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Cruise industry swells 15%

CRUISING continues its reign as the fastest growing sector of the travel industry, with Australian ocean cruise numbers up by 135,000 (14.6%) in the last year according to the latest CLIA Cruise Industry Source Market Report released today (**TD** breaking news).

The growth means Australia once again leads the global cruise industry in terms of market penetration, with the equivalent of 4.5% of the total population

Alcock stepping back

WENDY Wu Tours' Australia/NZ general manager of 13 years Alan Alcock is stepping back from the business next month, making way for new recruit Andrew Mullholland to take the reins.

Alcock will remain with Wendy Wu Tours, serving as a non-exec director on the firm's local and global boards.

Mullholland has over 25 years industry experience working across retail, wholesale & online travel segments, most recently as executive gm for NRMA Tourism and Leisure group of companies.

More appointments on **page 7**.

taking a cruise last year.

About a quarter of the 1.06 million Australian cruisers in 2015 took a voyage which departed from a local homeport, with CLIA chairman Steve Odell saying Aussies are responding to the wider array of cruises on offer.

"In 2015 we saw a range of new shorter coastal cruises sailing from Australian homeports and these have clearly captured the imagination of Australians, who see them as a new way to explore their nation," Odell said.

He said calls at regional ports around the coastline were also "creating a lot of chatter" and enticing more Australians to take a holiday at sea, as well as boosting local economies.

More from the CLIA report in today's issue of **Cruise Weekly**.

Today's issue of TD

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

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Incentives vs commission

AGENTS shouldn't hold their breath for airlines to change their commission policy, according to Travelport's global head of product and marketing, air commerce, Ian Heywood.

Speaking at the Travelport Live APAC Customer Conference in Macao yesterday, Heywood said that while he believes that agents should be paid for the value that they bring, from an airline point of view, he hates commission.

Instead, he is in favour of airlines using incentives, rather than commission and agents having multiple revenue streams.

"The agents are working on behalf of the customer as well, they're not just working on behalf of the airline and so that payment needs to come from outside," Heywood said.

"The customer needs to pay the travel agent for the value of the

job that they're doing but airlines should pay up as well."

This year's conference is the biggest yet, with 360 delegates from 23 countries participating.

Other speakers included Niklas Andreen, svp & md of hospitality, car & partner marketing who said the likes of Uber complement car rental and have evolved the taxi industry in many countries.

"Given Uber are on demand, it wouldn't be something that most travel agents would book because people book it through their apps when they need it in that point in time."

Similar to the growth of LCCs, Andreen said the introduction of Airbnb in the leisure space has supplemented the industry.

"It's a great complement in the leisure space, because it allows people to travel more and it allows people to have new and very different experiences."

Corporate agents and business hoteliers can breathe a sigh of relief, with Andreen reporting he has not seen the likes of Airbnb as an alternative to hotels in the corporate space.

"When people travel for corporate, they want simplicity and efficiency...you are there to do work, you are not there to particularly stay in a hotel, the hotel is a way to facilitate you doing your job."

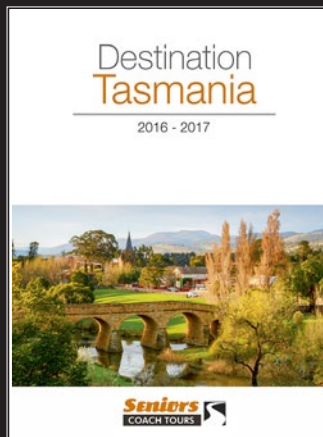
More from the Travelport Live conference on **pages 4 and 6**.

Remarkables hotel

WORK for a new multi-million dollar hotel located in Queenstown's Remarkables Park on New Zealand's South Island is set to commence Mar 2017.

The 98-key Wyndham hotel is slated to open early-mid 2018.

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UA exiting LAX/MSY

UNITED Airlines is withdrawing services between Los Angeles and New Orleans, according to GDS displays, with its daily operation to be wound up on 15 Aug.

The route is also operated by American Airlines and Delta.

