!

For more information please call Kate on (07) 3123 6107 or click [APPLY](#) now.

### Online Customer Service Supervisor

Sydney, Up to \$85k + Super, Ref: 2304PE1

My client is an established online travel agent, with over ten years of providing international flight options to travellers worldwide. The customer service team is in need of a supervisor to come on board & provide leadership & support on a daily basis. Manage the day to day service operation of rostering, payroll & training & provide leadership & direction to the customer support team. Strong airfares knowledge is a must; if you are looking for that next step in your career please apply.

For more information please call Paul on (02) 9113 7272 or click [APPLY](#) now.

### Retail Travel & Cruise Consultant

Melbourne, Attractive Package + Travel Incentives, Ref: 1826TS13

We are looking for a dynamic individual to join this fantastic team selling unique travel products in a boutique office in North Melbourne. The successful candidate must have at least three years of experience in a customer facing role selling domestic, international and cruise products and can offer exceptional service and deliver tailor made itineraries to their clients. In return you will be rewarded with an attractive package + superannuation with loads of travel opportunities!

For more information please call Tammy on (03) 9988 0616 or click [APPLY](#) now.

### Corporate Consultant

Perth, \$50-\$55k, Ref: 2191LM3

My client is looking for a Multi-skilled Corporate Consultant to join their expanding and successful team in the Perth area! Your experience within Corporate will be rewarded and valued in this global company and you'll be offered further development. If you have excellent corporate consultant experience then you can succeed in this exciting challenge and build your career further...In return for your hard work you will receive an excellent competitive base salary plus company commission.

For more information please call Lia on (02) 9113 7272 or click [APPLY](#) now.



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## Melbourne Networking Night

1st June - 6PM

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### Networking Party in Melbourne - 1st June

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