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Lido/HRS celebrate partnership

IT'S all smiles as the latest pact in the industry was celebrated following the announcement hotel solutions provider HRS has taken a share in local hotel booking and payment provider The Lido Group (**TD** yesterday).

Tobias Ragge ceo of HRS and Steve Mackenzie md of The Lido Group joked with media about the 14 month long process of 'dating' before the businesses 'got married'.

Underlying the frivolity was a more serious side, with Ragge presenting Australia as the seventh largest market for business travel globally.

"It's a huge domestic market,



82% of the market is domestic travel so for us we needed to penetrate the market if we want to be a true global leader".

Both businesses were on an upward trajectory and could have pursued separate expansion paths but for Ragge it made sense to partner with The Lido Group as there were business synergies and the right culture.

"In the next two to three years we want to help double what Lido is doing," Ragge added.

Ragge is **pictured** with The Lido Group md Steve Mackenzie (left) at a media event in Sydney.

Pax prefer self-check

THE majority (92%) of airline passengers are more likely to use technology to make their flight booking, according to the 2016 SITA Passenger IT Trends Survey.

One key finding from the report was increasingly more pax prefer technology-delivered over people-delivered service.

The study was based on 9,000 respondents from 19 countries incl Australia - more info **HERE**.

QR to Chiang Mai

QATAR Airways is opening up a new route to Thailand, with the Doha-based carrier set to launch five weekly services to Chiang Mai, via Yangon, from 16 Dec.

Chiang Mai will be QR's fourth Thai destination, with flights operated by Airbus A330-200s.



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 NZ showing extraordinary commitment last night when he got his first ever tattoo.

And it's definitely not a temporary tattoo, with one of his companions posting a live video of the process at Mr Animal Tattoo in Austin, Texas.

Tastefully located just above his ankle (**pictured**), it's a simple outline of the Lone Star State - complete with the famill's #tasteUSA hashtag.



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Cook Is visitors surge

THE number of Aussie holiday-makers heading over to the Cook Islands increased 14% this financial year - an uptick of 31%.

Cook Islands Tourism Corp gm Kerryn Cook credits the tourist office's 'Love a Little Paradise' campaign for the influx of visitors.

"It reinforces to us that our strategies and trade initiatives are on track," Cook said.

Douro & Russia brox

TRAVELMARVEL'S soon-to-launch Europe River Cruising 2017 brochure will feature the Douro in Portugal & Russia's lakes and waterways for the first time.

Douro river cruising trips comprise three cruise and land combinations spanning Portugal and Spain and range from eight to 21 days in length.

Sailing on *ms Surikov*, the 11-day Treasures of Russia Cruise operates between St Petersburg and Moscow - call 1300 196 420.

New SQ BNE lounge

SINGAPORE Airlines' new SilverKris Lounge at Brisbane International Airport will officially debut 07 Jun.

Dubbed 'the home away from home', the new lounge features tastefully selected art pieces, specially designed productivity pods and spaces tailored for different needs.

Singapore Airlines regional vice president Tan Tiow Kor said he was excited to be launching the new Brisbane lounge.

"[The lounge] was designed with the guidance of extensive research from customer focus groups, which has helped us deliver a spacious and enjoyable lounge experience," he said.

MEANWHILE, KrisFlyer Miles can now be used to purchase goods from the KrisShop.com online portal.

KrisFlyer Miles can be used to pay in full for items, or combined with cash, subject to a minimum of 3,000 miles per transaction.



Travelport's Oscar performance



DELEGATES brushed the dust off their most-dapper suits and sleek gowns for "a night at the Oscars" overnight at the Travelport Live APAC Customer Conference.

Guests were applauded as they walked the red carpet and entered the massive Ibiza-style nightclub, Pacha Macau.

A gambling mecca, it was

no surprise the club put on a dazzling light show, complete with performances from dancers.

The Travelport team is **pictured** above getting into the theme of the night, from left are: Scott Hyden, group vice president - enterprise customer group; Mark Meehan, managing director - Asia Pacific and Jason Clarke, managing director - global sales.

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OS to c'share with PG

AUSTRIAN Airlines and Bangkok Airways have launched a new codeshare agreement, with the OS code now appearing on eight Bangkok Airways routes ex BKK.

Wyndham Rewards

WYNDHAM Rewards has launched Member Levels, an "elite program for the masses" giving all loyalty guests a chance to experience special perks during their award stays.

Through four levels: Blue, Gold, Platinum and Diamond—Wyndham Rewards members can take advantage of new benefits that increase by level.

Now when clients redeem their points for a stay in one of the program's top 25 destinations they will be offered special discounts on local experiences.

The new benefits are now live - for further details, [CLICK HERE](#).

CX Biz Pier preview

CATHAY Pacific Airways has revealed details of its upgraded Pier Business Class lounge at Hong Kong International Airport ahead of its reopening in Jun.

An extensive refurbishment project which took close to 12 months has created the largest Cathay Pacific lounge yet, occupying 3,306m² in the airport's North West concourse.

The facility has a capacity of 550 people and it's designed around the concept of "Hong Kong street life" with an extensive food hall, noodle bar, office space and a relaxation room.

Today's issue of *TD* is coming to you courtesy of Brand USA and Air New Zealand, who are hosting the #tasteUSA mega fam across the US this week.

PARTICIPANTS in the Taste USA mega-fam converged in Houston, Texas today, arriving on flights from around the country.

They were whisked straight to a surprise event at the downtown Minute Maid Park where the group was hosted by Visit Houston for a Major League Baseball game between the Houston Astros and the Baltimore Orioles (left).

Tomorrow it's off to NASA's Johnson Space Centre for the morning before lunch at the Kemah Boardwalk, a Texas Gulf Coast theme park about 30 miles out of town on the shores of Galveston Bay and Clear Lake.

The fam starts to wrap up tonight with a Brand USA gala dinner and Insta-Grammys awards ceremony which is being hosted at The Majestic Metro, Houston's "newest hot spot".

Follow #tasteUSA on social media for live updates from the 2016 Brand USA mega-fam.

Agents having a ball in Houston!



THE participants in the #tasteUSA megafam were treated to an evening at the baseball in Houston, at the main ballpark located right in the centre of the city, in the former Union Station.

It's sponsored by Coca-Cola's Minute Maid orange juice brand under a \$100 million 30 year naming rights deal.

A highlight of the evening was the appearance of a reference to the #tasteUSA team on the stadium's Jumbotron screen



during the fourth innings (inset).

VisitHouston provided plenty of food and drink, with Jo Palmer from Brand USA pictured above left with Justine Frost from Helloworld Leopold and Merryn Edwards of Andy's World Travel tucking into some fried chicken and hot dogs.



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Travel Daily
on location in China's
Macao

Today's issue of TD is coming from China's Macao courtesy of Travelpoort, which is hosting the Travelpoort Live APAC Customer Conference 2016.

YESTERDAY the conference officially opened with the news it would be the biggest on record.

Numbers have been crunched and over 360 delegates from 23 countries and 40 speakers arrived in Macao for the event.

Last night attendees gathered at the largest nightclub in Macao, Pacha Nightclub for "A Night at the Oscars".

Delegates brought out their finest gowns and suits for a night of glitz and glamour.

Pacha Macao put on a show, with guests entertained by dancers throughout the night and awards for best dressed and most creative outfit.

Today guests heard from Andrew Staples, director, Economist Network Japan, Travelpoort's Jason Nash and ultra-athlete Thaddeus Lawrence, see **pg 2 & 4** for more.

NYC summer fun

NYC & Company has released details on a number of special upcoming events aimed at encourage tourists to take a summer holiday in New York.

Restaurant Week will return from 25 Jul-19 Aug featuring discounted three-course price fixed lunches and dinners with bookings available from 11 Jul.

In late summer and early Autumn during NYC Broadway Week (from 05-18 Sep) and NYC Off-Broadway Week (from 26 Sep -09 Oct), visitors can enjoy 2-for-1 tickets to a selection of the best shows in town.

Tickets for the initial batch of shows go on sale 18 Aug and for the second round on 12 Sep.

New York expects to welcome 16m visitors during summer.

GDS scammer caught

AMERICAN authorities now have their hands on a hacker who allegedly defrauded airlines and travel companies of as much as US\$2 million.

Eric Donys Simeu from Cameroon undertook a "phishing" scam where he convinced employees of travel companies to provide their GDS credentials, which he then used to log in and fraudulently book tickets which he on-sold at discounted prices.

He was arrested in France in 2014 and has now been extradited to the US to face charges which relate to two companies in Texas and Georgia.

Getting to Know India Better



INDIA Tourism Sydney and Australia India Travel & Tourism Council (AITTC) hosted the concluding session of the Know India Better seminars in Sydney on Tue night.

Over 100 guests comprising of travel agents, wholesalers, operators and media were treated to an evening exposing them to all things India including food, entertainment and the latest information, as well as a special guest presentation from Pat Farmer having completed the "Spirit of India Run" in March.

The AITTC was formed four years ago to influence bilateral tourist traffic movement between Australia and India, build its network of individuals and organisations and host industry networking sessions sharing knowledge and identifying issues.

"Our progress has been very successful, we've marked our presence in the industry and continue to see membership growth", said AITTC chairman Sandip Hor.

According to Council General of India - Sydney, B. Vanlalvawna, the tourism sector in India plays an important role in the economy generating over \$120b annually, contributing to more than 6% of

gross domestic product (GDP).

"Australia is a key market for India's growing international tourism sector with over 3% of foreign tourists coming from Australia, however there is a lot of scope for increasing this figure", said B. Vanlalvawna.

Air India manager, Madhu Mathen revealed that the direct flights between Sydney, Melbourne and Delhi are assisting in the contribution to the growth in bilateral travel.

Tourism India Sydney assistant director, Kanchan K Kukreja also revealed that Australia has achieved seventh position in the Top 10 source countries from the Foreign Tourist Arrivals in India.

"We don't have a peak season... India is a round-year destination", said Kukreja.

She highlighted that India boasts 32 World heritage sites and offers an abundance of attractions and activities including the Indian Himalayas, festivals, deserts, wildlife sanctuaries, a floating national park, beaches, golf, yoga and a F1 Grand Prix.

Kukreja also revealed an announcement will be made in the coming days confirming the validity of the popular e-Tourist Visa will be extended from 30 to 60 days.

Pictured above at the Grace Hotel Sydney are: Sandip Hor, Kanchan K Kukreja and Phillip Boniface, co-chairman AITTC.

Tempo India brox

TEMPO Holidays has released its 2017 India & Subcontinent brochure, also incorporating Bhutan, Tibet, Myanmar & Nepal.

In Nepal, Tempo has a 15 day Himalayan Heritage 'off road' itinerary priced from \$4,987ppts, while in Sri Lanka there's a new collection of wildlife and culinary tours, along with wellness retreats - view a copy **HERE**.

Fullerton Hotel portal

SINGAPORE'S The Fullerton Hotels has unveiled a new digital platform for its two properties - The Fullerton Hotel Singapore & The Fullerton Bay Hotel.

More at fullertonhotels.com.

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DFAT lowers Nepal

DFAT is no longer advising Australian travellers to reconsider their need to travel to southern Nepal but to 'Exercise a high degree of caution' overall.

Veitch packs \$1m for agents



THE Travel Corporation (TTC) ceo John Veitch (pictured above) was busy in the mail room yesterday stuffing nearly 500 golden envelopes to send out to consultants which will reveal the final winners of 'The Great \$1,000,000 Cash Giveaway'.

Keep an eye on your letter boxes as a golden envelope worth \$1,000, \$2,000 or \$5,000 could be making its way to you!

Since Nov 2015, TTC has been running the competition offering 500 Aussie consultants the chance to reap cash rewards.

One of TTC's lucky winners of the major \$25,000 cash prize is Lin Lee from Wings Travel in Glen Waverley, Victoria (pictured right) who was handed her giant cheque by sales manager for Trafalgar Sheena Smith.

Lee started her travel agency 22 years ago and, with her dedicated team and has seen it grow from strength to strength.

She credits the success and longevity of her agency to her staff because "it is a team effort".



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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.

The **Conventions and Incentives New Zealand** board has appointed management and leadership consultant **Tony Gardner** as Independent Chair. Tony has over 20 years' multi-channel marketing experience and 14 years' in management and executive leadership.

Wyndham Vacation Resorts Asia Pacific has given **Michelle Hoy** responsibility for overseeing Ramada Shoal Bay, NSW in her new role as Executive Assistant Manager.

Insight Vacations has announced three new appointments to its Australian team. **Karen Deveson** will join as the new Head of Marketing at the end of the month, and the two new Sales Managers, **Yvette Montell** and **Andy Roberts** have already started in their roles.

Qatar Airways has confirmed its commercial teams in Sydney and Adelaide. The new Sydney team is made up of **Christopher Ellis**, Manager of National Accounts, **Justin Kestel**, Commercial Manager and **Demetrius Laris** in Sales Support, along with Sales Executives **Adam Joseph**, **Lida Alevizos** and **Stella Vlahos**. Led by Commercial Manager **Denisa Mickova**, the Adelaide team includes **Lisa Cadd** in the role of Senior Sales Executive, **Celia Witton**, Sales Support and Sales Executives **Steve Eickhoff** and **Rachel Agars**.

Duangdej Yuaikwarmdee has been selected by **Carlson Wagonlit Travel** as **Country Director Thailand** based in Bangkok.

David Paterson has joined **Exhibitions & Trade Fairs** as Portfolio Director replacing David McCarthy.

The **National Association of Travel Agents Singapore** has announced its newly elected Executive Committee Members for the 2016 - 2018 term. **Devinder Ohri** was re-elected as president for a second time while **Steven Ler** has been selected as Deputy President, **Albert Hong** as Secretary-General, **Samson Tan** as Chairman – Inbound and **Clifford Neo** as Chairman – Outbound.



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Ethiad Aviation Grp ups financing

THE Ethiad Aviation Group has raised a further US\$500 million in a second platform financing transaction.

"This transaction shows the strength of that grouping, as well as the strength of the individual members," remarked Ethiad Airways president and chief exec officer James Hogan.

Hogan said the funds raised by the transaction will be used largely for capital expenditure and investment in fleet, as well as for refinancing, depending on each individual airline's needs.

LHR T5 blockbusters

HEATHROW Airport's Terminal Five will this summer offer passengers access to recent Hollywood releases that can be played on iPhones or iPads by utilising the Heathrow EntertainMe kiosk.

Developed by SITA and partners Orange Business Services and Adaptive Channel, the new kiosk offering has been designed to "provide a unique entertainment solution" for customers.

Aside from movies, passengers can also access TV shows, int'l magazines and newspapers.

EK refit CPT lounge

EMIRATES has officially opened its two-level premium lounge at the Cape Town Int'l Airport.

The lounge features a business centre, wi-fi, TV area, showers and a prayer room.

#9 on the list of favourite things

AUSTRALIA represents the ninth most important source market for Salzburg, with the Austrian National Tourist Office (ANTO) crediting *The Sound of Music* as a major drawcard for Aussies visiting the city.

Last year more than 25,000 Aussies visited Salzburg, with ANTO director, Astrid Mulholland-Licht, saying "generation after generation fall in love with the musical and want to experience the beauty and charm first hand".

Last year represented a successful year for Austria, with the European country achieving the fifth successive record from the Australian source market.

More than 152,000 Australians visited Austria last year and spent 382,000 nights in commercial accommodation.

"Adding Danube river cruise passengers and VFR travellers who are not recorded in the official stats, we are estimating well over half a million overnights



from down under in Austria last year," explains Mulholland-Licht.

Pictured is Nicholas Hammond (left) who portrayed Friedrich in the *Sound of Music*, Astrid Mulholland-Licht, director, ANTO and Bert Brugger, ceo, Salzburg Tourism at the opening performance in Melbourne.

Sabre clarification

IN ADDITION to yesterday's *TD* story on Sabre's *Sabre Explore* tool, the company wishes to clarify that the online booking tool was designed to help small to mid-size retail agencies in Australia and NZ tap into new revenue streams by plugging an online booking facility into their website, branded as their own.

Le Meridien Versailles

LE MERIDIEN Versaille in Montreal has completed a major renovation of its property.

New furniture, wallpaper, beds, lighting and TVs have been added to all 108-keys and suites.



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*****NEW ROLE****

**DIGITAL MARKETING DIRECTOR
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Do you live and breathe everything digital? We are looking for a senior Digital Marketing Manager to lead the digital marketing strategy for this global travel giant. This is a newly created role with two direct reports. An agency background would be ideal for this role as we are looking for someone who has created and implemented concepts from scratch, this is a high level role so needs a high touch manager to lead the strategy. Please send your CV today.

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MELBOURNE OR BRISBANE – SALARY PKG TO \$80K (DOE) +

This corporate travel company is seeking a competent leisure travel supervisor with a proven track record managing a team of senior leisure consultants. Working with this professional leisure team, you will be responsible for developing & driving the team to achieve results & maintain service levels, whilst remaining hands on consulting by appt only. Experience in a luxury high end leisure travel environment & solid management experience is essential.

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BRISBANE, SYDNEY OR MELBOURNE – UP TO \$95K PKG

Combine your top notch technical & operational corporate travel experience with your strong analytical skills when you join this market leader. You'll be responsible for collecting, cleaning, transforming and modelling data to formulate successful CRM strategies. Your adaptability will see you lead by example and embrace change within the team. A strong salary package and superb industry benefits on offer. Tramada skills and project management experience a must.

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CALL CENTRE TEAM LEADER

SYDNEY - SALARY PACKAGE \$95 INCLUDING BONUS

Work for this leading Travel Company based in Sydney and lead their call centre operations. You will be responsible for leading a team of sales staff to meet and exceed, daily weekly and monthly targets, mentoring, training and call coaching are all part of the role. You will come from a call centre background, have an understanding of telephony metrics and have lead teams to success. Strong package & benefits on offer.

DRIVE REVENUE RESULTS

AREA REVENUE MANAGER

GOLD COAST or MELBOURNE – SALARY PKG UP TO \$85K

A highly experienced Revenue Manager is required to join this industry leader as an Area Revenue Manager in Melbourne or the Gold Coast. Work closely with GM's, Sales & Marketing teams to implement revenue management processes, forecasting, channel management, budgeting, competitor analysis & management reporting to achieve goals. Great salary + bonuses on offer. Prev. experience in a similar role overseeing multiple properties a must.

BE THE FACE OF THIS UNIQUE, NEW CONCEPT

LEADING HOTEL MICE BDM

SALARY PACKAGE \$105K

Are you a talented MICE BDM looking to sell a fantastic new hotel space? This dynamic, award winning hotel has just finished a multi-million revamp of their Events and Conferencing areas. Aimed at the higher end of town, you will enjoy representing this unique facilities to your PCO and Corporate clientele. Boasting amazing waterfront views, your clients will be lining up to have their next high profile launch, function or conference in this prestigious space.

A RARE OPENING IN THE SALES TEAM

NSW/ACT TRAVEL INDUSTRY BDM

SYDNEY –STRONG SALARY PACKAGE

This is a brand you want to represent, well known as a leader in their field, agents will greet you with open arms. Be the face of this brand calling on the industry to promote and sell this great product. Use your strong sales skills to increase revenue whilst also looking after your existing customers. If you love to be challenged and love finding new business opportunities whilst maintaining the existing then this is for you, send your CV today.

SENIOR CORPORATE SALES MANAGER NEEDED

CORPORATE TRAVEL BUSINESS DEVELOPMENT MANAGER

MELBOURNE – SALARY GUARANTEE \$130K - \$150K+

If you consider yourself a consummate professional in Sales with experience in the Corporate TMC market, we have a prestigious new role available with one of the most dynamic TMCs in the business. Targeting the ACADEMIC market, you must be driven by winning new business and achieving targets. You will be rewarded with a top salary, generous KPI bonuses plus amazing benefits & incentives. Guaranteed salary on offer plus fantastic bonuses.

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